

STUDENT SUPPORT AND WELFARE- Poltair School



With the current national situation, 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 three 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. This is an extensive list with a range of services if you are clear on the support required.

Option 2:

- Please direct your contact to your child's tutor (a list of tutor groups can be found on the school website) to inform us of concerns and provide support if needed.

Option 3 (For more urgent concerns relating to welfare):

- Contact our Safeguarding Team to potentially provide guidance in the appropriate support to access.



Option 1: Services Directory

(and additional [A-Z Mental Health](#))

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/	<u>Trained counsellors online:</u> Monday – Friday :12pm – 10pm Saturday – Sunday :6pm – 10pm

Option 2: Tutor Contact

Please use this link to identify your child's tutor email
<https://www.poltairschool.co.uk/Student/Tutors.html>

Provide a brief overview of your concern and your child's name, their tutor will respond to you within 48 hours of your contact either by phone or email.

A message can be left on the main Reception number 01726 874520, but please bear in mind this may take longer to respond to than normal.

Option 3: Safeguarding Team

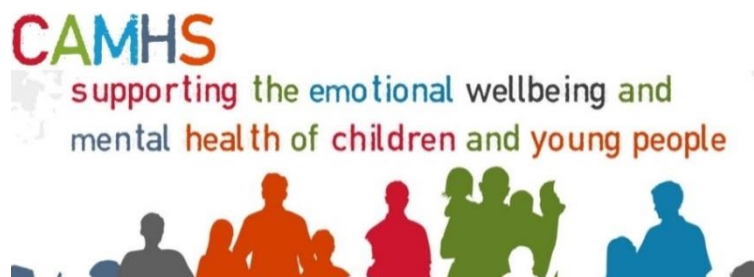
(For Urgent concerns and welfare issues only)

Please email the Safeguarding Team

safeguarding@poltair.cornwall.sch.uk

Provide an overview of your concern and your child's name, one of the team will respond within 48 hours of your contact by phone or email.

Resources for Young People



Your A-Z Guide of information/apps/local and national services

Bereavement / Parental illness

- Brake – road traffic accident victims / bereaved relatives – **0808 8000 401** – Mon-Fri 1000-1600. www.brake.org.uk/victim-support/helpline-for-road-crash-victims
- Child Bereavement UK – <https://childbereavementuk.org/young-people> – **0800 02 888 40**
‘Child Bereavement’ app – <https://childbereavementuk.org/our-app>
- Cruse – **0808 808 1677** – 0900-1700.
- #help2makesense www.help2makesense.org – Podcast <http://help2makesense.org/podcast>; email ask@winstonswish.org
- Hope again – <https://www.hopeagain.org.uk> – **0808 808 1677** – Mon-Fri 0930-1700
- Macmillan – Parents with cancer – Call free – **0808 808 00 00** – Mon-Fri 0900-2000
- RipRap – parents with cancer – www.riprap.org.uk
- Winston’s Wish – www.winstonswish.org/supporting-you

Bullying

- www.bullying.co.uk/advice-for-young-people/

Child Abuse

- Childline – www.childline.org.uk – **0800 1111** – 24/7 – ‘For me’ Childline app
Lots of useful information on bullying, abuse, online and personal safety, the law, you and your body, your feelings, friends, relationships, sex, sexual identity, home and families, school college and work.
- NAPAC – **0808 8010 331** – free from landlines and mobiles 1000-2100 Mon-Thurs; Fri 1000-1800 – calls will not show on phone – <https://napac.org.uk/#> <https://napac.org.uk/resources>
Recovery tools – <https://napac.org.uk/path-to-recovery>

Child Sexual Abuse / Sexual Violence

- Childline – **0800 1111** – 24/7
- Clear – Truro – **01872 303038** – www.clearsupport.net – **3+ years old abuse within the family – counselling, support, therapy groups, information and advice.**
- CRASAC – Cornwall – **01872 262100** – **13+ years old – support, support groups, counselling** – www.crasacornwall.co.uk/young-people
- Disrespect Nobody – www.disrespectnobody.co.uk/need-help
- Jigsaw – Freephone – **0800 028 8228** – <https://www.cornwall.gov.uk/media/20625343/information-for-young-people.pdf>
- Living Well – when solutions become the problem – Australian site and male focus but a lot of info – www.livingwell.org.au/information/dealing-effects-childhood-sexual-abuse

- Operation Hydrant – If you decide to report historical abuse to the police – <https://www.survivorsuk.org/wp-content/uploads/2018/08/Reporting-Guide-July-2018.pdf>
- SALT South West – 16+ years – **01752 600599** Mon & Wed 1000-1300
- Stop It Now – www.get-support.stopitnow.org.uk – **0808 100 0900**
- The Survivor Pathway – www.survivorpathway.org.uk/cornwall
- The Truth Project – www.truthproject.org.uk/i-will-be-heard
- The Yew Project – 11 years old + – www.womenscentrecornwall.org.uk/our-services/womens-rape--sexual-abuse-services/yew---young-empowered-womens-project

Child Sexual Exploitation

- https://www.devon-cornwall.police.uk/media/901569/new_cse_print_2.pdf
- https://www.devon-cornwall.police.uk/media/901568/new_cse_print_1.pdf
- #saysomething – www.faceup2it.org
- 'Wud U' app

County Lines / Criminal Exploitation / Missing

- www.devon-cornwall.police.uk/youth/15-19/county-lines/
- A-Z of crime & anonymous reporting – www.fearless.org/en#atoz – **0800 555111**
- Missing people – www.missingpeople.org.uk/how-we-can-help/young-people.html – Free, confidential and available 24/7 – Call or text **116 000**; email 116000@missingpeople.org.uk
You can text even if you have no credit left on your mobile phone.

Deliberate Self Harm

- Addaction – Mind and Body Programme – www.addaction.org.uk/help-and-support/young-persons-services/mind-and-body-programme
- 'Calm Harm' app – <https://calmharm.co.uk/>
- Selfharm UK – Alumina – online support group – 14+ years old – www.selfharm.co.uk/alumina

Domestic Abuse / Violence / Sexual Violence

- **Firstlight** – Cornwall **0300 777 4 777** – www.firstlight.org.uk/support-for-children-and-young-people
Healthy Relationships Programme – Safety Tree – <https://www.firstlight.org.uk/wp-content/uploads/2018/11/safety-tree.pdf>
- **National Domestic Violence Freephone Helpline 24-hours** – **0808 2000 247**
- www.thehideout.org.uk

Drugs / Alcohol / Substance Misuse

- AL-NON – www.al-anonuk.org.uk/helpline – **0800 008 6811** – Free, 7 days a week. Free group meetings for anyone who's life has been affected by someone else's drinking.
- Frank – www.talktofrank.com – Confidential information and advice about drugs and substance abuse, whether it's for you or someone else – **0800 7766 00** – 24hrs – Frank won't show up on your phone bill.
- NACOA – National Association for Children of Alcoholics – www.nacoa.org.uk – **0800 358 3456**
- YZUP – 11-18 years community based specialist substance misuse treatment service – www.addaction.org.uk/services/young-addaction-yzup

Eating Disorders

- B-eat – www.beateatingdisorders.org.uk/support-services/helplines – **open 365 days a year 1200-2000 Monday-Friday; 1600-2000 weekends & bank holidays** – **0808 801 0711** Calls to this helpline are free from landlines and mobile phones within the UK and do not appear on phone bills. Webchat available and email support – fyp@beateatingdisorders.org.uk

Health, Wellbeing & Relationships

- A Guide to Health & Wellbeing for 12+ www.twelveplus.livewellsouthwest.co.uk
- <http://twelveplus.livewellsouthwest.co.uk/docs/library/livewell12-19.pdf>
- [Living Well](http://www.livingwell.org.au/well-being) – Australian male focused site but lots of good info – www.livingwell.org.au/well-being
- L8R – issues around sex, relationships, teenage parenthood, pregnancy, lifestyles, choices, peer pressure, alcohol, drugs – www.l8r-online.co.uk/st/index.php
- My Hidden Chimp: The new book from the author of The Chimp Paradox by Professor Steven Peters – managing your impulsive and irrational behaviours.
- Relate – **03333 202293** (Truro) **03333 202293** (Hayle) – 11-25 years – www.relate.org.uk/relationship-help/talk-someone/ www.relate.org.uk/relationship-help/help-children-and-young-people/children-and-young-peoples-counselling
- Savvy Kernow www.savvykernow.org.uk
- Think about your life tools – www.thinkaboutyourlife.org/tools
- The Mix – Essential support for under 25 years old – www.themix.org.uk
- White Gold Cornwall – **01209 219185** – www.whitegoldcornwall.co.uk/services
- 'WOOP' app – www.woopmylife.org/app
- YRspace – 5-19 years old – age specific topics – www.devon-cornwall.police.uk/youth/11-14/yospace

Mental Health

- Anxiety UK – **03444 775 774** Mon-Fri 0930-1730; text service **07537 416 905**
- Anxiety podcasts – www.mentalhealth.org.uk/a-to-z/a/anxiety
- Childline – www.childline.org.uk – **0800 1111** – 24/7 – 'For me' Childline app
- Kooth – www.kooth.com / <https://www.cornwall.gov.uk/media/20880118/emotional-resilience.pdf>
- Living Well – Australia male focused site but a lot of good info – www.livingwell.org.au/managing-difficulties
- Mind – A-Z of Mental Health – www.mind.org.uk/information-support/a-z-mental-health/
- Mind Your Way www.mindyourway.co.uk
- Moodzone – www.nhs.uk/conditions/stress-anxiety-depression
- Nightlink Cornwall – Confidential helpline and text service for emotional support, evenings only – 5pm - midnight. **0808 8000306 / 07717 989021**
- No panic – 13+ years old – www.nopanic.org.uk/no-panic-youth-hub
Youth Helpline – **0330 606 1174** – Mon, Tues, Wed, Fri 1500-1800, Thurs 1500-2000, Sat 1800-2000.
'No Panic Self Helper' app - www.nopanic.org.uk/no-panics-self-helper-app
Crisis number – 24/7 recording of breathing technique – **01952 680835**
Resources – [Disorders and Self Help](http://www.nopanic.org.uk/resources) – www.nopanic.org.uk/resources
- Outlook South West – Counselling service over 16 years old – www.outlooksw.co.uk
- **Papyrus UK** – support young people experiencing thoughts of suicide – **0800 068 41 41**;
Text **07786 209697** www.papyrus-uk.org/help-advice-resources
- Samaritans – 24 hour helpline, text and email service – confidential listening and support for anyone who needs it. Or drop in to the office in Truro between 0900-2100 – **08457 90 90 90 / 07725 90 90 90** www.samaritans.org – **116 123** – 24hrs.
- SANEline – 16+ years – Open every day 1630-2230 – **0300 304 7000**
- The Wave Project – Surf therapy – www.waveproject.co.uk
- Valued Lives – www.valuedlives.co.uk/our-offer.html
- Voice Collective – UK wide, for children and young people who hear voices, see visions and/or have other unusual sensory experiences or beliefs – **0207 911 0822** – www.voicecollective.co.uk/support
- Young Minds – www.youngminds.org.uk/find-help/your-guide-to-support – Text the YoungMinds Crisis Messenger, free 24/7 support across the UK if you are experiencing a mental health crisis. If

you need urgent help text YM to **85258**. Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

- Young People Cornwall – ‘Hear Our Voice’ Project – www.youngpeoplecornwall.org/our-programmes
- Your Way – free information, advice and support service for all young people aged 11-19 years – Sexual health, free condoms, C-Card scheme, pregnancy testing (aged 13-19 only), mentoring and counselling services, substance misuse –
<https://www.cornwall.gov.uk/media/20881610/find-your-way-poster.pdf>
<https://www.cornwall.gov.uk/media/20881606/find-your-way-services-avaible.pdf>

Modern Slavery / Trafficking

- Modern Slavery Helpline – **08000 121 700** – ‘Unseen’ app – www.modernslaveryhelpline.org/Teens
- <https://learning.nspcc.org.uk/media/1564/ctac-young-peoples-leaflet-english.pdf>
- ‘The Stop App’ – www.stophetraffik.org/donate/resources/

Online Safety

- Child Exploitation & Online Protection – www.ceop.police.uk/safety-centre
- www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/online-gaming
- www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/staying-safe-online
- Childnet – www.childnet.com/young-people
Hot topics – www.childnet.com/young-people/secondary/hot-topics
- ‘Think U Know’ – www.thinkuknow.co.uk

Sexual Health / Gender Identity

- Brook – www.brook.org.uk
- www.childline.org.uk/info-advice/your-feelings/sexual-identity
- Healthy Gay Cornwall – www.healthygaycornwall.org.uk
- LGBTQ Youth Cornwall – www.intercomtrust.org.uk/directory/youth-groups/lgbtq-youth-cornwall – **01209 211360** – www.intercomtrust.org.uk/directory/cornwall
- Stonewall – www.stonewall.org.uk/help-advice/coming-out/coming-out-young-person

Suicide Prevention

- CALM – The Campaign Against Living Miserably offers confidential, anonymous and free support, information and signposting to men anywhere in the UK through their helpline. Mon-Fri 1300-2300 every day, calls free from landlines and most mobiles – **0800 58 58 58** – webchat 1700-0000
www.thecalmzone.net
- ‘Stay Alive’ app –
https://www.prevent-suicide.org.uk/stay_alive_suicide_prevention_mobile_phone_application.html
- ‘Suicide Safety Plan’ app

Teenage/Young Parents

- Brook Young Fathers – **01209 710088**; email youngfatherscornwall@brook.org.uk
- Little Lullaby – www.littlelullaby.org.uk/support-advice
- NSPCC – Handle with care & coping with crying – <https://learning.nspcc.org.uk/media/1112/handle-with-care-guide-keeping-baby-safe.pdf>
- Positive Parenting – <https://learning.nspcc.org.uk/media/1195/positive-parenting.pdf>
- Wild Young Parents Project, support and advice – Mon-Fri 0900-1600 – **01209 210077** – www.wildproject.org.uk

Young Carers

- Action for children – Kernow Young Carers Service – **01872 321486** – www.actionforchildren.org.uk/in-your-area/services/young-carers/kernow-young-carers-service
- Macmillan – www.macmillan.org.uk/information-and-support/coping/your-emotions/if-you-are-a-young-carer/your-emotions.html

