

## Appendix 4:

### Roles and responsibilities

All people who come into contact with children and young people, including professionals who deliver specific services to some groups of young people (e.g. youth workers, sport coaches) are likely to meet young people who are engaging in self-harming behaviours, who are expressing suicidal thoughts or intentions, or who have attempted suicide previously. Everyone plays an important role in terms of identifying young people who are at risk of suicide, making an appropriate referral, and playing an important part in safety planning and risk management.

#### • Accident and Emergency Department

Accident and Emergency Departments at local hospitals can treat young people who have self-injured or taken overdoses. Generally speaking young people who are expressing suicidal thoughts or behaviours, but who have not physically injured themselves or taken an overdose, should not be taken to Accident and Emergency Departments in the first instance, but CAMHS should be contacted for the initial risk assessment. When young people attend due to injuries/overdoses, A & E Doctors can undertake immediate risk assessments where there is a risk of suicide and, if required, access advice from CAMHS or the all-age out of hours mental health services.

#### • Children's Social Care Services

Children's Social Care is the lead agency for responding to children and young people for whom there are welfare concerns or where there is a risk of significant harm. Young people who demonstrate self-harming behaviours or who express suicidal thoughts or intentions will not automatically require a service from Children's Social Care, however consideration should always be given to making a referral.

A referral should always be made where there are concerns about the reasons for the young person's suicidal thoughts or intentions, such as abuse or neglect, or where young people are at high risk of suicide and do not want CAMHS support, and/or when parents or carers are not engaging.

If you are uncertain as to whether a referral should be made to Children's Services you are encouraged to seek advice from the Children's Advice and Duty Service (CADS) on 0344 800 8021.

#### • Child and Adolescent Mental Health Services (CAMHS) and Youth Services (under 25's)

CAMHS and Youth Services provide support to children and families where the young person is experiencing emotional, behavioural or mental health difficulties. This can include self-harming behaviours and suicidal thinking. Young people who are expressing suicidal intentions and/or are felt to be at immediate risk of serious harm may require a service from the CAMHS Crisis Assessment and Intensive Support Team (CAIST).

The Provider will accept referrals from Primary Care, Norfolk's Targeted CAMH Service (Point 1), Midwifery, Community Paediatrics, School Nursing, Health Visitors, LD CAMHS providers (Starfish), Acute Hospitals (incl. Emergency Departments), Norfolk Constabulary, Norfolk's commissioned Substance Misuse Service (Under 18), SENCOs and Schools' safeguarding leads, and any professional competent to undertake an initial mental health assessment (screening). CAMHS do not accept direct referrals from parents or carers.

Referrals to CAMHS are made via the Access and Assessment Team: 0300 790 0371

Referrals to CAIST are made Monday to Friday 9am to 5pm via business support for the locality:

Central: 01603 974704

Great Yarmouth: 01493 337978

King's Lynn: 01553 736011

Out of Hours concerns should be directed through the switchboard: 01603 421421

Professionals can also call their local CAMHS or CAIST service for consultation:

Central Switchboard: 01603 421421 and ask for CAMHS or CAIST Central Norfolk, West Norfolk or Great Yarmouth.

- **Early Help Hub**

The Early Help Hub is about ensuring help and support is available as soon as needs emerge. It is also about strengthening support for communities and universal services, enabling families to be more resilient and reduce the need for intrusive crisis level interventions. It is a partnership made up of voluntary and statutory agencies.

Breckland – 01362 654515

East – 01493 448188

Broadland – 01603 217612

North – 01603 217612

Norwich – 01603 224101

South – 01508 533933

West Norfolk and

King's Lynn – 01553 669276

or the central number: 01603 223161.

Email: [earlyhelp@norfolk.gov.uk](mailto:earlyhelp@norfolk.gov.uk)

For further information about an Early Help response please visit the Early Help website at: [www.norfolk.gov.uk/earlyhelp](http://www.norfolk.gov.uk/earlyhelp)

- **First Response**

First Response is a new 24/7 helpline offering immediate advice, support and signposting for people with mental health difficulties. The helpline is open to social care colleagues as well as other healthcare professionals who may need advice when working with individuals who are undergoing mental health difficulties or who need to refer someone. It is also available to members of the public of any age.

If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health, call the helpline on 0808 196 3494. If you want to remain anonymous and would prefer that the person answering your call doesn't see your telephone number, you can turn off your caller ID in your phone's settings.

## • **General Practitioner (GP)**

GPs are trained to consider the mental health of patients in primary care consultations and play a significant role in the prevention, detection and management of mental health issues in respect of their patients.

A young person's GP will be able to make an initial assessment of the risk of suicide and take the appropriate action to address this risk. They will also take responsibility for making a medical assessment of the need for treatment following a serious self-harm incident or suicide attempt. Out of hours responses are available and information about how to access these will be publicised by the GP's surgery. Professionals do not need to contact the GP to access CAMHS/Youth service support for a young person.

## • **Kooth**

Kooth is an online counselling service for 11 – 25 yr olds in Norfolk & Waveney which offers:

A free, confidential, anonymous and safe way to receive support online.

- Out of hours' availability. Counsellors are available from 12noon to 10pm on weekdays and 6pm to 10 pm at weekends, every day of the year on a drop-in basis.
- Online Counselling from a professional team of BACP qualified counsellors is available via 1-1 chat sessions or messaging on a drop-in basis or via booked sessions.
- Discussion Boards which are all pre-moderated allow young people to access peer to peer support.
- Online Magazine full of moderated articles many of which are submitted by young people offering advice and guidance on a huge range of topics.
- No referral required. Young people can register for Kooth independently at [www.kooth.com](http://www.kooth.com)

To use the service or find out more visit [www.kooth.com](http://www.kooth.com) , or watch this short video to find out more: [Kooth Video](#)

## • **Norfolk Police**

The Police will respond when there is an imminent risk of suicide or serious self-harm. In any such emergency police should be called on 999.

Police are able to use their powers of Police Protection under The Children's Act 1989 or utilise s.146 of the Mental Health Act to detain any person who is at significant risk of harm and detention is required either to protect that person or for the protection of others.

In specific circumstances, where the risk of suicide is identified following a missing person investigation, Police will conduct a post-missing visit in conjunction with a Mental Health Nurse.

When CADS process concerns in the MASH, Police will, where appropriate work with partner agencies to ensure that information is shared to assist in making a robust safety plan for any young person at risk of suicide.

- **Point 1**

Point 1 offer professional support for infants, children and young people experiencing the early signs of mental health and emotional problems.

The emotional wellbeing service is available to any child or young person living in Norfolk or registered with a Norfolk GP. It offers short-term interventions to address the early signs of mental ill-health, to ensure infants, children and young people go on to achieve their full potential in life. Services are delivered by Ormiston Families, working with the youth charity MAP and Norfolk and Suffolk Foundation Trust (NSFT).

<http://point-1.org.uk>, Tel. 0800 977 4077

- **JustOneNorfolk / Norfolk Healthy Child Programme**

The Norfolk Healthy Child Programme provides universal health services for all children aged 0-19 in Norfolk, alongside their parents and carers. The skill mix teams include health visitors, family public health nurses, school nurses, assistant practitioners, healthy lifestyle coaches, resilience and emotional health practitioners, staff nurses, teenage parent practitioners and family nurses.

Professional referrals for 5-19 year olds are made by calling **Just One Number** on **0300 300 0123**. Telephone referrals enable an informative conversation at the point of contact to ensure all the required information for early triage and assessment is gained.

They also offer a service for 11–19-year-olds in Norfolk, they can text **ChatHealth** on **07480 635060**.

ChatHealth is an easy way for young people to confidentially seek help about a range of issues and find out how to access other local service. Messages sent to the dedicated number are delivered to a secure website, and responded to by the 0-19 team. Out of hours, anyone who texts the service will receive a bounce back message explaining where to get help if their question is urgent, and when they can expect a response. Texts are usually replied to within one working day.

- **Voluntary Services**

There are a number of voluntary agencies that may offer support to children and young people who self-harm. [www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk)