



**Tiers of Support (Levels 1–4)
Therapeutic & Mental Health Support Guide**

UK / Isle of Wight

This guide provides a simple overview of the four recognised levels of emotional wellbeing and mental health support used across the UK, including services commonly accessed on the Isle of Wight. The tiers help professionals, schools, parents, carers, and young people understand the level of need and the most appropriate type of intervention, for both Adults and Children and Young People. This is important to understand when seeking independent support. We want to be as transparent as possible with our levels of experience and proficiency to help potential clients make an informed choice, regarding paid for support and interventions.

This list is for guidance only and not exhaustive.

Tier 1 Universal Support

Typical Needs	Early help, prevention, emotional wellbeing support, mild worries or emerging concerns.	
Examples	CYP Friendship difficulties, low confidence, mild anxiety, emotional regulation needs, school-based concerns.	Adult Stress, work-related pressure, bereavement, relationship difficulties, low confidence, mild anxiety, loneliness, adjustment difficulties, emotional overwhelm.
Common Support	Schools, pastoral teams, GP, Early Help, youth work, mentoring, wellbeing programmes, emotional regulation groups, community support.	GP support, workplace wellbeing services, community groups, peer support, NHS Talking Therapies self-referral, wellbeing coaching, voluntary sector support.
Access / Referral	Usually accessed directly without specialist referral.	

Tier 2 Targeted Early Intervention

Typical Needs	Mild to moderate emotional or mental health difficulties requiring additional support.	
Examples	CYP Persistent anxiety, low mood, behavioural difficulties, family	Adult Persistent anxiety, low mood, burnout, trauma symptoms,



	stress, neurodivergent support needs, trauma responses.	emotional dysregulation, mild depression, substance misuse concerns, family or relationship stress.
Common Support	Counselling, therapeutic intervention, family support, school interventions, targeted youth services, community CAMHS input.	Counselling, psychotherapy, trauma-informed support, NHS Talking Therapies, domestic abuse services, addiction support, community mental health programmes.
Access / Referral	Referral may be made through school, GP, Early Help, or other professionals.	

Tier 3 Specialist Therapeutic Support

Typical Needs	Moderate to severe mental health difficulties requiring specialist multi-agency intervention.	
Examples	CYP Significant anxiety/depression, self-harm risk, complex trauma, eating difficulties, severe emotional dysregulation.	Adult Complex PTSD, significant depression or anxiety disorders, personality disorder presentations, recurrent self-harm, severe trauma, eating disorders, high-risk substance misuse
Common Support	CYP CAMHS, specialist counselling, psychiatry, psychology, safeguarding intervention, coordinated care planning.	Adult Community Mental Health Teams (CMHT), specialist trauma services, psychiatry, psychology, safeguarding intervention, multi-agency risk management, specialist addiction services.
Access / Referral	Formal referral required, often through GP, Access to interventions (NHS) CAMHS gateway, social care, or safeguarding professionals.	

Tier 4 Crisis & Intensive Specialist Services

Typical Needs	High risk, acute mental health crisis, or significant risk to self/others requiring intensive intervention.	
Examples	CYP Psychiatric crisis, suicide risk, psychosis, acute mental health deterioration, severe safeguarding concerns, inpatient need.	Adult Suicidal crisis, psychosis, acute mental health deterioration, risk to self or others, severe self-neglect, psychiatric emergency.



Common Support	Crisis teams, children's service involvement, partnership safety planning, inpatient units, emergency mental health services, intensive psychiatric care.	Crisis Resolution and Home Treatment Teams (CRHT), inpatient psychiatric services, Section assessments under the Mental Health Act, emergency safeguarding intervention, acute hospital mental health liaison teams.
Access / Referral	Urgent referral via emergency services, NHS crisis pathways, CAMHS crisis team, or hospital.	

Note: Levels of support may overlap. Individuals can move between tiers depending on changing needs, risk, safeguarding concerns, and available support. This guide is informational and does not replace clinical assessment or safeguarding procedures.