

## Your local **family hub**

**Boscombe**, 22 Ashley Close, Boscombe, Bournemouth BH1 4PE  
T. 01202 096699 E. boscombefamilyhub@bcpcouncil.gov.uk

**Kinson and West Howe**, Moore Avenue, West Howe, Bournemouth BH11 8AU  
T. 01202 096700 E. kinsonandwesthowefamilyhub@bcpcouncil.gov.uk

**Pokesdown and Southbourne** (YMCA), 108 Stourvale Road, Bournemouth, BH6 5JB  
T. 01202 434310 E. southbournecc@ymcabournemouth.org.uk

**Poole Old Town**, Green Road, Poole BH15 1QB  
T. 01202 817772 E. oldtownfamilyhub@bcpcouncil.gov.uk

**Queen's Park** (YMCA), East Way, Bournemouth, BH8 9PU  
T. 01202 519727 E. queensparkcc@ymcabournemouth.org.uk

**Rossmore**, Herbert Avenue, Poole BH12 4HR  
T. 01202 817771 E. rossmorefamilyhub@bcpcouncil.gov.uk

**Somerford**, Draper Road, Christchurch BH23 3AS  
T. 01202 093500 E. christchurchfamilyhub@bcpcouncil.gov.uk

**Townsend** (YMCA), Jewell Road, Bournemouth, BH8 0LT  
T. 01202 720472 E. townsendcc@ymcabournemouth.org.uk

**Turlin Moor**, Turlin Road, Turlin Moor, Poole BH16 5AH  
T. 01202 817770 E. turlinmoorfamilyhub@bcpcouncil.gov.uk

## **Who to contact** in an emergency

If you are worried about a child or young person and think they may be neglected or hurt, or might need help, please immediately contact: BCP Council Children's First Response Multi-Agency Safeguarding Team (MASH). T. 01202 123334 E. childrensfirstresponse@bcpcouncil.gov.uk

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For 0 to 19 years or  
up to 25 with SEND

## **Early help** navigators

Improving family life for local families  
is our passion, empowering families to  
make their own changes is our mission.

## Who are early help navigators?



Our team of friendly early help navigators can support you and your family when you need it most. They work with many organisations, schools and services to offer information, guidance and support.

All families face challenges at some stage and early help is about providing support as soon as issues arise, to help prevent them escalating.

Our approachable team of early help navigators will listen to you and your areas of concern. They will work with you to find out what's working well and what further help you need.

Your navigator can be contacted through your child's school, or via your local family hub or you can email:

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



## What support can they offer?

The support you are offered will depend on your family's individual needs and may include some of the following:

### Connecting to additional services

Early help navigators can discuss your family's needs and connect you to specific services, relevant to your personal situation. They work with other organisations to find the best suitable early help support.



### Services offered by early help navigators

#### For under fives:

You will be offered a warm welcome to the many groups for 0 to 5's that are available in our family hubs, or at community venues across Bournemouth, Christchurch and Poole.

#### Help and support with your parenting journey:

Your early help navigator may talk to you about our parenting programmes offer and decide, with you, which may be the most suitable. If appropriate, these may be held in your child's school, or at your local family hub.

#### Family hubs and school drop ins:

Early help navigators offer regular drop ins at family hubs and schools across Bournemouth, Christchurch and Poole. Please pop in to speak to one of our friendly team, they would be delighted to see you.

Our team are here for you and your family, to help you access the support you need and connect you to appropriate services, to make your family life better. For the latest groups and activities running at your local family hub visit our timetables section on our website.