[**www.surreycc.gov.uk**](http://www.surreycc.gov.uk/)

**TYS Engagement Practice:**

After a case has been allocated all of the following steps to engage with a young person and their family need to be exhausted and evidenced on EHM for your line manager to review before any consideration can be given to ‘Non-Engagement’ discussions:

* Phone contact with the parent who gave consent.
* Phone contact with the young person.
* Phone contact with the other parent who has PR for the named young person.
* Written contact offering an appointment for the young person and their parent with you at a local venue to them (somewhere confidential e.g. locality office).
* Written contact to the parents announcing you will be coming to see them on set date at their home if you do not hear from them in the meantime to schedule for a better time.
* Joint meeting attempted with referrer (or if no referrer due to referral from Health or Police then joint meeting attempted with lead agency, eg school, college, etc).
* Unannounced visit to the home (either in core hours or out of core hours if known that parent/s work in the daytime).

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Reviewed by: Jan Smith – Service Manager – Targeted Youth Support Service

Next review date: October 2024