

LAS High Risk Register (Location Alerts Register)

I met with John Pooley and Steve Sale at the LAS on October 25th
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The Register is a list of addresses where there has been an incident involving LAS staff or the police. The consequence of the address being on the list is that in the past LAS crew would not enter the premises unless the police were present. In some cases of Cat A calls (life threatened patients), crew have waited 'round the corner' until the police arrive to accompany them into the house or flat. The register is not person specific, so all residents of the house have been subject to the having to wait for treatment until the police arrived. This has led to tragedies and two Serious Incident investigations.

There has been a lack of appropriate governance about how people got onto the list in the past, i.e. it was unclear who had the right to put an address on the list and how entry on the list was validated as being appropriate.

There is a process in action now of writing to all addresses on the register, informing the "occupier" that the house/flat is on the register and inviting the residents to appeal or complain. The problem is that the letters go to the address, not named residents. Letters will have gone to all addresses on the LAS register by the end of 2012. It is likely that in multi-occupation houses that the LAS letter will not be seen.

So far out of those addresses written to, 8 people have written back, 6 of these addresses have been taken off register and 2 are still being investigated.

There are currently 474 addresses on the current Register for London and approximately 350 addresses on the old Register have been taken off.

There are 685 addresses on the Register from the Metropolitan Police which the LAS cannot investigate to confirm they are appropriate. The LAS and Metropolitan Police lists are reciprocated, i.e. they share lists and trust each other to confirm that the lists are valid and appropriate. The police are free to place anyone on the list they think appropriate through the provisions of the Police and Criminal Evidence Act 1984 and this normally relates to people with a record of violence and/or drugs offences. There is no LAS verification of police list and there may be no policy verification of their own list.

Formerly, some public building were on the 'high risk register' (pubs, launderettes) but these have now been removed.

However, the Register has four categories, and Categories 1 and 2 are regarded as addresses posing as serious risk to which the police will be automatically asked to attend because of abuse or threatening behaviour in the past.

Category 4 addresses are intended for people with a health problem, e.g. mental health problems. In this case there may be discussions about care plans with the person and possibly with Gary Bassett and the 'frequent callers' team.

The current situation is that:

- Operational staff no longer wait for the police to arrive before entering premises on the register. They carry out a dynamic risk assessment when they arrive and only request police presence if for example, faced with violence or abuse on arrival.
- There is now a written process explaining how addresses get on the register. A member of front line staff will fill out a form if there has been an allegation of abuse or threatening behaviour, and the form will go to the AOM (Ambulance Operations Manager) who will validate the form with the assistance of LAS Community Involvement Officers. AOM approval takes about 10 days.
- A paper on the revised provisions of the High Risk Register (now called the **Location Alerts Register**) will go the LAS SMG (Senior Management Group) on October 29th 2012 for approval. The paper states that front line ambulance crew will only request 'urgent police assistance' before entering premises where there is evidence of firearm offenses or if the dynamic risk assessment suggests that the crew will be in danger.
- Operational staff and Emergency Operations Centre staff are being advised about the changes to the Risk Register through staff bulletins.
- The new system will be externally audited.

Note prepared by Malcolm Alexander, Chair, Patients' Forum LAS
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