



## **National Board Managers Non-Engagement Toolkit**

### **Briefing Note 27/04/2022**

Welcome to the National Adult/Children's Non-Engagement Tool Kit. The purpose of this toolkit is to support and inform the work of:

- Practitioners in a range of settings, develop and build on good practice when considering and/or understanding the impact of effective engagement and the risks when engagement becomes challenging.
- Support and inform the work of partnership Managers or Safeguarding Leads wanting to develop work in their locality with a focus on engagement and risk management.

This toolkit is new and still in development, so we would welcome any feedback and topics for inclusion.

All additional content will be reviewed on at least an annual basis – Contact Link: [Deb\\_Ward@sandwell.gov.uk](mailto:Deb_Ward@sandwell.gov.uk) & [helen.jones4@staffordshire.gov.uk](mailto:helen.jones4@staffordshire.gov.uk)

### **What do we mean by Engagement?**

Adults can lead complex lives and may have what could be described as chaotic lifestyles and/or reluctance to engage/disengage with services. It is incumbent on all professionals to build on strengths, be tenacious and creative, fostering relationships that better support effective engagement.

Sometimes adults display early indications of increased risk, or may place themselves in situations of escalated risk, sometimes their environment has the potential to place them at increased risk relating to medical conditions or serious health problems.

For example, signs of serious self-neglect reported by more than one agency, homelessness, or rough sleeping, they may be unable to manage their personal affairs or refuse to engage with services.

See toolkit attached