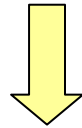
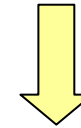
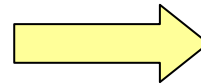


Transition Adviser Follow up Procedure

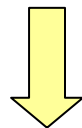
TA's to contact young people with a situation of NEET aged 16-18 at least once a month and 19 year olds every 3 months, to confirm their situation and offer appropriate support. This will include NEETs on TA's caseload and young people with a situation of NEET in individual TA's locality (monthly list sent by MI team). All available media will be used; text, email, phone, letter and other key contacts involved with the young person.



If unsuccessful after 4 attempts the young person will continue to be followed up by the Client Researcher



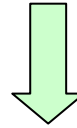
If contact is made, update aspire accordingly (including updating or confirming their situation)



See Client Researcher follow up procedure

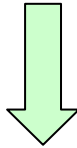
Client Researcher Follow Up Procedure

CR's to contact young people (16-19) whose situation is expired or due to expire at the end of the current month by phone, to confirm their situation and offer appropriate support. This will include those who are expired on monthly list sent by MI team. All available media will be used; text, email, phone, letter and other key contacts listed on aspire.

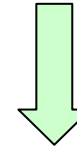


If there is no phone number so through alternative searches:

- Check ONE for alternative contact details
- Check siblings aspire/ONE records
- Postcode search on aspire for young people at the same address
- Contact partner agencies (school, job centre, training provider)
- Check online directory enquiries



If no response after 5 attempts refer to the Outreach procedure (16 – 18 year olds only)



If contact is made, update aspire accordingly (including updating or confirming their situation)

Outreach Follow up Procedure (16-18 year olds)

Client Researcher to identify those who cannot be contacted through the CR and TA follow up procedures and add them to an 'Outreach List' by locality.



Each month the Client Researcher will email the 'Outreach List' to Locality Managers and Senior Young People Workers for discussion at the monthly NEET meeting.



LM or SYPW to allocate 2 members of the locality team to undertake home visits to the young people on the list, to try to establish:

- If they still live there
- Their current situation
- If they need support from the locality



If successful inform Client Researcher so that aspire can be updated accordingly.



If unsuccessful after several attempts (and we have evidence that they no longer live at the address) inform Client Researcher who will update the situation to 'No Information'.
If unsuccessful (and we have evidence that they still live at the same address) inform Client Researcher who will add a follow up for 5 months to try and phone/outreach again.

Early Leavers Follow Up Flow Chart

