**THRIVE Outcome Framework**

**Key:**

**Strategic outcomes**: refer to those cross-cutting indicators which are affected by multiple services/agencies but which improved emotional health and wellbeing will be a contributory factor - if emotional health and wellbeing services are functioning effectively, gives an indication of quality

**Young People’s Outcomes**: performance management indicators derived from outcomes set by young people – quality focussed

**Other Stakeholder Outcomes:** performance management indicators that relate to outcomes to people who support young people – quality focussed

**Data/intelligence**: information that helps contextualise and describe how well the system is working but which does not constitute performance data – constitutes a measure of quantity

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|  | **SO** | **Strategic Outcomes** | **Source (CCG led)** | **Intended direction of travel** | **Timeframe for reporting** |
| **Quality** | SO1 | Number of presentations at A&E – mental health | SUS | decrease |  |
| SO2 | Number of presentations at A&E – self-harm | SUS | decrease |  |
| SO3 | Number of hospital admissions for self-harm (5 – 18) | SUS | decrease |  |
| SO4 | Number of hospital admissions for mental health | SUS | decrease |  |
| SO5 | Number of admissions – tier 4 | Spec Comm | decrease |  |
| SO6 | Number of occupied bed days – tier 4 | Spec Comm | decrease |  |
| SO7 | Number of CYP re-admitted to tier 4 within 12 months | Spec Comm | decrease |  |
| SO8 | Number of suicides | LA | decrease |  |
| SO9 | Number of school absences (where mental health is a primary factor) | LA | decrease |  |
| SO10 | Number of school exclusions (where mental health is a primary factor) | LA | decrease |  |
| SO11 | Number of exclusions of CYP with EHC plan (where mental health is a primary factor) | LA | decrease |  |
| SO12 | Number of looked after children (LAC) where child mental health is a significant contributing factor | LA | decrease |  |
| SO13 | Number of CYP detained in police custody as a place of safety | Police | decrease |  |
| SO14 | Of emergency/crisis referrals including open cases; number of new or current cases referred 2 or more times with the previous 12 months (%) | NWBH | decrease | March 18 |
|  | **YP** | **Young People’s/Parent Outcomes** | **Source** | **Intended direction of travel** | **Timeframe for reporting** |
| **Quality** |  | **1. I will know where to find help** | **2. I will be able to achieve my goals** | **3. I will be supported to carry on doing things that are important to me** |  |  |  |
| YP1 | Of CYP completing treatment (and their parent/carers): % reporting ‘certainly true, party true, not true or don’t know’ on each of the questions on the ‘Experience of Service Questionnaire’ previously CHI-ESQ developed by the Commission for Health Improvement:  Reported by:* CYP Getting Advice
* CYP Getting Help
* CYP Getting More Help
* CYP Getting Risk Support
 | NWBH/ delivery partners\* | baseline | March 18 |
| YP2 | Experience of service – Trust ‘friends and family test (FFT)’Of CYP completing FFT: number of clients who are likely or extremely likely to recommend the service to a friend (%) – agree with NWBH if needed as well as YP1 | NWBH/ delivery partners\* | baseline | January 18 |
| YP3 | Symptom/impact - measures change in specific symptom using standardised clinical tool[[1]](#footnote-1)* **Recovery rate** – of total number of clients receiving an intervention:
	+ number of individuals above clinical threshold before intervention
	+ the number below clinical threshold post intervention **IN DEVELOPMENT**
* **Reliable change** – of total number of clients receiving an intervention:
	+ Number of clients achieving significant change in score attributable to intervention **IN DEVELOPMENT** (initially to report % showing an improved score)
* **Reliable recovery** – of total number of clients receiving an intervention:
	+ number of CYP who demonstrate recovery where their score has moved by a significant amount **IN DEVELOPMENT**
 | NWBH/ delivery partners\* | baseline | March 18 |
| YP4 | Progress towards goals – Of total number of CYP who set a personal goal : number who demonstrate progress of at least 2 points on a rating scale of 0-10 (reliable recovery)  | NWBH/ delivery partners\* | baseline | March 18 |
| YP5 |  |  | Of total number of CYP open to the service: number that are out of school | NWBH | decrease | March 18 |
|  | **OS** | **Other Stakeholder Outcomes** |  | **Intended direction of travel** | **Timeframe for reporting** |
|  | OS1 | Of total number of parents undertaking a parenting programme delivered by CYPMHS: number of parents that report improvement in parent self-efficacy (MANUAL) | NWBH | baseline | January 18 |
|  | OS2 | Of total number of parents undertaking parenting programme delivered by CYPMHS: number of parents that report improvement in child behavioural difficulties (MANUAL) | NWBH | baseline | January 18 |
|  | OS3 | Of total number of schools receiving link visits: total number that report finding it very easy or fairly easy to access consultation from children’s mental health services on a termly questionnaire (rating scale: very easy, fairly easy, neither easy nor difficult, fairly difficult, very difficult) (MANUAL) | NWBH | baseline | January 18 |
|  | OS4 | Of total number of schools receiving link visits: total number that report feeling very confident or fairly confident to support CYP EHWB, on a termly questionnaire (rating scale: very confident, fairly confident, neither confident nor unconfident, fairly unconfident, very unconfident) (MANUAL) | NWBH | baseline | January 18 |
|  | OS5 | Of total number of consultations provided for e.g. multi-agency safeguarding hub/YOS/complex case panel: number where the practitioner was satisfied with the outcome (satisfied vs not satisfied) (MANUAL) | NWBH | baseline | January 18 |
|  | **I** | **Data/intelligence (reported monthly)** |  | **Intended direction of travel** | **Timeframe for reporting** |
| **Quantity** | I1 | Number of referrals by source of referral:* Education
* GP
* Internal
 | * Local Authority
* Primary health
* Other
 | NWBH | baseline | January 18 |
| I2 | Number of referrals by ethnicity:* Asian/Asian British
* Black/Black British
* Mixed
 | * Not stated
* Other ethnic group
* White
 | NWBH | baseline | January 18 |
| I3 | Total number of contacts within ‘getting advice’ for information and signposting (including young people, families and professionals) | NWBH | increase | July 18  |
| I4 | Of total number that make contact with ‘getting advice’: numbers provided with brief intervention/brief advice (meaningful clinical contact – 1st face to face contact with young person only) | NWBH | baseline | March 18 |
| I5 | Of total number accessing ‘getting advice’ in the reporting month that require:Getting Advice only Getting Help Getting More Help Getting Risk Support  | NWBH | baseline | March 18 |
| I6 | Total number that have previously been known to the service (last 2 years) that require: Getting Advice Getting Help  Getting More Help Getting Risk Support | NWBH | Baseline | March 18 |
| I7 | Of the total caseload: number identified with each presenting need at assessment:* Anxiety
* Depression
* OCD
* Phobia
* ADHD
* Autism Spectrum
* Behavioural and/or conduct disorders
* Bipolar Disorder
* PTSD
* Social Anxiety Disorder
* Self-harm
* GAD and/or panic disorder
* Co-occurring emotional and behavioural difficulties
* Co-occurring emotional difficulties
* Psychosis
* Bullying
* Body image issues
* Substance misuse
* Experience of abuse
* Domestic violence
* Parental drug/alcohol
* CSE
* Harmful sexual behaviour
* Social care involvement
* Young carer
* LGB
* Trans gender
* Parental mental health
* Sleeping difficulties
* Developmental/learning needs
* Long term physical health condition

(could be multiple presenting needs per young person)Note: this won’t be an exhaustive list and may need review and revision | NWBH | Monitor | March 18 |
| I8 | Total caseload by:Getting Advice Getting Help Getting More Help Getting Risk Support | NWBH | baseline | January 18 |
| I9 | Number of CYP signposted onto other services at Getting Advice:* Youth Service (targeted services)
* Youth service (universal services)
* Smoking cessation services
* Drug and alcohol services
* Third sector organisations
* Early Help
* Child Sexual Exploitation/missing from home organisations
* IAPT services (16 years+)
* Other health services
 | NWBH | Baseline | March 18 |
| I10 | Of total caseload: number of clients with protected characteristic(s)/vulnerabilities:* Early Help
* Children looked after (CLA)
* Special Educational Needs (SEN)
* Unaccompanied asylum seeking children (UASC)
* Not in education, employment or training (NEET)
* Child in Need (CIN)
* Child Protection Plan (CPP)
* Education health and care plan (EHC)
* Lesbian, gay or bi-sexual (LGB)
* Trans gender
* Youth offender (YOS)

Broken down by:Getting Advice Getting Help Getting More Help Getting Risk Support | NWBH | Baseline | March 18 |
| I11 | Number of CYP with a risk support plan as part of a multi-agency plan (in line with local authority care planning processes) | NWBH | baseline | To be developed, report manually once available and electronically by March 19 |
| I12 | Of total number of children and young people aged 0-18 with a diagnosable mental health condition (figure to be agreed with NHSE): number who are receiving treatment from NHS funded community services (2nd appointment as a proxy for start of treatment) – annually reported measure with a quarterly trajectory to be agreed with NHSE:* 2016/17 – 28%
* 2017/18 – 30%
* 2018/19 – 32%
* 2019/20 – 34%
* 2020/21 – 35%
 | NWBH (align with MHSDS) | Increase in line with NHSE trajectory  | March 18 |
| I13 | Waiting times for CYP seen for 1st direct contact (any THRIVE grouping) within reporting month:Of the total number waiting for their first contact:* Number seen the same day (%)
* Number seen within 1-7 days (%)
* Number seen within 8-14 days (%)
* Number seen within 15-21 days (%)
* Number seen within 22-28 days (%)
* Number seen within 29-35 days (%)
* Number seen within 36-42 days (%)
* Number seen within 43 days or over (%)

 (Note: days counted includes weekends) | NWBH | reduce | March 18 |
| I14 | Waiting time to start of NICE compliant evidence based treatment (any THRIVE grouping) for CYP starting treatment within reporting month (2nd appointment as a proxy for start of treatment, at least one contact can be indirect).Of the total number waiting to start treatment:* Number seen that started treatment the same day (%)
* Number seen for their 2nd appointment within 1-7 days (%)
* Number seen for their 2nd appointment within 8-14 days (%)
* Number seen for their 2nd appointment within 15-21 days (%)
* Number seen for their 2nd appointment within 22- 28 days (%)
* Number seen for their 2nd appointment within 29-35 days (%)
* Number seen for their 2nd appointment within 36-42 days (%)
* Number seen for their 2nd appointment with 43 days or over (%)

(Note: days counted includes weekends) | NWBH | reduce | March 18 |
| I15 | Waiting time to start of NICE compliant evidence based treatment for CYP in crisis that are seen within the reporting month (1st direct contact)Of the total number of young people that present in crisis requiring a mental health response:* Number that are assessed and start treatment within less than 4 hours (%)
* Number that are assessed and start treatment within 5- 12 hours (%)
* Number that are assessed and start treatment within 13-24 hours (%)
* Number that are assessed and start treatment within 25-72 hours (%)
* Number that are assessed and start treatment within 72 hours or over (%)
 | NWBH | reduce | March 18 |
| I16 | % of DNAs:* Getting Help
 | * Getting More Help
 | * Getting Risk Support
 | NWBH | reduce | March 18 |
| I17 | Of total number of children and young people referred in who have a specific vulnerability: number of CYP discharged due to non-attendance* Early Help
* Children looked after (CLA)
* Special Educational Needs (SEN)
* Unaccompanied asylum seeking children (UASC)
* Not in education, employment or training (NEET)
* Child in Need (CIN)
* Child Protection Plan (CPP)
* Education health and care plan (EHC)
* Lesbian, gay or bi-sexual (LGB)
* Trans gender
* Youth offender (YOS)
 | NWBH | reduce | TBC |
| I18 | Of the total number of children and young people that have completed an evidence based intervention: total number that have attended:* 1 contact
* 2 – 3 contacts
* 4 – 12 contacts
* 13+ contacts

when closed within the reporting month; broken down by:Getting Advice Getting Help Getting More Help Getting Risk Support | NWBH | baseline | March 18 |
| I19 | Of the total number of direct and indirect contacts: number of indirect contacts (%) | NWBH | baseline | TBC |
| I20 | Number of EHC requests received by the service (MANUAL) | NWBH | baseline | March 18 |
| I21 | Of the total number of EHC requests received: Number of EHC requests actioned by the service that have been completed and are in line with local protocols (%) | NWBH | baseline | March 18 |
| I22 | Number of CYP providing experience of service feedback at end of treatment (YP2) | NWBH | baseline | March 18 |
| I23 | Number of CYP for whom there is baseline recovery data, data at midpoint and at discharge (YP3)  | NWBH | baseline | March 18 |
| I24 | Number of CYP for whom there is baseline personal goal data, data at midpoint and at discharge (YP4)  | NWBH | baseline | March 18 |
| I25 | Of the total number of children and young people that are in a specialist inpatient provision within the CCG area: total number that have received a community treatment review or equivalent care planning meeting by a named member of the community team (MANUAL) | NWBH | baseline | January 18 |
| I26 | Number of individualised packages of care for treatment delivered locally/at home – continuing care (MANUAL) | NWBH | baseline | March 18 (electronic by March 19) |
| I27 | Number of individualised packages of care for treatment delivered locally/at home – Section 117 (MANUAL) | NWBH | baseline | March 18 (electronic by March 19) |
| I28 | Of the total number of parents referred to attend a parenting programme delivered by CYPMHS: number of parents completing evidence based parenting programme (%) (MANUAL) | NWBH | baseline | March 18 (electronic by March 19) |
| I29 | Of the total caseload: number of CYP who are also known to substance misuse services (MANUAL) | NWBH | baseline | March 18 (electronic by March 19) |
| I30 | Of the total caseload: number of CYP who are also known to the Youth Offending Service (YOS) (MANUAL) | NWBH | baseline | March 18 (electronic by March 19) |
| I31 | Of the total number of CYP known to the YOS: number of YOS clients who have received an appropriate mental health assessment (MANUAL) | NWBH | baseline | March 18 (electronic by March 19) |
| I32 | Number of link visits carried out with schools – primary (also include in termly narrative report) (MANUAL) | NWBH | baseline | March 18 (electronic by March 19) |
| I33 | Number of link visits carried out with schools – secondary (also include in termly narrative report) (MANUAL) | NWBH | baseline | March 18 (electronic by March 19) |
| I34 | Number of link visits carried out with schools - any stand-alone special provision (MANUAL) | NWBH | baseline | March 18 (electronic by March 19) |
| I35 | Number of training sessions provided to other professionals – annual training plan to be agreed with CCG/partners (also include in termly narrative report for schools) (MANUAL) | NWBH | baseline | March 18 (electronic by March 19) |
| I36 | Number school staff accessing relevant training (also include in termly narrative report for schools) (MANUAL) | NWBH | baseline | March 18 (electronic by March 19) |
|  | Number of supervision sessions/reflective groups delivered to:School staff Youth Service staffSchool Nursing staffYOS staff (MANUAL) | NWBH | baseline | March 18 (electronic by March 19) |
| I37 | Number of parenting programmes delivered (MANUAL) | NWBH | baseline | March 18 (electronic by March 19) |

Note: to begin with a period of baseline measurement will be required – this will build a picture against which future performance will be measured and reviewed unless otherwise specified

**Reporting by sub-contracted providers:**

* A separate report should be provided by any online provider that co-delivers on the contract which should as an absolute minimum include number of unique YP that have accessed the online offer in a quarter and total number of online hours used.
* A separate activity report should be provided for any third sector provider that co-delivers on the contract to include:

- number of cases allocated

- waiting times

- total number of sessions delivered per month

- total number of DNA’s

- total number of CNA’s (broken down by service and family)

- outcome and experience measures (as per YP1, YP2 and YP 3 above)

1. Will require input from clinical staff to develop to determine range of tools used, what thresholds are used in each and how to determine what constitutes significant change.

\* to be reported separately by all delivery partners (i.e. lead provider and sub – contracted providers) [↑](#footnote-ref-1)