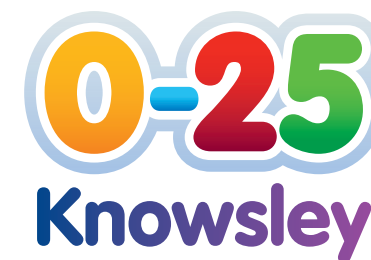




**Wirral Community  
Health and Care**  
NHS Foundation Trust



**0-25 Service in Knowsley**  
**Year at a Glance 2022-23**





## Introduction

The 0-25 Service in Knowsley has come a long way since transferring to Wirral Community Health and Care NHS Foundation Trust (WCHC) in February 2022. Over the last 12 months the 0-25 Service has proactively mobilised with a dynamic workforce, underpinned by a positive working culture. This has emulated from the Trust's Board to all staff within the service.

The year has been challenging, but the service has grown, staff resilience has strengthened and families have continued to receive dedicated care and support. The team is working together to overcome challenges and provide the best possible services to the people of Knowsley. Colleagues embrace the Trust's Common Purpose and Values and work in an environment where psychological safety is paramount - 'we say what's on our mind and we act upon it.' Evidence suggests that working in this way positively impacts patient safety and experience.

Our Common Purpose:

**Together...**

we will support you and your community to live well.

**Compassion**

Supportive and caring, listening to others.

**Open**

Communicating openly, honestly and sharing ideas.

**Trust**

Trusted to deliver, feeling valued and safe.

## During the last 12 months the service has gone from strength to strength and received over 420 compliments from local people and only four complaints.

*“Stephanie was very positive and inspiring! Very easy to get along with, she was a brilliant link in my family, and she’s had such a positive impact so far, cannot thank her enough, you go girl!”*

*“Thank you for all your support. Your support helped me massively in my breastfeeding journey - your home visit and phone calls provided me with great advice and encouragement. Any issues I came across you advised me with helpful tips which I put to use to improve my breastfeeding experience and your words of encouragement really boosted my confidence to believe I was doing a good job and continue breastfeeding. Without your support there would have been times I really would have struggled and just knowing you were available to chat to made me feel more relaxed.”*

*“The experience me and my nearly one year old received was so caring and attentive - couldn’t have asked for more.”*

*“Called ahead with a reminder, was very pleasant and happy with us and our baby. Very encouraging, non-judgmental, and just a kind lady. Thank you Jenny for being so patient with our child. Could not have done better.”*

*“Denise has been such an amazing support through the start of my breastfeeding journey with my twins. She has always been there whenever I needed advice, I always look forward to her calls, such a lovely woman makes me feel like super mum.”*

*“Just wanted to say a massive thank you for all your support with my breastfeeding journey over the past 7 weeks. I was determined to give breastfeeding a go and the help and guidance I received especially early on, very much kept me going.”*

*“Amazing health visitor, so helpful and expressed that I’m doing a great job with my daughter, gave me excellent advice on potty training and co-parenting.”*

*“Friendly and supportive visit - no question was too silly and very reassuring for the first time parent.”*

*“Felt very understood and listened to and not judged in any way to speak up if I felt a certain way, happy with how polite every health visitor has been.”*

*“My health visitor was very friendly and thorough. Felt very relaxed with her.”*

*“Emma the health visitor is a credit to yourselves. She is exceptional and was so patient she listened to every one of my concerns and you can tell she really cares about her patients. A credit to the NHS.”*

*“The nurse was well mannered happy to listen to me very friendly with all the family all round professional.”*

*“I like the way it was done in the child’s own home so can see what they are like in their own surroundings and also what their environment is like.”*

## Supporting families

The 0-25 Service has continued to deliver responsive, and innovative integrated services in Knowsley. Teams provide universal and tailored support to our children, young people and families.

From birth to adulthood, services aim to provide seamless support to families to have the best start in life.

### Key developments to support families

- Antenatal support via the online hub - the new online platform which includes a wealth of information, advice and support available to parents and carers. The hub can be accessed via a QR code
- Online referral form - parents and carers can request support using an easy to use online form
- Two dedicated Facebook pages dedicated to supporting parents, carers and young people:
  - Health Visiting Facebook page [@HVHubK](#)
  - School Nursing Facebook page [@SNHubK](#)
- Online service directory – information about all of the services with a click of a button
- Dedicated children and young people's website - [wchc.nhs.uk/children](https://www.wchc.nhs.uk/children)



### Throughout 2022/2023 the service has:

- completed **17,917** contacts
- received **8,931** incoming calls
- completed:
  - 641** calls to social services
  - 746** calls to other health professionals
  - 973** calls to families
- referred **322** families to 'Everyone Health' for continued breastfeeding support
- supported with **60** outgoing referrals for developmental reasons



## Engaging with stakeholders

### Quarterly newsletter

Every quarter the service circulates a stakeholder newsletter which includes key updates, service user feedback, success stories, pathways, referral processes and spotlight on features.

### Showcase event

The service hosted a showcase event in September at Our Place which brought local partner agencies and organisations together from across the borough. It was a fantastic opportunity to network, build relationships and learn about the amazing services on offer to support local children, young people and families.

### Partnership working

The 0-25 Service is one of several multi-agency health and care professional networks working across Knowsley to support and provide care for children, young people, and their families.

Teams attend partnership meetings across the borough to raise the profile of the service and referral processes, strengthen relationships and co-produce pathways.



## Recognising success

Each month teams across the Trust are encouraged to submit a Monthly Standout to recognise and promote people's contribution and achievements. Staff vote to decide which nomination inspired them most.

July and August's winners were both from the 0-25 Service in Knowsley. Here are the winning submissions.

### **School Nursing, Knowsley - July's winner**

*"There are so many reasons for this nomination, Angela, Ashly and Clare have been successful in getting a place on this year's SCPHN course, Ange and Clare in school health and Ashly with Health visiting. Keren is off to pastures new.*

*I would like to thank them all for all their support and hard work over the last few years, they have all gone above and beyond for the kids of Knowsley, supporting the rest of the team in any way they can, always offering to do something for someone.*

*These last couple of years have been so hard, not just because of Covid, we have been managed by 3 trusts, lost the majority of our staff for one reason or another, had to learn new ways of working and then train new staff, these girls have been by my side throughout and I can't thank them enough, good luck with the SCPHN, enjoy your time being a student again and Keren, what can I say, we are going to miss you so much."*

### **National Child Measurement Programme (NCMP) screeners and Performance Lead, 0-25 Universal Services Knowsley - August's winner**

*"I would like to nominate our NCMP screeners and our new Performance Officer for the 'standout' award. When we TUPE transferred to Team WCHC in Feb 2022 the NCMP screening for children sat at below 20% in Knowsley due to the impact of Covid which delayed the opportunity for staff to go into schools. Since we have TUPE transferred the staff have worked tirelessly to understand and implement new NCMP processes.*

*Our Performance Officer joined us in May of this year and again worked with the Team to look at processes to ensure all children were offered the programme, close to pre-pandemic numbers as possible. They have worked extremely hard and they deserve to be recognised for achieving well above targets set. They achieved a participation rate of 95.1%. Out of 3783 eligible children, they measured 3598. The Performance officer ensured that all children were entered onto the NCMP portal with very minimal training and in very limited time constraints - well done to all!!!"*

The Monthly  
**StandOut!**  
TeamWCHC

## Team WCHC Awards

**The Enhancing Families Programme was awarded runner up in 'Excellence in Care' at the Team WCHC Awards.**

The programme was nominated for the 'Excellence in Care' award. The awards celebrate the outstanding care, treatment and support that teams deliver 24 hours a day, 365 days a year.

**Here is a snippet from the submission:**

*"Teams have actively embraced new opportunities and created a truly accessible and supportive service promoting excellence in care.*

*The team has actively engaged with partners, created visibility and presence across communities, developed their own caseloads and developed a multitude of resources and tools to support families on the programme. The staff have used their existing knowledge and skills and transferred and adapted to support a greater reach and offer for vulnerable families.*

*Through the building of therapeutic relationships and creating trusting partnerships and showing care and compassion they have found that their families have engaged and are responding well. The team are actively building up case studies and evidencing positive outcomes for women and babies across the areas."*



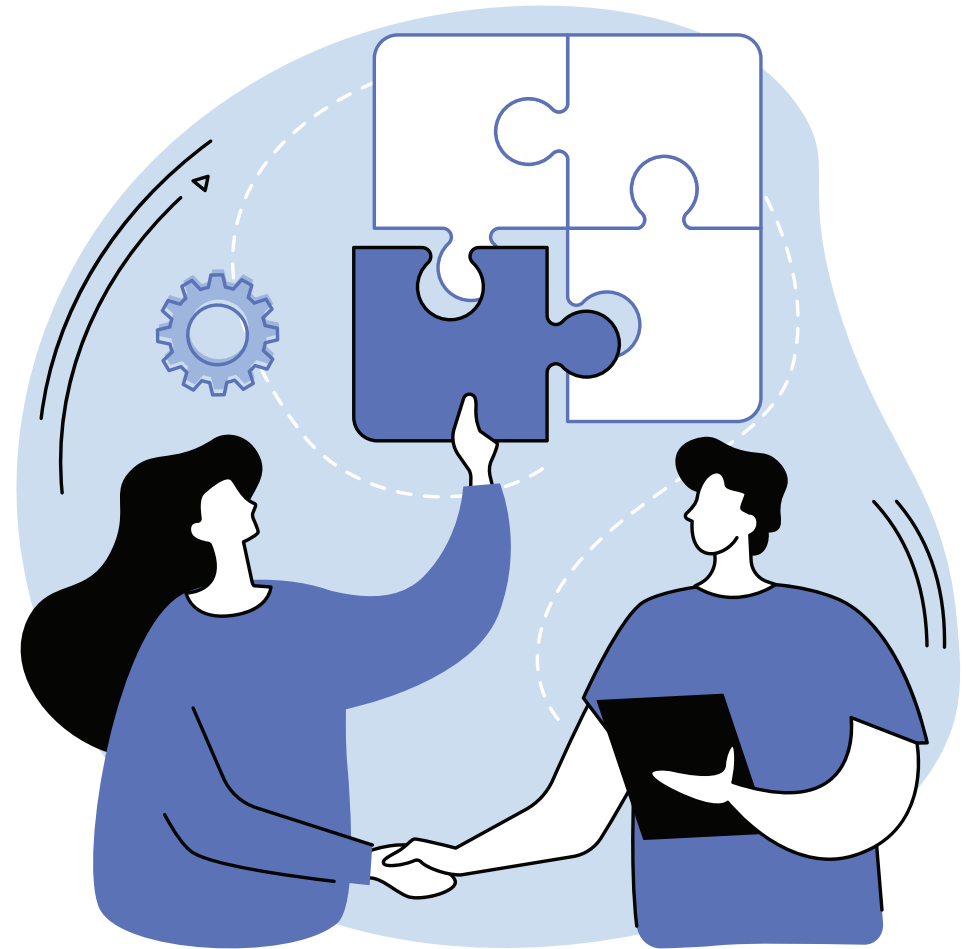
## Integrated multiagency working

Partnership working is at the heart of everything we do. The 0-25 Service is one of several multi-agency health and care professional networks working across Knowsley to support and provide care for children, young people, and their families.

### Our services are represented at partnership meetings, including:

- Building Attachment and Bonds Service (BABS)
- Children's Centres
- Children Looked After (CLA) teams
- Everyone Health
- Knowsley Parent / Carers Voices
- Maternity providers
- SEND
- Vibe

Monthly meetings also take place between health visitors from the 0-25 Service and local maternity services. This is to discuss any concerns they have about service users and work on a joined-up solution to address issues and ensure support is in place.

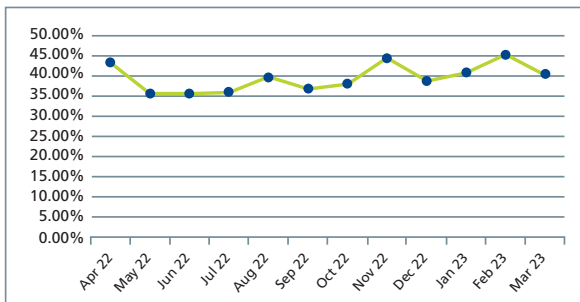




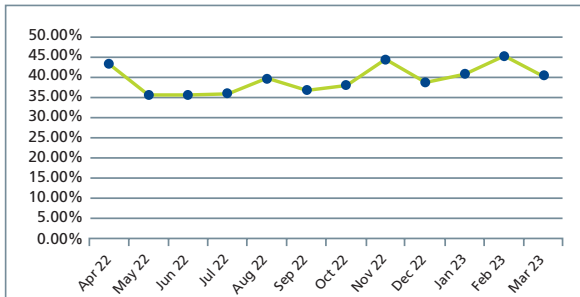
# Infant feeding

**3791** telephone call contacts have been made for infant feeding support over the course of the year. Over **780** parents have received support to maintain their breastfeeding rates either through home visits or over the phone support, including evenings and weekend calls.

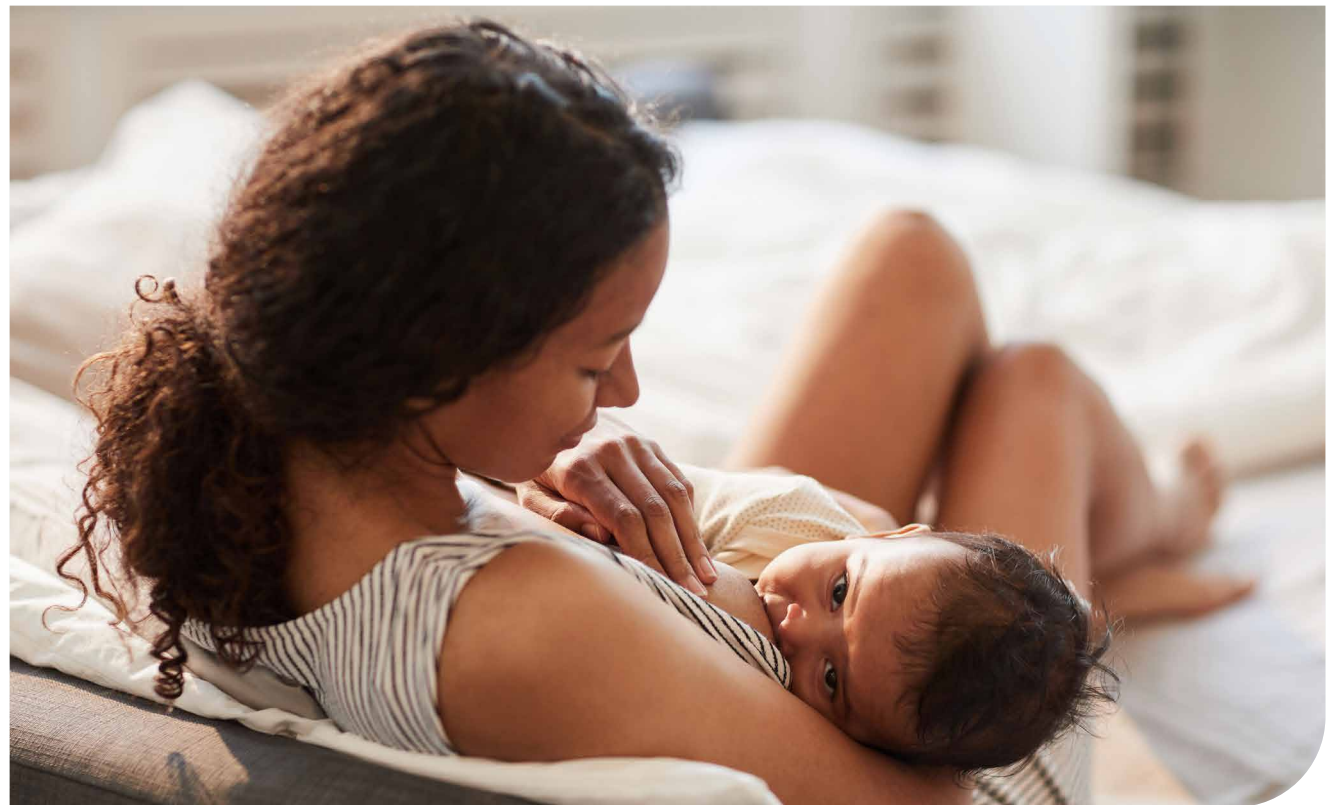
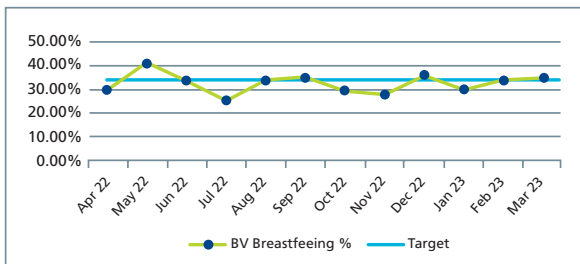
Monthly % of breastfed children from birth



Monthly % of breastfed children at 10 days old



Monthly % of breastfed children at 6-8 weeks



# Health Visiting Service



## Antenatal

The team has sent **over 540** antenatal letters which include access to the service's universal offer.

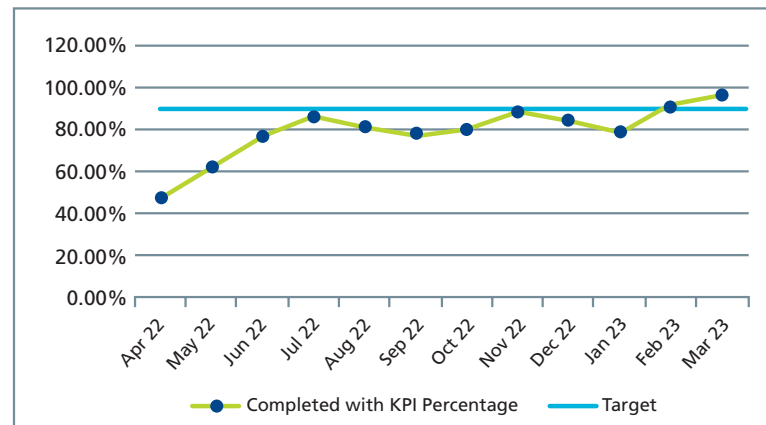
Between July 2022 and March 2023 there were **1,702** page visits to the antenatal portal online.

## New birth visits

Between April 2022 and April 2023 the team worked to a target of **1976** birth visits.

- **1950** completed visits - a completion rate of **96.68%**
- **1585** of these were completed within the birth visit KPI of between 8-14 days
- The target was a **90%+** completion rate
- The year ended with an overall compliance of **80.15%**

## Monthly birth visits - KPI attainment



Alongside the completed birth visits the team also supported an additional **56** parents during the neonatal period.

## 6-8 week visits

The total number of 6-8 week reviews required within the period from April 2022 - April 2023 was **2012** children.

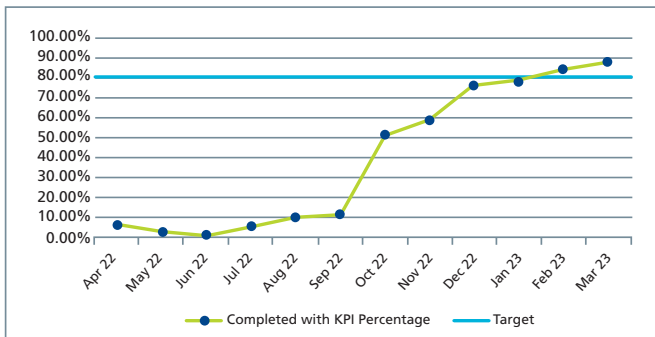
At the start of the year the team were completing target reviews only due to staffing capacity.

By the end of 2022, the 6-8 birth week offer increased and the results are illustrated below.

### During this period, the team completed:

- **1003** reviews
- **858** of these were completed within the 6-8 week timeframe - an averaged KPI completion rate of **43.3%**

Monthly 6-8 week review - KPI completion (%)



## 12 month developmental reviews

During April 2022 to April 2023, the team had a target of **2214** twelve month developmental reviews.

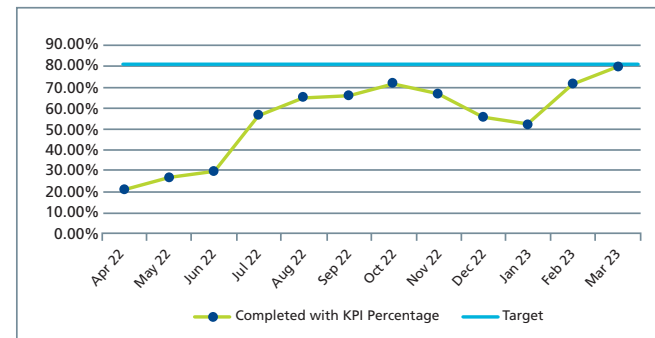
- **1856** were complete
- **1278** of these fell within the KPI of 9-12 months - an average compliance rate of **57.52%**

The secondary KPI related to the 12 month developmental review which is to be complete by month 15.

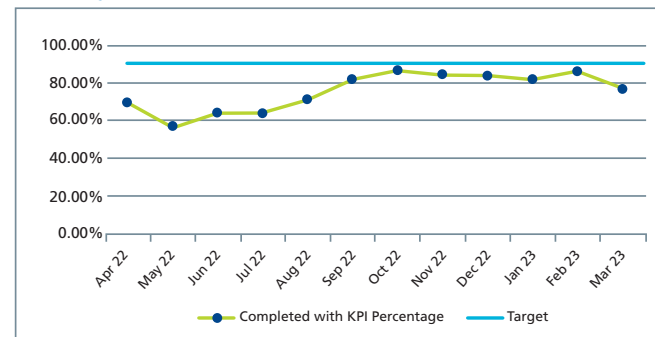
- **2185** needed to be completed.

The team completed **1657** reviews by month 15 - an average compliancy rate of **75.33%**

Monthly 12 months review - KPI completion (%)



Monthly 12-15 month review - KPI completion (%)



## School Nurse Service



### Engaging with young people

- The team has launched high school face-to-face sessions to encourage young people to access support and advice. During the last nine months only 95 young people attended despite a mixture of appointments and drop in slots. The team is exploring alternative avenues of engagement
- **703** children took part in the reception hand hygiene sessions
- **1,176** children participated in the Year 2 healthy eating and oral health sessions which included the distribution of toothpaste and toothbrushes
- **13,488** sets of toothbrushes and toothpaste were distributed to all reception aged children and SEND children across the borough (requested by Public Health)
- ChatHealth engagement sessions were facilitated with young people to understand how to promote the confidential text messaging service to local young people and co-create a communications campaign



# National Child Measurement Programme (NCMP)

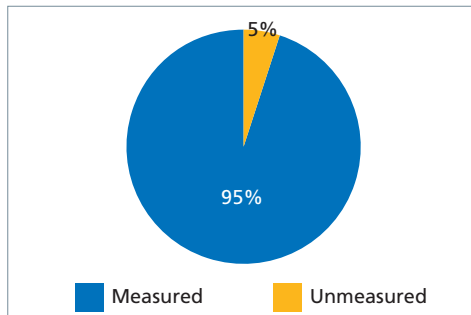
Over the last year the service has completed the NCMP. Colleagues are currently rolling out the programme for the 2022/2023 school year.

## School Year 2022/2023 - NCMP deliverables

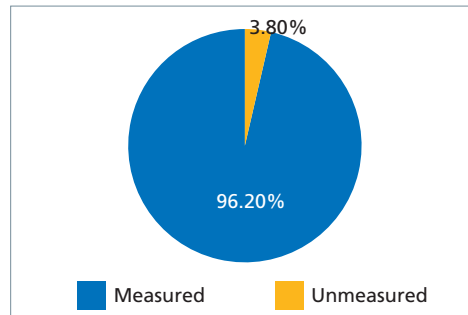
The team has attended **50** schools to deliver the programme.

- Out of **3,783** children, they were able to obtain height and weight measurements for **3631 - 95.98%**
- **96.2%** of reception children had their height and weight measured
- **95%** of year 6 children had their height and weight measured

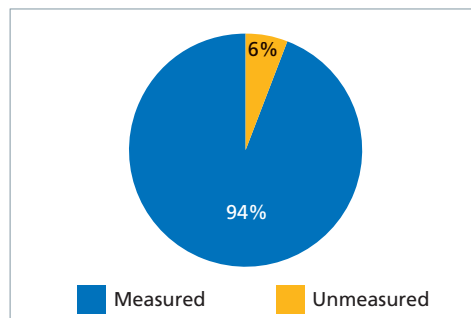
% of measured and unmeasured children



% of Reception children - measured and unmeasured



% of Year 6 children - measured and unmeasured



## From the children measured:

- **2582** (71.10%) had a healthy BMI
- **29** (0.79%) were underweight
- **471** (12.98%) were overweight
- **549** (15.13%) were very overweight

During the delivery of the NCMP in 21/22 the team worked with 'Food Active' to explore ways of capturing parent and carer feedback following measurement results. As a result a QR code was created and embedded into results letters to encourage feedback.

Administrative issues were identified during the rollout of this programme and the team came together to discuss options and ways to improve processes. New processes were implemented and have improved the quality of data due to less manual inputting. This has also reduced the amount of time school screeners spend inputting data.

## NCMP School Year 22/23\*

By the end of June 2023, the team has reached **85%** completion for 2022/2023.

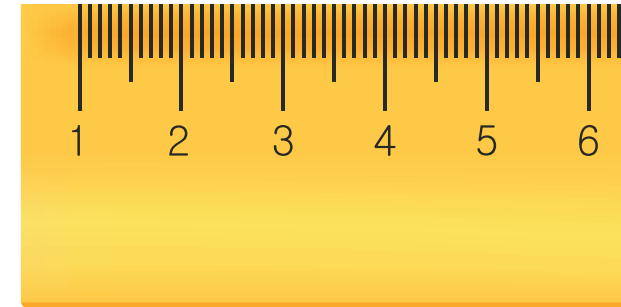
Out of the **52** schools in the catchment area, the team has completed and uploaded results to NHS digital for **51** schools. The final school is booked in for completion before the end of term and the team is very confident of achieving the NCMP target.

Data quality has been reviewed and ethnicity stands at **0.8%** unknown.

Reception completion rate is **84.4%**

Year 6 completion rate is **87.9%**

\* data as of May 2023

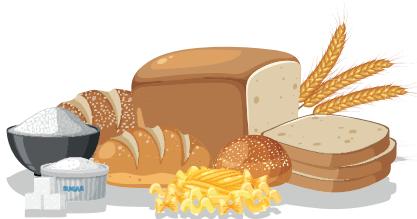


## Health promotion sessions

Breakdown of sessions delivered between October 2022 and March 2023.

	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Reception hand hygiene	30	36	-	172	163	302	703
Year 2 healthy eating and oral health	210	681	125	30	102	29	1176
<b>Total</b>	<b>240</b>	<b>717</b>	<b>125</b>	<b>202</b>	<b>265</b>	<b>330</b>	<b>1879</b>

Completed school entry assessments by age							
Age	January	February	March	April	May	June	Total
4	-	-	-	25	220	56	<b>301</b>
9	-	-	-	-	2	-	<b>2</b>
10	82	206	144	154	137	3	<b>726</b>
11	1	3	-	1	1	-	<b>6</b>
<b>Total</b>	<b>83</b>	<b>209</b>	<b>144</b>	<b>180</b>	<b>360</b>	<b>59</b>	<b>1035</b>



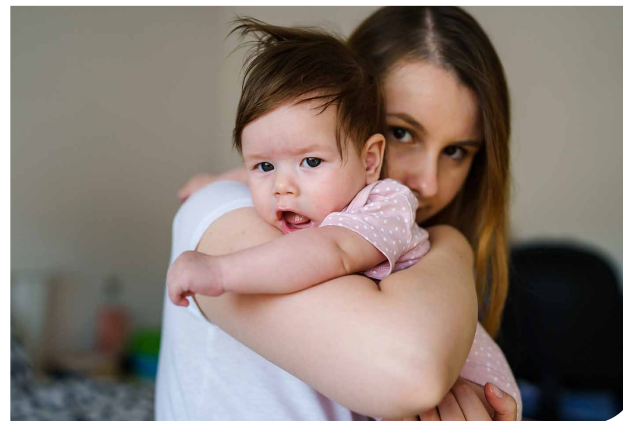
## Enhanced Parenting Programme (EHP)

EHP replaced the Family Nurse Partnership (FNP) across Knowsley as the enhanced programme for local families requiring additional support. The programme is aimed at pregnant teenagers who are unsupported/isolated, currently 'Looked After' or are a care leaver.

The number of open referrals to the team for each month were:

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Total
Enhanced Families	1	3	4	9	15	18	22	16	15	13	20	23	
<b>Total</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>9</b>	<b>15</b>	<b>18</b>	<b>22</b>	<b>16</b>	<b>15</b>	<b>13</b>	<b>20</b>	<b>23</b>	<b>159</b>

Home Visits	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Total
<b>Total Patients</b>	<b>27</b>	<b>38</b>	<b>35</b>	<b>47</b>	<b>44</b>	<b>59</b>	<b>46</b>	<b>65</b>	<b>35</b>	<b>63</b>	<b>53</b>	<b>76</b>	<b>588</b>



# Safeguarding

Total number of safeguarding meetings attended:

Activity	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Total
Child in need	4	5	5	13	31	36	10	49	71	53	46	96	419
Child protection core group	7	21	21	52	74	80	74	112	42	88	61	123	755
Child protection initial case conference	12	14	16	25	27	24	36	46	30	27	37	29	323
Child protection review case conference	4	6	13	12	4	21	13	17	12	11	12	18	143
Child protection strategy	12	27	19	29	17	15	3	5	4	10	6	4	151
Child wellbeing	-	-	-	1	-	-	-	2	-	1	-	-	4
<b>Total</b>	<b>39</b>	<b>73</b>	<b>74</b>	<b>132</b>	<b>153</b>	<b>176</b>	<b>136</b>	<b>231</b>	<b>159</b>	<b>190</b>	<b>162</b>	<b>270</b>	<b>1795</b>



## Special Educational Needs and Disabilities (SEND)

Ciara Jones is the SEND Lead for the 0-25 Service. She has made positive inroads within the local SEND agenda and has established positive links with the local authority and educational systems. Ciara supports children and young people with special educational needs and disabilities to help empower them to live their lives to their fullest potential. Her role includes working closely with families to ensure they have access to the support and advice they need. Ciara and her team signpost families to local workshops to learn more about their individual needs and how best to meet them.

Parents and carers have access to a range of specialist SEND resources, as well as opportunities to meet other families across the borough. The team links in with local nurseries, schools and agencies to ensure all families receive the support they need. They are passionate about helping people access the right support at the right time and realise their own unique potential.



Meet...

**Ciara Jones**

SEND Lead, Knowsley 0-25



### The team provides:

- specialist support for families
- dedicated support and care
- personal, informative and tailored advice
- resources to meet the needs of families
- signposting to local services
- support with referrals to specialists across the borough
- relationship building support, bringing together families who are living with SEND

## Finance and Workforce

The Expenditure incurred within 2022/23 was **£3,761k**.

### Breakdown of costs:

- **£2,951k** - direct staffing costs
- **£80k** - non pay costs covering areas such as training and travel
- **£314k** - estate costs and subcontracted services
- **£417k** - expenditure supporting the services (payroll support to ensure staff received pay, HR to support recruitment and staff within the service, IT to ensure staff have the correct hardware and software, as well as other services such as communications and marketing, finance and quality and governance)



### Leavers

Leaving month	Band	Headcount	FTE
Apr 22	6	1	1.00
Apr 22	7	1	1.00
May 22	2	1	1.00
May 22	3	1	1.00
Jun 22	6	2	1.60
Jul 22	3	1	0.6
Jul 22	6	3	3.00
Aug 22	6	1	0.80
Sep 22	5	1	1.00
Sep 22	7	1	1.00
Oct 22	3	1	0.60
Dec 22	5	1	0.60
Jan 23	2	1	1.00
Jan 23	8a	1	1.00
Feb 23	6	1	1.00
Mar 23	3	2	1.29
Apr 23	6	1	0.60
<b>Grand total</b>	-	<b>21</b>	<b>18.09</b>

### Starters

Starting month	Band	Headcount	FTE
Apr 22	4	3	2.80
Apr 22	5	2	1.60
Apr 22	7	2	1.80
May 22	4	1	1.00
May 22	4	1	0.80
May 22	5	1	0.80
Jun 22	5	2	2.00
Jun 22	6	1	0.60
Aug 22	5	1	1.00
Aug 22	6	1	0.40
Sep 22	6	1	0.50
Sep 22	7	1	1.00
Oct 22	2	1	1.00
Oct 22	5	1	1.00
Oct 22	7	2	2.00
Nov 22	5	3	3.00
Apr 23	3	1	1.00
Apr 23	5	1	0.80
<b>Grand total</b>	-	<b>33</b>	<b>28.50</b>

## Moving forward in 2023/24

### The 0-25 Service will:

- achieve the maintenance and improvement of key performance indicators by March 2024
- create a TIG (Trust Information Gateway) platform to monitor and evaluate the impact on SEND children by March 2024
- increase the health visiting workforce by 70% by March 2024 (established model)
- develop a centralised hub to ensure consistent and efficient processes across Knowsley and Team WCHC by March 2024
- integrate further within family hubs - delivering community bespoke health sessions based on local public health data by March 2024
- have individual actions aligned to specialist nurses and based on local community needs by September 2023
- achieve 12–16-week universal core contact and a targeted three year contact by January 2024
- continue to work together with others to provide a unique breastfeeding offer to parents and carers, increasing breastfeeding rates by 5% by March 2024
- engage with service users further to understand behaviours - why do some parents choose to opt out or not engage with the service?
- continue to engage with service users to understand how to best communicate with people and codesign promotional campaigns

