

## **Children's Community Health Services Contract Outcomes Framework**

Commissioners working alongside Family Voice have developed the following principles and outcomes for this contract to which the provider will be held accountable to:

### **Principle: Person Centered approach Outcome 1 – Improved Service User Experience**

- Making services children and young people friendly through achieving the You're Welcome Quality Mark.
- Person centered (child and family) so people feel listened to and access the care they need in an appropriate and timely manner.
- Appropriate training for parents / carers so they feel better equipped with the knowledge and skills they need to play a greater role in their child's care.
- Seeking feedback on services from children and young people and their families so the service continuously learns and develops.
- Improved waiting times for so children and families are not kept waiting and worrying.
- Flexible hours for appointment times so people can attend outside of school / work hours and have a choice of available appointments and locations; including drop-ins, phone-in or email-in sessions, group therapy sessions or multi-disciplinary sessions.
- Children, young people, families and carers experience a service that promotes independence, resilience and quality of life.
- Service users have a positive experience of care and support.

### **Principles: Consistent provision with timely access & Intervening Early Outcome 2 –Early identification, intervention and service access**

- Consistent delivery of service so everyone can access the same services based on clinical need.
- Earlier Interventions so children and young people and their families are referred appropriately and helped sooner and do not have to wait for a diagnosis or worsen before they are eligible for help.
- Services are accessible, equitable, integrated, sustainable and flexible for all children and young people, regardless of diagnosis.
- Services are consistent, equitable, and within each geographical area, shaped to meet local need and contribute to reducing variation in health and wellbeing outcomes.

**Principle: Delivering good quality care that makes difference to children, young people and their families**

**Outcome3: Delivery of safe, high quality, evidence based services**

- Good communication with families and between professionals so children, young people and families are kept informed and there is a two way dialogue
- Children and young people receive co-ordinated care, and coordinated referral, assessment access to services.
- Easy access to clear information and signposting provided in appropriate format so children, young people and families can be better informed and empowered to help themselves and be more active in their own care.
- The service will communicate in different formats (including different languages); adopting an open and easily understood manner so service users feel involved and informed about their care.
- Timely response and liaison with professionals within primary care, early years, education, youth and acute settings.
- Use of digital technology will ensure services continue to engage with children and young people.

**Principle: Good communication that facilitates access to best care and good outcomes**

**Outcome 4 – Improved Communication**

- Services should be integrated with wider local services and pathways to ensure effective information exchange, seamless access to care, efficiencies are maximised and there is a shared focus on effective outcomes.
- Strong links are maintained with early years, education, services for young people, social care and adult services.
- There should be a smooth transition between services so that children and young people can prepare for change and not experience delays in care; including transition to adult services.
- Children, young people and families experience a co-ordinated, seamless service that is centered, where possible, around choice.
- Pathways will be integrated with Local Authorities, voluntary sector and other providers to ensure that care is co-ordinated around the child and their family.
- Services respond to a crisis and ensure people can help out of hours when needed.

## **Principle: Effective partnership working**

### **Outcome 5 – Improvements to the integration of services**

- Services from pre-birth, through childhood, adolescence and beyond, will be high quality, evidence-based (where possible), safe and delivered at the right time, in the right place by a properly planned, educated and trained workforce.
- A fully integrated information technology system including a compliant Child Health Information System, the use of mobile technology will allow the seamless transfer of /access to appropriate clinical and non-clinical information across all service.
- Data sharing solutions between health and local authority will be at the centre of integrated care.
- Services will be child and young people friendly using national benchmark (You're Welcome) and audit tools to assure this.

## **Principle: Skilled, competent and empowered workforce**

### **Outcome 6 – Improvement to Workforce Delivery**

- Professionals who are passionate about working with children and young people and use their enthusiasm to make children and young people feel important. Where possible children and young people should be seen consistently by the same clinician
- Services are appropriately staffed with the relevant skill mix that will deliver best outcomes
- Specialist training for the wider workforce so they have the skills to support more children, young people and families in different settings
- Cultural awareness and competence is reinforced through continuous professional development, PDR's (Performance Reviews), and overall organisational performance against equality objectives to equip staff in working with their local communities
- There will be clear line of management, leadership, accountability and assurance at all times
- The workforce is motivated to stay in Surrey through a shared vision supported by robust workforce development