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## BCP Council Children's Services Contacts

Contact the **BCP Council Multi Agency Safeguarding Hub (MASH)** if you have a concern about the safety and wellbeing of a child or young person.

- Telephone 01202 735 046
- Email [MASH@bcpcouncil.gov.uk](mailto:MASH@bcpcouncil.gov.uk)
- Visit [Bournemouth & Poole Local Safeguarding Children Board](#)

The **Children's Social Care Out of Hour's 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 738 256
- Email [ChildrensOOHS@bcpcouncil.gov.uk](mailto:ChildrensOOHS@bcpcouncil.gov.uk)

The **Early Help team** provide help and support with all aspects of family life. To find out more information visit;

- Bournemouth residents - [family.supporthub@bcpcouncil.gov.uk](mailto:family.supporthub@bcpcouncil.gov.uk)
- Christchurch residents - [christchurchfamilypartnershipzone@dorsetcc.gov.uk](mailto:christchurchfamilypartnershipzone@dorsetcc.gov.uk)
- Poole residents - [ehap@bcpcouncil.gov.uk](mailto:ehap@bcpcouncil.gov.uk)

The **Statutory SEND services team** carry out the statutory assessment process for special education needs and disabilities (SEND) and monitors and reviews the progress of children.

- For Bournemouth and Christchurch enquiries contact 01202 456 162
- For Poole enquiries contact 01202 262 009

The **LADO (Local Authority Designated Officer) Service** should be contacted when there is a concern raised or an allegation made against an individual who works or volunteers with children. From February 2019 this is a BCP Council service covering Bournemouth, Christchurch and Poole.

- The main contact number for the service is 01202 456744
- The secure email address for the service is: [lado@bcpcouncil.gov.uk](mailto:lado@bcpcouncil.gov.uk)

### Further information for professionals and families

These websites contain information about services available for families, delivered by BCP Council and a range of other providers:

[Poole Family Information Service](#)

[Bournemouth Children's Information Service](#)

Information about services and activities for Children and Young People with SEND aged 0-25 can be found on the Local Offer:

[Poole Local Offer](#)

[Bournemouth Local Offer](#)

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## BCP Council Adult Social Care contacts

Residents, stakeholders and partners of Bournemouth and Christchurch can contact the **Care Direct service** between 8.30am and 5.15pm (Monday to Thursday) and between 8.30am and 4.30pm (Fridays):

- Telephone: 01202 454 979
- Email: [caredirect@bcpcouncil.gov.uk](mailto:caredirect@bcpcouncil.gov.uk)

Residents, stakeholders and partners of Poole can contact the **Helpdesk service** between 8.30am and 5pm (Monday to Friday):

- Telephone: 01202 633 902
- Email: [sshelpdesk@bcpcouncil.gov.uk](mailto:sshelpdesk@bcpcouncil.gov.uk)

The **Emergency Duty Service (EDS)** provides emergency assistance outside of office hours, at weekends and on bank holidays. Residents of Bournemouth, Christchurch and Poole can contact:

- Telephone: 01202 657 279
- Email: [ASC.EmergencyDutyService@bcpcouncil.gov.uk](mailto:ASC.EmergencyDutyService@bcpcouncil.gov.uk)

Hours of operation are between 5pm and 9am (Monday to Friday), between Friday 4.30pm and Monday 9am (over weekends), and on bank holidays from 5pm on the previous day through to 9am the next working day.

**The CRISP carers centre:** 01202 458 204

**HOSPITALS PLEASE NOTE** any Christchurch residents mainly covered within BH23 should be referred into BCP Council if they are in need of a Care Act assessment. This includes Christchurch residents being discharged from hospitals who should be referred into the appropriate hospital-based BCP social care team. For requests for community-based assessments, refer via Care Direct and Helpdesk (contact details provided above).

**At risk of Homelessness?** If residents are homeless or at risk of homelessness, please contact the local Bournemouth, Christchurch and Poole Council offices. We would urge people to make contact with the teams as soon as possible to receive the necessary homeless prevention advice.

- Bournemouth 01202 451467 (including out of hours) [bourneouthousing.calls@bcpcouncil.gov.uk](mailto:bourneouthousing.calls@bcpcouncil.gov.uk)
- Poole 01202 633804 (or 0800 506050 for out of hours) [poolehousingadvice@bcpcouncil.gov.uk](mailto:poolehousingadvice@bcpcouncil.gov.uk)
- Christchurch 01202 795213 (or 01202 795000 for out of hours) [christchurchhousing@bcpcouncil.gov.uk](mailto:christchurchhousing@bcpcouncil.gov.uk)

### Further information about Adults Social Care services

[MyLifeMyCare](#), providing information about all BCP Council Adult Social Care Services

[Bournemouth, Christchurch and Poole Safeguarding Board](#), providing information and updates about keeping people safe.