



London Ambulance Service
NHS Trust

Child High Intensity User work

LAS Safeguarding Team



We are the capital's emergency and urgent care responders

Why this work?



- Traditionally Frequent Caller Teams only work with those aged 18 and above, including within the LAS
- The National Ambulance Safeguarding Group has recommended that Trusts develop processes to support children and young people who present frequently
- Agreed this ought to sit within Trust safeguarding teams



CHIU work in the LAS



- 1 x CHIU Safeguarding Specialist from Safeguarding Team
- 1 x Safeguarding Administrator to support

Threshold:

- 4 or more 999 contacts in a month
- At the minute only see-and-treat, and see-and-convey – hear-and-treat to be included at a later date
- Will remain 'open' until 999 contacts have reduced below the threshold for three consecutive months



How?



- Frequent Caller Management Database
- Children will be flagged daily as they meet the threshold, but reviewed at the start of the month
- Reviewed one month in retrospect
- September would be reviewing August's data, October reviewing September's data, and so forth
- May have road or EOC 'referrals' from staff
- Pan-London



LAS actions



1) No Further Action

2) GP contact letter

(can include retrospective safeguarding referrals)

3) GP contact letter, alongside contacting Children's Social Care/CAMHS/other agencies as relevant to their care

(can include retrospective safeguarding referrals)



Aims



- **Not to reduce call volume!**
Although call volume may reduce as a result
- Aim is to **share information** with relevant agencies:
 - Improve health and social care outcomes
 - Shared picture of risk(s) to child – with a view to decrease these
 - Identify missed safeguarding opportunities
 - Support LAS staff when responding (e.g., by suggesting UCPs)



Child High Intensity Use contacts

CHIU email: londamb.childhighintensityuser@nhs.net

LAS Safeguarding Team email: londamb.safeguarding.las@nhs.net

Safeguarding Specialists:

Gemma Taylor (on maternity leave until 2026) - gemma.taylor58@nhs.net

Stella Branthonne-Foster – s.branthonne-foster@nhs.net

LAS Deputy Head of Safeguarding:

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