**First Steps Community CAMHS (mild-moderate mental health needs, 0-18 years old)**

Self-referrals from families and young people are not being accepted for the time being.

Referrals are being accepted only if made by professionals (e.g. GPs, health visitors, school staff…) with the completed standard [referral form](https://cityandhackneycamhs.org.uk/professionals/first-steps/first-steps-how-to-refer/).

Urgent cases are being prioritised together with already existing cases.

All appointments are being conducted over the phone. No routine face to face consultations.

Duty system is available and you can contact a professional on **0207 014 7135** Mon-Fri from 9am – 5pm.

**CAMHS Disability**

New referrals for treatment are being accepted from professionals with the completed standard [referral form](https://cityandhackneycamhs.org.uk/professionals/first-steps/first-steps-how-to-refer/). The service is currently prioritising referrals which present with risk behaviours and emerging mental health presentations; self-harm and severe self-injurious behaviour, challenging behaviour and mental health.

Neurodevelopmental assessment referrals are closed, except those who present with an element of risk. Neurodevelopmental assessments are continuing from waiting lists, except face to face components, which will be completed when service returns to normal.

All appointments conducted over the phone. No routine face to face consultations.

Duty system is available and you can contact a professional on **0207 014 7071** Mon-Fri from 9am – 5pm.

**Specialist CAMHS (moderate-severe mental health needs 0-18 years old)**

The service is currently prioritising referrals which require an immediate crisis response. The service will triage other referrals where there is concern regarding risk or severity with telephone consultation and offer remote interventions if needed, including therapeutic support and medication. Referrals are being accepted only if made by professionals (e.g. GPs, health visitors, school staff…) with the completed standard [referral form](https://cityandhackneycamhs.org.uk/professionals/first-steps/first-steps-how-to-refer/).

If not urgent the service will signpost other referrals to appropriate online support resources or other agencies. Prevision to open to new routine (not urgent) referrals from 11th May.

The service is not currently accepting routine referrals for Neurodevelopmental (ADHD/ASD) assessment where there are no current risk concerns.

Interventions are being conducted over the phone or online with active cases.

Duty system is available and you can contact a professional on **0203 222 5600** Mon-Fri from 9am – 5pm.

**Off Centre (moderate-severe mental health needs 16-25 years old)**

The service will continue to offer regular individual sessions and assessments for new referrals, conducting these over the telephone or via video online until it is safe to return to normal working practices.

The service will be risk assessing each case and providing additional check in sessions as required and linking them into other resources as appropriate

There will be no face-to-face groups or 1-2-1 services at Off Centre during this period. The service is offering existing client’s regular sessions either on the telephone or via video online.

The service is offering online group video sessions for Project Indigo (LGBTIQ+ drop-in youth group) at the usual time of 5.30pm on Thursdays and online group video sessions for the therapeutic group at the usual time of 4pm on Wednesdays.

Therapeutic drop-in service is via telephone on Thursdays from 4pm-8pm, half hour slots allocated on a first come first served basis. Email OffCentre@family-action.org.uk

Advice and information drop in service is via video online on Thursdays from 2-4pm, half hour slots allocated on a first come first serve basis. Email OffCentre@family-action.org.uk

**Children and Family Service Clinical Service**

The service is continuing to take new referrals from children and families’ professionals only.

Clinicians are continuing clinical work using video and telephone sessions / consultations.

The service will continue to operate a same day crisis service, but anticipate having less capacity for face-to-face clinical risk assessment/management.

Duty system is available and you can contact a professional on **0208 356 5000** Mon-Fri from 9am – 5pm.

You can also contact the team for Emergency out of hours on **0208 356 2710**.