**Quality Outcomes and Related Indicators**

Outcome tables from service specification:

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| * + 1. **Public Health Domain: Wider Determinants of Health** | |
|  | Children, young people and families receive a proportionate universal offer to ensure that those that have the greatest need, make the greatest improvement, closing the gap in inequality in health outcomes. |
|  | More children and young people achieve positive physical and emotional milestones (contributing to improved rates of school readiness). |
|  | More children and young people, particularly the most disadvantaged children, improve academic results to close the attainment gap between the most and least deprived. |
|  | More children and young people develop and achieve their potential, through improved rates of school attendance. |
|  | More 16–19 year olds are able to achieve their potential through increasing the percentage of 16–19 year olds in employment, education and training, and reducing the numbers not in employment, education and training (NEET). |
|  | Children and young people are safe and protected, resulting in a reduction in hospital admissions caused by unintentional injuries to children and young people. A reduction of the number of children and young people killed or seriously injured on the road. |
|  | Community assets are actively identified, understood, developed and promoted to improve health and wellbeing. |
|  | Full UNICEF baby friendly community accreditation achieved and maintained. |

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| * + 1. **Public Health Domain: Health Improvement** | |
| **3.2.2.1** | Families are prepared for the transition to parenthood. |
| **3.2.2.2** | More children and young people have a positive attachment with their parents and carers. |
| **3.2.2.3** | More babies are fed breast milk, through an increase in breastfeeding initiation and prevalence. |
| **3.2.2.4** | More families feel competent and confident to follow safer sleep guidelines reducing incidences of sudden infant death (SUDI). |
| **3.2.2.5** | More children and young people are a healthy weight, through a reduction in the number children who are overweight and obese. |
| **3.2.2.6** | More pregnant women, parents, carers, children and young people have better mental health. |
| **3.2.2.7** | More pregnant women, parents, carers, children and young people are smoke free, reducing the prevalence of smoking locally. |
| **3.2.2.8** | Children and young people, parents and carers are supported to reduce substance misuse. |
| **3.2.2.9** | Children and young people, parents and carers are supported to reduce teenage conceptions and improve sexual health. |

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| * + 1. **Public Health Domain: Health Protection** | |
| **3.2.3.1** | Increased population immunisation coverage for children and young people to reduce the prevalence of preventable ill health. |
| **3.2.3.2** | Decrease in the number of children who become the subject of a child protection plan. |
| **3.2.3.3** | Reduction in the rates of infant and child mortality. |

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| * + 1. **Public Health Domain: Healthcare Public Health** | |
| **3.2.4.1** | Children, young people and families have access to preventative health and self-care education, and locality based expertise to manage minor illness and injuries. |
| **3.2.4.2** | Decrease in the rates of children and young people's accident and emergency attendance and non-elective rates of paediatric hospital admissions. |
| **3.2.4.3** | More children and young people have better oral health to prevent tooth decay. |

**Key performance indicators.** To be reported quarterly, unless indicated otherwise.

**Consequence of breach of key performance indicators**- Service Improvement action plan with commissioners.

* Mandates and/or submissions NHS Digital Children's and Young People's data sets and with some local additionalities.

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| KPI number | Key Performance Indicator | Related Outcomes | Threshold | Method of measurement - quarterly | |
| 1 | The ante-natal health promoting visit | 3.2.2.1-2 3.2.2.4  3.2.2.6 3.2.3.1  3.2.4.1 | 95% | numerator | Total number and % of pregnant women by 28 weeks or above in the quarter who have received a face to face ante-natal visit. |
| denominator | Total number of pregnancy notifications received from maternity providers in the appropriate quarter. |
| 2 | Primary/ First Review.  New born visit (NBV) | 3.2.2.1-2 3.2.2.4 3.2.2.6  3.2.3.1 3.2.4.1 | 95% | numerator | Total number and % of infants who turned 30 days in the quarter who received a face to face NBV within 14 days from birth by a HV. |
| denominator | Total number of infants who turned 30 days within the quarter. |
| numerator | Total number and % of infants who turned 30 days in the quarter who received a face to face NBV after 14 days by a HV. |
| denominator | Total number of infants who turned 30 days within the quarter. |
| 3 | 6-8 weeks HV health development review. | 3.2.2.1-6  3.2.3.1  3.2.4.1  3.2.4.3 | 95% | numerator | Total number and % of infants aged 6-8 weeks of age in the quarter who received a face to face visit within 42-56 days from birth by a HV. |
| denominator | Total number of infants who turned 8 weeks within the quarter. |
| 4 | 12 month health and development review | 3.2.2.1  3.2.2.6  3.2.2.7  3.2.3.1  3.2.4.1  3.2.4.3 | 95% | numerator | Total number and % of children who turned 12 months in the quarter who received a 12 month review by the age of 12 months. |
| denominator | Total number of children turning 12 months in the quarter. |
| numerator | Total number of children that turned 15 months in the quarter, who received a 12 month review by the age of 15 months. |
| denominator | Total number of children turning 15 months in the appropriate quarter. |
| 5 | Number of children receiving a 2-2 ½ year review. | 3.2.1.2  3.2.1.3  3.2.1.4,  3.2.3.1  3.2.4.1 | 95% | numerator | Total number and % of children who received a 2-2 ½ year review, by the age of 2 ½ years. |
| numerator | Total number and % of children who received an ASQ3 and ASQ SE year questionnaire/ review as part of the health developmental review. |
| denominator | Total number of children aged 2.5 years in the appropriate quarter. |
| The number of children for whom the ASQ3 is completed who scored above the cut off points being reported: either communication, gross motor skills, fine motor skills, problem solving and personal-social development. | |
| 6 | Promotion of breastfeeding | 3.2.1.1  3.2.1.6  3.2.1.8  3.2.2.3 | 95% recorded | numerator | Total numbers and % of infants fully or partially breastfed at 6-8 weeks, in the quarter. |
| denominator | Total number of infants who have turned 8 weeks old in the quarter. |
| numerator | Total number of infants whose family home is in quartile 1 area of deprivation that are totally or partially breastfed in the quarter. |
| denominator | Total numbers of infants whose family home is in quartile 1 area of deprivation that have turned 8 weeks in the quarter. |
| 3.2.1.8 |  | Evidence of maintenance of the BFI accreditation providing an annual supporting report demonstrating continuous improvement in supporting breastfeeding. | |
| 7 | NCMP | 3.2.2.5 | 90% recorded | numerator | Number of Reception Year children weighed and measured in the quarter. |
| denominator | Number of children in reception. |
| Number of reception aged children signposted to an active healthy weight/ lifestyle service in the quarter. | |
| numerator | Number of Year 6 children weighed and measured in this cohort. |
| denominator | Number of children in year 6. |
| Number of year 6 aged children signposted to an active healthy weight/ lifestyle service in the quarter. | |

* Health reviews 5-19 years

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| KPI number | Key Performance Indicator | Related Outcomes | Threshold | Method of measurement - quarterly | |
| 8 | Entry to primary school - Reception health review | 3.2.1.1-4  3.2.2.2  3.2.2.5-6  3.2.3.1  3.2.3.3  3.2.4.1 | 75% | numerator | Number of reception aged children with completed review in the quarter. |
| 95% | numerator | Number of reception children in quarter offered a health review (questionnaire or screen). |
|  | numerator | Number of children in reception who are followed up following health review. |
| denominator | Total number of children in reception. |
| 9 | Year 6 health review- transition to secondary school. | 3.2.1.1-4  3.2.1.6  3.2.2.2  3.2.2.5-9  3.2.3.1-3  3.2.4.1-2 | 80% | numerator | Number of children in year 6 with completed review in the quarter. |
| 95% | numerator | Number of children in Year 6 offered a health review in the quarter (questionnaire or screen). |
|  | numerator | Number of children in year 6 who are followed up following health review. |
| denominator | Total number of children in year 6. |
| 10 | Year 9 health review transition point in adolescence. | 3.2.1.1-6  3.2.2.2  3.2.2.5-9  3.2.3.1-3  3.2.4.1-2 | 85% | numerator | Number of children in year 9 with completed review in the quarter. |
| 95% | numerator | Number of children in Year 9 offered a health review in the quarter (questionnaire or screen). |
|  | numerator | Number of children in year 9 who are followed up following health review. |
| denominator | Total number of children in year 9. |
| 11 | Year 11 health reviews. | 3.2.1.1  3.2.1.2-6  3.2.2.2  3.2.2.5-9  3.2.3.1-3  3.2.4.1-2 | n/a | numerator | Number of young people receiving UP or UPP support with completed health review in the quarter. |
| numerator | Number of young people aged 15-16 years, who require a health review in order to smoothly transition into FE, sixth form, college, training or an apprenticeship. |
| denominator | Total number of children in year 11 identified and receiving support at UP or UPP |

* Health improvements

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| KPI | Key Performance Indicator | Related Outcomes | Method of measurement - quarterly | |
| 12 | Parenting, Attachment. | 3.2.2.1 | numerator | Total number of infants who have had the New-born Behavioural Observation (NBO) or New-born Behavioural assessment (NBAS) who do not display secure attachment. |
| denominator | Total number of infants up to 8 weeks of age in the quarter who have had an NBO or NBAS assessment/ screen either at new born visit or 6-8 week check. |
| numerator | Number of families who show improved parenting skills following interventions or UP/ UPP support from the health visitor in the quarter. |
| denominator | Number of families supported by the health visitor team in the quarter in regards to parenting support. |
| 13 | School readiness and developmental support. | 3.1.1.9  3.2.1.2 | numerator | Number of children in the quarter who show improvements in development or readiness for school as a result of health visitor interventions. |
| denominator | Number of children who are receiving health visitor interventions or UP/UPP support in the quarter in regards to school readiness or developmental support. |
| 14 | Maternal mental health | 3.2.2.2  3.2.2.6 | numerator | The proportion of mothers who had been asked identification screening questions about their mental health/mood assessed at 3 time points during the perinatal period: between the ante-natal contact, early postnatal contacts and including the 12 month review. |
| denominator | Total number of mothers in the quarter who has had a child who has turned 12 months old. |
| numerator | Number of mothers in the quarter who are receiving additional listening visits who show improvement following HV interventions. |
| denominator | Number of mothers who receive additional listening visits in the quarter. |
| numerator | Number of mothers in the quarter who show improvement in mental health or improved mental health assessment scale scores. |
| denominator | Number of mothers in the quarter who are receiving UP or UPP from the health visitor in regards to perinatal mental health. |
| 15 | Smoking cessation. | 3.2.2.7 | numerator | Number of smokers who have received brief intervention smoking cessation advice in the quarter. |
| denominator | Number of household smokers identified in the quarter. |
| numerator | Numbers of referrals made to smoking cessation services. |
| denominator | Number of household smokers identified in the quarter. |
| 16 | School aged- resilience and emotional wellbeing | 3.2.2.6 | numerator | Number of children or young people who show improved mental health following interventions by school nurse in the quarter. |
| denominator | Number of children with emotional health and wellbeing issues supported by the school nurse team in the quarter. |
| Number of referrals to GP or specialist services. | |
| 17 | Supporting additional health and wellbeing needs | 3.2.4.1 | Number of children or young people who receive direct support from the school nurse in the quarter in regards to a health care plan. | |
| Number of children or young people who receive direct support from the school nurse in the quarter in regards to an educational health care plan. | |
| Number of training sessions for a school, which has been provided by the school nurse service in the quarter, in order for a school to support medical needs. | |
| 18 | Transition to adult services reviews | 3.2.1.1  3.2.4.1 | Number of young people who require a health review in order to support them to transition into adult services. | |

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| KPI | Key Performance Indicator | Related Outcomes | Method of measurement - quarterly | |
| 19 | Universal Plus support to Young parents | 3.2.1.1-3  3.2.1.6  3.2.2.1-4  3.2.2.6-9  3.2.3.1-2  3.2.4.1 | numerator | Number of Young Parents (under 20 years) receiving UP or UPP additional support from a named HV in the quarter. |
| denominator | Number of Young Parents who are under twenty years in the quarter. |
| numerator | Number of Young parents referred to smoking cessation services. |
| denominator | Number of Young parents identified as smokers. |
| % of Young Parents Breastfeeding at 6-8 weeks. | |
| numerator | Number of families who show improved parenting skills following interventions or UP/ UPP support from the health visitor in the quarter. |
| denominator | Number of young parents supported by the health visitor team in the quarter in regards to parenting support who have received a NBO assessment. |
| numerator | Number of Young parents in the quarter, whose level of need has reduced on the Continuum of Need. |
| denominator | Number of young parents in the quarter with a CAF in place who are supported by the health visitor service. |

* Health Prevention

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| KPI | Key Performance Indicator | Related Outcomes | Method of measurement- quarterly | |
| 20 | Common assessment framework (CAF), Team around the Families (TAF) and Troubled families programme (TFU). | 3.2.1.1  3.2.1.3  3.2.3.2  3.2.3.3 | Number of new Common Assessment Forms completed in the quarter by the health visiting service for pre-school aged children. | |
| Number of new CAF's in the quarter that identify families who have two or more of the Troubled Family criteria identified. 0-5. | |
| Number of children aged 0-5 years where a Health Visitor attends Team Around the Family meetings. | |
| Number of children 0-5 where the HV is the lead professional. | |
| numerator | Number of children 0-5 in the quarter whose level of need has reduced on the Continuum of Need. |
| denominator | Number of children 0-5 who have a CAF in place that the health visitor team is supporting. |
| Number of new Common Assessment Forms completed in the quarter by the school nursing delivery for school aged children and young people. | |
| Number of new CAF's in the quarter that identify families who have two or more of the TFU criteria identified. 5-19. | |
| Number of children aged 5-19 years where a School Nurse attends team around the family meetings. | |
| Number of 5-19 year olds where the SN is the lead professional. | |
| numerator | Number of children 5-19 in the quarter whose level of need has reduced on the Continuum of Need. |
| denominator | Number of children 5-19 who have a CAF in place that the school nurse team is supporting. |

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| KPI | Key Performance Indicator | Related Outcome | Threshold | Method of measurement - quarterly |
| 21 | Children looked after reviews. | 3.2.1.1  3.2.1.3-5  3.2.2.7-9  3.2.3.1-2 | >95% | Total number of CLA Health Reviews for children aged 0-5 years who are completed in the quarter within the statutory time frame. |
| Total number of CLA Health Reviews for children aged 0-5 years who are due this quarter. |
| Number of CLA reviews completed in the quarter that are later than the required timeframe. |
| Total number of CLA Health Reviews for children aged 5-19 years who are completed in the quarter within the statutory time frame. |
| Total number of CLA Health Reviews for children aged 5-19 years who are due this quarter. |
| Number of CLA reviews completed in the quarter that are later than the required timeframe. |

Safeguarding.

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| KPI number | Key Performance Indicator | Related Outcomes | Method of measurement - quarterly |
| 22 | Safeguarding contributions and support at UPP. | 3.2.1.1-3  3.2.1.6  3.2.3.2-3 | Total number of children on HV caseload with a child protection plan. |
| Total number of children on HV caseload with a child in need plan. |
| Number of initial case conferences attended by HV in the quarter. |
| Number of initial case conferences not attended in the quarter with no report provided. |
| Number of review case conferences attended in the quarter. |
| Number of review case conferences not attended in the quarter with no report provided. |
| Total number of children on SN caseload with a child protection plan |
| Total number of children on SN caseload with a child in need plan. |
| Number of initial case conferences attended by SN in the quarter. |
| Number of initial case conferences not attended in the quarter with no report provided. |
| Number of review case conferences attended in the quarter. |
| Number of review case conferences not attended in the quarter with no report provided. |
| Provider to evidence an annual audit which ensures safeguarding systems and processes are functioning effectively.  Provider to demonstrate all workforce are trained to Lancashire Safeguarding board requirements. | | | |

Community partnership

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| KPI number | Key Performance Indicator | Related Outcomes | Threshold | Method of measurement- six monthly and annual | |
| 23 | Community, Partnership delivery. | 3.2.1.7 | 60% | numerator | Number and % of Primary schools have a completed School Health Needs assessment report/ School health profile within academic year (annual). |
|  | denominator | Total number of Primary Schools |
| 60% | numerator | Number and % of Secondary schools with a completed School Health Needs assessment report/ School health profile this cohort. |
|  | denominator | Total number of secondary schools. |
| n/a | Annual report (Q4) that details the number and nature of 0-19 health promotion activities delivered in local communities during the year. | |
| Six monthly (Q2, Q4) Qualitative report that presents service developments in terms of partnership working developments co-delivery of shared approaches and pathway developments. | |

Service development

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| KPI number | Key Performance Indicator | Related Outcomes | Method of measurement- quarterly. |
| 24 | Co-delivery with Wellbeing, Early Help and Prevention Services (LCC). | 3.2.1.7 | Review at contract performance of actions and contributions within:  The service integration development plan and action tracker. |

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| KPI number | Key Performance Indicator | Related Outcomes | Method of measurement- annual, ¼ compliments and complaints | | |
| 25 | Service user experience | 3.1.1 | Case studies  Quarterly | X4 Mixed case studies to be included in quarterly submissions - commissioner may request thematic suggestions. | |
| Standards | Annual audit of standards from You're Welcome. | |
| Compliments and Complaints. | Annual summary and audit of Friends and family feedback and You're Welcome. | Demonstration of integration of appropriate themes in service planning. |
| Quarterly Number of complaints received in quarter. | Demonstrable evidence of analysis, learning and actions taken to learn from any complaints. |

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| KPI number | Key Performance Indicator | Related Outcomes | Method of measurement |
| 26 | Safe quality care | 3.1.1 | The provider will provide a service exception report if the workforce falls below:  90% of capacity for health visiting  90% of capacity for school nursing |
| The provider will provide details of staffing workforce as requested by the commissioner. |
| The provider will provide details of serious incidents to the commissioner, as indicated in the service contract, and provide details of lessons learned. |