***Appendix 1.7***

**Homeless Hub – Escalation Process**

The Joint Housing Support Meetings (JHSM’s) have been put in place to support positive partnership working and access to joint resources to reach the best outcome for young people / families.

An action plan should be agreed at the JHSM whereby all parties agree next steps / timescales etc.

If agencies are unable to agree an action plan or there are any concerns regarding the case that you feel should be escalated, you should follow the process below to reach a resolution:

* Discuss further with line manager / team to see if there is another way to reach a local resolution. Local reps (these are named SASH, Homeless HUB, LHA managers) from each double district liaison group to discuss the case to reach a resolution

**If no resolution is reached:**

The dispute should be raised for further discussion between:

* Homeless Hub (Team Leader or Director of Services) – Elliot Guman / Sally Scott
* XXXXXXXX George / Sharlee?? / John?
* Housing Options Manager for the relevant Borough

If clarity is needed or there is a process issue / procedures are not being followed by any parties – the Homeless Hub will contact Bev Burgess (Commissioning & Monitoring Officer, CLA & Safeguarding, HCC). In addition, leaning points and process changes should be raised at the JHP Steering Group.

Due to the new processes / timescales put in place for when a young person requires a C&F assessment, we have also established an oversight group. This consists of HCC commissioners / hyh / SASH / LHA representatives. It’s function is to ensure that the new processes are consistent and also that there is a transparency between all agencies regarding those being taken into care and the thresholds for this.

The group will meet on a monthly basis and the meetings will be chaired by a Housing Representative .