



# Children's Services **First Response Hub**

Are you worried about a **child** or **young person**?

**BCP Children's Services First Response Hub is the new single point of contact for BCP Children's Social Care and Early Help.**

Starting **Monday 18 May 2020**, there will be one phone number and one email address for all new contacts and referrals into BCP Children's Services.

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 who provide:

- a prompt response when children or young people are considered to be at risk of harm
- advice and support for practitioners in agreeing an early help offer for children and young people
- simpler access to advice and support

A revised inter-agency [referral form](#) has also been created and will be available on our websites ([fid.bcpCouncil.gov.uk](http://fid.bcpCouncil.gov.uk) and [bcpcouncil.gov.uk](http://bcpcouncil.gov.uk)), further enhancing the speed and ease of referrals.

## **Contact the Children's Services First Response Hub:**

- if you are worried a child or young person is at risk of, or is being hurt or abused
- if you know of a child or young person who may be vulnerable without additional help and support
- if you want to know more about the services available to support children, young people and their families

**T. 01202 735046** Monday to Thursday: 8.30am to 5.15pm, Friday: 8.30am-4.45pm

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

## For urgent referrals in relation to child protection:

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

**Out Of Hours** - 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.

**T. 01202 738256**

**E. [ChildrensOOHS@bcpcouncil.gov.uk](mailto:ChildrensOOHS@bcpcouncil.gov.uk)**

## Confidentiality

If you're not sure whether a child is at risk you can discuss the circumstances with us or with someone else who works with children, such as a teacher or health visitor. All professionals who work with children have a responsibility to safeguard them and will know how to help.

Confidential information is information of some sensitivity which is not already lawfully in the public domain, or readily available from another public source, and which has been shared in a relationship where the person giving the information understood that it would not be shared with others.

Legally, where there is a confidential relationship, anyone receiving confidential information is under a duty not to pass it on.

However, this duty is not absolute and information can be shared without breaching the duty if:

- the information is not confidential in nature
- the person to whom the duty is owed has given explicit consent
- there is an overriding public interest in disclosure
- sharing is required by a court order or other legal obligation