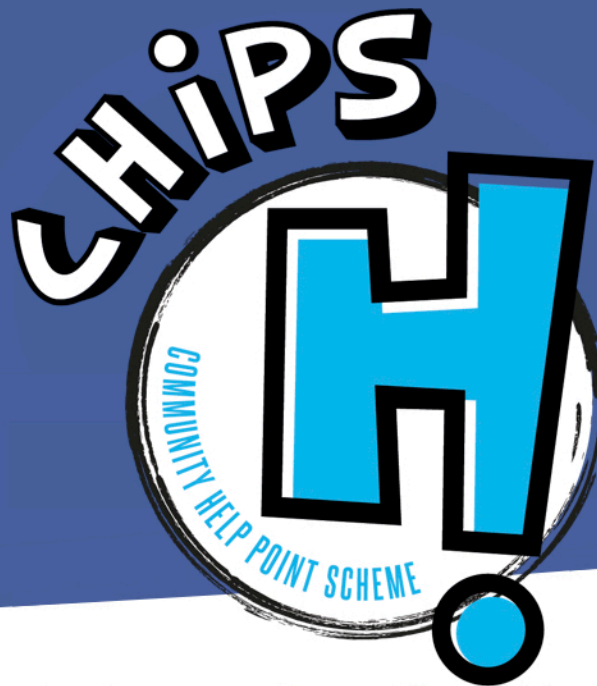


You are a COMMUNITY HELP POINT SCHEME location



The scheme provides a number of local shops, businesses and amenities within Enfield that people can access for support if they are feeling anxious, intimidated, unsafe, disorientated, confused or vulnerable in the community.

Local shops, businesses and amenities display a sticker to let people know that they provide a temporary safe place and will help access support for them. This may be by telephone or as simple as letting them wait until they feel comfortable and safe to continue on their journey

How will people know where to go?

All members of the scheme will need to display this sticker in their window.

What should staff do?

- Stay calm, listen to them and offer reassurance
- Be friendly and smile
- Allow the person to take their time
- Try to understand how they might be feeling
- Communicate clearly
- Take what they are saying seriously
- Support them to liaise with the police if they are anxious about a crime (999 if an emergency or 101 for a non-emergency)
- Call an ambulance on 999 if they need medical assistance
- Ask the person if they would like someone telephoned for them
- Offer them a seat in the front of the premises to recover
- If the person remains anxious and doesn't have anyone to speak to, contact Adult Social Care on **020 8379 1001** or Children Social Care on **020 8379 5555** (both daytime hours). If it is after hours, please contact the Emergency Duty Team on **020 8379 1000**

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