

# Wirral Children and Young People Emotional Health and Wellbeing Alliance: Joint Outcomes Framework

The Alliance members will work during the first year of the contract to identify clear and comprehensive outcome measures which demonstrate the difference that the service is making across the range of stakeholders. This will include both quantitative and qualitative data, alongside case studies and a child and parent Lived Experience perspective evidencing the impact of the Alliance’s support. Demographic anonymised data will be included to evidence the volume and reach of the offer.

For Sessions provided for children and young people in larger groups (such as schools), it will not be necessary to provide demographic information, but details of the school/setting should be included.

Stakeholders	Outputs	Quality Activity or Measure	Outcomes	Satisfaction/Impact Measure	How/who measures
<b>1. Children and young people</b>	<p>A) Maintain resources and decision-tree on Branch</p> <p>Regularly update Branch for children and young people</p>	<p>Bi-monthly report to check that digital platform is:</p> <ul style="list-style-type: none"> <li>• fully functioning and easy-to-navigate</li> <li>• contains up to date, accurate information</li> <li>• successfully operating the initial screening decision tree</li> <li>• reflects current guidelines/good practice</li> <li>• is responsive to emerging risks/needs</li> </ul> <p># visits to Branch site</p>	<p>I understand what good emotional health looks like for me</p>	<p>Thumbs up/thumbs down (or similar rating) on the website if the resources were helpful</p>	<p>Visits to site measured by analytics on the website.</p> <p>Thumbs up/thumbs down recorded on the website</p>

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Stakeholders	Outputs	Quality Activity or Measure	Outcomes	Satisfaction/Impact Measure	How/who measures
	B) Operate Matching Service	<p># children and young people accessing decision tree</p> <p># children and young people referred to a service, referred to a matching service (detail whether self-help or a support service is suggested)</p> <p># matching requests which meet contractual response time KPIs</p>	<p>I know how to look after my emotional health</p> <p>I know I can get self-help resources and/or support when I need it</p>	<p>% of children accessing Branch who complete the Decision Tree questionnaire</p> <p>% of children accessing Branch who request matching team</p>	<p>CYP accessing decision tree recorded on website.</p> <p>CYP referred to a service recorded on website.</p> <p>Matching requests and KPIs 1 and 2 recorded by matching team, KPIs 3 and 4 recorded by service.</p> <p>% of children accessing Branch who completed Decision Tree questionnaire recorded on website.</p> <p>% of children accessing Branch requesting matching team recorded on website.</p>

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	C) Ensure that there is a comprehensive and co-ordinated range of resources and support for children and young people	<p># list of full Alliance service offer</p> <p># number of referrals to services, self-help, other organisations and own resources (e.g. talking to a family member)</p> <p># source of referral (child/young person themselves, trusted adult)</p>	The support that I get is making a difference to me	<p>% of children and young people who show improvements within each Alliance measurement</p> <p>3 month follow up after support, recording:</p> <ul style="list-style-type: none"> <li>• % reporting feeling better</li> <li>• % using the techniques they learned</li> </ul>	<p>List of full Alliance service offer reported by Alliance.</p> <p>Number of referrals by Decision Tree and by Matching Team to each service, self-help, other organisations, own resources recorded on website.</p> <p>% of CYP who show improvements within each Alliance measurements recorded by Alliance services. Recorded as either improved, stayed the same, not improved.</p> <p>Follow up conducted by Alliance services.</p>
	D) Run EHWB groups (including peer mentoring, opportunities in school, the community and online)	<p># EHWB groups delivered</p> <p>Method of delivery of for education programmes – f2f or online</p> <p>Postcodes of locations of face-to-face groups.</p>		% taking part in groups who say they were helpful	<p>Number of programmes delivered to be recorded by service running the group.</p> <p>Method of delivery recorded by service running the group.</p> <p>Postcodes of locations of face-to-face groups recorded by service running the group.</p> <p>% taking part in groups who say they were helpful recorded in post-group</p>

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					feedback forms by service running the group.
<b>2. Parents and carers</b>	A) Operate Matching Service	<p># parents/carers requesting the matching service for their child</p> <p># parents/carers receiving a matching service for their child (detail whether self-help or a support service is suggested)</p> <p>#matching requests which meet contractual response time KPIs</p>	<p>I understand what good emotional health is for me and my child</p> <p>I know where to get support for myself and my child</p>		<p>Number of parents/carers requesting matching service recorded on website.</p> <p>Number of parents/carers receiving matching service for their child recorded on website.</p> <p>Number of matching requests which meet contractual response times as above.</p>
	B) Groups for parents/carers on children and young people's EHWB	<p># number of groups available to parents</p> <p># number of attendees</p>	I know what to do to support my child (including accessing resources)	<p>% parents/carers who report a better understanding of their child's emotional health</p> <p>% parents/carers who report they know how to support their children's wellbeing</p>	All recorded by service running the group in post-group feedback.

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		Method of delivery of groups – f2f or online  Postcodes of locations for f2f events		% parents/carers who report greater confidence in supporting their child following Alliance input	
<b>3. Trusted Adults</b>	A) Run and regularly repeat comms campaigns aimed at trusted adults	# impressions / reach on social media campaigns  Postcodes/ locations of physical campaigns	I understand what good emotional health is for the child/young person I support		Recorded by organisation running comms campaign

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	B) Run EHWB groups in the community/online	# EHWB groups offered to trusted adults  # number of attendees  Organisations that attended  Method of delivery of groups – f2f or online  Postcodes of locations of groups offered	I have the information I need to offer help to children and young people (including resources)  I know how to find help for the children and young people I support	% trusted adults who report the training they attended was helpful to them  % trusted adults who report greater confidence in supporting children/young person’s emotional wellbeing  % trusted adults who report a better understanding of children and young people’s emotional health	All recorded by service running the group by feedback questionnaires issued to all group participants
<b>4. System/wider organisations</b>	A) The Alliance ensures effective governance and reporting through its governance framework and structure, Including consideration of: <ul style="list-style-type: none"> <li>• A Lived Experience Perspective</li> <li>• Environmental Issues</li> </ul>	Minutes of all regular and extra-ordinary ALT Meetings	Providers have shared vision, values and outcomes	Self-reflection exercise across the Alliance, that asks each member to rate the Alliance out of 10 and provide short qualitative data across: <ul style="list-style-type: none"> <li>• Inclusion of lived experience</li> <li>• Environmental issues</li> <li>• Clinical and quality governance</li> <li>• DEI considerations</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Clinical and Quality Governance</li> <li>• DEI Considerations</li> <li>• Social Value Plan</li> </ul>			<ul style="list-style-type: none"> <li>• Social value</li> <li>• Decision making</li> <li>• Risk</li> <li>• Overall effectiveness</li> </ul> <p>Feedback sought from relevant partners (e.g. JCCEG, Wirral Partnership Board, FiM)</p>	
	<p>B) Hold and promote training/information groups to raise the profile of Branch and the Alliance service offer</p>	<p># number of groups available</p> <p>Method of delivery of groups – f2f or online</p> <p>Postcodes of locations of f2f groups</p> <p># number of attendees</p> <p>Organisations represented</p>	<p>I understand what good emotional health is for the child/young person I support</p> <p>I have the information I need to offer help to children and young people (including resources)</p> <p>I know how to find help for the children and young people I support</p>	<p>% who report the training/information event they attended was helpful</p> <p>% who report they are now able to use what they learnt</p>	<p>Feedback questionnaires issued to all training participants. Group data collected by service running the group.</p>

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	<p>C) Collect and monitor data to identify emerging trends in risks for children and young people. Communicate this effectively and mobilise a response.</p>	<p>Data is shared legally among relevant organisations to produce meaningful, actionable insights</p>	<p>Data is meaningful and is used to commission relevant services</p>		<p>Information governance work completed for Branch. Information sharing agreements set up between Branch and services.</p> <p>ALT Minutes will evidence whether actionable insights have led to the Alliance responding with new/adapted service offers.</p>