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# Wellbeing for Education

## Cheshire East iThrive Service Directory

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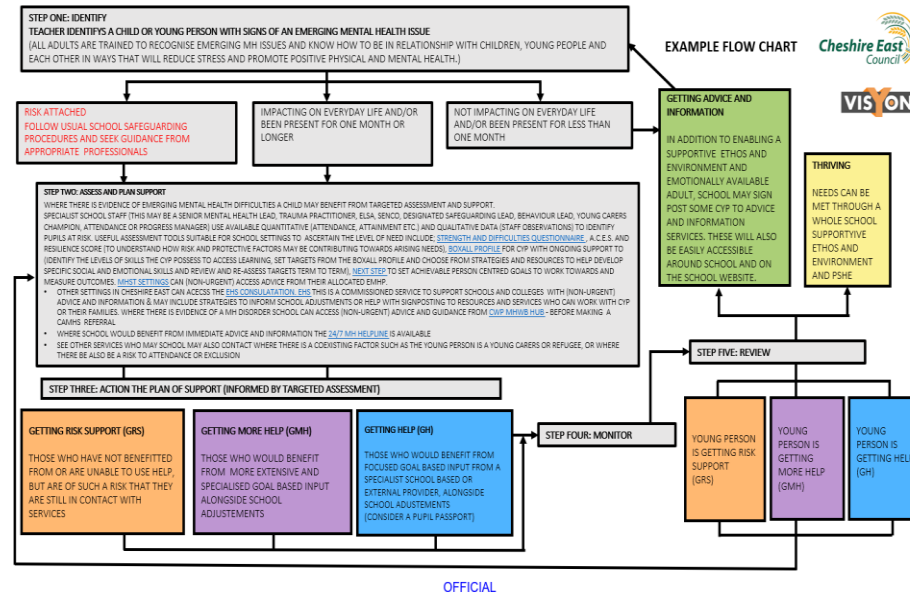
The aim of the Cheshire East iThrive Service Directory is to support school and college settings to navigate:

- Services who can work with Children and Young People who would benefit from advice or support and
- Services who can support when school have a concern about a young person’s mental health.

The directory is not exhaustive but is intended as a useful resource to support education settings to connect with key providers who can help. School and college settings should familiarise with services and referral pathways.

Other resources to support whole school implementation of the iThrive framework can be found on the [Wellbeing for Education Chesh Hub Page](#):

- An overview of iThrive
- An example school flow chart aligned to iThrive
- A blank template to map your own school offer to iThrive
- An example of a school offer mapped to iThrive
- An example pupil passport aligned to iThrive



## Thriving – for those who do not need individualised advice or support

Before reaching adulthood, it is likely that all children and young people (CYP) will experience challenging life events and transitions. The number and impact will largely depend on the environment in which the child lives, the quality of care they receive and the capacity for coping within their network. Around 80% of children (Most CYP) at any one time are experiencing the normal ups and downs of life but do not need individualised advice or support around their mental health issues. All children, young people and their families not currently needing individualised mental health advice or help are considered to be thriving. The iTHRIVE Framework suggests that this group (the 80%) engage in community initiatives that support mental wellness, emotional wellbeing, and resilience of the whole CYP population.

**“Whole school systems should promote emotionally healthy environments, making every effort to prevent the risk of psychological harm or escalated needs.”**

[Trauma and Mental Health Informed Schools UK](#) identify the following elements as fundamental in developing emotionally healthy and trauma informed whole school systems.

- **Protect** Schools/organisations are proactive in ensuring that the ethos, environment and relationships not only protect all children and young people from harm, but also actively promote positive emotional and mental health and social development. (Mental Health and Safety not just Physical Health and Safety, for both staff and students).
- **Relate** Schools/organisations will ensure that all children and young people have access to an emotionally available adult. Children who have experienced one or more ACES (adverse childhood experiences) have daily access to a trusted adult. This needs to be someone that they like, respect and have a positive relationship with. Trusted adults must be consistently available to children at agreed times and places and alternative plans for support need to be in place when the trusted adult is not available.
- **Regulate** Schools/organisations are committed to reducing stress in children, young people and staff. Leaders understand the importance of positive interactions between all members of the school /community as key for calming and emotional regulation. This underpins the school/organisation’s values and ethos. All adults know how to be in relationship with children, young people and each other in ways that will reduce stress and promote positive physical and mental health.
- **Reflect** All staff are trained in the art of good listening and ‘the words to say it’ for reflective and empathic response to pupils, staff and parents

## “Identify where pupils might need additional support and understand what sort of support might be suitable whether in house or with external providers”

[DfE](#) guidance states ‘There are two key elements that can enable schools to reliably identify children at risk of mental health problems.

- effective use of data so that changes in pupils’ patterns of attainment, attendance or behaviour are noticed and can be acted upon; along with
- an effective pastoral system so that at least one member of staff (e.g. a form tutor or class teacher) **knows every pupil well and has received training to spot** where bad or **unusual behaviour may have a root cause that needs addressing**. Where this is the case, the mental health lead, pastoral system (including school nurses) or school policies **should provide the structure through which staff can escalate the issue and take decisions about what to do next**. This system should also provide the opportunity for **pupils to seek support in a confidential way**.

When schools suspect that a pupil is having mental health difficulties, they should not delay putting support in place, using the graduated response process:

- an assessment to establish a clear analysis of the pupil’s needs
- a plan to set out how the pupil will be supported
- action to provide that support and
- regular reviews to assess the effectiveness of the provision and lead to changes where necessary.’

This can happen whilst the school is gathering the evidence, and the pupil’s response to that support can help further identify their needs. Tools such as the [Strengths and Difficulties Questionnaire](#) and the [Boxall Profile](#) can support schools through this process. In addition to informing decisions on whether to seek specialist support, they can also provide a basis for ascertaining whether the initial intervention is working or whether something different needs to be tried.’

Education settings are not expected to be mental health professionals - our directory includes information about services who can help school to make sense of whats going on for a young person and identify appropriate support. [Understanding treatment options | Anna Freud Centre](#) can also help in understanding which support is likely to have best impact in line with NICE guidelines.

Getting Advice	Getting Help (Some CYP)	Getting More Help (Few CYP)	Getting Risk Support (Fewer CYP)
<b>Services Offered</b>			
<p>For children, young people and families who would benefit from advice and information to find the best ways of supporting their mental health and wellbeing</p> <p><b>Urgent help</b> If the mental or emotional state (for you or a young person you are working with) quickly gets worse or deteriorates, this can be called a 'mental health crisis'. In this situation, it is important to get help quickly. Follow usual school safeguarding procedures and select the appropriate urgent advice below. You should still call 999 or go to A&amp;E if you or a young person have an immediate, life-threatening emergency requiring mental or physical health assistance.</p> <ul style="list-style-type: none"> <li>• <b>My Mind Crisis Support Information</b> For CYP of all ages and parent carers or <b>professionals</b> who have an urgent concern about a young person's mental health</li> </ul> <p><b>Other urgent help</b> If a young person needs help right now, in addition to talking to a parent, carer or trusted adult the following organisations are available 24 hours a day, 7 days a week</p>	<p>For children, young people and families who would benefit from help and support from specialist in house staff or with an external provider.</p> <p>Where there is evidence of emerging mental health difficulties a CYP may benefit from targeted assessment and support. Specialist school staff (this may be a Senior Mental Health Lead, Trauma Practitioner, ELSA, SENCO, Designated Safeguarding Lead, Behaviour Lead, Young Carers Champion, attendance or progress manager) may use available quantitative (attendance, attainment etc.) and qualitative data (staff observations) to identify pupils at risk. Tools such as the <a href="#">strengths and difficulties questionnaire</a> (SDQ) and the <a href="#">Boxall Profile</a> can support schools as part of the process to inform decisions on whether to seek specialist support. The A.C.E.S. and resilience score may also be useful in understanding how risk and protective factors may be contributing towards arising needs. <a href="#">Next step</a> is a useful tool to set achievable person-centred goals to work towards and measure outcomes. There are a range of options for identifying where pupils might need extra support, and for helping schools to understand what sort of support might be suitable, including working with external agencies.</p>	<p>For children and young people who would benefit from more specialist targeted support. Referrals are considered by evidence of a mental health disorder and significant impairment of functioning and risk.</p> <p>School and college staff are not expected to diagnose mental health issues, but they are ideally placed to identify CYP who may have a diagnosable mental health disorder, who would benefit from further targeted assessment and specialist input. Where there is evidence of a mental health disorder and significant impairment of functioning and risk school may seek guidance from the following service in order to effectively support children, young people and families in terms of both school adjustments and with the referral process.</p> <ul style="list-style-type: none"> <li>• <b>The CYP Mental Health Hub offers telephone advice on the suitability of referrals prior to one being formally written and sent.</b> School and college settings who would like to talk through any concerns regarding a child/ young person's mental health, professionals or family member(s)/carer(s) concerned about the</li> </ul>	<p>For children and young people who are currently unable to benefit from evidence-based treatment but remain a significant concern and risk.</p> <p>This group might include children and young people who routinely go into crisis but are not able to make use of help offered, or where help offered has not been able to make a difference; who self-harm; or who have emerging personality disorders or ongoing issues that have not yet responded to interventions</p> <p><b><u>External services who lead support with Children and Young People at this level of need are listed below.</u></b></p> <ul style="list-style-type: none"> <li>• <b>Ancora House</b> This service provide a specialist inpatient unit for young people who are having difficulties with their thoughts, feelings or behaviour and need a short stay in hospital. Education settings cannot refer into this service.</li> </ul>

- **On My Mind - Anna Freud** For CYP of all ages and parent carers or professionals who have an urgent concern about a young person's mental health. This link includes a **range of organisations who available 24 hours a day, 7 days a week.**
- **Shout** provides free, confidential, 24/7 text message support for anyone struggling to cope.

**General Mental Health - building resilience and staying well:**

- **My Mind** For CYP of all age groups and parent / carers and education professionals who have a non-urgent concern about a young person's mental wellbeing
- **Anna Freud on my mind** For CYP of all age groups and parent / carers and
  - [Service directory](#)
  - [Self-care](#)
  - [Primary self-care](#)
  - [Secondary self-care](#)
  - [LGBTQ plus and mental health](#)
  - [Understanding referrals](#)
  - [Receiving support](#)
  - [Dealing with loss and bereavement and traumatic bereavement](#)
  - [Managing social media](#)
  - [Helping someone else](#)
  - [Jargon buster](#)
  - [Shared decision making](#)
  - [Know your rights](#)
  - [Get involved](#)

- [MHST settings](#) can access (non-urgent) advice from their allocated EMHP. This is a government funded programme for selected settings only.
- Other settings in Cheshire East can access the [EHS consultation](#). This is a commissioned service to support schools and colleges with (non-urgent) advice and information & may include strategies to inform school adjustments or help with signposting to resources and services who can work with CYP or their families.
- Educational psychology services, support children with SEND, but can also be well placed to advise on emerging mental health needs and either to provide direct intervention or signpost to other, more appropriate, forms of support.
- Any child may benefit from early help, but all school and college staff should be particularly alert to the potential need for early help for a child who has a mental health need. You can access services for children and families through [ChECS](#), the Cheshire East Consultation Service.
- You can find information about other services that school may contact where there is a coexisting factor on page 17 of this document.

**Some settings may be in a position to access training for school-based staff to deliver inhouse targeted support. The following are examples of training for school and college staff**

mental health of a child or young person can call for advice on **01606 555 120** (Between 13:00 & 17:00 Mon-Fri, excl. Bank Holidays). Please follow the instructions provided on the answer service and the CYP Mental Health Hub will contact you back on the number you provide (Mon-Fri 13:00-17:00).

- **CYP Mental Health Hub**

The CYP Mental Health Hub service acts as a single point of access and triages a new referral to the correct destination. When a CYP is aged 0-18 (and their GP is located Cheshire East or Cheshire West) they can be referred by a professional such as a GP or teacher. To make a referral use the following email address and a practitioner will come back to you. [cwp.cyp.mentalhealthhub@nhs.net](mailto:cwp.cyp.mentalhealthhub@nhs.net)

- Where a CYP you are working with is already open to CAMHS please contact the local team directly:
  - When a CYP is aged 0-18 and their GP is located in Crewe, Sandbach, Nantwich, Alsager a professional working with a young person can get in touch. Telephone: [01270253841](tel:01270253841) Email: [cwp.camhs.crewe@nhs.net](mailto:cwp.camhs.crewe@nhs.net)

- **Forensic Child and Adolescent**

This service provide specialise expert advice and consultation to agencies working with children and young people with complex presentations and display high risk behaviour. [Click here](#) for more information about who the service can work with and how to refer.

- [Childline](#) Wellbeing and lifestyle information and resources for CYP under 12 years
- [Visyon For Parent / Carers](#) of CYP aged under 11 - this may be a listening ear or help with sign posting and or recorded webinars such as managing anxiety.
- [Visyon For CYP](#) aged 11 plus - this may be a listening ear or help with sign posting and or recorded webinars such as managing anxiety
- [MindEd For Families](#)
- [BBC Bitesize](#) wellbeing and lifestyle information for CYP and parents
- [Mental health and wellbeing APPS](#) for CYP of mixed age groups
- [Kooth](#) For CYP 11 to 25 years
- [Childline](#) For CYP aged 12 years and over
- [Young Minds](#) For CYP aged 12 years and over
- [ChatHealth](#) – text messaging facility for 11–19-year-olds (delivered by the School Nursing Team)
- [Mind](#) – For CYP aged 12 years and over
- [Sane](#) For Young People aged 16 years and over
- [Student Minds](#) For Young People aged 16 years plus
- [Charlie Waller Trust](#) For young people starting sixth form, college and university
- [Every Mind Matters](#) have expert advice and practical tips to help you look after your mental health and wellbeing, including sleep,

- [Emotional Literacy Support Assistant](#) For all CYP in primary and secondary settings who would benefit from targeted support to build specific skills. If you do not already have a trained ELSA in school contact [Cheshire East Educational Psychology Service](#) for more information.
  - [Trauma Practitioner](#) For all CYP at participating settings only. Provides support when children and young people want to talk about painful issues and help them reflect and work through feelings of anger and traumatic loss. TP can also support a young person with appropriate referral, when more specialist support is required and work with other staff to promote whole school trauma informed approaches. If you do not already have a Trauma Practitioner in school, [contact Lisa CardenDoorey for more information.](#)
- The following external services are commissioned to work with CYP. Some of these services deliver school-based support or near school-based support.**
- [Mental Health Support Teams \(MHSTs\)](#) are a new government funded service designed to help meet the mental health needs of children and young people in education settings. (School- based) To find out if your settings is one of the 34 schools selected to participate in this project [click here.](#)

- When a CYP is aged 0-18 and their GP is located in Congleton, Holmes Chapel, Chelford, Knutsford, Wilmslow, Alderley Edge, Poynton, Macclesfield a professional working with a young person can get in touch. Tel: [01625 712042](tel:01625712042)  
Email: [cwp.camhs.macc@nhs.net](mailto:cwp.camhs.macc@nhs.net)
- You can always call the 24/7 helpline and they will direct you to the right help. 0800 145 6485

<p>self-care, and dealing with change</p> <ul style="list-style-type: none"> <li>• <b>The Mix</b> For CYP aged 13 to 25 years They offer help and support to help with any challenge children are facing from mental health to money, from homelessness to finding a job, from breakups to drugs.</li> <li>• <b>Youth Council</b> For CYP aged 11 to 18 years Have your say and be involved in decision making process locally and regionally.</li> </ul> <p><b>Support tailored to a specific need such as sleep, bullying, identity, eating, survivors</b></p> <ul style="list-style-type: none"> <li>• <b>Childline Bullying</b></li> <li>• <b>Kidscape</b> For CYP of all ages - tips on dealing with bullying and cyberbullying and ways for young people to build their confidence.</li> <li>• <b>Anti-Bullying Alliance</b> For all age ranges</li> <li>• <b>Ditch the Label</b> For CYP aged 12 to 25 years - issues from mental health and bullying to identity, Asian hate crimes and relationships.</li> <li>• <b>Educational Action Challenging Homophobia (EACH)</b> For CYP up to 18 years of age - for children experiencing homophobic, biphobic or transphobic bullying or harassment. Training for school staff also available.</li> <li>• <b>Teen Sleep Hub</b></li> <li>• <b>Young Minds Sleep</b></li> <li>• <b>Cheshire East Carers' Hub</b></li> <li>• <b>Barnardo's See, Hear, Respond programme</b>, For vulnerable CYP around the country who are experiencing</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Kooth</b> For CYP living in Cheshire East, suitable for CYP aged 11 to 25 years. This service includes an online mental wellbeing community and support from message boards to resources and online counselling.</li> <li>• <b>Visyon</b> For CYP aged 11 plus who live in Cheshire East and would benefit from support such as a listening ear, counselling, wellbeing groups or mentoring. Along with parents of children under the age of 11, who would benefit from advice such as 'supporting your child's wellbeing'</li> <li>• <b>Just Drop In</b> For CYP aged 11 plus who live in the Macclesfield and surrounding areas and would benefit from a bit of help in finding their feet or who are struggling with their emotional health and wellbeing. Along with support in other ways for parents and carers of CYP aged 8 – 25.</li> <li>• <b>Motherwell Cheshire</b> For CYP who live in Crewe and surrounding areas, in school year 9 to 11. This service promotes positive health and wellbeing, by offering a range of educational services, holistic therapies and counselling.</li> <li>• <b>Wilmslow Youth</b> For children and young people aged 12 to 25 years, who live in Wilmslow and the surrounding areas and would benefit from support such as a space to hang out and meet new people, mentoring and counselling.</li> </ul>		
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<p>negative impacts on their health and wellbeing, as well as those at risk of harm.</p> <ul style="list-style-type: none"> <li>• <b>BEAT's Youth line</b> offers support to children and young people with an eating disorder.</li> <li>• <b>Switchboard LGBT+</b> helpline</li> <li>• <b>Advice and rights - Youth Access</b></li> <li>• <b>Youth Council</b> For CYP aged 11 to 18 years. Have your say and be involved in decision making processes locally and regionally.</li> <li>• <b>RASAC</b> call 01260 697900 to speak to a specialist worker can give initial advice and information; take a referral; or maybe sign post to more appropriate services. This line is available to survivors; family members or friends; and professionals from other agencies.</li> <li>• <b>Victim Support</b> call 0800 123 6600 / <b>online chat</b> helps people feel safer and find strength to move beyond crime. The support offered is free, confidential and tailored to your needs.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Swans CIC</b> For CYP attending schools based in Congleton. This service provides school based emotional support and mental health workshops and counselling. Referrals are made by participating school settings.</li> <li>• <b>Wellbeing Enterprise CIC</b> provides a social prescribing service for CYP living in Cheshire East aged 10-18 years. CYP receive 1-1 support from a dedicated CYP Link Worker to co-develop a Personalised Wellbeing Plan and help to access wider support. The team also deliver school-based workshops from the 'Living Life to The Full' life skills training programme.</li> <li>• <b>Chat Health</b> – text messaging facility for 11-19 year olds (delivered by the School Nursing Team) For other health needs <b>The Contact Hub</b> aims to ensure people access the right service.</li> </ul> <p><b>Support tailored to a specific need such as SEN, parental separation, being a carer, barriers to learning, addiction or abuse and suicide:</b></p> <ul style="list-style-type: none"> <li>• <b>Cheshire Young Carers Hub</b> For CYP of all ages</li> <li>• <b>Cheshire Young Carers</b> Supporting children who care for others support young carers includes respite programmes, individual &amp; group support and working with schools/colleges to provide specialised support</li> </ul>		
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- **Space4Autism** For both CYP parents/carers and children and adults, living in Cheshire East. This service provide specialist support to families primarily on the autism spectrum (whether diagnosed or not) for both.
- **Ruby's Fund** SEND family support and wellbeing services is for **parent carers**, SEND children and their **siblings**. You can visit the sensory centre in Congleton or you can access support through RF outreach services across Cheshire East
- **Clasp**: For CYP and parents from one parent families (who live in, Crewe, Sandbach, Alsager, Congleton or Holmes Chapel) aged between 5 to 18 years who could benefit from support such as counselling, family therapy, group activities.
- **Cheshire without Abuse** For CYP and parents living in the Cheshire East affected by domestic abuse and help for people who harm others. This service provide one-to-one support specially designed for children and young people affected by domestic abuse, as well as parenting advice and support for adults.
- **CIO and Survivors of Abuse** For CYP over 14 years of age and adults of childhood sexual abuse, rape, incest and domestic violence. This service provides counselling and art therapy

- **Beacon Counselling Trust** – For CYP aged 11 plus experiencing gambling related harms across the Northwest of England. Help is also available for those affected by another person's gambling.
- **Change Grow Live** For both young people and adults who live in Cheshire East and are affected alcohol and drug related problems or those affected by drug and alcohol problems. This service provides advice and information and education such as drop-ins, PHSE lessons, assemblies, teacher training and much more.
- **Youth Support Service** For CYP aged 13 to 25 years, who live in Cheshire East and could benefit from support such as open access, targeted Youth Work, Outdoor Education, focused support for NEET (Not in Education, Employment or Training), support to young people who have an EHC plan, and transitional planning for targeted young people preparing for adulthood.
- **Journey First** CYP over the age of 15 who face barriers into education, employment, or training. This tailored one-to-one service offers everyone the opportunity to find a path in a way which is as unique as the individual.
- **Youth Justice Service** For CYP aged 10-17 years across Cheshire who have offended or are at risk of offending to help prevent them

from getting into further trouble. This service provides targeted support such as mentoring

#### **Suicide Prevention Support**

- **Livewell link**
- **My Mind Crisis Support 24/7 helpline**
- **CHAMPS** half day suicide prevention training online or face to face for professionals working with CYP who would benefit from suicide support
- **The NHS harmless tool** can help those supporting young people to assess possible risk
- **Safety Plan – No More Suicides** - Creating a safety plan is a useful way to write down listed 24/7 support services, coping strategies and emergency contacts.
- **Cheshire East Suicide prevention in schools' guidance document**
- **Amparo Cheshire** & Merseyside is a free and confidential service commissioned by CHAMPS –and offers support for anyone affected by suicide.
- **Ollys foundation** provide training and post suicide support document
- **Alumina** 7-week course for young people struggling with self-harm 14–19-year-olds
- **www.thecalmzone.net/** 0800 58 58 58
- **www.selfharm.co.uk**
- **Papyrus**
- **Stay alive** offers support, local and national helplines and a safety plan
- **Calm Harm App**

- [Cheshire and Merseyside self-harm practice guide](#)
- [Overview | Self-harm: assessment, management and preventing recurrence | Guidance | NICE](#)
- [Ripple Suicide Prevention](#) ([ripplesuicideprevention.com](http://ripplesuicideprevention.com))

#### **Bereavement Services**

- [Hope Again](#) is the youth website of [Cruse Bereavement Care](#).
- [The Childhood Bereavement Network For CYP of all ages and hub for professionals](#)
- [Listening Ear](#)
- [East Cheshire Hospice](#) leaflets and support for CYP who have been bereaved within 3 years
- [Winston's Wish](#)
- [The Dove Service](#) for people within the community from the age of 4 years
- [Elsie Ever After](#) bereavement support pack for primary and secondary aged CYP

#### **Cost may be attached**

- [RESPECT](#) programme is aimed at young people between 13 and 16 who may be experiencing difficulties in engaging with school or their peers. Cost attached
- [Act it Out](#) For CYP from early years to Key stage 4.
- [Creative Action Team](#) For CYP of primary and secondary school age families. Solutions include Animal Assisted Therapies, Art and Creative Interventions,

	<p>Play Therapy, Filial Therapy, Talking Therapies, Training. Cost may be attached</p> <ul style="list-style-type: none"><li>• <b>Family Ties</b> For CYP primary and secondary school age living in the Crewe area. Cost may be attached</li></ul>		
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<p>When school have a non-urgent concern about a young person’s mental health the following services can be utilised to discuss strategies, seek support, or get help with signposting.</p>		<p>When school have an urgent concern about a young person’s mental health the following services can be utilised to seek support or get help with sign posting.</p> <p>You should still call 999 or go to A&amp;E if you or a young person have an immediate, life-threatening emergency requiring mental or physical health assistance and follow school safeguarding procedures.</p>	
<p><b><u>Non MHST settings should contact Emotionally Healthy Schools for advice and support with signposting</u></b></p> <p>Cheshire East commission Cheshire Wirral Partnership (NHS) to provide advice and support with signposting for professionals working in education settings who have a concern about a young person’s mental health and wellbeing. This is part of the Emotionally Healthy Schools Project.</p> <p>Click <a href="#">here</a> for more information about EHS Consultation and how to make a referral.</p>	<p><b><u>MHST settings should contact their allocated Education Mental Health Practitioner</u></b></p> <p><a href="#">Click here</a> to find out if your setting is one of the schools selected to participate in the programme</p> <p>MHSTs are a new service designed to help meet the mental health needs of children and young people in education settings. They are made up of Children and Young People’s Mental Health Practitioners and also Education Mental Health Practitioners (EMHPs). This service can only be accessed by participating schools. A named teacher or mental health lead in participating schools can consult with the EMHP allocated to their setting. Click <a href="#">here</a> for more information about Mental Health Support Teams.</p>	<p><b>The CYP Mental Health Hub</b></p> <p>This recently updated service provides telephone advice on the suitability of CAMHs referrals prior to one being formally written and sent.</p> <p>School and college settings who would like to talk through any concerns regarding a CYPs mental health, professionals or family member(s)/carer(s) concerned about the mental health of a child or young person can call for advice on 01606 555 120 (Between 13:00 &amp; 17:00 Mon-Fri, excl. Bank Holidays). The CYP Mental Health Hub service acts as a single point of access and triages the referral to the correct destination. To make a referral use the following email address and a practitioner will come back to you. <a href="mailto:cwp.cyp.mentalhealthhub@nhs.net">cwp.cyp.mentalhealthhub@nhs.net</a></p>	<p><b><u>My Mind Crisis Support</u></b></p> <p><b>If the mental or emotional state (for you or a young person you are working with) quickly gets worse or deteriorates, this can be called a 'mental health crisis'. In this situation, it is important to get help quickly</b></p> <p>CYP of all ages and parent carers or <b>professionals</b> who have an urgent concern about a young person’s mental health may call the <a href="#">24/7 mental health helpline on 0800 145 6485</a> (and local staff will support you to access the help you need. The phone line is free to call, open 24 hours a day, seven days a week and is open to people of all ages – including children and young people. It is operated by people in your local area who will know how best to support you. Other forms of support:</p> <ul style="list-style-type: none"> <li>• Text the Young Minds Crisis Messenger, for free 24/7, by texting the words YM to 85258</li> <li>• Call the Samaritans for free on 116 123 or email <a href="mailto:jo@samaritans.org">jo@samaritans.org</a></li> <li>• Download the '<a href="#">Stay Alive</a>' app to your mobile phone</li> <li>• Useful Resources - <a href="http://no-more.co.uk">No More Suicides</a> (no-more.co.uk) "This document has been developed as a reference guide for all agencies and practitioners who meet children, young people, and their families. It is intended as a guide to supporting children/ young people who have thoughts of, are about to or have self-harmed."</li> </ul>

**Other services who provide advice, information and / or support for CYP where there may also be a safeguarding concern, special educational or medical need and / or emerging behavioural issue**

- **Educational Psychology Service** This service provide guidance and support to schools on a range of issues including special educational needs. Age range up to 25 years
- **Early Help Assessment** When families need some extra help and support to keep their children safe and well. Support includes assessing what families need and creating a plan of support.
- **The Attendance and Children out of School Service (ACOOS)** This service includes statutory action for leave of absence and irregular absence, tracking of Children Missing from Education, monitoring of Elective Home Education, Entertainment Licencing and Exclusions. The team advises schools, academies, alternative education providers, parents and carers, professionals, and employers regarding legislation in these areas. In addition, schools can purchase packages of support which may include direct casework for children and families requiring additional support to increase attendance, this will involve home visits and creating a plan with parents, children and school to identify what the issues are and what support can be put in place to improve attendance. Transition timetables
- **Education of CYP with medical needs** Educational support for children of compulsory school age (5-16 yrs) can be sought from Cheshire East Tuition Team, Medical Needs Service. This service is available for children on the schools roll who are receiving ongoing mental health support from CAMHS services at tier 3 or above. Referrals should be made by the school and supported with evidence from the medical practitioner. Referral forms and information can be requested from [admin.mns@cheshireeast.gov.uk](mailto:admin.mns@cheshireeast.gov.uk)
- **SCIES** This service provide safeguarding information, support, and guidance to enhance safeguarding policy in practice in all Cheshire East schools, colleges and settings.
- **ChECS** Anyone who has concerns for the immediate safety of a child or young person must phone: The Cheshire East Consultation Service (ChECS ) on 0300 123 5012 (option 3) - Monday to Thursday 8:30am to 5pm, or Friday 8:30am to 4:30pm; or Out of Hours Service (Emergency Duty Team) on 0300 123 5022
- **Critical Incidents Team | Chess Hub** A critical incident can be defined as:  
“Any event or sequence of events which overwhelms the normal coping mechanisms of the school”. In Cheshire East, to best manage our support and guidance, we have a team dealing with Critical Incidents such as: the death of staff member, pupil or member of the school community, a serious accident/incident involving pupils or staff members, an event witnessed outside of the school (such as a serious assault or accident)
- **Education Family Support Worker:** Contact for host settings of **Ukrainian refugees** who would like advice and information.
- **Communities Team:** Contact for host settings of Ukrainian refugees who would like advice and information
- **Cheshire East Autism Team** This service provide specialist support for children in years 1 to 13 attending Cheshire East schools via the School Consultation model.
- **Cost of Living Livewell Page** Many of us are concerned about the increased cost of living and the impact this may have on mental health and wellbeing. Find a range of services and resources to support families to maximise income and manage money effectively.
- **Behaviour offer – pending** more information to follow
- **Elective home education** For full details of the regulations around home education and points to consider when parents are considering home education see [GOV.UK - elective home education](https://www.gov.uk/elective-home-education). For any further questions about home education, you can [contact our Elective Home Education team](#) or call us on 01270 375255.
- **Exclusions and Suspensions** For more information about types of school exclusion and the correct procedures to follow you can contact the exclusion team for advice at [ExclusionCE@cheshireeast.gov.uk](mailto:ExclusionCE@cheshireeast.gov.uk) or telephone: 01270 375255
- **Fair Access** Here you can find more information about the fair access agreement and protocol you can contact [fair.access@cheshireeast.gov.uk](mailto:fair.access@cheshireeast.gov.uk)