



Tackling Bullying in the Community Case Study

Title: Community Help Point Scheme (Enfield)

Background

1300 young people in Enfield were consulted and interviewed about issues that concerned them (2007) and the actions they would like to see taken in response to their concerns, so they could access support, activities and services in Enfield.

What was the issue?

Findings from the survey indicated that the majority had concerns about their **personal safety** when travelling and moving in and around the Borough. The **Community Help Point** Scheme was set up to support young people who are anxious about the following:

- *Being bullied or intimidated by others on the street*
- *Being the victim of a crime*
- *Being lost*
- *Needing somewhere safe to wait until they can continue a journey.*

What action was taken?

To improve personal safety and well being the **Community Help Point Scheme-(CHPS)** was set up with a range of voluntary and statutory partners to create **safe havens** for young people. Support was enlisted from local businesses, shops, libraries, children's centres, youth centres, police stations and other premises on or near to main roads and transport services. This unique scheme helps young people who may feel momentarily unsafe while travelling across Enfield, with designated **Community Help Points**. The list of premises is made available, so that young people can identify those on their way to and from school and other venues that they use across Enfield.

Staff working at businesses in the Community Help Point Scheme, have received:

- full training from the Police
- checks have been made with the Criminal Records Bureau to ensure that they are responsible and trusted members of the community.
- Business premises display a large **CHPS** logo to show they are members of the scheme and offer appropriate support to any young person, seeking help. (They are kept safe until their situation is resolved. It may mean providing, a listening ear, a safe place to wait, or making a phone call to family, friends or school on behalf of the young person in trouble)

What impact has this had (so far)?

- The Community Help Point scheme is now in approximately 240 venues in Enfield. A recent drive by Council workers and Police in **November 2010** has been successful with more than **70 new businesses**, expressing interest in joining the scheme.
- In excess of **10,000** young people have been made aware of the scheme since it was set up in 2008
- Young people report feeling safer now that this network of locations has been established.
- The most recent 2010 Ofsted report on Safeguarding notes

“Safeguarding of children and young people is a high priority for the partnership and staff at all levels are determined and resolute about securing good outcomes.”

The report praises our Community Help Point Scheme

There have been a number of examples where the scheme has made a difference to individuals. For example a pupil with autism contacted home to say there was a bus diversion. A new café owner to the scheme said “ We have had excellent training and feel confident that we can provide the security that will help a young person overcome a fear and will continue to do so”

How did the above action help to embed anti-bullying work the area?

Key to the scheme's success was the multi- agency partnership working of Enfield Children and Young People's Service, the Police Youth & Partnerships, the Safeguarding Board, Enfield Joint Disability Service, Enfield Children's Trust and Enfield Children & Young People's Service and the continuation and success of this high profile scheme in Enfield since first set up in 2008.

It is clearly linked to Enfield Anti- Bullying Strategy as part of tackling bullying in the wider community. Preventing and responding to bullying and offering help to young people in the Borough is part of a **whole community initiative**.

Contact details of author:

Una.Archer
una.archer@enfield.gov.uk
0208 379 5341