



London Ambulance Service  
NHS Trust

## Child High Intensity User work Starting Nov 2025

### What is a Child High Intensity User?

Under-18s who have **4 or more contacts with the LAS in a month** will be considered to meet the Child High Intensity User threshold. These children will be reviewed by a Safeguarding Specialist, who can draw on the wider multi-disciplinary team if needed

### What is the aim of the work?

This work sits within the LAS Safeguarding Team. The aim is to identify any unmet needs, any potential risks to the child, and/or any escalations in presentation. The aim is also to ensure that information is shared with all relevant professionals in the child's life, ensuring a shared understanding of their needs/presentation. The aim is not to reduce call volume!

### What does this mean for me?

Following LAS review of the child's presentations, there are three broad categories of action:

For children where calls to the LAS meet the threshold but are likely to 'resolve' (e.g., for a self-limiting illness) and there are no safeguarding concerns, nothing will be actioned

If a child has met the threshold and unmet needs or concerns are identified, their named GP (and others involved in their care, where appropriate) will be contacted. You will be encouraged to review the child, and the LAS may recommend a Universal Care Plan

For a proportion of children there will be more urgent or complex concerns. These are likely to include psychosocial and/or safeguarding concerns. The LAS will make contact with all professionals identified in their care, and share concerns and information held by the LAS. This may include attending MDT meetings. A Universal Care Plan will also be suggested if appropriate

### Why a Universal Care Plan (UCP)?

A UCP allows professionals involved in the child's care to access a uniform care plan and follow it. LAS staff within the Clinical Hub and frontline staff can also access a UCP. This helps clinicians with clinical decision making, and supports the best interests of the child (for example, avoiding conveyance where appropriate)

A child will remain on the "caseload" until their LAS contacts fall below the 4 calls per month threshold for 3 consecutive months. We will contact you if a child no longer meets the threshold.

**For more information, contact: [londamb.childhighintensityuser@nhs.net](mailto:londamb.childhighintensityuser@nhs.net)**