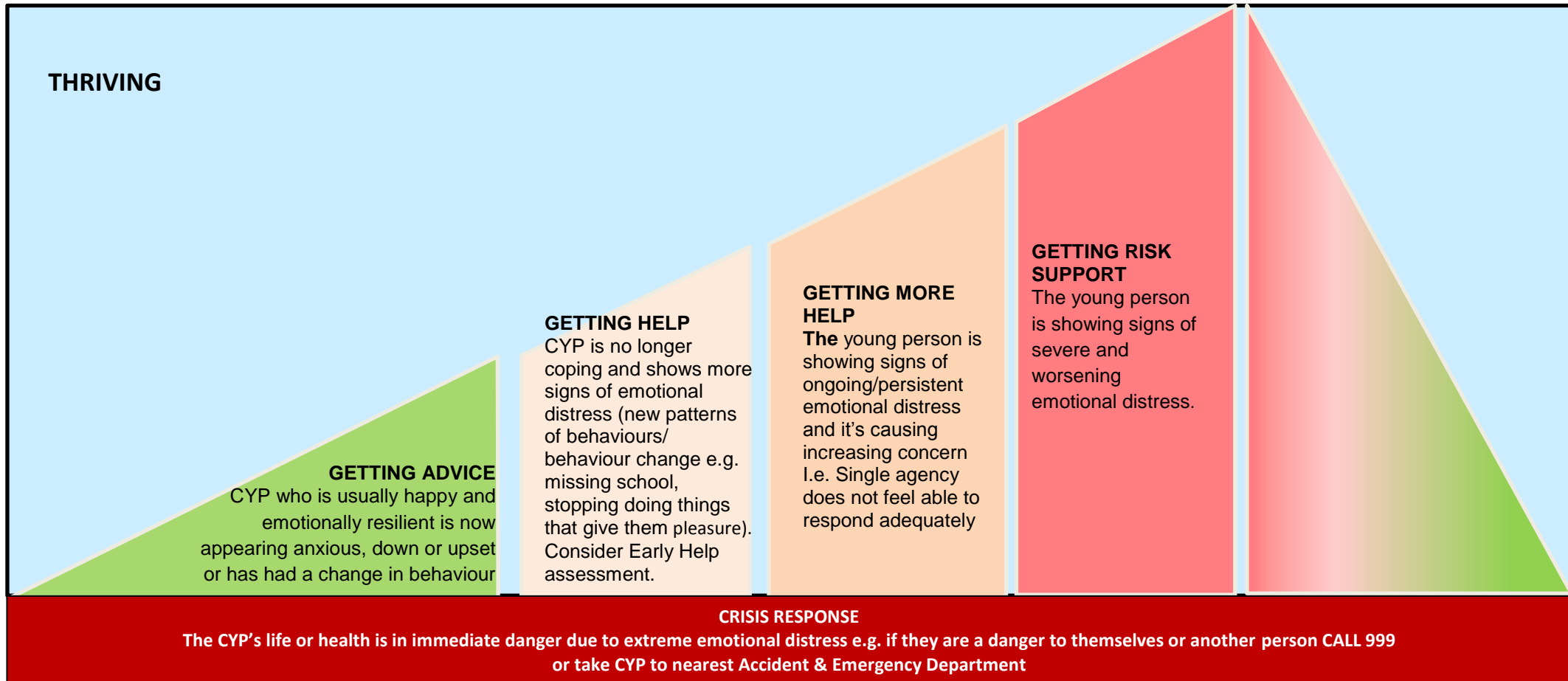


# Children and young people’s emotional and mental wellbeing support guide for professionals

This guide is to assist with how to most appropriately respond to and support a child or young person (CYP) aged 5 - 19 years, who is showing signs of struggling to cope. The guide covers a spectrum of signs, symptoms and behaviours which may be symptomatic of a range of levels of needs in relation to their emotional and mental wellbeing. These may be temporary or easily resolved or more complex and in need of an urgent response. Please note this is NOT a diagnostic tool and each CYP is an individual. When using this tool responses should reflect when there is a change to those individuals’ normal emotions/actions. Consideration also needs to be given to age appropriate behaviours and competency of CYP to engage in relationships i.e. families, peers.



| Level of Need               | Response level  |
|-----------------------------|---|
| <b>THRIVING</b>             | Prevention and Promotion  |
| <b>GETTING ADVICE</b>       | Signposting, self-management, one off contact, Single Agency response   |
| <b>GETTING HELP</b>         | Managing in house - goals focused, Single Agency response - consider Early Help Assessment <a href="http://www.cumbrialscbs.com/">http://www.cumbrialscbs.com/</a>  |
| <b>GETTING MORE HELP</b>    | Specialist agencies/support, Early Help – More than one agency/service involved. Referral to CAMHS SPA could be made to access My Time Cumbria Carlisle: 01228 603017 <a href="mailto:camhs.east1@nhs.net">camhs.east1@nhs.net</a> West: 01900 705800 <a href="mailto:camhs.west1@nhs.net">camhs.west1@nhs.net</a> South: 01229 402696 <a href="mailto:camhssouth@nhs.net">camhssouth@nhs.net</a> |
| <b>GETTING RISK SUPPORT</b> | Risk Management - Urgent referral to Single Point of Access to involve CAMHS as above. If a safeguarding concern contact Safeguarding Hub 03332401727   |

|                           | Indicator/Signs Spectrum of emotional distress/wellbeing issues - taken from Mates in Mind list (if displaying 2 or more indicators, move onto next column)   |   |  |  |
|---------------------------|---|---|--|--|
| Indicator/ Sign           | GETTING ADVICE  | GETTING HELP  | GETTING MORE HELP  | GETTING RISK SUPPORT<br>Consider these factors in conjunction with each other rather than individually when considering an urgent referral   |
| <b>Sleep</b>              | <ul style="list-style-type: none"> <li>Struggling to get to sleep sometimes, mind whirring, watching TV/Social media late at night</li> </ul>   | <ul style="list-style-type: none"> <li>Regularly struggling to sleep - stress, anxiety, worrying</li> <li>Sleep patterns causing concern - impacting on daily life</li> </ul>   | <ul style="list-style-type: none"> <li>Persistent/ongoing sleep issues e.g. not getting to sleep until early hours/disturbing dreams/waking in night.</li> <li>Extreme lethargy</li> </ul>   | <ul style="list-style-type: none"> <li>Persistently not sleeping or sleep for an hour or so and then up all night</li> </ul>   |
| <b>School/ Attendance</b> | <ul style="list-style-type: none"> <li>Lethargy towards school but goes, unusual tummy aches/headaches when at school, coming home ill</li> <li>Attendance under 90% (reasons why unknown)</li> </ul> | <ul style="list-style-type: none"> <li>Odd day off, regular illness, tummy ache, headache etc.</li> <li>Change in attendance pattern</li> <li>Attendance under 60%</li> <li>Concerning patterns of attendance</li> <li>Disengaging from learning</li> <li>Not attaining as academically as previously - change in progress/not progressing as expected</li> </ul> | <ul style="list-style-type: none"> <li>Consistently having days off, not wanting to go to school/can't be bothered, off ill regularly</li> <li>Not managing a full day</li> <li>Attendance under 40%</li> <li>Academically struggling</li> <li>High personal expectations</li> <li>High parental expectations</li> </ul> | <ul style="list-style-type: none"> <li>Non attending</li> <li>Academically struggling</li> <li>High personal expectations</li> </ul>   |
| <b>Activities</b>         | <ul style="list-style-type: none"> <li>Can't be bothered but will do 'stuff' when pushed/ encouraged</li> </ul>   | <ul style="list-style-type: none"> <li>Starting to disengage - regularly missing activities</li> <li>Say they don't like things anymore that they previously loved or were positive about</li> <li>Engaging with riskier activities/behaviours</li> </ul>   | <ul style="list-style-type: none"> <li>Stopped going to things or is consistently missing activities, can't be bothered/no energy</li> <li>Increasingly engaging in risk taking behaviours and encouraging others to take part e.g. alcohol, inappropriate sexual behaviour, Prevent Agenda</li> </ul>                   | <ul style="list-style-type: none"> <li>Disengaged from all previous activities, refuses to take part in things</li> <li>Persistently engaging in risk taking behaviours</li> </ul> |

|                                  |   |  |   |  |
|----------------------------------|---|--|---|--|
| <p><b>Friends and Family</b></p> | <ul style="list-style-type: none"> <li>• Circle of friends reducing</li> <li>• Starting to feel or look isolated</li> <li>• Feeling bullied/starting to bully others</li> <li>• Not communicating</li> </ul>  | <ul style="list-style-type: none"> <li>• No longer joining in with friends</li> <li>• Describing 'Nobody likes me'</li> <li>• Friends starts to report concerns</li> <li>• Bullying behaviours</li> <li>• Not communicating</li> <li>• Falling out with friends</li> <li>• Isolation from family</li> <li>• Change in social media activity i.e. increase/decrease</li> <li>• Being guarded when asked questions</li> </ul>                                | <ul style="list-style-type: none"> <li>• Shutting out family and friends</li> <li>• Not wanting to go out</li> <li>• Struggling to control temper when talking to friends and family</li> <li>• Inappropriate relationships</li> <li>• Vagueness of what they are doing/going</li> <li>• History of Domestic Abuse, Parental Mental Health, Parental Substance Misuse, Child or Parent previously a Child Looked After</li> </ul>   | <ul style="list-style-type: none"> <li>• Isolated from friends and family, doesn't want to be with/see them</li> <li>• Uncharacteristic and regular angry communications</li> <li>• Controlling relationships (victim of or creator of)</li> </ul>   |
| <p><b>Emotions/Energy</b></p>    | <ul style="list-style-type: none"> <li>• No patience</li> <li>• Feeling vindicated</li> <li>• Feeling victimised</li> <li>• Quieter than usual</li> <li>• Starting to act out</li> <li>• Easily distracted</li> <li>• Hard to engage with activities</li> </ul> | <ul style="list-style-type: none"> <li>• Moody/snapping at people</li> <li>• Tearful</li> <li>• Becoming irrational/not coping with simple tasks/situations</li> <li>• Struggling to focus</li> <li>• Worrying about things that they can't control, but still logical</li> <li>• Can't be bothered 'What's the point?'</li> <li>• Lack of /changes in self esteem</li> <li>• Change in physical appearance</li> <li>• Occasional panic attacks</li> </ul> | <ul style="list-style-type: none"> <li>• Picking fights</li> <li>• Can't communicate feelings</li> <li>• Arguing more with family and friends</li> <li>• Irrational decision making - overreacting</li> <li>• Forgetful/lack of concentration</li> <li>• Over controlling</li> <li>• Struggling to retain things</li> <li>• Illogical</li> <li>• Obsessive</li> <li>• Struggling to move on from things</li> <li>• Significant weight loss/gain</li> <li>• Regular panic attacks</li> <li>• Change in appetite - eating more/less</li> <li>• Mood swings</li> <li>• Less resilient</li> <li>• Zoning out/disassociation - patterns of this</li> </ul> | <ul style="list-style-type: none"> <li>• Angry</li> <li>• Fighting persistently with friends/family others etc.</li> <li>• Crying all the time</li> <li>• Despair</li> <li>• No emotion</li> <li>• No control over emotions</li> <li>• Scared of life</li> <li>• Irrational worries</li> <li>• Overwhelmed/can't focus</li> <li>• Continually going back over things, can't move on</li> <li>• Confused</li> <li>• Hopelessness</li> <li>• Nothing matters</li> <li>• Numb</li> <li>• Dramatic weight loss/gain</li> <li>• Feeling worthless</li> <li>• Thoughts of suicide</li> </ul> |

## GETTING ADVICE

### What you can do

- Ensuring time for CYP to talk to you
- Ask the CYP what you can do and how you can help with the issue
- Look at other support offered in setting already
- Offer resources that they can use - websites, activities that they can do i.e. Winston's Wish
- Behaviour advice
- Nurture groups
- Happy to be me resource
- Work out strategies of who can be with them including peers - Buddy systems/Peer support group work
- Talk to parents/family/1:1 contact with family
- Consider how best to engage them and talk e.g. is there a setting they prefer or feel comfortable in
- Identify vulnerable children at regular staff meeting
- Record/share knowledge - COMMUNICATION
- Consistency in advice and communicating with CYP and family and others in setting. Are sources of help displayed for all to see
- All staff e.g. lunchtime supervisors, adult helpers in school know procedure when they have a concern and what to do.
- Pastoral support - Class Teacher/Form Tutor all know their role in the support of CYP they are working with
- Make observations about eating and behaviour for example. Has this changed?
- Whole school assemblies around bullying/internet safety/getting help/friendships
- Review physical and academic development
- Emotional Literacy checklist
- Student Mentor
- Peer Mentoring
- School Counsellor/Student Support
- Strengths and difficulties questionnaire
- Awareness of LSCB guidance and thresholds. Are you and your staff/colleagues familiar with the Threshold Guidance
- Encourage hobbies/help pursue interests and see what is out there and how child/CYP can access them.
- Ensure there is a key trusted adult/worker for the child/young person
- Spend time at break and lunch with the child/CYP.
- Look at roles the CYP could play to help build confidence and self esteem
- Circle Time
- Making stress balls
- Island of competence (strengths based)
- Develop a clear internal and external pathways - putting in place strategies

|   |  |
|---|--|
| <p><b>Who can help?</b><br/> <b>Referral and Support</b><br/> <b>Refer to LSCB Support and Services for Families directory</b><br/> <a href="http://www.cumbrialscb.com/professionals/supportandservicesforfamilies/supportservicesfamilies.asp">http://www.cumbrialscb.com/professionals/supportandservicesforfamilies/supportservicesfamilies.asp</a></p> | <p><b>School:</b></p> <ul style="list-style-type: none"> <li>• Education/college /nursery pastoral system/mentors</li> <li>• School Counsellor</li> <li>• Family Learning</li> <li>• Breakfast Club</li> <li>• After School Clubs</li> <li>• SERIS worker</li> <li>• Pastoral Team</li> </ul> <p><b>Community Services/Support:</b></p> <ul style="list-style-type: none"> <li>• Youth Providers i.e. Youth Zone - mentors</li> <li>• Community Centres - activities, youth clubs</li> <li>• Salvation army - <a href="https://www.salvationarmy.org.uk/map-page">https://www.salvationarmy.org.uk/map-page</a> - youth clubs, toddler groups etc</li> <li>• <a href="#">Young Carer visits/home visits</a></li> <li>• Faith based youth workers</li> <li>• Outside of school clubs i.e. Active5 Cumbria</li> <li>• Guides/scouts</li> </ul> <p><b>Professional Services:</b></p> <ul style="list-style-type: none"> <li>• Public Health 5-19 Service - <a href="http://www.cumbria.gov.uk/ph5to19/">http://www.cumbria.gov.uk/ph5to19/</a></li> <li>• Children’s Centres - <a href="http://www.cumbria.gov.uk/findmynearest/childrens_centres.asp">http://www.cumbria.gov.uk/findmynearest/childrens_centres.asp</a></li> <li>• Health visitors- <a href="https://www.cumbriapartnership.nhs.uk/our-services/children-families/our-children-and-families-services">https://www.cumbriapartnership.nhs.uk/our-services/children-families/our-children-and-families-services</a></li> <li>• Children Looked after Health Team - <a href="https://www.cumbriapartnership.nhs.uk/our-services/children-families/our-children-and-families-services">https://www.cumbriapartnership.nhs.uk/our-services/children-families/our-children-and-families-services</a></li> <li>• Early Help Team - <a href="http://www.cumbrialscb.com/professionals/earlyhelp/earlyhelpptteamleaflet.asp">http://www.cumbrialscb.com/professionals/earlyhelp/earlyhelpptteamleaflet.asp</a></li> <li>• Child Bereavement UK - <a href="https://childbereavementuk.org/">https://childbereavementuk.org/</a></li> <li>• EAL Support - <a href="http://www.cumbria.gov.uk/childrensservices/schoolsandlearning/ils/vselt/eal.asp">http://www.cumbria.gov.uk/childrensservices/schoolsandlearning/ils/vselt/eal.asp</a></li> <li>• Speech and Language - <a href="https://www.cumbriapartnership.nhs.uk/our-services/children-families/our-children-and-families-services">https://www.cumbriapartnership.nhs.uk/our-services/children-families/our-children-and-families-services</a></li> </ul> |
| <p><b>What can help?</b><br/> <b>Resources and website</b></p>  | <ul style="list-style-type: none"> <li>• KOOTH.com (online emotional support for 11 - 18 year olds) - <a href="https://kooth.com/">https://kooth.com/</a></li> <li>• NHS GO - <a href="http://www.nhs.gov.uk/">http://www.nhs.gov.uk/</a></li> <li>• Victim support - <a href="https://www.victimsupport.org.uk/">https://www.victimsupport.org.uk/</a></li> <li>• CAF/CASS - <a href="https://www.cafcass.gov.uk/">https://www.cafcass.gov.uk/</a></li> <li>• Probation Trust</li> <li>• Cumbria LSCB Website - <a href="http://www.cumbrialscb.com/">http://www.cumbrialscb.com/</a></li> <li>• ChildLine - <a href="https://www.childline.org.uk/">https://www.childline.org.uk/</a></li> <li>• NSPCC - <a href="https://www.nspcc.org.uk/">https://www.nspcc.org.uk/</a></li> <li>• Family Lives (Parent in prison) - <a href="http://www.familylives.org.uk/">http://www.familylives.org.uk/</a></li> <li>• CSE/Prevent websites</li> </ul>   |

- ASKfm - <https://ask.fm/>
- CPFT – Family section (lots of info and downloadable leaflets) - <https://www.cumbriapartnership.nhs.uk/>
- Young Minds – young people, parents/ carers, professionals - <https://youngminds.org.uk/>
- ‘Talk about for Teenagers’ resource (LSCB)
- NHS Choices - <http://www.nhs.uk/pages/home.aspx>
- Active Cumbria - <http://www.activecumbria.org/>
- Online support groups
- Bereavement: [CBUK](#), [Winston's Wish](#), Hospices, [Jigsaw](#)
- Suicide: SOBS, Samaritans, Sudden, [Papyrus](#)
- Trauma: Brake, Sudden
- Bullying advice: [www.bullying.co.uk](http://www.bullying.co.uk) , [www.anti-bullyingalliance.org.uk](http://www.anti-bullyingalliance.org.uk) , [www.childline.org.uk](http://www.childline.org.uk) , [www.ditchthelabel.org](http://www.ditchthelabel.org) , [www.nationalbullyinghelpline.co.uk](http://www.nationalbullyinghelpline.co.uk) , Vodafone Bullying Support
- Positive Body Image/Eating disorders: [www.selfesteem.dove.co.uk](http://www.selfesteem.dove.co.uk) , [www.kidshealth.org](http://www.kidshealth.org) , [www.b-eat.co.uk](http://www.b-eat.co.uk) , [www.stem4.org.uk](http://www.stem4.org.uk) , [www.mind.org.uk](http://www.mind.org.uk) , [www.eating-disorders.org.uk](http://www.eating-disorders.org.uk) , [www.wellatschool.org](http://www.wellatschool.org)

**This list is not exhaustive - consider suggestions in other parts of this document for individual and more specific services**

## GETTING HELP

### What you can do

- Continue to talk to the child/young person
- Talk to the young person about completing an Early Help Assessment to identify most appropriate source of support and what else is out there. Where possible get their consent to inform and include their family although this is not essential – but desirable
- If the Early Help Assessment is in place but progress is slow or there is no change, or if you are struggling to find the most appropriate services to support the CYP, consider referral to the Early Help and Family Panel, take advice from your Early Help Officer
- If consent is not given by the CYP but they will accept support this should be pursued
- If the CYP refuses any other support, ensure contact is maintained with them through a trusted adult who can sustain a relationship with them and assess any associated risks. Continue to offer support at regular intervals without pressure. Contact EHA team or My Time Cumbria for further advice
- Follow up any referrals made for another service if they do not respond. Consider the impact of a waiting list – is there an alternative source of support?
- Ensure that you know how to support this CYP back in your setting whilst they are getting external support – My Time Cumbria will give advice. Explain that you want to know how to support the child/young person. Agree a time limit
- Signpost to specific websites
- Consider services such as Young Minds/Mermaids (transgender)
- Consult specialists i.e. CAMHS/ My Time Cumbria
- Consider sources of support using Personnel Budget from Education Health Care Plan if appropriate
- Explore other approaches - Mindfulness, Hypnotherapy
- Contact the young person's GP
- Consider support for the CYP through residential and community projects
- Engage with their family and setting - encourage this link explaining that it will allow for a sharing of information and increased support
- Monitor risk using the Risk Assessment Tools available on the LSCB website e.g. Scaling Tool
- Regularly review how they are - both informally and formally
- Self-esteem/confidence work - is this available within your own resource. Refer to your Public Health Support for signposting
- Parenting groups via Early Help Childrens Centre
- Make good working links with local GP'S - meetings/phone calls regarding pupils
- Keep in contact with parents/carers where possible to keep them aware of any issues and encourage open and honest discussions between themselves and the CYP involved
- COMMUNICATION

**Who can help?****Referral and Support**

Refer to LSCB Support and Services for Families directory

<http://www.cumbrialscb.com/professionals/supportandservicesforfamilies/supportservicesfamilies.asp>

**School:**

- Pastoral Team
- School Counsellor
- Learning mentor
- SERIS worker/Education Welfare/Parent Support Advisor if available

**Community Services/Support:**

- British Legion - <http://www.britishlegion.org.uk/>
- Church Communities
- [Food banks and links](#)
- Young Carers - [http://www.carersuk.org/help-and-advice/practical-support/getting-care-and-support/young-carers-and-carers-of-children-under-18?gclid=EAlaIqobChMI1Yzkg8-S1QIVSrXtCh3fYgGdEAAYAiAAEgKbZfD\\_BwE](http://www.carersuk.org/help-and-advice/practical-support/getting-care-and-support/young-carers-and-carers-of-children-under-18?gclid=EAlaIqobChMI1Yzkg8-S1QIVSrXtCh3fYgGdEAAYAiAAEgKbZfD_BwE)
- Carlisle and Eden Mind - <http://www.cemind.org/>
- Young Cumbria - <http://www.youngcumbria.org.uk/>
- SAFA - <http://www.safa-selfharm.com/services/training.html>

**Professional Services:**

- Public Health 5-19 Service - <http://www.cumbria.gov.uk/ph5to19/>
- [Edge of Care/LAC Emotional Health/Wellbeing Officers](#)
- Edge of Care ( Barnardo's) - <https://www.barnardos.org.uk/>
- My Time Cumbria - <http://localoffer.cumbria.gov.uk/kb5/cumbria/fsd/service.page?id=ul71uGiiBZw>
- Focus family - <http://www.focusonthefamily.com/>
- Children's Centres - [http://www.cumbria.gov.uk/findmynearest/childrens\\_centres.asp](http://www.cumbria.gov.uk/findmynearest/childrens_centres.asp)
- Health Visitors - <https://www.cumbriapartnership.nhs.uk/our-services/children-families>
- [Educational Psychological Service](#)
- Counselling
- [EHCP Local Offer](#)
- Children Looked After Health Team - <https://www.cumbriapartnership.nhs.uk/our-services/children-families>
- [Targeted Youth Support Team](#)
- Early Help Team - <http://www.cumbrialscb.com/professionals/earlyhelp/earlyhelptteamleaflet.asp>
- Early Help and Family Support Panels (via Early Help Team link above)
- Fire Service - Safe Houses
- Children's Community Health Team - Community Children's Nurses, Learning Disability Nurses, Physios/Occupational Therapists, Speech and Language therapists <https://www.cumbriapartnership.nhs.uk/our-services/children-families>
- GP
- Child Bereavement UK - <https://childbereavementuk.org/>
- CPFT Challenging Behaviour Early Intervention Service 2-11years - <https://www.cumbriapartnership.nhs.uk/our-services/children-families>
- EAL Support - <http://www.cumbria.gov.uk/childrensservices/schoolsandlearning/ils/vselt/eal.asp>



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| <p><b>What can help?<br/>Resources and<br/>website</b></p> | <ul style="list-style-type: none"> <li>• KOOOTH.com (online emotional support for 11 - 18 year olds with counsellors available online 12 noon - 10pm) <a href="https://kooth.com/">https://kooth.com/</a></li> <li>• NHS GO - <a href="http://www.nhs.go.uk">http://www.nhs.go.uk</a></li> <li>• Victim support - <a href="https://www.victimsupport.org.uk">https://www.victimsupport.org.uk</a></li> <li>• CAFCASS - <a href="https://www.cafcass.gov.uk">https://www.cafcass.gov.uk</a></li> <li>• Probation Trust - <a href="http://www.clcrc.co.uk/about-us/links-and-partnerships.php">http://www.clcrc.co.uk/about-us/links-and-partnerships.php</a></li> <li>• Cumbria LSCB Website - <a href="http://www.cumbrialscb.com">http://www.cumbrialscb.com</a></li> <li>• ChildLine - <a href="https://www.childline.org.uk">https://www.childline.org.uk</a></li> <li>• NSPCC - <a href="https://www.nspcc.org.uk">https://www.nspcc.org.uk</a></li> <li>• Family Lives (Parent in prison) - <a href="http://www.familylives.org.uk">http://www.familylives.org.uk</a></li> <li>• CSE/Prevent websites</li> <li>• ASKfm - <a href="https://ask.fm">https://ask.fm</a></li> <li>• CPFT - Family section (lots of info and downloadable leaflets) - <a href="https://www.cumbriapartnership.nhs.uk">https://www.cumbriapartnership.nhs.uk</a></li> <li>• Young Minds - young people, parents/ carers, professionals - <a href="https://youngminds.org.uk">https://youngminds.org.uk</a></li> <li>• 'Talk about for Teenagers' resource (LSCB)</li> <li>• NHS Choices - <a href="http://www.nhs.uk/pages/home.aspx">http://www.nhs.uk/pages/home.aspx</a></li> <li>• Active Cumbria - <a href="http://www.activecumbria.org">http://www.activecumbria.org</a></li> <li>• Online support groups</li> <li>• Bereavement: <a href="#">CBUK</a>, <a href="#">Winston's Wish</a>, Hospices, <a href="#">Jigsaw</a></li> <li>• Suicide: SOBS, Samaritans, Sudden, <a href="#">Papyrus</a></li> <li>• Trauma: Brake, Sudden,</li> <li>• Bullying advice: <a href="http://www.bullying.co.uk">www.bullying.co.uk</a> , <a href="http://www.anti-bullyingalliance.org.uk">www.anti-bullyingalliance.org.uk</a> , <a href="http://www.childline.org.uk">www.childline.org.uk</a> , <a href="http://www.ditchthelabel.org">www.ditchthelabel.org</a> , <a href="http://www.nationalbullyinghelpline.co.uk">www.nationalbullyinghelpline.co.uk</a> , Vodafone Bullying Support</li> <li>• Positive Body Image/Eating disorders: <a href="http://www.selfesteem.dove.co.uk">www.selfesteem.dove.co.uk</a> , <a href="http://www.kidshealth.org">www.kidshealth.org</a> , <a href="http://www.b-eat.co.uk">www.b-eat.co.uk</a> , <a href="http://www.stem4.org.uk">www.stem4.org.uk</a> , <a href="http://www.mind.org.uk">www.mind.org.uk</a> , <a href="http://www.eating-disorders.org.uk">www.eating-disorders.org.uk</a> , <a href="http://www.wellatschool.org">www.wellatschool.org</a></li> </ul> <p style="text-align: center;"><b>This list is not exhaustive – consider other parts of this document for individual and specific services</b></p> |
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## GETTING MORE HELP

### What you can do

- Actively seek permission from the CYP or their family to complete an early help assessment if concerns do not reduce (agree a timeline for this). Consider the impact of them not agreeing to this and refer to the LSCB Threshold Document
- Set up regular meetings with the CYP
- Pursue further getting other agencies involved at this stage and if the CYP is reluctant explain the implications of this not happening eg may have to involve other people, seek medical advice or insist on parental involvement to help move the situation on
- Offer other services from within your own organisation and monitor if they have taken them up - trusted staff, staff with counselling/support experience
- Speak to family if appropriate
- Speak to Pastoral lead and share concerns with others in team i.e. Pastoral team meetings/triage meetings/safeguarding lead
- Feedback weekly at the above to all staff i.e. staff confidential email system/SIMMS
- Pathways in school - Head of Year/House
- Be aware of indicators i.e. attendance, academic progress use the list above to assess change in their pattern of behaviour.
- Information gathering on what else is going on/other issues from other staff eg re other siblings.
- Liaise with nursery/primary if appropriate
- Organising courses to signpost parents to i.e. Family Learning
- Learning mentor referred
- Take time to consider the range of interventions available
- Look at staff training needs and supervision if you or your staff are finding this challenging
- Seek advice from other agencies
- Signposting parents/family/carers to other agencies
- COMMUNICATION
- Give CYP a responsible role if confidence is an issue. Include them in their own Needs Planning
- Explore Sleep/eating/behaviour clinics
- Onwards referrals within health/outside of health. Make yourself aware of what is available
- Maintaining the child voice - clear goals and plan made with the CYP
- Ensure where possible a Family Genograms when starting working with a family as this may give answers and fill gaps in information
- Peers/Friendship group - are these there/strong/challenging
- Use form tutor/class teacher as a point of contact, or to monitor
- Additional Learning support
- Review at pastoral meetings - monitoring attendance, behaviour, progress, ATL
- Liaise with other professionals working with the CYP/family
- Breakfast clubs
- After school clubs
- Out of school activities i.e. Active Cumbria

**Who can help?  
Referral and Support**

**Refer to LSCB Support  
and Services for  
Families directory**

<http://www.cumbrialscb.com/professionals/supportandservicesforfamilies/supportservicesfamilies.asp>

**School:**

- Pastoral Team
- School Counsellor
- Learning Mentor
- Safeguarding Lead
- SERIS worker/Education Welfare/Parent Support Advisor if available

**Community Services/Support**

- Barnardo's parenting classes, children's clubs through Barnardo's e.g. Monday Club - <https://www.barnardos.org.uk/>
- SAFA - <http://www.safa-selfharm.com/>
- Young Carers
- Victim Support - <https://www.victimsupport.org.uk/>
- Youth Providers
- Bridgeway - <http://www.thebridgeway.org.uk/>
- MIND - <https://www.mind.org.uk/>
- Inspira - <https://www.inspira.org.uk/>
- Safety net - <http://safetynet.site/>
- NSPCC - <https://www.nspcc.org.uk/>
- Impact/Riverside Housing - <http://www.impacthousing.org.uk/> <https://www.riverside.org.uk/>
- Young Minds Helpline for Parents - <https://youngminds.org.uk/find-help/for-parents/parents-helpline/>
- CAF/CASS – Family Court support - <https://www.cafcass.gov.uk/>
- East Cumbria Family Support i.e. 1:1 sessions - <http://www.eastcumbriafamilysupport.org.uk/>
- CADAS - <http://cadas.co.uk/>
- Probation Trust

**Professional Services:**

- Early Help Assessment Team - <http://www.cumbrialscb.com/professionals/earlyhelp/earlyhelptteamleaflet.asp>
- GP
- My Time Cumbria - <http://localoffer.cumbria.gov.uk/kb5/cumbria/fsd/service.page?id=ul71uGiiBZw>
- Children's Centres - [http://www.cumbria.gov.uk/findmynearest/childrens\\_centres.asp](http://www.cumbria.gov.uk/findmynearest/childrens_centres.asp)
- Counselling services
- Children's Community Health Team - Community Children's Nurses, Learning Disability Nurses, Physios/Occupational Therapists, Speech and Language therapists <https://www.cumbriapartnership.nhs.uk/our-services/children-families>
- CPFT Challenging Behaviour Early Intervention Service 2-11years <https://www.cumbriapartnership.nhs.uk/our-services/children-families>
- Strengthening Families Team - <https://www.cumbriapartnership.nhs.uk/our-services/children-families>
- Children Looked After Health Team - <https://www.cumbriapartnership.nhs.uk/our-services/children-families>
- Step Up

|  |   |
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|  | <ul style="list-style-type: none"> <li>• <a href="#">Early Help -Targeted Youth Support</a></li> <li>• <a href="#">Access and Inclusion Teams</a></li> <li>• <a href="#">Children Missing Education Team</a></li> <li>• <a href="#">Inclusion Support Officers</a></li> <li>• <a href="#">Homelessness Team</a></li> <li>• Community Police Support Officer</li> <li>• <a href="#">Youth Offending Service</a></li> <li>• <a href="#">Health and Wellbeing/Alcohol Outreach Workers</a></li> <li>• <a href="#">PAC Counselling and Art Therapy Carlisle</a></li> <li>• <a href="#">Unity - drugs/alcohol - Parent/Carers</a></li> <li>• First Step (parents/carers) / <a href="#">Adult Mental Health Services</a></li> <li>• <a href="#">Pupil Referral Units</a></li> <li>• <a href="#">Educational Psychological Service</a></li> <li>• <a href="#">SEND Team</a></li> <li>• Specialist Advisory Teachers service - <a href="http://www.cumbria.gov.uk/childrensservices/schoolsandlearning/ils/vselt/">http://www.cumbria.gov.uk/childrensservices/schoolsandlearning/ils/vselt/</a></li> <li>• <a href="#">Early Help and Family Support Panels</a></li> <li>• <a href="#">Family Support Panels</a> Family Group Conferencing</li> <li>• Health Visitors - <a href="https://www.cumbriapartnership.nhs.uk/our-services/children-families">https://www.cumbriapartnership.nhs.uk/our-services/children-families</a></li> <li>• <a href="#">Turning the Spotlight (DV)</a></li> <li>• Paediatrician - Community and Acute - <a href="https://www.cumbriapartnership.nhs.uk/our-services/children-families">https://www.cumbriapartnership.nhs.uk/our-services/children-families</a></li> <li>• <a href="#">Edge of Care/LAC Emotional Health and Wellbeing Officers (CCC)</a></li> <li>• Early years Advisor/SENCO - <a href="http://www.cumbria.gov.uk/childrensservices/childrenandfamilies/cfis/earlyyearsandchildcare/earlyyearsandchildcare.asp">http://www.cumbria.gov.uk/childrensservices/childrenandfamilies/cfis/earlyyearsandchildcare/earlyyearsandchildcare.asp</a></li> <li>• Child Bereavement UK - <a href="https://childbereavementuk.org/">https://childbereavementuk.org/</a></li> <li>• KOOOTH.com (online emotional support for 11 - 18 year olds with counsellors available online 12 noon - 10pm) <a href="https://kooth.com">https://kooth.com</a></li> </ul> |
| <p><b>What can help?<br/>Resources and<br/>website</b></p> | <ul style="list-style-type: none"> <li>• Public Health 5-19 Service - <a href="http://www.cumbria.gov.uk/ph5to19/">http://www.cumbria.gov.uk/ph5to19/</a></li> <li>• NHS GO - <a href="http://www.nhs.gov.uk">http://www.nhs.gov.uk</a></li> <li>• Victim Support - <a href="https://www.victimsupport.org.uk">https://www.victimsupport.org.uk</a></li> <li>• CAFcASS - <a href="https://www.cafcass.gov.uk">https://www.cafcass.gov.uk</a></li> <li>• Probation Trust - <a href="http://www.clcrc.co.uk/about-us/links-and-partnerships.php">http://www.clcrc.co.uk/about-us/links-and-partnerships.php</a></li> <li>• Cumbria LSCB Website - <a href="http://www.cumbrialscb.com">http://www.cumbrialscb.com</a></li> <li>• ChildLine - <a href="https://www.childline.org.uk">https://www.childline.org.uk</a></li> <li>• NSPCC - <a href="https://www.nspcc.org.uk">https://www.nspcc.org.uk</a></li> <li>• Family Lives (Parent in prison) - <a href="http://www.familylives.org.uk/">http://www.familylives.org.uk/</a></li> <li>• CSE/Prevent websites</li> <li>• ASKfm - <a href="https://ask.fm">https://ask.fm</a></li> <li>• CPFT - Family section (lots of info and downloadable leaflets) - <a href="https://www.cumbriapartnership.nhs.uk">https://www.cumbriapartnership.nhs.uk</a></li> <li>• Young Minds – young people, parents/ carers, professionals - <a href="https://youngminds.org.uk/">https://youngminds.org.uk/</a></li> </ul>  |

- 'Talk about for Teenagers' resource (LSCB)
- NHS Choices - <http://www.nhs.uk/pages/home.aspx>
- Active Cumbria - <http://www.activecumbria.org>
- Online support groups
- Bereavement: [CBUK](#), [Winston's Wish](#), Hospices, [Jigsaw](#)
- Suicide: SOBS, Samaritans, Sudden, [Papyrus](#)
- Trauma: Brake, Sudden,
- Bullying advice: [www.bullying.co.uk](http://www.bullying.co.uk) , [www.anti-bullyingalliance.org.uk](http://www.anti-bullyingalliance.org.uk) , [www.childline.org.uk](http://www.childline.org.uk) , [www.ditchthelabel.org](http://www.ditchthelabel.org) , [www.nationalbullyinghelpline.co.uk](http://www.nationalbullyinghelpline.co.uk) , Vodafone Bullying Support
- Positive Body Image/Eating disorders: [www.selfesteem.dove.co.uk](http://www.selfesteem.dove.co.uk) , [www.kidshealth.org](http://www.kidshealth.org) , [www.b-eat.co.uk](http://www.b-eat.co.uk) , [www.stem4.org.uk](http://www.stem4.org.uk) , [www.mind.org.uk](http://www.mind.org.uk) , [www.eating-disorders.org.uk](http://www.eating-disorders.org.uk) , [www.wellatschool.org](http://www.wellatschool.org)

**This list is not exhaustive – consider other parts of this document for individual and specific services**

## GETTING RISK SUPPORT

|   |   |
|---|---|
| <p><b>What you can do</b></p>   | <ul style="list-style-type: none"> <li>• Continue to talk to child/young person</li> <li>• Take advice from CAMHS/My time clearly describing your concerns and what you have done to address them</li> <li>• Refer to the Cumbria LSCB Threshold Guidance to consider whether there are any safeguarding Issues running alongside the clinical concerns. Ensure that you are following your organisational Safeguarding procedures - involve your Safeguarding Lead</li> <li>• Identify risk and have a risk assessment/safety plan in place for CYP</li> <li>• Ensure that an EHA has been completed and that all information is to hand and clear</li> <li>• Ensure documentation is in place</li> <li>• Chase up referrals as a matter of urgency if you are still waiting</li> <li>• Call an Emergency TAC meeting if the level of concern does not constitute emergency referral – but where bringing together key people including the CYP (if appropriate) and family would help to assess the level of risk. Refer to the Early Help and family Support panel if necessary</li> <li>• Guidance/supervision for key staff involved. COMMUNICATE. Ensure that everyone involved with the CYP is aware and that risk assessing is shared</li> <li>• Look again at other agencies that can support the CYP and their family</li> <li>• Contact GP</li> </ul>  |
| <p><b>Who can help?</b><br/> <b>Referral and Support</b></p> <p><b>Refer to LSCB Support and Services for Families directory</b></p> <p><a href="http://www.cumbrialscb.com/professionals/supportandservicesforfamilies/supportservicesfamilies.asp">http://www.cumbrialscb.com/professionals/supportandservicesforfamilies/supportservicesfamilies.asp</a></p> | <p><b>School:</b></p> <ul style="list-style-type: none"> <li>• Pastoral Team</li> <li>• School Counsellor</li> <li>• Learning Mentor</li> <li>• Safeguarding Lead</li> <li>• SERIS worker/Education Welfare/Parent Support Advisor if available</li> </ul> <p><b>Community Services/Support:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">PAPYRUS-</a></li> <li>• PODS (Positive Outcomes for Dissociative Syndrome)</li> <li>• <a href="#">Young Minds helpline for parents</a></li> </ul> <p><b>Professional Services:</b></p> <ul style="list-style-type: none"> <li>• CAMHS - <a href="https://www.cumbriapartnership.nhs.uk/our-services/children-families">https://www.cumbriapartnership.nhs.uk/our-services/children-families</a></li> <li>• Cumbria Safeguarding Hub - <a href="http://www.cumbria.gov.uk/childrensservices/childrenandfamilies/intervention.asp">http://www.cumbria.gov.uk/childrensservices/childrenandfamilies/intervention.asp</a></li> <li>• Access + Inclusion (children missing in education alcohol/drugs) - <a href="http://www.cumbria.gov.uk/childrensservices/schoolsandlearning/ils/accessandinclusion/">http://www.cumbria.gov.uk/childrensservices/schoolsandlearning/ils/accessandinclusion/</a></li> <li>• Virtual schools/PEPS/CLA - learning care workers - <a href="http://www.cumbria.gov.uk/childrensservices/schoolsandlearning/ils/vselt/">http://www.cumbria.gov.uk/childrensservices/schoolsandlearning/ils/vselt/</a></li> <li>• <a href="#">MARAC – Domestic Abuse - house checks-storm alerts, IDVA's etc</a></li> <li>• <a href="#">Police – Public Protection Unit</a></li> <li>• A&amp;E</li> <li>• Children’s Community Health Team - Community Children’s Nurses, Learning Disability Nurses, Physios/Occupational Therapists, Speech and Language therapists <a href="https://www.cumbriapartnership.nhs.uk/our-services/children-families">https://www.cumbriapartnership.nhs.uk/our-services/children-families</a></li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• GP</li> <li>• <a href="#">Cumbria Health on Call (CHOC)</a></li> <li>• Children Looked after Health Team - <a href="https://www.cumbriapartnership.nhs.uk/our-services/children-families">https://www.cumbriapartnership.nhs.uk/our-services/children-families</a></li> <li>• Crisis Team (18+) <a href="https://www.cumbriapartnership.nhs.uk/our-services/mental-health/our-mental-health-services/community-mental-health-services-for-adults">https://www.cumbriapartnership.nhs.uk/our-services/mental-health/our-mental-health-services/community-mental-health-services-for-adults</a></li> <li>• <a href="#">First Steps (18+)</a></li> <li>• Short term foster – Homestay - <a href="http://www.cumbria.gov.uk/childrenservices/homestays/default.asp">http://www.cumbria.gov.uk/childrenservices/homestays/default.asp</a></li> <li>• Rooms for Teenagers</li> <li>• CPFT Challenging Behaviour Early Intervention Service 2 - 11years - <a href="https://www.cumbriapartnership.nhs.uk/our-services/children-families">https://www.cumbriapartnership.nhs.uk/our-services/children-families</a></li> <li>• Alison Quinn - homeless teenagers</li> <li>• Child Bereavement UK - <a href="https://childbereavementuk.org/">https://childbereavementuk.org/</a></li> <li>• Short Breaks Team/respite –<br/><a href="http://www.cumbria.gov.uk/childrenservices/schoolsandlearning/ils/shortbreaks/shortbreaksgrantapplication/shortbreaksandsupportforfamilies/shortbreaksandsupportforfamilies.asp">http://www.cumbria.gov.uk/childrenservices/schoolsandlearning/ils/shortbreaks/shortbreaksgrantapplication/shortbreaksandsupportforfamilies/shortbreaksandsupportforfamilies.asp</a><br/><a href="http://www.cumbria.gov.uk/childrenservices/childrenandfamilies/outreach.asp">http://www.cumbria.gov.uk/childrenservices/childrenandfamilies/outreach.asp</a></li> <li>• KOOOTH.com (online emotional support for 11 - 18 year olds with counsellors available online 12 noon - 10pm) - <a href="https://kooth.com/">https://kooth.com/</a></li> </ul>  |
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## Glossary

| Abbreviation | Term  |
|--------------|---|
| CADAS        | Cumbria Alcohol and Drug Awareness Service                              |
| CAFCASS      | Putting Children and Young people First in Family Courts                |
| CAMHS        | Child and Adolescent Mental Health Service                              |
| CBUK         | Child Bereavement UK  |
| CCC          | Cumbria County Council  |
| CiN          | Children in Need  |
| CLA          | Children Looked After   |
| CPSO         | Community Police Support Officers                                       |
| CPFT         | Cumbria Partnership NHS Foundation Trust                                |
| CSE          | Child Sexual Exploitation   |
| CYP          | Children and Young People   |
| CYPIAPT      | Children and Young People's Improving Access to Psychological Therapies |
| EAL          | English as an Additional Language                                       |
| EHA          | Early Help Assessment   |
| EHC          | Education Health Care Plan  |
| FL           | Family Learning   |
| LGBTQ        | Lesbian, Gay, Bisexual, Transgender and Questioning                     |
| LSCB         | Local Safeguarding Children's Board                                     |
| MARAC        | Multi Agency Risk Assessment Conference                                 |
| NHS          | National Health Service   |
| PAC          | Counselling and Art Therapy Service                                     |
| PEP          | Personal Education Plan   |
| PHSE         | Personal Health and Social Education                                    |
| SAFA         | Self-harm Awareness For All   |
| SDQ          | Strength and Difficulties Questionnaire                                 |
| SEND         | Special Educational Needs and/or Disabilities                           |
| SERIS        | Supporting Emotional Resilience in Schools                              |
| SPA          | Single Point of Access  |
| SOBS         | Survivors of Bereavement by Suicide                                     |
| TAC          | Team Around the Child   |
| YOS          | Cumbria Youth Offending Service   |
|              |   |