Herts Mental Health, Learning Disability and Neurodiversity Health and Care Partnership

Herts Children & Young People's Mental Health Services (CYPMHS) commissioned services comparison guide

June 2025



Working together
for a healthier future

Herts CYPMHS system (commissioned services) comparison guide

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Digital early help services
(for children and young people registered with a Hertfordshire GP)

Service comparison	With Youth Digital Wellbeing Service www.withyouth.org	The Sandbox Digital Mental Health Service www.thesandbox.mindler.co.uk	Carers in Herts www.carersinherts.org.uk	Togetherall www.togetherall.com/en-gb/
Services:	• Live webchat • Lumi Nova therapeutic game designed for 7-12-year-olds • Online resource library • Online one to one sessions • Online groups for CYP	• Live webchat • Resource and information zones • Livestream gaming events • Podcasts for parents/carers • Webinars for professionals • iCBT Academy • Online therapy sessions	• Monthly online group support sessions for parents/carers	Peer to peer support with resources and clinical support where required Anonymous and confidential. Professional referrers service available on request. Supports those with suicide ideation and can signpost to local services.
Ages:	5-18 plus advice for parents, carers. professionals about CYP	10-25 plus advice for parents, carers. professionals about CYP	Parents and caregivers of children and young people using Herts CYPMHS	Herts residents ages 16+
When:	2-10pm 7 days a week excluding Bank Holidays	• Care coordination, and Live Chat 9am-6pm Monday to Friday. • Therapy sessions 7am to 8pm (last one finishing at 9pm) Monday to Sunday.	Online over Zoom on the first Tuesday of each month from 7– 9pm.	24/7, year round
Professionals in team:	Mental Health Support Worker : mostly goal based work/Cognitive Behavioural Therapy (CBT)	Therapists	TBA	Clinical support where required

Hybrid digital and place-based early help services (for children and young people registered with a Hertfordshire GP)

Service comparison	First Steps ED Eating Disorders www.firststepsed.co.uk	HPFT NHS Talking Therapies www.hpft-talkingtherapies.nhs.uk
Services:	• Digital and face to face one-to-one support sessions • Weekly psychoeducation and group support programmes (Wellbeing Workshops, avoidant restrictive food intake disorder (ARFID) support groups, binge eating workshops, etc). • Befriending email support service • Self-guided resource for young people, parents/carers	Free and confidential talking therapies and employment support to help improve emotional wellbeing: • One-to-one support • Group sessions • Webinars • Online support • Self-help resources and information • Specialist support to help with employment challenges, where required.
Ages:	5-17 plus parents, carers. older siblings	16+
When:	• Monday to Friday 9-5 • Face to Face: Watford on Tuesdays and Stevenage on Fridays. • Workshops usually at 4pm	Office opening hours: Monday to Friday, 9am – 5pm. Appointment slots outside of regular hours.. Availability of appointments may vary for individual treatment options, and it will not always be possible to provide a specific time or day.
Professionals in team:	• Specialist Support Officer • Nutritionist	• Psychological Wellbeing Practitioners • High Intensity CBT Therapists • Employment Advisors

Hybrid digital and place-based counselling and creative therapy early help services

Service Comparison	Counselling About our Counselling Service - WithYouth	Creative Therapies Creative Therapies – Signpost Counselling
Services:	Countywide counselling. Following assessment, children and young people are supported to access the intervention best suited to their needs within the service. The service includes: • Therapeutic groups • One to one counselling of varying lengths (maximum 14 sessions). .	Play, drama and other creative community therapy sessions: • Therapeutic groups • One to one therapy • Bitesize workshops/webinars for children and parents/carers
Ages:	5 to the eve of their 19th birthday	5 to the eve of their 19th birthday
Who service is for:	• Registered with a Herts GP • Mild to moderate mental health difficulties that require early help therapeutic mental health support.	• Registered with a Herts GP • Mild to moderate mental health difficulties
Where:	Online or face-to-face within a community venue, based on the child or young person's needs and preferences	Online, place-based and hybrid session options available based on needs. Signpost is based in Watford but has access to various other sites in Hertfordshire.
When:	Sessions available between the hours of 9:30am and 10pm	Sessions available between the hours of 9:30am and 10pm
Professionals in team:	Registered counsellors, psychotherapists or therapists qualified in another appropriate discipline, holding a level holding a Level 4 qualification or above and having significant prior experience working therapeutically with children, young people and/or families.	MDT including UK qualified Counsellors, Drama Therapist and Play Therapist.

Place-based early help services (with some digital services)

Service Comparison	Mental Health Support Teams in Schools (MHSTs)	Public Health School Nursing Service HCT website	Children's Wellbeing Practitioners (HCT) : HCT website
Services:	• One to one sessions with parent/carer and young people (6-8 weeks) • Group sessions with parent/carer and young people (4-8 weeks) • One off psychoeducation workshops, assemblies and whole school approach activities for young people, parent/carers and teaching staff. • Specialist SEN team (Hertfordshire Community NHS Trust)	• Duty-line. • ChatHealth text services for 11-19-year-olds and for parents/carers of children of all ages.. • Health for Kids website • Health for Teens website • Strategy-based interventions for mild anxiety, self-esteem, worries/feelings and sleep.	• Webinars/workshops: to book via eventbrite • One to one manualised guided self-help for anxiety (5-19) , low mood (11-19) and behaviours that challenge in primary school aged children only.
Ages:	5-19	5-19	5-19
Who service is for:	CYP in a school/college working with MHST: list of schools	CYP in Herts mainstream education establishments - **NOT** independent education.	CYP attending **any** school in Hertfordshire and CYP out of school or home educated who are registered with a GP in Hertfordshire.
Where:	• CYP school/college • Online • expansion ongoing	• CYP school/college	• HCT clinics and other community settings • Herts schools/colleges • Online
When:	By appointment	By appointment	By appointment
Professionals in team:	• Educational mental health practitioners (EMHPs) and Childrens Wellbeing Practitioners (CWPs)	School Nurses; Community Nurses; School Nurse Assistants, Nursing Associates	Children's Wellbeing Practitioner, Education Mental Health Practitioner or Senior Wellbeing Practitioner.

Hertfordshire Community NHS Trust (HCT) Step2 service
Place-based with some digital appointments

Hertfordshire Community NHS Trust

Service Comparison	Step2 HCT Step2 webpage
Services:	• One-to-one and/or group sessions • Brief goal focused interventions • Parent/child or infant relationship focused work for infants/young children
Ages:	0-19
Who service is for:	• Registered with a Herts GP • Mild to moderate mental health difficulties
Where:	• Based in Stevenage, also has clinics in Ware, Hatfield, Rickmansworth, St. Albans, Watford and Hemel Hempstead. • Home, school or online where clinically indicated.
When:	• By appointment • Not a crisis service
Professionals in team:	Mental Health Practitioner

Hertfordshire Community NHS Trust (HCT)
PALMS service - place based services with some digital appointments

NHS Hertfordshire Community NHS Trust

Service Comparison	PALMS HCT PALMS webpage Positive behaviour, Autism, Learning disability, and Mental health Service *Positive behaviour, Autism, Learning disability, Mental health Service*
Services:	• PALMS are a child and adolescent mental health service (CAMHS). We are one of the services that work with children and young people who have a learning disability and/or Autism. • PALMS provides personalised packages of assessment, intervention, and where necessary, intensive support to families with a step-down and step-up approach throughout their episode of care. • PALMS intervention is offered to children/young people, their families, and the network around them. • PALMS offer intervention workshops, intervention groups (Positive Behaviour Support (PBS), Feeding and Sleep), individual sessions with parents/carers and/or Children and young people, dependent on individual need.
Ages:	0-18

Who service is for:	• Registered with a Herts GP
	• Those whose needs are at a 'getting more help' / 'risk support' level and where:
	  ○ Difficulties continue to persist following input from Community/Universal services have supported the current difficulties previously with minimal progress made.
	  ○ Needs are unable to be met by mainstream mental health services with reasonable adjustments.
	• PALMS supports needs in relation to challenging behaviour, feeding, mental health, sleep and toileting.

Where:	Clinically appropriate and convenient locations: • Health/Child development centres in Hemel Hempstead, St Albans, Welwyn Garden city, Stevenage, and Watford. • PALMS can also offer appointments at your home, school, in the community or online where clinically indicated.
When:	• Once a referral is accepted, PALMS will be in touch to offer an assessment to ensure the service is appropriate to support the needs and provide intervention. • Following an assessment, if PALMS are the appropriate service, the service will discuss pathways and intervention with you. • PALMS offer scheduled appointments to families and young people.
Professionals in team	Multidisciplinary team consisting of Administrators, Assistant Psychologists, Clinical Psychologists, Learning Disability Nurses, Mental Health Nurses, Outreach Workers, Nurses, Positive Behaviour Analysts, Psychiatrists, Systemic Practitioners, and other mental health professionals.

Hertfordshire Partnership University NHS Foundation Trust (HPFT)
Specialist CAMHS teams - place-based services

NHS
Hertfordshire Partnership University
NHS Foundation Trust

Service Comparison	Community CAMHS East, North, South, West & FAP (Forensic Adolescent Practitioners) CAMHS community clinics	Eating Disorders inc. day service The Eating Disorders Team	Targeted Team The Targeted Team	Dialectical Behavioural Therapy Team (DBT Team) The Dialectical Behaviour Therapy Team
Services:	Specialist help for children, young people and their families who are seeking to deal with feelings, thoughts or behaviour problems that are complex or long term.	Range of skills and therapies for recovery from ED	• Individualised care plan • Range of therapies around trauma and attachment • Consultation for other professionals and carers	6-12 months: 1. DBT pre-treatment 2. Skills training group 3. Individual therapy 4. Telephone coaching.
Ages:	0-18	tbc-18	0-18	13-18
Who service is for:	• CYP, sometimes with their families or carers when help from home, school or other community/mental health services has been tried, but things have not got better. • CYP in Youth Justice on Court Orders including Youth Conditional Cautions (Out of Court Disposals), Referral Orders, Youth Rehabilitation Orders, Intensive Support and Surveillance (ISS), and those in custody on Detention and Training Orders (DTOs)	• Registered with a Herts GP • Physical health monitoring	Herts children and young people with a social worker: Child Protection Plans, Child in Need Plans, or are Children Looked After (CLA), Special Guardian Orders.	• Via referral from Care Coordinator
Where:	• Clinics in: North: Stevenage - South: Watford, Hertsmere - East: Welwyn Garden City, Hoddesdon, Bishop's Stortford – West: St Albans, Hemel Hempstead.	15 Forest Lane, Radlett or other HPFT CAMHS clinic	15 Forest Lane, Radlett or other HPFT CAMHS clinic or other suitable location	15 Forest Lane, Radlett (can assist with transport if needed)
When:	By appointment	By appointment	By appointment	By appointment
Professionals in team:	Multi-disciplinary team including FAPs (youth justice)	Multi-disciplinary team	Multi-disciplinary team	Multi-disciplinary team, all DBT practitioners alongside core professions.

Hertfordshire Partnership University NHS Foundation Trust (HPFT)
Acute/crisis services - place-based services

Hertfordshire Partnership University NHS Foundation Trust

Service Comparison	Children's Crisis Assessment & Treatment Team (CCATT) Children Crisis Assessment and Treatment Team (CCATT)	Home Treatment Team (HTT)
Services:	Triage and Assessment to support CYP experiencing MH crisis both in the community and upon presenting to A&E. For CYP not already known to services a follow-up service is also provided.	Supporting young people who present in crisis or an acute state/increase in risk, providing an enhanced community service, within young peoples' homes, as an alternative to an in-patient admission.
Ages:	Under 18s	13-18th birthday
Who service is for:	CYP experiencing a mental health crisis 24/7, in the community, presenting to A&E or via HPFT MH helpline: 0800 6444101 or NHS 111 option 2.	Improving access to acute care by supporting young people in a mental health crisis with intensive home treatment.
Where:	In community if no physical healthcare required or in A&E (Watford or Lister) if physical healthcare is necessary..	Young person's home and covers the whole of Hertfordshire. HTT is based at 15 Forest Lane, Kingsley Green, Radlett.
When:	24/7, days a week	Out of hours service from 8am – 8pm seven days a week.
Professionals in team:	Multi-disciplinary team	Multi-disciplinary DBT informed team of Nurses, Social Workers, Consultant Psychiatrist and Support Workers. Two Senior Support Workers that work alongside the ED Team to solely provide meal support to YP in the community

Hertfordshire Partnership University NHS Foundation Trust (HPFT)
Inpatient services at Forest House Adolescent Unit: place-based services

Service Comparison	Forest House Adolescent Unit Forest House - Radlett
Services:	General Adolescent Unit- 24hours inpatient setting for young people. • 14 beds including 3 beds for ED. • Forest House has a strong emphasis on therapeutic interventions at all stages of treatment and recovery. There is emphasis on enabling a young person to engage with the unit and involving them in therapy, education, and other activities on offer. • Individualised care plans and timetables for all young people in line with their needs.
Ages:	13-18
Who service is for:	Multi-disciplinary pro-active and comprehensive service to young people experiencing severe and enduring mental illness who have complex needs and require inpatient care.
Where:	9 Forest Lane, Radlett
When:	Intense treatment, which cannot be provided in young people's home or community setting. The unit has several pathways to meet the complex needs of young people.
Professionals in team:	Multi-disciplinary working is at the core of practice within Forest House.

Hertfordshire Partnership University NHS Foundation Trust (HPFT)
Inpatient services - Cherry Tree Cottage: place-based services

Service Comparison	Cherry Tree Cottage
Services:	A joint funded Ofsted registered children's project operated through an integrated health and social care staffing model to care for children looked after.
Ages:	12-17
Who service is for:	Young people who are under the care of the local authority with mental health presentations who have multiple presentations to A&E, regularly under a 136 detention, or have regular admissions to a CAMHS Inpatients, which in turn makes social care placements untenable and unsafe.
Where:	Baldock
When:	Planned transfers for children and young people that are deemed suitable for discharge from Mental health inpatient beds but due to their level of mental health risk a social care placement is unlikely to be found due to resources and the expertise needed to manage the young person. Often resulting in delayed discharges, which impact on inpatient capacity. • To ensure young people can have their placement and mental health needs met within their local geographic area. • Children and young people in crisis in their current placement who require a period of stabilisation to enable them to return to their original placement where appropriate and avoid escalation to out of area provision. • Young people who present in crisis at A&E and return home is seen as not safe at that time or where parents refuse to have them return due to the presenting risk and social context.
Professionals in team:	Multi-disciplinary team