BCP Council Safeguarding Contact Details

This document gives contact information that you can use if you are concerned about a young person's safety or welfare, or you require support in agreeing an Early Help offer.

First Response Hub

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 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

Out of Hours Service

You should only call if the safety and/or welfare of a child or young person is at serious risk of significant harm, and the situation cannot wait until 9am the next working day.

You can call our out of hours service on 01202 738 256:

- Monday to Friday, from 5pm to 9am
- all day Saturdays and Sundays
- all bank holidays, including Christmas Day and New Year's Day

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

Local Authority Designated Officer (LADO)

The LADO - known as Designated Officer (DO) at BCP Council - must be informed of accusations made against staff. 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: Hayley Cowmeadow and Carline Benoit
Telephone: 01202 817600
Secure email: lado@bcpcouncil.gov.uk