

FAMILY SUPPORT EMERGENCY PLAN- Poltair School



With the possibility that your child may not be in school over the coming weeks, there may be occasions that leave you in need of support as a parent.

This may include concern for the physical or emotional health of your child, or indeed yourselves as a family unit.

As a school, there are two ways we can support you in identifying the appropriate level of support you may need:

Option 1:

- Provide a directory of external services numbers to contact, depending on the need identified

Option 2:

- Provide access to a member of our Pastoral team for advice who will then either signpost you appropriately OR attempt to access support on your behalf. Please direct your contact to the member of staff most directly linked to your child (as in Year manager or if you work with internal support staff).



Option 1: Services Directory

EMERGENCY SERVICES (Will need to select service)	999
Devon and Cornwall Police (Non emergency)	101
Multi Agency Referral Unit (MARU)	0300 1231 116
Early Help Hub (EHH)	01872 322277
Children's Social Care- out of hours (past 5pm most days)	01208 251300
Childline	0800 1111
Kernow Young Carers	0800 587 8191
NSPCC	0808 800 5000
CAMHS St Austell	01726 873292
YZUP (Substance Misuse)	01872 300816
Kooth- online counselling https://kooth.com/	Trained counsellors online; Monday – Friday :12pm – 10pm Saturday – Sunday :6pm – 10pm

Option 2: Poltair Pastoral Support

YEAR GROUP	MEMBER OF STAFF/ CONTACT EMAIL	AVAILABLE TIMES
Year 7	Mrs Harvey charvey@poltair.cornwall.sch.uk 07942 544132	Mon-Fri 8.30am- 4.00pm
Year 8	Mrs Bertrand tbertrand@poltair.cornwall.sch.uk 07952 151594	Mon-Fri 8.30am- 4.00pm
Year 9	Mr Robins mrobins@poltair.cornwall.sch.uk 07942 544131	Mon-Fri 8.30am- 4.00pm
Year 10	Miss Cook kcook@poltair.cornwall.sch.uk 07974 181822	Mon-Fri 8.30am- 4.00pm
Year 11	Mrs Wingrave rwingrave@poltair.cornwall.sch.uk 07387 260172	Mon-Fri 8.30am- 4.00pm
Education Engagement Manager	Mrs Ghiblawi lghiblawi@poltair.cornwall.sch.uk 07792 549661	Mon-Fri 8.30am- 4.00pm
Family Support Worker	Mrs Stoneman rstoneman@poltair.cornwall.sch.uk 07538 031366	Mon-Thur 8.30am- 4.00pm

IN ADDITION, THERE IS ALSO AN A-Z OF SERVICES ON OUR SCHOOL WEBSITE ON THE FRONT PAGE

. This offers valuable phone numbers and websites to access support.