

Options to consider where an individual/ family find it difficult to engage with a service

Ask yourself:

- Are you concerned that non-engagement increases the risk to the individual or others? (Consider 'Think Family', risk of fire etc...)
- Have you noticed a change in engagement with the person you are working with and this worries you?
- Have you asked the person or their carer why they find it difficult to engage and what could be changed to make it easier for them to engage? (consider sensory needs, disabilities, autism, location, time, reasonable adjustments)
- Have you consulted your manager/ own agencies policies and procedures (including risk assessments) in relation to non-engagement?

Have you tried:

- Phone calls/ text/ email
- Home Visits/ Joint Visits/ Assertive outreach
- Meetings in a mutual location and at different times
- Unscheduled visits
- Letters (consider [accessibility](#) of these and [easy read](#) versions)
- Appointments
- Other agencies
- GP Contact
- Social Prescribing
- Trusted Family Member/ Carer/ Advocate
- Carer's assessment
- [MDT](#) meeting
- Line Manager Discussion

Have the following concerns/ issues been raised?

- [Lacks capacity](#)
- Is vulnerable
- Mental Health
- [Safeguarding Concern](#)
- Family Pressure
- Family acting as gatekeeper?
- Coercive control
- Risk to others
- Multiple disadvantages
- Consent to share information?

Continue exploring ways to engage with the individual

Next steps to consider

- Discuss the case with your Line Manager
- Escalate your concerns internally within your own organisation.
- Complete a Risk Assessment (follow your own organisations Policies and Procedures)
- Consider raising a [Safeguarding Concern](#)
- Consider a Mental Health Assessment/ Referral
- Where there are concerns about safety, consider contacting Police
- Consider a Mental Capacity assessment
- Do not assume that someone else is doing something, communicate with colleagues and partner agencies
- Seek advice from partner agencies
- Convene a multi-agency meeting if you haven't already ([see MDT guidance](#)). Colleagues from different agencies need the opportunity to share information and discuss the best way forward with families/ people who do not engage.
- Where other multi-agency processes have not been successful in reducing risk or harm and where a strategic approach to case oversight is required, consider discussing a referral to the [High Risk Adults Panel \(HRAP\)](#) with the appropriate person in your organisation (follow your own agencies policies/ procedures).
- Seek legal advice