

Mental Health level of need 	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 Version for non health professionals - updated 5 Nov 2025				Referral route options				
								Service/offer	Further info	Area	Age	Referrals will be assessed to identify appropriate support				
												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							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)	
	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	Call 111 select option 2				
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 people to recover from a psychotic episode & help reduce the likelihood of experiencing further psychotic episodes.	LLR	14 to 64		LPT services can refer directly	PRISM		
	Y							Early Intervention service - counselling/group offer	Therapeutic support service made up of 2 organisations: The Relationship Centre Leicesershire and Heads Up. 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 Interventions					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).	LLR	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		LINK			
	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		LINK			
	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							Leicester Sexual Health	Information and advice on relationships, sexual health and contraception.	City	13 and over					
	Y							Leicestershire and Rutland Sexual Health	Information and advice on relationships, sexual health and contraception.	County & Rutland	13 and over					
	Y							Joy	Website which hold local information on activities, clubs, groups and services amiable.	LLR	All age					

Mental Health level of need		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 5 Nov 2025											
																		Provider	Service/offer	Further info	Area	Age	Referrals will be assessed to identify appropriate support						
		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	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	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	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	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			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		
													Y					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			PRISM		
							Y											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		
														Y				LPT	PAUSE Service - (Psychological Awareness of Unusual and Sensory Experiences).	Offers assessment, formulation & psychological/psychosocial interventions to people at risk of developing psychosis & their families. For individuals experiencing a clear first episode of psychosis then a PIER referral is more appropriate	LLR	14 to 35			LPT services can refer directly		PRISM		
														Y				LPT	Psychosis Intervention & Early Recovery (PIER)		LLR	14 to 64			LPT services can refer directly		PRISM		
	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	
Both Low and Moderate interventions														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					
			Y															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		
															Y		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				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															Y			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					
									Y									Cruse	Cruse Bereavement 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					
				Y														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									Y									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					
									Y									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	
	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					
Advice and signposting	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					
	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.					
Resilience and wellbeing	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.				Drop in	Y	Y	PRISM	Y	
	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							
24/7 support	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					

