

North Somerset 0-19 Public Health Nursing Performance and Outcomes Framework

1. 0-19 Pubic Health Nursing Service - Quality Standards					
No.	Reference	Definition	Targets & *KPIs	Method of measurement	Collection and reporting responsibility and arrangements
1.1.	Workforce - numbers	Number and percentage of WTE staff in service by role (including number of Specialist Community Public Health Nursing (SCPHN) qualified staff)	>95% of workforce as outlined in service delivery model*	Provider record	Service Quality Report - Quarterly
1.2.	Workforce - vacancies and sickness	Number of WTE staff vacancies and sickness by role		Provider record	Service Quality Report - Quarterly
1.3.	Workforce - training	% of staff up to date with mandatory training including safeguarding and information governance	>95%*	Provider record	Service Quality Report - Quarterly
1.4.	Compliments and Complaints	Report of any compliments & complaints received by the service in previous month		Provider record	Service Quality Report - Quarterly
1.5.	Compliments and Complaints - responses	% of formal complaints responded to within agreed timescales	100%	Provider record	Service Quality Report - Quarterly
1.6.	Incident reports	Report of any incident reports (causing harm or otherwise) in previous month		Provider record	Service Quality Report - Quarterly
1.7.	Serious incidents	Report of any serious incidents (SIs) in previous month		Provider record	Service Quality Report - Quarterly
1.8.	Serious incident's -reported	% of SI reported within 48hrs of identification of a SI	100%	Provider record	Service Quality Report - Quarterly
1.9.	Serious incident's – 72hr reports	% of SI 72hr reports submitted within 3 days of identification of an SI	100%	Provider record	Service Quality Report - Quarterly
1.10.	Serious incidents - RCA	% of SI Root Cause Analysis (RCA) completed within 60 days of date entered on Strategic Executive Information System (StEIS)	100%	Provider record	Service Quality Report - Quarterly
1.11.	Risks	Report of any service risks		Provider record	Service Quality Report
1.12.	Clinical governance	Report of how the seven pillars of clinical governance have been met, any areas for improvement, and how these will be met		Provider record	Clinical Governance Report - Annual
1.13.	Climate Emergency	Report summarising work towards reduced organisational carbon emissions and progress towards any actions to address the climate emergency.		Activity recorded from clinical record system and qualitative feedback	Climate Emergency Report - Annual
1.14.	Health Inequalities	Report summarising contribution to reduction in health inequalities in North Somerset, including contribution to improvement of High Impact Areas for children, young people and		Activity recorded from clinical record system and qualitative feedback	Heath Inequalities Report - Annual

		families from hard to reach and vulnerable populations, those with protected characteristics, and health inclusion groups.			
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2. Health Visiting Service Standards – Activity performance					
No.	Reference	Definition	Targets & *KPIs	Method of measurement	Collection and reporting responsibility and arrangements
2.1.	Antenatal visit	Number & % (based on average birth rate) of all mothers who received a face-to-face antenatal contact with a Health Visitor at 28 weeks or above	>90%*	Activity recorded from clinical record system	Performance & Outcomes Report – Monthly Data to be collated for submission in line with national requirements to PHE interim reporting and NHS Digital Community Services Data Set (CSDS)
2.2.	New baby review visit – 14 days	Number & % of births that received a face-to-face new baby review visit by a Health Visitor within 14 days	>90%*	Activity recorded from clinical record system	Performance & Outcomes Report – Monthly Data to be collated for submission in line with national requirements to PHE interim reporting and NHS Digital CSDS
2.3.	New baby review visit – 21 days	Number & % of births that received a face-to-face new baby review visit by a Health Visitor within 21 days	>95%	Activity recorded from clinical record system	Performance & Outcomes Report – Monthly Data to be collated for submission in line with national requirements to PHE interim reporting and NHS Digital CSDS
2.4.	6-8 week review	Number & % of children that received a face-to-face 6-8 week review by a Health Visitor by the time they were 8 weeks.	>90%*	Activity recorded from clinical record system	Performance & Outcomes Report – Monthly Data to be collated for submission in line with national requirements to PHE interim reporting and NHS Digital CSDS
2.5.	3-4 month contact	Number & % of families that receive contact from the service at 3-4 months	>90%	Activity recorded from clinical record system	Performance & Outcomes Report – Monthly
2.6.	6 month contact	Number & % of families that receive contact from the service at 6 months	>90%	Activity recorded from clinical record system	Performance & Outcomes Report – Monthly

2.7.	One year developmental review – by 12 months	Number & % of children that receive a face-to-face one year developmental review by the time they turn 12 months	>90%*	Activity recorded from clinical record system	Performance & Outcomes Report – Monthly Data to be collated for submission in line with national requirements to PHE interim reporting and NHS Digital CSDS
2.8.	One year developmental review – by 15 months	Number & % of children that receive a face-to-face one year developmental review by the time they turn 15 months	>90%	Activity recorded from clinical record system	Performance & Outcomes Report – Monthly Data to be collated for submission in line with national requirements to PHE interim reporting and NHS Digital CSDS
2.9.	2–2½ year developmental review	Number & % of children that receive a face-to-face 2–2½ year developmental review by the time they turn 30 months	>90%*	Activity recorded from clinical record system	Performance & Outcomes Report – Monthly Data to be collated for submission in line with national requirements to PHE interim reporting and NHS Digital CSDS
2.10.	ASQ-3	% of children who received a 2-2½ year review using the ASQ-3	>95%*	Activity recorded from clinical record system	Performance & Outcomes Report – Monthly Data to be collated for submission in line with national requirements to PHE interim reporting and NHS Digital CSDS
2.11.	Universal well baby and toddler clinics and groups	Number, location and frequency of clinics and groups delivered by the health visiting service		Up to date list of current clinic and group activity	Report by exception at performance meeting any changes to usual delivery
2.12.	Contact type	Breakdown of universal contacts by type of contact e.g. face-to-face, video, messenger, telephone		Activity recorded from clinical record system	Performance & Outcomes Report – Monthly
2.13.	Health Visiting Caseload – Service level	Number and % of children receiving Universal, Targeted and Specialist levels of service		Activity recorded from clinical record system	Performance & Outcomes Report – Monthly

3. Health Visiting Service Standards – High Impact Area Outcomes						
Link to HIA	No.	Reference	Definition	Targets & *KPIs	Method of measurement	Collection and reporting responsibility and arrangements

0-5 HIA 1 - Supporting the transition to parenthood	3.1.	Targeted support for vulnerable parents	Number & % of families who have been offered a targeted level of support due to known vulnerabilities and risks of poor outcomes		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	3.2.	Smoking in the home - prevalence	Number & % of families where smoking in the home is recorded at the new baby review visit	Shared system outcome target – to be agreed	Activity recorded from clinical record system	Performance & Outcomes Report – Quarterly Quarterly patient level data set to be shared with Public Health for local prevalence mapping and monitoring of inequalities
	3.3.	Smoking in the home – data coverage	% coverage for smoking in the home status at new baby review	>90%	Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	3.4.	Smoking in the home - referrals	Number & % of families where smoking in the home is identified that receive a referral to smoking cessation support services	target – to be agreed	Quit Manager referrals	Outcome data of referrals tracked through Quit Manager to be reported quarterly by Public Health
0-5 HIA 2 - Supporting maternal and family mental health	3.5.	Maternal mental health - screening	Number and % of mothers screened for emotional wellbeing needs at 6-8 week review (using validated tool)	>90%	Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	3.6.	Maternal mental health - prevalence	Number and % of mothers where 6-8 week screening has identified emotional wellbeing needs		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	3.7.	Attachment - screening	Number and % of families screened for parent-to-baby attachment needs at the 6-8 week review (using validated tools)	>90%	Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	3.8.	Attachment - prevalence	Number and % of families where screening has identified parent-to-baby emotional attachment needs		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	3.9.	Family Mental Health Support– annual report	Annual report to include: a) Number of referrals into the service for family (parental and infant) mental health support by source (including self-referral) b) Number and % of families who received an emotional wellbeing / attachment intervention within the service c) Number and % of families who showed improved emotional wellbeing / attachment scores following intervention by the service (using validated tools)		Activity recorded from clinical record system and qualitative feedback	Family Mental Health Report - Annual

			d) Number and % of families referred to partner mental health services (by type) e) Postcode breakdown of families referred and accessing the service for mental health support f) Service user feedback / case studies g) Any other activities demonstrating how the service is supporting family mental health e.g. clinics / groups delivered, professional advice and guidance provided, multiagency training delivered, service developments			
0-5 HIA 3 - Supporting breastfeeding	3.10.	Breastfeeding - prevalence	Reporting of breastfeeding prevalence (exclusive and partial breastfeeding) at the new baby review, 6-8 week review, 1 year review and 2-2½ year review	Shared system outcome targets -agreed annually at the North Somerset Infant Feeding Strategy Group.	Activity recorded from clinical record system	Performance & Outcomes Report – Quarterly Data to be collated for submission in line with national requirements to PHE interim reporting and NHS Digital CSDS. Quarterly patient level data set to be shared with Public Health for local prevalence mapping and monitoring of inequalities.
	3.11.	Breastfeeding – data coverage	% coverage for infant feeding status at new baby review and 6-8 week review	>95%	Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	3.12.	Breastfeeding – age at last breastfeed	Average age of child at last breastfeed - A retrospective question asked at 1 year and 2-2½ year reviews to find out the age of child at last breastfeed (If child is no longer receiving breastmilk)		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	3.13.	Specialist Breastfeeding Service - activity	Number of families seen in the specialist breastfeeding service		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	3.14.	Specialist Breastfeeding Service – responsiveness	% of women who were contacted within 3 working days and seen within 5 working days of the referral being received	>90%*	Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	3.15.	Specialist Breastfeeding Service – annual report	To include: a) Number of referrals by source (including self-referral) b) Number and % of families seen		Activity recorded from clinical record system and qualitative feedback	Annual 'Specialist Breastfeeding Service' Report

			b) Breakdown of type of issue(s) seen c) Number of families requiring referrals to other services (by type) d) Postcode breakdown of families referred and accessing the service e) Service user feedback / case studies f) % of mothers who reported that attending the specialist service improved their ability reach their breastfeeding goal g) Breastfeeding outcomes e.g. % still breastfeeding after 1 month and 3 months after attending the service and at 1-year review h) Any other activities demonstrating how the service is supporting families to breastfeed e.g. clinics / groups delivered, professional advice and guidance provided multiagency training delivered, service developments			To be submitted as part of the annual UNICEF UK Baby Friendly Initiative Gold Accreditation evidence. To be presented at North Somerset Infant Feeding Strategy Group
0-5 HIA 4 - Supporting healthy weight and nutrition	3.16.	Introducing solids – age of introduction	Average age of introduction of foods other than breastmilk or formula-milk - A retrospective question asked at 1 year review to find out age at which foods other than breastmilk or formula-milk were introduced into the child's diet		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	3.17.	Healthy Start - vouchers	% of eligible families in North Somerset who are signed up to the Healthy Start scheme	Shared system outcome target – to be agreed		Uptake monitored by Public Health
	3.18.	Healthy Start - vitamins	% of eligible families in North Somerset who are claiming Healthy Start vitamins	Shared system outcome target – to be agreed		Uptake monitored by Public Health
0-5 HIA 5 - Improving health literacy, managing minor illnesses and reducing accidents	3.19.	Injury prevention - Triage	Number of families identified as requiring further assessment following triage of emergency care attendance notifications		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	3.20.	Injury prevention - interventions	Number of families who receive an injury prevention intervention within the service e.g. home safety assessment		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	3.21.	Injury prevention - referrals	Number of families who require a referral to other injury prevention services (by type) e.g. safety equipment scheme, fire safety assessment by fire service		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly

0-5 HIA 6 - Ready to learn and narrowing the word gap	3.22.	Oral health – First Dental Steps (FDS)	Data collected at 1 year and 2-2 ½ reviews as defined by FDS Programme: a) Percentage of “dental templates” completed as part of the 9-12 month check b) Percentage of children registered with a dentist at the time of the 9-12 month check c) Percentage of children seen a dentist in the last 12 months, by the 9-12 month appointment d) Percentage of children that have drinks from a cup or beaker and no bottles e) Percentage of children that only have milk and water between meals f) Percentage of carers/parents that clean their child’s teeth by brushing twice a day with a fluoride toothpaste g) Percentage of children that received information/advice about oral health h) Number of toothbrushing packs given i) Number of referrals made to the Community Dental Service (CDS)		Activity recorded from clinical record system	Data to be collection and reported in appropriate format to feed into the PHE First Dental Steps programme
	3.23.	Preschool immunisations	% of children aged 5 up to date with immunisations	Shared system outcome target – >95%		As measured by Public Health Outcomes Framework
	3.24.	Development at 2– 2½ - ASQ3 & ASQSE	Number and % of children who are above the threshold (as measured by ASQ3 and ASQSE) in the following domains: a) communication skills b) gross motor skills c) fine motor skills d) problem solving skills e) personal-social skills f) All five areas of development (a-e) measured by ASQ3 g) social-emotional skills measured by ASQ-SE	Shared system outcome target – >95% for each domain	Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly Data to be collated for submission in line with national requirements to PHE interim reporting and NHS Digital CSDS. Quarterly patient level data set to be shared with Public Health for local prevalence mapping and monitoring of inequalities.
	3.25.	Development at 2– 2½ -	Number and % of children who access childcare where information is shared		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly

		integrated review	with early years settings if developmental delays identified at the 2-2½ year review			
	3.26.	Development at 2– 2½ - interventions	Number of families offered an intervention within the service if developmental delays identified at the 2-2½ year review		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	3.27.	Development at 2– 2½ - referrals	Number of families who required a referral to other services if developmental delays identified at the 2-2½ year review (by type) e.g. speech and language therapy (SALT), specialist paediatric services, continence service, parenting support		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly

4. School Nursing Service Standards – Activity performance					
No.	Reference	Definition	Targets & *KPIs	Method of measurement	Collection and reporting responsibility and arrangements
4.1.	School Entry Health Review (SEHR)	Number & % of families with a child in Reception Year who receive a SEHR	>90%*	Activity recorded from clinical record system	Annual targets across school year - update through Performance & Outcomes Report - Monthly
4.2.	School Entry Health Review (SEHR) - intervention	Number of children who required an intervention within the service following a SEHR		Activity recorded from clinical record system	Performance & Outcomes Report - Monthly
4.3.	School Entry Health Review (SEHR) - referrals	Number of children who required a referral to other services following a SEHR (by type)		Activity recorded from clinical record system	Performance & Outcomes Report - Monthly
4.4.	Health Needs Assessments	Number of individual Health Needs Assessments completed by the service		Activity recorded from clinical record system	Performance & Outcomes Report - Monthly
4.5.	School-based clinics	Number, location and frequency of clinics and groups delivered by the health visiting service		Up to date list of current clinic and group activity	Report by exception at performance meeting any changes to usual delivery
4.6.	School-based clinics – Issue type	Breakdown of type of issue(s) seen in school-aged clinics		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
4.7.	Service referrals - number	Number of referrals into the service by age and source (including self-referral)		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
4.8.	Service referrals – Issue type	Breakdown of type of issue(s) referred into the service		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly

5. School Nursing Service Standards – High Impact Area Outcomes						
Link to HIA	No.	Reference	Definition	Targets & *KPIs	Method of measurement	Collection and reporting responsibility and arrangements
5-19 HIA 1 - Supporting resilience and wellbeing	5.1.	Resilience and wellbeing - Numbers	Number of children and young people (CYP) who have accessed the service for support around resilience and wellbeing		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	5.2.	Resilience and wellbeing - intervention	Number of CYP who received a resilience and wellbeing intervention within the service		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	5.3.	Resilience and wellbeing - outcome	Number and % of CYP who showed improved around resilience and wellbeing following intervention by the service (using validated tools)		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	5.4.	Resilience and wellbeing - Referrals	Number of CYP who required a referral to other services (by type) e.g. CAMHS, GPs, counselling services		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
5-19 HIA 2 - Improving health behaviours and reducing risk	5.5.	Injury prevention - Triage	Number of families identified as requiring further assessment following triage of emergency care attendance notifications		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	5.6.	Sexual health - Numbers	Number of CYP who have accessed the service for support around sexual health		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	5.7.	Sexual health - Intervention	Number of CYP who receive a sexual health intervention within the service (by type) e.g. contraception advice, chlamydia testing, other STI testing, pregnancy testing		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	5.8.	Sexual health - Referrals	Number of CYP who required a referral to other services (by type) e.g. Specialist service, GPs, pharmacy, BPAS		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
5-19 HIA 3 - Supporting healthy lifestyles	5.9.	Substance misuse - Numbers	Number of CYP who have accessed the service for support around substance misuse		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	5.10.	Substance misuse - Intervention	Number of CYP who receive a substance misuse intervention within the service		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	5.11.	Substance misuse - Referrals	Number of CYP who required a referral to other services (by type) e.g. smoke		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly

			free services, youth substance misuse services			
	5.12.	NCMP - Reception	% of eligible children who are weighed and measured in Reception Year as part of the NCMP	>90%*	NHS Digital NCMP IT System	Annual targets across school year - update through Performance & Outcomes Report - Monthly
	5.13.	NCMP – Year 6	% of eligible children who are weighed and measured in Year 6 as part of the NCMP	>90%*	NHS Digital NCMP IT System	Annual targets across school year - update through Performance & Outcomes Report - Monthly
	5.14.	NCMP – follow-up	% of families followed-up after a child is identified as under or very overweight to offer advise & support	>90%	Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	5.15.	Healthy lifestyles - intervention	Number of CYP who have accessed the service for support around healthy eating, physical activity, healthy weight and/or dental health		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	5.16.	Healthy lifestyles - referrals	Number of CYP referred to other service for support around healthy eating, physical activity, healthy weight and/or dental health (by type)		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
5-9 HIA 4 - Reducing vulnerabilities and improving life chances	5.17.	Teenage Pregnancy - follow-up	Number and % of teenage pregnancies followed up by the service to offer contraception advice and outcomes of the interaction	>90%	Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
5-9 HIA 5 - Supporting additional and complex health needs	5.18.	Annual school health training - offered	% of schools who are offered annual health training by the service	100%	Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
	5.19.	Annual school health training – take-up	% of schools who take up annual health training by the service		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly

6. Children in Care Nursing - Service Standards					
No.	Reference	Definition	Targets & *KPIs	Method of measurement	Collection and reporting responsibility and arrangements
6.1.	Caseload – 0-18 years	Number of Children in Care 0-18 years		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
6.2.	Caseload - 0-4 years	Number of Children in Care aged 0-4 years		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
6.3.	Caseload – 5-18 years	Number of Children in Care 5-18 years		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly

6.4.	Caseload – asylum seekers	Number of unaccompanied asylum seekers		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
6.5.	Caseload – outside NS	Number of Children in Care placed outside North Somerset		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
6.6.	Caseload – confidential placements	Number of confidential placements		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
6.7.	Review Health Assessments (RHAs) – 0-18 years	Number and % of Children in Care that received their RHA within the statutory deadline (Age 0-18 years)	>95%	Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
6.8.	RHAs – 0-4 years	Number and % of Children in Care that received their RHA within the statutory deadline (Age 0-4 years)	>95%	Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
6.9.	RHAs - 5-18 years	Number and % of Children in Care that received their RHA within the statutory deadline (Age 5-18 years)	>95%	Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
6.10.	Referrals	Number of Children in Care who required a referral to other services (by type) e.g. CAHMS, SALT, Dietician, Paediatrician, Substance Advice Service, Physiotherapy		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
6.11.	Dental checks	Number and % of Children in Care with up to date dental checks		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
6.12.	Mental health	Number & % of Children in Care receiving mental health services		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
6.13.	Immunisations	Number & % of Children in Care up to date with immunisations		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly
6.14.	Health passports	Number of Care Leavers provided with Health Passports (blue books)		Activity recorded from clinical record system	Performance & Outcomes Report - Quarterly

7. 0-19 PHN Service Standards – Safeguarding					
No.	Reference	Definition	Targets & *KPIs	Method of measurement	Collection and reporting responsibility and arrangements
7.1.	Early Help – Service contribution	Number of Early Help Assessments with contribution from the service		Activity recorded from clinical record system	Performance & Outcomes Report - Monthly
7.2.	Early Help – Service lead	Number of Early Help Assessments with the service as lead		Activity recorded from clinical record system	Performance & Outcomes Report - Monthly
7.3.	Safeguarding - alerts	Number of children on the caseload with safeguarding alerts e.g. Child at Risk, Child in Need, Child Protection, Children in Care, Multiple Complex Needs		Activity recorded from clinical record system	Performance & Outcomes Report - Monthly
7.4.	Safeguarding - meetings	Number of attendances at Safeguarding meetings e.g. Child Protection Strategy		Activity recorded from clinical record system	Performance & Outcomes Report - Monthly

		Groups, Case Conferences, Child in Need meetings, Core Group			
7.5.	Support to Children's Services Front Door	<ul style="list-style-type: none"> - Number of referrals or enquires - Number of ongoing cases - Outcomes of closed cases - Complaints and outcomes of these 		Activity recorded from clinical record system	North Somerset Council will share this information with Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG) who fund this part of the service