

Applicable to



Staffing

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Urgent Care - I

Outcome meas

Measure	Standard	Target
Referrals and Contacts		
Number and % of children and young people aged under 18 with a diagnosable mental health condition treated by NHS funded community services		30% 17/18; 32% 18/19
Number of new referrals received		
%age of referrals triaged by SPA		90%
%age of referrals "accepted" by Getting Help and Getting More Help		80%
Source of referral - primary care; education;social services;self referral;other		
Number of assessments (face to face or other) + telephone		
Outcome of assessments (stay with the assessing team); (referred on Getting more help);(referred onto other NTW services);discharged		
Total Number of sessions provided in the month and number of sessions per child/ young person in the month. Length of episode of care and average number of sessions per case		
Age band '0-4, 5-8, 9-13, 14-18 by intervention, monthly: data to include number and % of males, females, non gender specific, LGBTQ. BME, Looked after Children, Young Offenders and Carers		
% Place of delivery e.g. community venue, school, home, other		
Time of intervention data to include am, pm evening and weekends		
Reason for referral (need categories) e.g. self harm, depression, bullying, gender issues		
Conversion rates		
DNA Rate getting help and getting more help		<15%
Number and %age of Getting Help referrals returned to SPA		<2.5%
Number and %age of Getting More Help referrals returned to SPA		
Cancellation rate - service/Patient		
Drop out rate 1st, 2nd contact		
Number and % of discharges		<10%
%Patients discharged shown by number of appts		<10%
Waiting Times Getting Help and Getting More Help		
Waiting time from referral to Assessment	within 2 weeks	95%
Waiting time from referral to Urgent assessment	Within 48 hours	95%
Percentage of patients seen with second contact within 12 weeks of referral (Ref to 2nd Treatment (2nd appointment))	12 weeks	95%
Percentage of patients seen with second contact within 9 weeks of referral (Ref to 2nd Treatment (2nd appointment))	9 weeks	95%
Percentage of patients seen with second contact within 4 weeks of referral (Ref to 2nd Treatment (2nd appointment))	4 weeks	95%
Number and percentage of patients on waiting list waiting more than 4 weeks	4 weeks	
Number and percentage of patients on waiting list waiting more than 9 weeks	9 weeks	
Number and percentage of patients on waiting list waiting more than 12 weeks	12 weeks	

Number and percentage of patients on waiting list waiting more than 18 weeks	18 weeks
Number and percentage of patients on waiting list waiting more than 24 weeks	24 weeks
Number and percentage of patients on waiting list waiting more than 36 weeks	36 weeks

Waiting Times Autism and ADHD

Waiting time from referral to Assessment	within 2 weeks	95%
Waiting time from referral to Urgent assessment	Within 48 hours	95%
Percentage of patients seen with second contact within 12 weeks of referral (Ref to 2nd Treatment (2nd appointment))	12 weeks	95%
Percentage of patients seen with second contact within 9 weeks of referral (Ref to 2nd Treatment (2nd appointment))	9 weeks	95%
Percentage of patients seen with second contact within 4 weeks of referral (Ref to 2nd Treatment (2nd appointment))	4 weeks	95%
Number and percentage of patients on waiting list waiting more than 4 weeks	4 weeks	
Number and percentage of patients on waiting list waiting more than 9 weeks	9 weeks	
Number and percentage of patients on waiting list waiting more than 12 weeks	12 weeks	
Number and percentage of patients on waiting list waiting more than 18 weeks	18 weeks	
Number and percentage of patients on waiting list waiting more than 24 weeks	24 weeks	
Number and percentage of patients on waiting list waiting more than 36 weeks	36 weeks	

% of Schools with a named Link Worker		
Average Caseload FTE Clinician/Therapist	suggested	25
Average Caseload FTE Clinician/Therapist	suggested	15
Staff Vacancies as a %age of structure		<5%
Staff Vacancies as a %age of structure		<5%
Staff Sickness absence rate		<5%
Staff Sickness absence rate		<5%
E&D staff survey by band		
Average Caseload Youth Offending Service Clinician/Therapist		

CTS

Number of referrals to ICTS seen within 4 hours of referral	4 hours	95%
Number of Crisis Plans issued		
Percentage of patients seen face to face within 4 hours by suitably trained practitioner (urgent response)	4 hours	95%

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Percentage of CAMHS patients aged 17.5 plus with a transition plan	90%
Percentage of patients with a paired PROM in the reporting period	90%
percentage of patients with a paired CROM in the reporting period	90%
percentage of patients with an improvement in their paired CROM in the reporting period	90%
percentage of patients with an improvement in their paired CROM in the reporting period	90%
Percentage of Carers receiving a carers assessment	90%