

Contact without Client Type – choosing the right Category

As you might expect, this [History Type](#) is used when you have had an interaction that didn't involve the client. It includes work done on behalf of the client or involving other people who are related to the client or working with them.

Below is a table showing the different [Categories](#) of [Contact without 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
Contact – parent / carer / Partner	This is used when you have had an interaction with the parent or carer or Partner of a client you are working with when the client themselves were not present. This could be a face-to-face meeting or an advice session and could take place at a Connexions centre or off-site.
Contact – parent / Partner / other professional	This is used when you have had an interaction with the parent or Partner or with another professional that is working with the client, when the client themselves were not present. This could be someone like a Social Worker, a Housing Support Worker or a CAMHS Worker. As above, this interaction could take place at a Connexions centre or could be off site.
Contact – other professional	This is used when you have had an interaction with another professional that is working with the client when the client themselves were not present. This could be someone like a Social Worker, a Housing Support Worker or a CAMHS Worker. As above, the interaction could take place at a Connexions centre or could be off site.
Phone (non client contact)	This is used when you have made a phone call to the client and it was someone other than the client that answered the phone. It can also include telephone calls to parents / carers / other professionals that you are making on behalf of, or about

	the client.
Case review – client not present	This is used where you have attended a case review about the client where the client themselves were not present. This could be a review undertaken by Social Services or the School or another Service involved in working with the client.
Transitional Review – client not present	This is used when you have undertaken a Transitional Review where the client was not 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.
Other agency meeting	This is used where you have attended a meeting with another agency about the client where the client themselves were not present. For example, this could be a meeting with a Connexions PA from another organisation, a meeting with the Benefits Agency or a meeting with a Housing Provider.
Looked After Review – Client Not Present	This is used where you have undertaken a Looked After Review and the young person is not present. 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.
Contact – Other Family Member	This is used where you have had an interaction with a family member who is not the parent, carer or partner of the client and where the client themselves were not

	present. For example, this could be an aunty, uncle or sibling. The interaction could have taken place at a Connexions centre or off site.
Letter	This is used where you have written a letter to someone about the client or on the client's behalf. For example, this could be a letter to a college, a Housing Provider or the Benefits Agency.
Email	This is used where you have written an e-mail to someone about the client or on the client's behalf. For example, this could be an e-mail to another Connexions PA or to another agency working with the client.
Text message	This is used where you have sent a text message to someone other than the client either about the client or on the client's behalf.
Fax	This is used where you have sent a fax to someone other than the client either about the client or on the client's behalf. For example, this could be a fax where you have sent supporting documents to the Benefits Agency or sent an application form to a Supported Housing scheme.
Tracking Home Visit – Without Client	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 but you spoke to someone else at the address. This could be a family member or other tenant of the property. *If you speak to the client, you need to record it as Contact with Client: Tracking Home Visit – Client Contact*