

## Contact with Client Type – choosing the right Category

As you might expect, this [History Type](#) is used when you have had an interaction with the client.

Below is a table showing the different [Categories](#) of [Contact with Client](#) that you can have and a description of when you would use them.

Description on Insight	What this means and when to use it
Interview-Client only	This covers any type of intervention with the client on their own. The venue for the interaction could be the Connexions office, off site or at the client's home. It can include formal guidance interviews, face-to-face work or advice sessions.
Interview-client with parent/carer or Partner	This is the same as the <a href="#">Interview-Client only</a> except the client is accompanied by a parent / carer or a partner who is present during the interaction.
Interview- client with parent or Partner and other professional	This is the same as the <a href="#">Interview-Client only</a> except that the client is accompanied by a parent or partner plus another professional who is present during the interaction. This could be someone like a Social Worker, a Housing Support Worker or a CAMHS worker.
Interview – client with other professional	This is the same as the <a href="#">Interview-Client only</a> except that the client is accompanied by another professional who is present during the interview. This could be someone like a Social Worker, a Housing Support Worker or a CAMHS worker.
Phone – client only	This is used where you have contacted the client by phone and spoken to them.
Phone – client with parent / carer or partner	This is used where you have contacted the client by phone and spoken to them, as well as speaking to a parent / carer or partner in the same call.
Phone – client with parent or partner and	This is used where you have contacted the client by phone and spoken to them, as

other professional	well as speaking to a parent or partner and other professional in the same call.
Phone – client and other professional	This is used where you have contacted the client by phone and spoken to them, as well as speaking to another professional in the same call.
Case review – client present	This is where you have attended a case review with the client. This could be a review undertaken by Social Services or the School or another Service involved in working with the client.
Transitional Review – client present	This is used when you have undertaken a Transitional Review where the client was present. When disabled young people (or those with an education statement or FFI funded) are aged 13/14 years of age they have an education transitions review which is done in Year 9. This is the start of transitions planning and the plan is reviewed annually. A Connexions PA usually attends or someone from the specialist Transitions team.
letter	This is used when you have written a letter to the client.
email	This is used when you have sent an e-mail to the client.
text message	This is used when you have sent a text message to the client.
fax	This is used when you have sent a fax to the client.
Group Work	This is used when you have undertaken a piece of group work where the client was present as part of the group. This could be something like a school assembly or a CV workshop.
Client did not attend interview	This is used where you have had an appointment scheduled to meet with the client, either at the Connexions office or at another venue, and they do not turn up as arranged.
Client did not answer phone	This is used where you have attempted to make a phone call to the client and it was

	not answered.
Looked After Review – Client Present	This is used where you have undertaken a Looked After Review and the young person is present (as they are encouraged to attend to voice their opinion on decisions being made about them). A Looked After Review or a LAC (Looked After Child) Review is a review of the young person's life in general, covering education, relationships, accommodation, health, finances. People who attend these can be YOT workers, teachers, health care professionals, Connexions PAs, sometimes Police, Genesis, housing support (any professional who is working with the young person) and always the social worker and Independent Reviewing Officer (IRO). The IRO chairs the meeting and assures the best needs of the young person are being met. Reviews happen every 6 months for looked after children up to their 18th birthday.
Tracking Home Visit – No Response	This is used where a planned Home Visit has been scheduled from the Home Visit lists (for those clients who are Not Known and Cannot be Contacted) and the client was not in.
Positive Activity	This is used where you have undertaken a positive or reward activity with a young person such as a trip out or a period of respite for a young carer.
Tracking Home Visit – Client Contact	This is used where a planned Home Visit has been scheduled from the Home Visit lists (for those clients who are Not Known and Cannot be Contacted) and the client was in. Generally this will not be a long interaction but rather a chance to gather basic information about current status, current contact details and to signpost the client to Connexions services. <b>*If you speak to someone else other than the client, you need to record it as Contact without Client: Tracking Home Visit – Without Client*</b>
Other	This should not be used often as there should be one of the other options that

	covers the vast majority of the interventions that take place with a young person.
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