

## Safeguarding is Everybody's Business

### BCP Safeguarding Contact Details (children)

#### First Response Hub

If you have concerns about the safety or welfare of children and young people or if you require support in agreeing an Early Help offer, the Children's Services First Response Hub is the first point of contact for everyone, providing access to all services for children and families living in Bournemouth, Christchurch and Poole.

The Children's Services First Response Hub provides the public and professionals with advice, information and support for children who are vulnerable and at risk and is made up of the Multi-Agency Safeguarding Hub (MASH) and Early Help Team.

Telephone: 01202 123334 Monday to Thursday 8.30am to 5.15pm and Friday 8.30am to 4.45pm

Email: [childrensfirstresponse@bcpcouncil.gov.uk](mailto:childrensfirstresponse@bcpcouncil.gov.uk)

#### Out of Hours Service

The [Children's Social Care Out of Hours](#) service is the emergency response service for any child who is in crisis, needs urgent help or is at serious risk of significant harm. Hours of operation are 5pm to 9am from Monday to Friday, all day Saturdays and Sundays and all bank holidays, including Christmas Day and New Year's Day.

Telephone: 01202 738256

Email: [childrensoohs@bcpcouncil.gov.uk](mailto:childrensoohs@bcpcouncil.gov.uk)

**In an emergency, or if you believe a child is at immediate risk of harm, call the police on 999**

#### Local Authority Designated Officer / Designated Officer

The LADO - known as Designated Officer (DO) in BCP must be informed of accusations made against staff. Please note it may be appropriate to contact the LADO / DO if an allegation is made against someone who is closely associated with a staff member / practitioner / childminder.

BCP Designated Officers: Laura Baldwin or John McLaughlin

The main contact number for the service is: 01202 817600

The secure email for the service is: [lado@bcpcouncil.gov.uk](mailto:lado@bcpcouncil.gov.uk)