



Growing Healthy 0-19 Service Northumberland.

**Rachel Rispin.
Service Manager.**

Performance- mandated



	Q4 22/23	Q1 23/24	Q2 23/24	Q3 23/24	
Antenatal	86.8	90	93.7	95.4	
NBV	92.3	97.7	98.2	97	
6-8 week	86.7	88	93.6	92.1	
9-12 month	93.6	96	96.5	97.1	
2-2.5 years	90.9	95	94.3	95.6	

Service transformation



- **The Community Anchor** role has strengthened connections between the 0-19 service, community assets and our partners from all sectors. Objectives of the role include, community profiling within the Family Hub workstreams and scoping various projects and initiatives across Northumberland to promote a community centred, place-based approach in the delivery of the Healthy Child Programme and to reduce inequalities.
- The Northumberland Housing Pathway development – Ginelle Clough is leading upon the co-creation of a pathway building on the home environment assessment tool to improve the communication between Health & Housing to improve the home conditions of Northumberland residents. The 0-19 Service are leading on a pilot of this pathway due to complete in March 2024.
- In collaboration with the Northumberland Fire Service, we have developed an enhanced home environment assessment tool, training has been provided to 0-19 staff on identifying electrical and fire safety risks during home contacts. In partnership with the Northumberland Fire & Rescue Service, we have co-created a referral pathway to support families who may require any additional fire safety advice or require any further fire safety risk assessments within their home.

Service transformation



The **Project Support Officer Role** includes responsibility for implementing and transforming the digital platform. The role supports continuous improvement with the digital offer and supports 0-19 Practitioners with training and development. We are developing and expanding our social media offer including Facebook and more recently Instagram.

We have a successful service user feedback process with Feedback Friday. The role also includes integrated working with other partners, sharing digital information and contributing to the Family Hub digital offer.

Service transformation



The role of the **Community Triage Nurse** has been developed with a partnership approach to early intervention. They work into the multi-agency Early Help Hub three days per week. The role supports the flow of referrals across the system, representing the 0-19 Service. The role is pivotal in providing a timely response to referrals, ensuring agreed waiting times are adhered to. They will also signpost referrals to partners deemed most suitable to meet the needs of the service user.

Service transformation



- Growing Healthy 0-19, Midwifery and the Family Hubs held a series of Locality Engagement Events with staff promoting service offer, developing integrated working and future working. The events have provided valuable feedback on what is going well, what needs to improve, the individual actions that staff may be able to take themselves but also what actions staff may need support with. Task and Finish groups are being developed at this time to take actions forward.