



# Telephone advice and support pathways

## Children and young people's mental health and wellbeing

Is the child at risk of **immediate** significant harm?  
Contact emergency services / ensure child is taken to A&E

Is the child at risk of **significant** harm?  
Safeguarding referral to children's services 0300 123 4043

Do you have concerns about a **child** which do not meet the threshold for safeguarding?  
[Child Protection School Liaison Officer](#) consultation service 01992 555980 - This is not an emergency service, schools can expect a call back within one working day of contacting the service

Are you working with a **family** that doesn't meet the threshold for safeguarding (child protection) and not sure what the next steps might be?  
Families First [Early Help Advice Line](#) on 01438 737511 or use pathways [document](#)

Has there been a suicide or attempted suicide or other critical incident at your school?  
The [Educational Psychology Service](#) and [Safe Space](#) Counselling Service can offer crisis support – contact your local Educational Psychology Team to discuss this further

Is the child already open to CAMH services? (Cases can only be discussed if consent has been given)  
Call the care coordinator/ if urgent the duty worker at your local [CAMHS clinic](#)

Do you want to make a referral to specialist mental health services?  
Contact the [Single Point of Access](#) on 0300 777 0707

Do you have a query about a child's learning, developmental or emotional needs?  
Contact line: quick advice from Educational Psychology, Tues & Weds 2-4.30pm 01992 588574

Do you want general advice about a child's mental health?  
Hertfordshire mental health help line 01438 843322  
Safe Space (school counselling service) 01992 588796  
Single point of access 0300 777 0707  
Specialist CAMHS duty worker at your local [CAMHS clinic](#)

Do you want to access advice and support around domestic abuse?  
[Safer Places](#) emergency line is available 24/7 03301 025811