



<div>Mental Health level of need</div> <div></div>	General mental health	Eating disorders	Bereavement	Psychosis	Post Sexual Abuse	Self harm	Substance misuse, smoking, vaping	At a glance - Children & Young People's Mental health support LLR				Referral route options						
								Version for non health professionals - updated 25 Sept 2025										
								Service/offer	Further info	Area	Age	NHS 111 (select option 2) Onward referral	Direct referral into service	GP	Via Educational settings	My Self referral Onward referral		
Urgent/crisis intervention	Y							999 and A&E	If there is an immediate or life-threatening emergency, call 999 or attend A&E.	LLR	All age							
	Y							NHS 111 (select option 2)	If you need to speak to someone urgently regarding mental health, call NHS 111 then select option 2. The lines are open 24/7.	LLR	All age							
	Y							CAMHS Crisis Team	The CAMHS Crisis & home treatment team support CYP in Crisis. Access via GP or NHS 111 option 2. 7 days a week 8.00 to 22.00	LLR	Up to 18	Y			Call direct (SENCO has number)			
High level intervention	Y							Children and Adolescent Mental Health Service (CAMHS)	The Child and Adolescent Mental Health Service (CAMHS) is a specialist service offering mental health assessment and intervention to children and young people (up to the age of 18 years).	LLR	Up to 18	Y			PRISM	X (not including CAMHS Eating Disorders)		
Moderate level intervention						Y		Harmless - self harm	National voluntary organisation for people who self harm, their friends, families & professionals. 121 face to face support with qualified therapists, drop-in sessions, email & online support.	LLR	All age		LINK		PRISM			
				Y				PAUSE Service - (Psychological Awareness of Unusual and Sensory Experiences). At Risk Mental State team	Offers assessment, formulation & psychological/psychosocial interventions to people who are at risk of developing psychosis & their families. Where individuals are experiencing a clear first episode of psychosis then a referral to PIER is more appropriate	LLR	14 to 35		LPT services can refer directly		PRISM			
				Y				Psychosis Intervention & Early Recovery (PIER)	Supporting CYP to recover from a psychotic episode & help reduce the likelihood of experiencing further psychotic episodes.	LLR	14 to 64							
	Y							Early Intervention service - counselling/group offer	Therapeutic support service made up of 3 organisations: The Relationship Centre Leicesershire, Heads Up and ADHD Solutions. Offers a range of support interventions for children, young people & their parents/carers.	LLR	5 to 18				PRISM	LINK		
	Y							University Mental Health Neighbourhood Cafes	No appointment necessary to receive immediate face-to-face support with trained staff. The Cafes are available at De Montford University, Loughborough University and the University of Leicester.	Universities	18 +		Drop in					
Both Low and Moderate Internventions					Y			Family Action - post sexual abuse (PSA) support	Improve mental health and emotional wellbeing of CYP who have experienced sexual abuse. Individual therapeutic work, group work, & also parents/carers & consultations to professionals.	LLR	Up to 18 (25 with SEN or looked after status).		LINK					
		Y						FirstSteps (Eating disorder)	Early intervention mild to moderate disordered eating and eating disorders through 121 face to face and video clinic and group Psychoeducation workshops for all eating disorder presentations.	LLR	Up to 25		LINK		PRISM			
						Y		Turning Point - Young People's Team substance misuse	Our young people’s team can help you find out the facts about drugs & alcohol & make changes where you want to. Also support young people affected by someone else’s substance use.	LLR	Up to 18 and up to 25 where required.		LINK		PRISM			
Low level intervention	Y							City Early Intervention Psychology Support (CEIPS)	Educational Psychologists who can be contacted for discussion/possible involvement with children and young people exhibiting SEND or mental health needs.	City	0 to 25					Y		
	Y							Healthy Together: School Nursing Chat Health	A confidential secure text messaging service for parents of children. Parents/carers living in Leicester city: text 07520 615381 and Leicestershire and Rutland: text 07520 615382.	LLR - 0 to 11 City only - 11 to 19	0 to 19		LINK			LINK		
	Y							Healthy together: School Nursing Team & Health Visitors	Universal service for children and their families and includes health visiting & school nursing services. Helpline 0300 3003001	LLR - 0 to 11 City only - 11 to 19	0 to 19		LINK			LINK		
	Y							Low intensity CBT Service - CYP Well-being Practitioner	Children Well-being Practitioner’s (CWPs) offer early intervention using Cognitive Behavioural Therapy (CBT).	City only	6 to 18				PRISM			
	Y							Mental health support teams in schools	The MHSTs offer early intervention, low intensity, mental health support within schools for CYP with mild to moderate mental health difficulties. The MHST will also offer signposting support.	Varied	5 to 18					Y	LINK	
	Y							NHS Talking Therapies	Provides talking therapy service to those experiencing excessive worry, low mood, depression, anxiety or a lack of motivation. This may be face to face, online or in a group.	LLR	16 and over		LINK		PRISM			
							Y	QuitReady - Young Persons Stop Smoking Service	Specialists will work directly with young people, in schools, youth groups, sporting venues and 1-1 face to face advisories.	Leicestershire	12 onwards							
	Y							Community Chill out Zones CCOZ	CCOZ POP UP & CCOZ DROP IN workshops support CYP who present with low level mental health needs, which impact on their daily lives. Delivering in schools and community venues.	LLR	5 to 18					Y		
	Y							Early Intervention service - counselling/group offer	Supports CYP & their parents who present with low/moderate mental health needs. Low mood, anger management, anxiety, relationships, bereavement, self-harm & Suicidal Ideation.	LLR	5 to 18				PRISM		LINK	
	Y							School Support Partnership	To help schools to build knowledge, skills, and confidence so they can support children if they begin to experience Social, Emotional & Mental Health needs (SEMH)	Attending a Rutland school	5 to 16					LINK		
	Y							Teen Health - 121, group interventions and advice drop ins	Our Health & Wellbeing Officers are present in most secondary schools in Leicestershire & Rutland. Provide support through a range of options e.g. group work, workshops, & 121 sessions.	Leicestershire & Rutland	11 to 19		LINK					
	Y							Tellmi - text based therapy	Free, NHS-funded, confidential, text-based therapy; 75% of people feel better after one session. No wait list or treatment threshold.	LLR	All age		LINK					
	Y							talk2sort Mediation - The Bridge	The talk²sort Mediation Service works with young people aged 11-19, and their families, who may be having problems at home or with their relationships. We support people to explore ways of resolving conflict, improve communication, and improve well-being.	LLR	11-19		0800 038 5964					
			Y						The Laura Centre	CYP’s bereavement charity dedicated to helping young people & families navigate the journey of grief. Also provides systemic support for bereaved families, led by qualified therapists.	LLR	5 to 25		LINK				
			Y						Tomorrow project - for those bereaved by suicide	Offers 121, confidential, face-to-face support for anybody from LLR who has been affected or bereaved by suicide. There is no age restriction to access this service.	LLR	All age		LINK				
Self help	Y							NHS Talking Therapies	There are self-help options as part of the NHS Talking therapies offer.	LLR	16 and over							
	Y							Teen Health - health topics directory	Present in most secondary schools in Leicestershire and Rutland. Website holds a range of information including self-help.	LLR	11 to 19							
	Y							Tellmi - anonymous digital peer & counsellor support	NHS-funded digital peer support for adults & children aged 11+. 100% pre-moderated with counsellor intervention for high risk.	LLR	All age							
	Y							YoungMinds parent helpline 0808 802 5544	Call our Parents Helpline on 0808 802 5544, Mon - Fri 9:30am - 4:00pm, for detailed advice, emotional support & signposting.	LLR	Parents/carers							
Advice and signposting	Y							Care Navigators	Support with: helping get your CYP to the right services, signposting, helping professionals share information, co-ordinate health appointments, & attend Team around the Family meetings.	LLR	0 to 19		LINK		PRISM			
	Y							Childline 0800 1111	Childline is a free, confidential service where you can talk about anything 24/7. We’re here online, on the phone, anytime.	LLR	All age							
	Y							Health for Teens website	Resource for young people to find out more about health.	LLR	11-19							
	Y							My self referral website	Access information on mental health and/or refer yourself/others for mental health support if you fall under certain criteria.	LLR	0 to 18							
	Y							Teen Health - signpostings and advice drop ins	Drop ins are in schools once a week with the health and wellbeing officer. Website holds a range of information including self-help and info on what that day the wellbeing officer is in school.	LLR	11 to 19							
	Y							Tellmi - signposting directory (App and website)	Directory of local, national, crisis and specialist services and 700+ mental health and self-management tools accessible 24/7.	LLR	All age							
	Y							Young Minds website	One of the UK’s leading charities fighting for a world where no young person feels alone with their mental health	LLR	All age							
Resilience and wellbeing	Y							5 Ways to wellbeing	Evidence based approach to supporting wellbeing and resilience.	LLR	All age							
	Y							Active Rutland	Active Rutland provide a wide range of services for both school age and adults within the Rutland Community	Rutland	all age							
	Y							Active Together	Active Together are here to make physical activity and sport more accessible and part of our everyday lives.	LLR	All age							
	Y							C-card - free condoms	Card offering free & easy access to condoms/lube in various venues, including some clinics, schools, colleges, pharmacies.	LLR	13+							
Y							Joy	Website which hold local information on activities, clubs, groups and services amiable.	LLR	All age								

<div>Mental Health level of need</div> <div></div>	General mental health	Neurodiversity	Maternity/perinatal	Eating disorders	Employment support	Criminal Justice	Forensic mental health	Dementia/memory/older ages	Bereavement	MH arising from Physical health issues	Prenatal/Perinatal	Homeless	Psychosis	Post Sexual Abuse	Self-harm	Substance misuse, smoking, gambling	At a glance - Adults Mental health support LLR					Referral route options					
																	Version for non health professionals - updated 25 Sept 2025										
																	Provider	Service/offer	Further info	Area	Age	NHS 111 option 2 Onward referral	Service user can refer directly	Health/Social care/Emergency Professionals	Via Educational Settings	GP	Drop in
Urgent/crisis intervention	Y																	999 and A&E	If there is an immediate or life-threatening emergency, call 999 or attend A&E.	LLR	All age						
	Y	LPT	NHS 111 select option 2	Speak to someone urgently regarding mental health, call NHS 111 then select option 2. Open 24/7.	LLR	All age		Call 111 option 2	Call 111 option 2	Call 111 option 2	PRISM																
	Y	LPT	NHS text service	For urgent mental health support text 0748 063 5199 and we will aim to get back to you within 12 hours.	LLR	All age		Text 0748 063 5199	Text 0748 063 5200	Text 0748 063 5201																	
High level intervention	Y	LPT	Secondary mental health services	Services delivered in community and hospital settings to patients formally assessed as requiring specialist treatment.	LLR	Various	Health professionals only																				
	Y	Various	Mental Health Neighbourhood Cafés	41 drop in sessions across LLR, trained and supportive staff provide practical for those in mental health crisis.	LLR	18 and over								Y													
Moderate level intervention	Y	LPT	Secondary mental health services	Services delivered in community and hospital settings to patients formally assessed as requiring specialist treatment.	LLR	Various	Health professionals only																				
		Harmless	Harmless - self harm	National voluntary organisation for people who self-harm, their friends, families & professionals. 121 face to face support with qualified therapists, drop-in sessions, email & online support.	LLR	All age		LINK	LINK			PRISM															
		LPT	Homeless Mental Health Service	Screening and engagement service for people who are homeless (Rough sleeping, sofa surfing, temporarily housed – hostels etc.) and presenting with serious mental illness (SMI) or mental health problems (MHP).	LLR	16 and over		LINK																			
		AgeUK	Memory Advice Service	Info & support to those worried about memory and their families. For those with undiagnosed memory issues, diagnosed Mild/Vascular Cognitive Impairment, waiting for assessment, waiting for a diagnosis, or caring for the undiagnosed.	LLR	18 and over		LINK	LINK			PRISM															
Both Low and Moderate interventions	Y	Various	Mental Health Neighbourhood Cafés	41 drop in sessions across LLR, trained and supportive staff provide practical for those in mental health crisis.	LLR	18 and over		Drop in								Y											
		Family Action	Family Action - post sexual abuse (PSA) peer support	Improve mental health and emotional wellbeing of CYP who have experienced sexual abuse. Individual therapeutic work, group work, & also parents/carers & consultations to professionals.	LLR	Up to 25 SEN & looked after status		LINK																			
		FirstSteps	FirstSteps (Eating disorder)	Early intervention mild to moderate disordered eating and eating disorders through 121 face to face and video clinic and group Psychoeducation workshops for all eating disorder presentations.	LLR	Up to 25		LINK				PRISM															
		Derbyshire Healthcare Trust	NHS East Mids Gambling Harms service	Offer specialist treatment and support to people struggling with problem gambling. Have a clinical team made up of psychologists, therapists, mental health practitioners and psychiatrists.	LLR	18 and over		Call 0300 013 2330 or use referral form	Form			Form															
	Y	Vita	NHS Talking Therapies	Provides talking therapy service to those experiencing excessive worry, low mood, depression, anxiety or a lack of motivation. This may be face to face, online or in a group.	LLR	16 and over		LINK				PRISM															
	Y	LPT	OpCommunity	Tel 0116 225 6858 for the armed forces community (including veterans, reservists, serving personnel, families) to offer support/guidance with navigating NHS services & advice on other services that can support with issues.	LLR	All age		LINK																			
Low intervention		Turning Point	Turning Point - substance misuse	Support people affected by drugs or alcohol who want to make changes. Variety of treatment options & support. For young people up to 24, the young people's team will work with you in a suitable location.	LLR	All age		LINK	LINK			PRISM															
	Y	City Council	City Early Intervention Psychology Support (CEIPS)	Educational Psychologists who can be contacted for discussion/possible involvement with children and young people exhibiting SEND or mental health needs.	City	0 to 25		0808 808 1677																			
		Cruse	Cruse Bereavment Support	Supports bereaved adults, children and young people. Include the national Cruse Helpline, group sessions and 121 support sessions, delivered nationally and locally by our trained bereavement volunteers.	LLR	All age		0808 808 1677																			
		LPT	Employment Support Service	Provide information, advice, guidance and support to find paid work, as part of an individualised recovery plan. Adult patients open to community mental health teams, psychosis intervention & early recovery (PIER) and assertive outreach.	LLR	17 and over		LINK																			
	Y	LPT	Getting Help in Neighbourhoods offers	A range of NHS grant funded community offers which support mental health and wellbeing.	LLR	All age		LINK																			
	Y	LPT	Learning Disability	Specialist Learning Disability Services for adults with learning disabilities. This will enable adults with learning disabilities to lead more independent and fulfilling lives and will promote inclusion, choice and rights.	LLR	18 and over	Y	0116 295 4528	GP, Healthcare professional, Social worker, carers			0116 295 4528															
	Y	Tellmi	Tellmi - Solution focused therapy (online counselling)	Tellmi is an NHS-commissioned digital peer support app for anyone aged 11+. 100% pre-moderated peer support, with pre emptive counsellor intervention.	LLR	All age		LINK																			
Self-help		Laura Centre	The Laura Centre	Bereavement charity dedicated to helping young people & families navigate the journey of grief. Also provides systemic support for bereaved families, led by qualified therapists.	LLR	5 to 25		LINK																			
		Harmless	Tomorrow project - for those bereaved by suicide	Offers 121, confidential, face-to-face support for anybody from LLR who has been affected or bereaved by suicide. There is no age restriction to access this service.	LLR	All age		LINK					PRISM														
	Y	LPT	Arts in Mental Health	Range of arts in mental health including music, art, comedy, literature & spoken word sessions. People with severe & enduring mental health problems, vulnerable or socially isolated service users, all people with mental health problems.	LLR	18 and over		07795 475 806	07795 475 806			07795 475 806															
	Y	Vita	NHS Talking Therapies	Provides talking therapy service to those experiencing excessive worry, low mood, depression, anxiety or a lack of motivation. This may be face to face, online or in a group.	LLR	16 and over		LINK				PRISM															
Advice and signposting	Y	LPT	Recovery College	NHS college offering a range of recovery-focused educational courses and resources for people aged 18 and over who have lived experience of mental health challenges, along with their friends and family.	LLR	18 and over		LINK																			
	Y	Tellmi	Tellmi - online chat	Tellmi has 700+ mental health and self-management tools accessible 24/7.	LLR	All age																					
	Y	YoungMinds	YoungMinds parent helpline 0808 802 5544	Parents Helpline on 0808 802 5544, Mon - Fri 9:30am - 4:00pm, for detailed advice, emotional support & signposting.	National	Parents/carers																					
	Y	County Council	Local Area coordinators	Identify individuals who may benefit from support, develop a presence within their local communities and empower communities to set up initiatives.	County	18 and over		Website																			
Resilience and wellbeing	Y	Primary Care	Social prescribers	Usually in GPs, Social Prescribers help patients to get the right support. They include; People with long-term conditions, low level mental health issues, those who feel lonely or isolated.	LLR	18 and over		County/City contact your GP. In Rutland contact RISE team.																			
	Y	Tellmi	Tellmi - signposting directory (App/website)	Tellmi has 700+ mental health and self-management tools accessible 24/7.	LLR	All age																					
	Y	LPT	The Involvement Centre and Café	Located off reception in the Bradgate Unit, offers a friendly, relaxing, non-clinical environment where an individual can - use a computer, pick up information leaflets, drop in for a specific activity or relax.																							
24/7 support	Y	General	5 Ways to wellbeing	Evidence based approach to supporting wellbeing and resilience.	LLR	All age																					
	Y	Active Rutland	Active Rutland	Active Rutland provide a wide range of services for both school age and adults within the Rutland Community	Rutland	all age																					
	Y	Active Together	Active Together	Active Together are here to make physical activity and sport more accessible and part of our everyday lives.	LL	All age																					
	Y	LPT	Joy	Website which holds local information on activities, clubs, groups and services amiable.	LLR	All age																					
	Y	LPT	NHS 111 (select option 2)	If you need to speak to someone urgently regarding mental health, call NHS 111 then select option 2. The lines are open 24/7.	LLR	All age		Call 111 option 2					PRISM														
	Y	Samaritans	Samaritans	When life is difficult, Samaritans are here - day or night, 365 days a year. You can call them for free on 116 123	National	All age		LINK																			



Leicester, Leicestershire and Rutland
Health and Wellbeing Partnership

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