

Tier 1: You can talk to anyone in Universal Services about your child, including GPs, health visitors, schools, school nurse, educational psychology

Still concerned? You or any professional can contact the **Single Point of Access (SPA)** on **020 8547 5008** for advice between 8am and 6pm, Monday to Friday. (Out of hours call 020 8770 5000)

Referrals triaged according to risk, severity of difficulties and impact. Feedback on what support can be offered will be communicated within **48 hours**

Tier 2 Assessment to discuss your concerns and decide the next steps (known as a **choice appointment**)

Tier 3 Assessment to discuss your concerns and decide the next steps (known as a **choice appointment**)

Emotional Health Service

- Identify signs of self-harm and assess associated risk(s)
- Provide advice and consultation to parents and professionals
- Brief psychological intervention, either as group treatment or as individual therapy

A&E: If urgent medical attention and/or urgent psychological assessment and protection required. Referrals via the **emergency services** will enter at Tier 3 or Tier 4 depending on severity of need

Step up level of support if required

Assessment

Support and management

Step up to Tier 3

- If symptoms persist and/or if risks of self-harm remains high or increases
- For psychiatric assessment and possible multi-modal therapy (eg, drug or psychological treatment, or mental health nursing support)

Step up or step down level of support if required

Assessment

Support and management

Step up to Tier 4

- If symptoms of self-harm or suicidal behaviours or attempts increase
- Young person will be referred by a consultant psychiatrist for an inpatient assessment or treatment

Assessment

Support and management

GP (primary care) will continue to manage your child's health needs throughout

Feedback and advice will be provided to parents or carers regarding other universal services or specialist support available

Feedback offered and support plan agreed with parents or carers

If symptoms of self-harm improve, but continued psychological therapy is indicated, child or young person will continue intervention with the Emotional Health Service, with continued access to the following services as needed

Primary health care (GP)

Home-based support

Nursery or school support

Voluntary/
independent sector

Learning Disabilities Team