**Are you concerned about a child or young person’s thoughts, feelings or behaviour?**

Then follow these steps below:

Step 1: Are they in immediate danger?

If the answer is **YES** then call 999

If the answer is **NO** go to step 2

Step 2: Is there a safeguarding need?

If the answer is **YES** phone 01634 334466 (Mon-Fri: 9am - 5pm) or 03000 419 191 (out of hours) for safeguarding support.

If the answer is **NO** go to step 3

Step 3: Are they open to Medway Young Persons Wellbeing Services?

If the answer is **YES** then phone 0300 300 1989 and ask to speak to the young person’s Health Care Professional (HCP) or ask to speak to a duty clinician if clinically urgent.

If the answer is **NO** then phone the Single Point of Access (SPA) on 0800 0113474 or call NHS 111 option 2.

**Perhaps the child or young person would benefit from advice and extra support from schools if it is the first time, they have experienced these thoughts, feelings or behaviours and it doesn’t impact their day to day living.**

You can speak to your school’s support team for example, Mental Health Lead, SENCo, Pastoral Support to access a range of support. Please see below a list of appropriate services and teams that the child or young person can access:

Educational Psychologists

School Nursing for additional health needs

Youth Services

SEND local offer

Emotional Wellbeing Team (MCH) EWT schools can refer via school nursing referral route

Public Health Child Health Team Email childhealth@medway.gov.uk who can provide training around support & guiding CYP or take a look at the A Better Medway webpage

Release the Pressure For anyone, any age, who is struggling to cope text Medway to 85258

Openroad.co.uk For support with drug and alcohol misuse

Kooth.com Online community giving free and confidential advice for 10 to 25 year olds

LGBTQIA+ Support Metro: [hello@metrocharity.org.uk](mailto:hello@metrocharity.org.uk)

nhs.uk/every-mind-matters

kentandmedway.icb.nhs.uk/mental-wellbeing-information-hub

**Perhaps it is starting to cause difficulties with their schoolwork, family or friends. If so, they may need focused goals-based support.**

if you’re not sure what extra help is needed phone the SPA on 0800 0113474

Youth Service counselling (aged 10-19) email [youth.service@medway.gov.uk](mailto:youth.service@medway.gov.uk)

[View the positive behaviour support service](https://www.medway.gov.uk/info/200410/positive_behaviour_support_pbs)

**Perhaps it is preventing the child or young person from functioning in day-to-day life? If so, they may need further support (extensive and specialised goals-based help)**

If so, then NELFT can provide access to clinical consultation & specialist services. Phone SPA on 0800 0113474