

# Emotional Wellbeing Support Services

## For Children and Young People



***A Guide for Professionals in Havering***

***December 2023***



**Havering**  
LONDON BOROUGH

**NELFT** **NHS**  
NHS Foundation Trust

## Using this guide - The THRIVE framework

The THRIVE Framework conceptualises the mental health and wellbeing needs of children, young people and families into five needs-based groupings:



The THRIVE Framework aims to talk about mental health and mental health support in a common language that everyone understands. The Framework is **needs-led**. This means that mental health needs are **defined by** children, young people and families alongside professionals through shared decision-making. Needs are not based on severity, diagnosis or health care pathways.

The THRIVE framework is for:

- all children and young people aged 0–25 within a specified locality
- all families and carers of children and young people aged 0–25 within a specified locality
- any professionals who seek to promote mental health awareness and help children and young people with mental health and wellbeing needs or those at risk of mental health difficulties (whether staff in educational settings, social care, voluntary or health sectors or others).

Professionals can use this guide to identify services for children and young people living in Havering.

**URGENT concerns about a child or young person’s emotional wellbeing**, contact:

The Havering CAMHS service at **0300 300 1888 and ask for CAMHS**.

If the call is more urgent or there is risk of harm to life please consider 111 or 999 if medical attention is required.

Services available in Havering have been listed below and categorised by the THRIVE framework needs-based groupings:

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Latest information about local support services can be found at [www.havering.gov.uk/cypmentalhealth](http://www.havering.gov.uk/cypmentalhealth)

More information about the THRIVE framework can be found at <http://implementingthrive.org/about-us/the-thrive-framework/>

# Principles of the THRIVE Framework

## Thriving

Around 80% of children 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. They may however benefit from prevention and promotion and communities.

## Getting Advice and Signposting

This group includes both those with mild or temporary difficulties AND those with fluctuating or ongoing severe difficulties, who are managing their own health and not wanting goals-based specialist input. Information is shared such that it empowers young people and families to find the best ways of supporting their mental health and wellbeing

## Getting Help

This grouping comprises those children, young people and families who would benefit from focused, evidence-based help and support, with clear aims, and criteria for assessing whether these aims have been achieved. Interventions are characterised by an explicit shared understanding from the outset of:

- what a successful outcome would look like
- how likely this is to occur by a specific date
- what would happen if this was not achieved

## Getting More Help

This is not conceptually different from Getting Help. It is a separate needs-based grouping only because need for extensive resource allocation for a small number of individuals may require particular attention and coordination from those providing services across the local area.

There are no hard and fast rules as to who needs More Help but the following are frequent indicators:

- the child or young person is completely unable to participate age appropriately in daily activities in at least one context (e.g. school, home, with peers)
- they may even be unable to function in all domains (e.g. staying at home or in bed all day without taking part in social activities)
- they need constant supervision (due to their level of difficulties they are no longer managing self-care) and experience distress on a daily basis.

## Getting Risk Support

This grouping comprises those children, young people and families who are currently unable to benefit from evidence-based treatment but remain a significant concern and risk.

Children, young people and families in this grouping are likely to have contact with multiple-agency input such as from social services and youth justice.

# Thriving:

Those whose current need is support in maintaining mental wellbeing through effective prevention and promotion strategies.

<p><b>Havering Emotional Support Team (HEST)</b></p> <p>Collaborative service which is designed to help meet the emotional wellbeing needs of children and young people in education settings (primary, secondary and colleges).</p> <p>This support is aimed at children and young people who may be experiencing mild to moderate emotional wellbeing concerns.</p> <p><b>Access:</b> Referrals from HEST schools only  <a href="https://www.nelft.nhs.uk/havering-mental-health-support-team-mhst/">https://www.nelft.nhs.uk/havering-mental-health-support-team-mhst/</a>  <b>Phone:</b> 0300 5551201  Ext: 54405  <b>Email:</b> <a href="mailto:MHSThav@nelft.nhs.uk">MHSThav@nelft.nhs.uk</a>  <b>Hours:</b> Mon-Fri 9-5  <b>Cost:</b> Free</p>	<p><b>Youth Service, London Borough of Havering</b></p> <p>A range of programmes are delivered by the Youth Team to support thriving youth people at the London Borough of Havering. These include:</p> <ul style="list-style-type: none"> <li>• Tea and Talk (young people aged 13-19 years old)</li> <li>• Revellers (young people aged 11-17 years old with additional needs)</li> <li>• SAFE Youth Club (young people aged 13-18 years old)</li> <li>• Pre-teens Youth Club (young people in Year 6 and 7)</li> <li>• LGBTQ+ Drop In (young people aged 11-18) years old</li> <li>• True Colours LGBTQ+ Youth Club (young people aged 13 years old and older)</li> <li>• Team Gym (young people 13-25 with SEND)*</li> <li>• Children in Care Youth Club (young people aged 10-16 years old in care or with care experience)</li> <li>• Music for Wellbeing (young people aged 11 years and older)</li> </ul> <p><b>Access:</b> Self-referrals  <b>Phone:</b> 01708 376004  <b>Email:</b> <a href="mailto:myplace@havering.gov.uk">myplace@havering.gov.uk</a>  <b>Cost:</b> Free / *£5 per session</p>	<p><b>Children and Adults with Disabilities (CAD) Service, London Borough of Havering</b></p> <p>A multi-disciplinary service providing advice, support and guidance to educational settings, families and children and young people aged 0-25, including on children and young people's social, emotional and mental health.</p> <p>The CAD Services comprises multiple teams, including:</p> <p><b>Educational Psychology Service</b></p> <p>For more information see <a href="#">Education Psychology Service   Havering Directory</a></p> <p><b>CAD 0-5 Support Team</b></p> <p>For more information see <a href="#">Children and Adults with Disabilities Support Team (CAD 0-5 - formerly under 5's inclusion)   Havering Directory</a></p> <p><b>CAD 5-19 Support Team</b></p> <p>For more information see <a href="#">CAD 5-19 Support Team (Children and Adults with Disabilities)   Havering Directory</a></p>	<p><b>Sports Activities and Clubs</b></p> <p>There are a range of sports activities and clubs available in Havering to promote mental wellbeing. Information about activities and clubs can be found in the <a href="#">Family Information Services Directory</a></p> <p><b>Havering School Nursing Service</b></p> <p>The School Nursing team work with children and families from aged 5 up to 19 years. The team work from health centre's within the borough and work in partnership with their allocated schools. They work to provide a link between school, home and the community, with the main aim of improving health and wellbeing. They also have a specialist nurse (EOTAS Nurse) supporting Children and Young People who do not attend an education setting or attend alternative education provisions.</p> <p>Contact your school nurse via the Duty Desk for any support you may require.</p> <p><b>Phone:</b> 0300 300 1635  <b>Email:</b> <a href="mailto:havering0-19SPA@nelft.nhs.uk">havering0-19SPA@nelft.nhs.uk</a>  <b>Website:</b> <a href="https://www.nelft.nhs.uk/services-havering-school-nursing/">https://www.nelft.nhs.uk/services-havering-school-nursing/</a></p>
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# Getting Advice and Signposting:

Those who need advice and signposting.

<p><b>Havering Emotional Support Team (HEST)</b></p> <p>Collaborative service which is designed to help meet the emotional wellbeing needs of children and young people in education settings (primary, secondary and colleges).</p> <p>This support is aimed at children and young people who may be experiencing mild to moderate emotional wellbeing concerns.</p> <p><b>Access:</b> Referrals from HEST schools only.  <a href="https://www.nelft.nhs.uk/havering-mental-health-support-team-mhst/">https://www.nelft.nhs.uk/havering-mental-health-support-team-mhst/</a>  <b>Phone:</b> 0300 5551201  Ext: 54405  <b>Email:</b> <a href="mailto:MHSThav@nelft.nhs.uk">MHSThav@nelft.nhs.uk</a>  <b>Hours:</b> Mon-Fri 9-5  <b>Cost:</b> Free</p>	<p><b>Youth Service, London Borough of Havering</b></p> <p>A range of programmes are delivered by the Youth Team for young people with mild mental health concerns at the London Borough of Havering. These include:</p> <ul style="list-style-type: none"> <li>• Grl Academy (young women 11-18 years old)</li> <li>• Goodfellas (young men aged 13-16 years old)</li> <li>• Go Girls (young women aged 11-18 years old)</li> <li>• Bounce Back (young people aged 13-16 years old experiencing low level mental health difficulties or struggling with emotional wellbeing)</li> <li>• 5 Ways to Wellbeing (young people aged 13-16 years old)</li> <li>• Phoenix (young women aged 15-17 years old with experience of Child Sexual Exploitation (CSE) / Child Criminal Exploitation (CCE))</li> </ul> <p><b>Access:</b> Referral required from school or healthcare professional  <b>Phone:</b> 01708 376004  <b>Email:</b> <a href="mailto:myplace@havering.gov.uk">myplace@havering.gov.uk</a>  <b>Cost:</b> Free</p>	<p><b>Mind in Havering and Barking &amp; Dagenham</b></p> <p>Support Group for Parents  2 hours a week support meeting for parents of young people suffering with mental health difficulties.</p> <p><b>Access:</b> Self-referrals  <b>Phone:</b> 01708 457040  <b>Email:</b> <a href="mailto:youngadults@haveringmind.org.uk">youngadults@haveringmind.org.uk</a>  <b>Cost:</b> Free</p> <p><b>AddUp</b></p> <p>Various projects for children and young people with ADHD and associated disorders. Also provide:</p> <ul style="list-style-type: none"> <li>• Training for parent/carers and children on how to manage ADHD in the family unit.</li> <li>• Targeted one to one support for children in a school setting</li> <li>• Training for professionals including school staff</li> </ul> <p><b>Access:</b> self-referral or professional referral  Age group: from 5 years  Phone: 01708 454040  Email: <a href="mailto:addup@addup.co.uk">addup@addup.co.uk</a>  Website: <a href="http://www.addup.co.uk">www.addup.co.uk</a></p>	<p><b>Papyrus</b></p> <p>Information and advice for young people who may be at risk for harming themselves.</p> <ul style="list-style-type: none"> <li>• HOPELINEUK: 0800 068 4141.</li> <li>• Text: 07860 039967</li> </ul> <p><b>Website:</b> <a href="http://www.papyrus-uk.org/help-and-advice-resources">www.papyrus-uk.org/help-and-advice-resources</a></p>
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# Getting Help:

Those who need focused goals-based input.

<p><b><u><a href="#">Havering Emotional Support Team (HEST)</a></u></b></p> <p>Collaborative service which is designed to help meet the emotional wellbeing needs of children and young people in education settings. This support is aimed at children and young people who may be experiencing mild to moderate emotional wellbeing concerns.</p> <p><b>Access:</b> Referrals from HEST schools only.  <b>Phone:</b> tel: 0300 5551201  Ext: 54405  <b>Email:</b> <a href="mailto:MHSThav@nelft.nhs.uk">MHSThav@nelft.nhs.uk</a></p>	<p><b><u><a href="#">HBBS Counselling</a></u></b></p> <p>Face-to-face individual counselling. Specialism in bereavement and loss but also support on a wide range of issues including low mood and anxiety.</p> <p><b>Access:</b> Self-referrals, referrals by family members, schools or other professionals  <b>Phone:</b> 01708476912  <b>Email:</b>  <a href="mailto:enquiries@hbbscounselling.org">enquiries@hbbscounselling.org</a></p>	<p><b><u><a href="#">You and Me Counselling</a></u></b></p> <p>Various funded counselling services for young people fitting specific criteria (check website), paid-for counselling sessions.</p> <p><b>Access:</b> Referral from education settings  <b>Age group:</b> Young people (upper primary and secondary)  <b>Phone:</b> 01708 477663  <b>Email:</b>  <a href="mailto:info@youandmecounselling.org.uk">info@youandmecounselling.org.uk</a></p>	<p><b><u><a href="#">Parenting Courses, Havering Adult College</a></u></b></p> <p>2.5 hours a week for 5 weeks (per course). Topics include supporting families with trauma, emotional wellbeing, anxiety, ADHD and challenging behaviour.</p> <p><b>Access:</b> Self-referrals  <b>Phone:</b> 01708 434955  <b>Email:</b>  <a href="mailto:familylearning@havering.gov.uk">familylearning@havering.gov.uk</a>  <b>Cost:</b> Free</p>	<p><b><u><a href="#">Parenting Courses and Workshops – Parent Carer Champion Networks, LifeLine Projects</a></u></b></p> <p>Targeting families concerned about Serious Gang Violence, but all are welcome to help build community resilience &amp; support young people at risk of gang grooming</p> <p><b>Access:</b> Self-referral and referrals from professionals  <b>Phone:</b> 02085 972900  <b>Email:</b> <a href="mailto:info@lifelineprojects.co.uk">info@lifelineprojects.co.uk</a>  <b>Cost:</b> Free</p>
<p><b><u><a href="#">Kooth Online Counselling</a></u></b></p> <p>Our live counselling functionality allows children and young people to receive professional support through either booked or drop in sessions as and when a session is required.</p> <p><b>Access:</b> Self-referral via Kooth website - <a href="http://www.kooth.com">www.kooth.com</a>  <b>Age group:</b> For young people aged 10-18 years old</p>	<p><b><u><a href="#">Stop Breath Think Online Counselling</a></u></b></p> <p>Online counselling sessions, telephone counselling, 24/7 text support</p> <p><b>Access:</b> Self-referral and referral from professionals - <a href="http://www.stopbreathethink.org.uk">www.stopbreathethink.org.uk</a>  <b>Age group:</b> 8-21 years olds</p>	<p><b><u><a href="#">Relate Counselling and Mediation London North East and Essex</a></u></b></p> <p>Family counselling and mediation, counselling for children and young people 5 to 25 years old</p> <p><b>Access:</b> Self-referral or agency referral  <b>Phone:</b> 01708 441722  <b>Email:</b> <a href="mailto:enquiries@relatelnee.org.uk">enquiries@relatelnee.org.uk</a>  <b>Cost:</b> Dependent on family/parental income, reduced cost counselling available, and some free to access support from funding if eligible.</p>	<p><b><u><a href="#">HOPELINE247, Papyrus Suicide Prevention</a></u></b></p> <p>Online support for young people in need of suicide prevention advice.</p> <p><b>Access:</b> Self-referrals  <b>Age group:</b> Young people aged under 35 years old  <b>Phone:</b> 0800 0684141  <b>Email:</b> <a href="mailto:pat@papyrus-uk.org">pat@papyrus-uk.org</a>  <b>Cost:</b> Free</p>	<p><b><u><a href="#">BEAT Eating Disorder Support</a></u></b></p> <p>Online and helpline support for those diagnosed with an ED or awaiting diagnosis. Support for parents and carers.</p> <p><b>Access:</b> Self-referrals  <b>Phone:</b> 0808 8010677  <b>Email:</b>  <a href="mailto:help@beateatingdisorders.org.uk">help@beateatingdisorders.org.uk</a>  <b>Cost:</b> Free</p>

# Getting Help: Those who need focused goals-based input.

<p><b><u>SW!TCH Minds Mentoring</u></b></p> <p>Young people who would benefit from 1-1 mentoring to help deal with behavioural issues at school and in the community.</p> <p><b>Access:</b> Referral from school or via probation / Youth Justice Service  <b>Age group:</b> Young people aged 10-25 years old  <b>Phone:</b> 02085 972900  <b>Email:</b> <a href="mailto:info@lifelineprojects.co.uk">info@lifelineprojects.co.uk</a>  <b>Cost:</b> Free</p> <p><b>Peace of Mind, London Borough of Havering</b></p> <p>Peace of Mind is delivered by the local authority's' Education Services to support mental wellbeing. Primary and secondary schools can refer pupils who are presenting with mental ill health, anxiety or are school refusers or non-engagers with education.</p> <p><b>Access:</b> Referrals from schools via Inclusions Gateway  <b>Cost:</b> Free</p>	<p><b>Counselling Service, Attendance, Behaviour and Traveller Support Service, London Borough of Havering</b></p> <ul style="list-style-type: none"> <li>- To promote positive mental health in schools.</li> <li>- Help children build positive relationships and the adults around them to understand them better.</li> <li>- Improved emotional well-being.</li> <li>- Helping and supporting children achieve the best they can be, school attendance and education</li> </ul> <p><b>Access:</b> Referrals from schools  <b>Phone:</b> 01708 431777/ 01708431157  <b>Email:</b> <a href="mailto:behaviour@havering.gov.uk">behaviour@havering.gov.uk</a>  <b>Cost:</b> Free initial assessment cost £350 per 12 sessions. Full day and half day counselling packages are available.</p>	<p><b>Children and Adults with Disabilities (CAD) Service, London Borough of Havering</b></p> <p>Support from CAD teams includes:</p> <ul style="list-style-type: none"> <li>• consultations providing advice and guidance around supporting groups or individual children with emotional or mental health difficulties</li> <li>• coaching support and supervision for staff from schools and settings</li> <li>• direct assessment to support schools and settings in planning emotional wellbeing support (not for diagnosis).</li> </ul> <p>The CAD Services comprises multiple teams, including:</p> <p><b>Educational Psychology Service</b>  For more information see <a href="#">Education Psychology Service   Havering Directory</a></p> <p><b>CAD 0-5 Support Team</b>  For more information see <a href="#">Children and Adults with Disabilities Support Team (CAD 0-5 - formerly under 5's inclusion)   Havering Directory</a></p> <p><b>CAD 5-19 Support Team</b>  For more information see <a href="#">CAD 5-19 Support Team (Children and Adults with Disabilities)   Havering Directory</a></p>	<p><b><u>Ready for Adulthood (R4A), Mind in Havering &amp; Barking and Dagenham</u></b></p> <p>R4A with YP is a 6-week approx. course in person for all young people aged 17-25 across the Borough struggling with their mental health; and those who fall below the CAMHs threshold, or are waiting for CAMHs support.</p> <p><b>Access:</b> Self referrals and professionals  <b>Email:</b> <a href="mailto:youngadults@haveringmind.org.uk">youngadults@haveringmind.org.uk</a>  <b>Cost:</b> Free</p>	<p><b>Ready for Adulthood, Parent Support Group - Mind in Havering &amp; Barking and Dagenham</b></p> <p>Parent Support Group is an online facilitated, peer support group. Parent Support Group is for any parent struggling to support their young people who are experiencing some challenges with their mental health and wellbeing.</p> <p><b>Access:</b> Self referrals and professionals  <b>Email:</b> <a href="mailto:youngadults@haveringmind.org.uk">youngadults@haveringmind.org.uk</a>  <b>Cost:</b> Free</p>
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## Getting More Help: Those who need more extensive and specialised goals-based help.

### Child and adolescent mental health service (CAMHS)

CAMHS deliver a range of services to support positive emotional wellbeing and mental health. Our team can support children and young people with emotional and mental health difficulties.

The Wellbeing Hub will support children and young people with emotional and psychological needs/disorders by providing both assessments, signposting and referral to the most appropriate type of support from universal and targeted services, and direct specialist support when required.

**Access:** Parent/carer referrals and professionals

**Phone:** 0300 300 1888 and ask for CAMHS

**Email:** [referralsacorncentre@nelft.nhs.uk](mailto:referralsacorncentre@nelft.nhs.uk)

## Getting Risk Support: Those who have not benefitted from or are unable to use help, but are of such a risk that they are still in contact with services.

### **INTERACT Crisis team**

INTERACT is a community service that works with children and young people, aged between 0 and 18, preventing or following a crisis situation, by providing a comprehensive assessment and bio/psycho/social interventions via a series of community face to face visits - in addition to any support/treatment already being received.

**Access:** Referrals are completed via Emergency Departments, or Community CAMHS teams

**Contact:** There is availability to contact INTERACT from GP's, Schools and Local Authorities to prevent Emergency Department attendance on 0300 555 1156, option 3.