Appendix 4.1

Key Contacts and Escalation Process & Contacts

Children’s Services, Herts Young Homeless and the Ten Housing Authorities within Hertfordshire



The appendix below sets out the JHP Contacts and the JHP Escalation Process & Contacts within Children’s Service, the ten Housing Authorities and Herts Young Homeless.

Please note that as each Children’s Services Directorate and as each Borough/District Housing Authority will vary in staffing structure and size, the number of JHP contacts, their job tiles and roles and the escalation contacts and process will also differ accordingly.

Hertfordshire Children’s Services

Assessment Service

Vulnerable Families, Intentionally Homeless Families and Ineligible Families (NRPF)

|  |  |  |  |
| --- | --- | --- | --- |
| Assessment Service | Name | Phone Number | E-Mail Address |
| Head of Service | Janet E Jones | 01438 737348 | Janet.E.Jones@hertfordshire.gov.uk |
| Service Manager – Covering:North Herts, Stevenage, Welwyn & Hatfield and Hertsmere | Clare Williams | 01992 553241 | Clare.Williams@hertfordshire.gov.uk |
| Service Manager – Covering:East Herts and Broxbourne | Rashmi Patel | 01992 556879 | Rashmi.Patel@hertfordshire.gov.uk |
| Service Manager – Covering:Three Rivers, Watford, Dacorum and St Albans | Cecilia Ileyemi | 01442 453916 | Cecilia.Ileyemi@hertfordshire.gov.uk |

**North Herts Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Mandy Barker | 01438 845047 | mandy.barker@hertfordshire.gov.uk |
| JHP Team Contact | Julie Blake | 01438 843700 | julie.blake@hertfordshire.gov.uk |

**Stevenage Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Charlotte Gaudion | 01438 845811 | charlotte.gaudion@hertfordshire.gov.uk |
| Consultant Social Worker | Nicola Archer | 01438 844142 | nicola.archer@hertfordshire.gov.uk |
| JHP Team Contacts | Abbie Samuels orCharlotte Samuels | 01438 843199 | abbie.samuels@hertfordshire.gov.ukcharlotte.samuels1@hertfordshire.gov.uk |

**Welwyn and Hatfield Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Lorraine Sparks | 01438 843422 | lorraine.sparks@hertfordshire.gov.uk |
| Consultant Social Worker | Cecilia Shabalala | 01992 588449 | cecilia.shabalala@hertfordshire.gov.uk |
| JHP Team Contact | Theresa Hennessey | 01438 844763 | theresa.hennessey@hertfordshire.gov.uk |

**Hertsmere Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Melanie Hunt | 01438 843287 | melanie.hunt@hertfordshire.gov.uk |
| Consultant Social Worker | Claire Wentworth | 01438 843962 | claire.wentworth@hertfordshire.gov.uk |
| JHP Team Contact | Stephen Evans | 01438 843756 | stephen.evans@hertfordshire.gov.uk |

**Broxbourne Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Kerry Butterworth | 01992 845069 | Kerry.Butterworth@hertfordshire.gov.uk |
| Consultant Social Worker | Laura Harman | 01992588172 | Laura.Harman@hertfordshire.gov.uk |
| JHP Team Contact | Almasa Jakupovic | 01992588101 | Almasa.Jakupovic@hertfordshire.gov.uk |

**East Herts Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Christine Askey | 01992 556448 | Christine.Askey@hertfordshire.gov.uk |
| Consultant Social Worker | Hannah Crilly | 01992 5888149 | Hannah.Crilly@hertfordshire.gov.uk |
| JHP Team Contact | Paige Ryan | 01992 556448 | Paige.Ryan@hertfordshire.gov.uk |

**Three Rivers Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Christiana Alabi | 01441 453542 | Christiana.Alabi@hertfordshire.gov.uk |
| Consultant Social Worker | Gail Sexton | 01442 454254 | Gail.Sexton@hertfordshire.gov.uk |
| JHP Team Contact | Katrina Allan | 01442 454158 | Katrina.allan@hertfordshire.gov.uk  |

**Watford Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Marcia Alexander | 01442 453502 | Marcia.Alexander@hertfordshire.gov.uk |
| Consultant Social Worker | Amy Lewis | 0300 123 4043 | Amy.lewis@hertfordshire.gov.uk |
| JHP Team Contact | Hollie Sainsbury | 01442 451036 | Hollie.sainsbury@hertfordshire.gov.uk  |

**Dacorum Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Charlotte Hughes | 01442 453127 | Charlotte.Hughes@hertfordshire.gov.uk |
| Consultant Social Worker | Tsitsi Masanga | 01442453482 | Tsitsi.Masanga@hertfordshire.gov.uk  |
| JHP Team Contact | Fiona Browne | 01442 453482 | Fiona.Browne@hertfordshire.gov.uk |

**St Albans Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | JanetKhan | 01442 453896 | Janet.Khan@hertfordshire.gov.uk |
| Consultant Social Worker | Omo Olaniyi | 01442 453612 | Omowunmi.Olaniyi@hertfordshire.gov.uk |
| JHP Team Contact | Ashleigh Burton | 01442 453154 | Ashleigh.Burton@hertfordshire.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 Hours) |
| Stage Two | Team Manager | 2 Working Days (Plus) |
| Stage Three | Service Manager (Covering Geographical Area) | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Head of Service (Janet E Jones) | Raised at Next SPAB/HoH |

Family Safeguarding Service (East)

Vulnerable Families, Intentionally Homeless Families and Ineligible Families (NRPF)

|  |  |  |  |
| --- | --- | --- | --- |
| Family Safeguarding Service - East | Name | Phone Number | E-Mail Address |
| Head of Service | Raj Chibber | 01498 555911 | Raj.Chibber@hertfordshire.gov.uk |
| Service Manager – Covering:Bishop Stortford and Rural, Broxbourne and Hoddesdon, Hertford and Ware, Waltham Cross and Cheshunt and Welwyn 1 | Olga Staicu | 07580 743552 | Olga.Staicu@hertfordshire.gov.uk |
| Service Manager – Covering:North Herts 1, North Herts 2, Stevenage North, Stevenage South, Welwyn 2 | Pretty Nkiwane | 01438 843810  | Pretty.Nkiwane@hertfordshire.gov.uk |

**Bishop Stortford and Rural Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Liz Green | 01992 556375 | Liz.Green@hertfordshire.gov.uk |
| Consultant Social Worker | Laura Sharma | 01438845666 | Laura.Sharma@hertfordshire.gov.uk |

**Broxbourne and Hoddesdon Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Emma Rogers | 01992 556924 | Emma.Rogers@hertfordshire.gov.uk |
| Consultant Social Worker | Vacant |  |  |

**Hertford and Ware Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Kath Gould | 01438 844068 | Kath.Gould@hertfordshire.gov.uk |
| Consultant Social Worker | Richard Bate | 01438 845291 | Richard.Bate@hertfordshire.gov.uk |

**Waltham Cross and Cheshunt Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Debbie O’Brien | 01992 556346 | Debbie.Obrien@hertfordshire.gov.uk |
| Consultant Social Worker | Geraint Ellis | 01992 556160 | Gerraint.Ellis@hertfordshire.gov.uk |

**Welwyn 1 Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Stella Knibbs | 07580 744266 | Stella.Knibbs@hertfordshire.gov.uk |
| Consultant Social Worker | Joanna McGeee | 07870 370994 | Joanna.McGee@hertfordshire.gov.uk |

**North Herts 1 Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Muneni Waterman | 01438 843039 | Muneni@Waterman@hertfordshire.gov.uk |
| Consultant Social Worker | Vacant |  |  |

**North Herts 2 Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Tara White | 01438 845221 | Tara.White@hertfordshire.gov.uk |
| Consultant Social Worker | Barinder Minhas | 01438 843711 | Barinder.Minhas@hertfordshire.gov.uk |

**Stevenage North Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Devika Naidoo | 01442 453091 | Devika.Naidoo@hertfordshire.gov.uk |
| Consultant Social Worker | Vacant |  |  |

**Stevenage South Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Tina Darko | 07816 068803 | Tina.Darko@hertfordshire.gov.uk |
| Consultant Social Worker | Catalina Neacsu  | 07812 322706 | Catalina.Neacsu@hertfordshire.gov.uk |

**Welwyn 2 Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Cheryl Grazette | 01438 884398 | Cheryl.Grezette@hertfordshire.gov.uk |
| Consultant Social Worker | Lydia Sandiford | 07812 324139 | Lydia.Sandiford@hertfordshire.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 Hours) |
| Stage Two | Team Manager | 2 Working Days (Plus) |
| Stage Three | Service Manager (Covering Geographical Area) | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Head of Service (Raj Chibber) | Raised at Next SPAB/HoH |

Family Safeguarding Service (West)

Vulnerable Families, Intentionally Homeless Families and Ineligible Families (NRPF)

|  |  |  |  |
| --- | --- | --- | --- |
| Family Safeguarding Service - West | Name | Phone Number | E-Mail Address |
| Head of Service | Mayank Joshi | 01442 453259 | Mayank.Joshi@hertfordshire.gov.uk |
| Service Manager – Covering:Dacorum East, Dacorum South, Rural and West Hemel | Rosemary Milbery | 01442 453325 | Rosemary.Millbery@hertfordshire.gov.uk |
| Service Manager – Covering:Hertsmere 1, Hertsmere 2, Watford 1 and Watford 2 | Brenda Grieg | 01442 453331 | Brenda.Greig@hertfordshire.gov.uk |
| Service Manager – Covering:Three Rivers, Central Watford and Bushey, St Albans 1 and St Albans 2 | Jenny Jones | 01442 453648 | Jenny.Jones@hertfordshire.gov.uk |

**Dacorum East Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Debbie Leary | 01442 453024 | Debbie.Leary@hertfordshire.gov.uk |
| Consultant Social Worker | Emma Derham | 07866 898319 | Emma.derham@hertfordshire.gov.uk |

**Dacorum South Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Louise McKenna | 01442 454277 | Louise.McKenna@hertfordshire.gov.uk |
| Consultant Social Worker | Kate Berry | 01442 453145 | Kate.Berry@hertfordshire.gov.uk |

**Rural and West Hemel Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Sue Sumner | 01442 454052 | Sue.Sumner@hertfordshire.gov.uk |
| Consultant Social Worker | Christine Conquest | 01442 453899 | Christine.Conquest@hertforshire.gov.uk |

**Watford 1 Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Wendy Evans | 01992 555564 | Wendy.Evans@hertfordshire.gov.uk |
| Consultant Social Worker | Laura Bangs | 01442 454694 | Laura.Bangs@hertfordshire.gov.uk |

**Watford 2 Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Rebecca Taylor | 01438 843415 | Rebecca.Taylor1@hertfordshire.gov.uk |
| Consultant Social Worker | Rosa Straker | 01442 453496 | Rosa.Straker@hertfordshire.gov.uk |

**Hertsmere 1 Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Christina Ginger | 01442 453597 | Christina.Ginger@hertfordshire.gov.uk |
| Consultant Social Worker | Leighanne Wilson | 01442 453179 | Leighanne.Wilson@hertfordshire.gov.uk |

**Hertsmere 2 Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Vacant |  |  |
| Consultant Social Worker | Tahmeena Hussain | 01442 453694 | Tahmeena.Hussain@hertfordshire.gov.uk |

**Three Rivers Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Vacant |  |  |
| Consultant Social Worker | Rachael Kennedy | 01442 453694 | Rachael.Kennedy@hertfordshire.gov.uk |

**Central Watford and Bushey Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Rachael Marsh | 01442 454732 | Rachael.Marsh@hertfordshirte.gov.uk |
| Consultant Social Worker | Vacant |  |  |

**St Albans 1 Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Kingsline Savariar | 01442 453508 | Kingsline.Savariar@hertfordshire.gov.uk |
| Consultant Social Worker | Vacant |  |  |
| JHP Team Contact | Ann-Marie Douglas | 01442 454965  | Anne-marie.douglas1@hertfordshire.gov.uk |

**St Albans 2 Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Margot Pallet | 01442 453397 | Margot.Pallett@hertfordshire.gov.uk |
| Consultant Social Worker | Emma Gore | 01442 455258 | Emma.Gore@hertfordshire.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 Hours) |
| Stage Two | Team Manager | 2 Working Days (Plus) |
| Stage Three | Service Manager (Covering Geographical Area) | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Head of Service (Mayank Joshi) | Raised at Next SPAB/HoH |

Intensive Family Support Service

Vulnerable Families and Intentionally Homeless Families

|  |  |  |  |
| --- | --- | --- | --- |
| Intensive Family Support Service | Name | Phone Number | E-Mail Address |
| Head of Service | Jackie Clementson | 01992 588203 | Jackie.Clementson@hertfordshire.gov.uk |
| Operations Manager – Early Help and Intensive Family Support | Karen Dorney | 07812 324294 | Karen.Dorney@hertfordshire.gov.uk |

**North Herts and Stevenage Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Lauren Penrose | 01438 845005 | Lauren.Penrose@hertfordshire.gov.uk |
| Senior Family Intervention Worker | Sally Lee | 01438 845005 | Sally.Lee@hertfordshire.gov.uk |
| Senior Family Intervention Worker | Leroy Williamson | 01438 845005 | Leroy.Williamson@hertfordshire.gov.uk |

**Easts Herts and Broxbourne Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Lorna Simpson | 01992 555076 | Lorna.Simpson@hertfordshire.gov.uk |
| Senior Family Intervention Worker | Jill Weddle | 01992 555063 | Jill.Weddle@hertfordshire.gov.uk |
| Senior Family Intervention Worker | Susan Ilott | 01992 555019 | Susan.Ilott@hertfordshire.gov.uk |

**Welwyn Hatfield and Hertsmere Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Zainab Alloo | 01438 845400 | Zainab.Alloo@hertfordshire.gov.uk |
| Senior Family Intervention Worker | Bridget Gill | 01438 845400 | Bridget.Gill@hertfordshire.gov.uk |
| Senior Family Intervention Worker | Wayne Hartley | 01438 845400 | Wayne.Hartley@hertfordshire.gov.uk |

**Watford and Three Rivers Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Debbie Stone | 02084 28538 | Debbie.Stone@hertfordshire.gov.uk |
| Senior Family Intervention Worker | Sue Griffin | 02084 28538 | Sue.Griffin@hertfordshire.gov.uk |
| Senior Family Intervention Worker | Jill Howe | 02084 28538 | Jill.Howe@hertfordshire.gov.uk |

**Dacorum and St Albans Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Jenny Eldridge | 01442453090 | Jenny.Eldridge@hertfordshire.gov.uk |
| Senior Family Intervention Worker | Pam Mogford | 01442453927 | Pam.Mogford@hertfordshire.gov.uk |
| Senior Family Intervention Worker | Jason Turner | 01442453842 | Jason.Turner@hertfordshire.gov.uk |

**Families First, Homelessness Prevention Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Sandra Cohen | 01992 588025 | Sandra.Cohen@hertfordshire.gov.uk |
| Consultant Social Worker | Alison Andrews | 01442 453430 | Alison.Andrews@hertfordshire.gov.uk |
| JHP Team Contact (if applicable) | Charlotte Hull | 01438 845426 | Charlotte.Hull@hertfordshire.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 Hours) |
| Stage Two | Team Manager | 2 Working Days (Plus) |
| Stage Three | Operations Manager – Early Help and Intensive Family Support | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Head of Service (Jackie Clementson) | Raised at Next SPAB/HoH |

Children Looked After and Care Leaver Services

Children Looked After Aged 16 & 17 and Young People Leaving Care

|  |  |  |  |
| --- | --- | --- | --- |
| Children Looked After & Care Leaver Service | Name | Phone Number | E-Mail Address |
| Head of Service | Sarah Baker | 01438 843698 | Sarah.baker@hertfordshire.gov.uk |
| Service Manager – Covering Children Looked After Teams One, Two and Three | Cathy Shea | 01442 453605 | Cathy.shea@hertfordshire.gov.uk |
| Service Manager – Covering Children Looked After Teams Four, Five and Six | RaniNaidoo | 0143853829 | Rani.Naidoo@hertfordshire.gov.uk |
| Service Manager – Covering Care Leaver Teams, One, Two, Three and Four | Sam Jeffery | 01707292494 | Samantha.Jeffery@hertfordshire.gov.uk |

**Children Looked After Team - One**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Val Swift | 01442 453554 | Val.swift@hertfordshire.gov.uk |
| Consultant Social Worker | Wayne Reeves | 01442 454366 | Wayne.reeves@hertfordshire.gov.uk |
| JHP Care Leavers Team Contact | Eleanor Morton | 01442 454027 | Eleanor.morton@hertfordshire.gov.uk  |

**Children Looked After Team – Two**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Natasha Kearney | 01442 454379 | Natasha.kearney@hertfordshire.gov.uk |
| Consultant Social Worker | Lauren Jordan | 01442 453929 | Lauren.jordan@hertfordshire.gov.uk |
| JHP Care Leavers Team Contact | Eleanor Morton | 01442 454027 | Eleanor.morton@hertfordshire.gov.uk  |

**Children Looked After Team – Three**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Jo Merry | 01442 453149 | Jo.merry@hertfordshire.gov.uk |
| Consultant Social Worker | Debbie Cullinane | 01442 454347 | Deborah.cullinane@hertfordshire.gov.uk |
| JHP Care Leavers Team Contact | Eleanor Morton | 01442 454027 | Eleanor.morton@hertfordshire.gov.uk  |

**Children Looked After Team - Four**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Brinda Singh | 01438 844418 | Brinda.singh@hertfordshire.gov.uk |
| Consultant Social Worker | Belita Muyembe | 01438 843531 | Belita.muyembe@hertfordshire.gov.uk |
| JHP Care Leavers Team Contacts | Jackie BarberPatrick Jean-Pierre | 01438 843036 01438 843753 | Jackie.barber@hertfordshire.gov.ukPatrick.Jean-Pierre@hertfordshire.gov.uk |

**Children Looked After Team - Five**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Nicola Bryant | 01442 454387 | Nicola.bryant@hertfordshire.gov.uk |
| Consultant Social Worker | Lucy Boyce | 07870991530 | Lucy.boyce@hertfordshire.gov.uk |
| JHP Care Leavers Team Contacts | Jackie BarberPatrick Jean-Pierre | 01438 843036 01438 843753 | Jackie.barber@hertfordshire.gov.ukPatrick.Jean-Pierre@hertfordshire.gov.uk |

**Children Looked After Team - Six**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Hayley Cook | 01438 844358 | Hayley.cook@hertfordshire.gov.uk |
| Consultant Social Worker | Leanne Lyon | 01438 844638 | Leanne.lyon@hertfordshire.gov.uk |
| JHP Care Leavers Team Contacts | Jackie BarberPatrick Jean-Pierre | 01438 843036 01438 843753 | Jackie.barber@hertfordshire.gov.ukPatrick.Jean-Pierre@hertfordshire.gov.uk |

**Care Leavers Team One**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Ian Stokoe | 01442 453963 | Ian.stokoe@hertfordshire.gov.uk  |
| JHP Care Leavers Team Contact | Amy-JaneHumphries | 01442 454040 | Amy.Humphries@hertfordshire.gov.uk  |

**Care Leavers Team Two**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Judy Joseph | 01438 844402 | Judy.joseph@hertfordshire.gov.uk  |
| JHP Care Leavers Team Contact | JohnPinder | 01438 845892 | John.pinder@hertfordshire.gov.uk  |

**Care Leavers Team Three**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Ellen Reeves | 01442 454961 | Ellen.reeves@hertfordshire.gov.uk  |
| JHP Care Leavers Team Contact | Samantha Day | 07812322757 | Samantha.Day1@hertfordshire.gov.uk  |

**Care Leavers Team Four**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Robert Horn | 01438 843018 | Robert.horn@hertfordshire.gov.uk  |
| JHP Care Leavers Team Contact | Natasha Lawrence | 01438 845326 | Natasha.lawrence@hertfordshire.gov.uk  |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 hours) |
| Stage Two | Team Manager (CLA or CL Team) | 2 Working Days (Plus) |
| Stage Three | Service Manager (CLA Teams or CL Teams) | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Head of Service (Sarah Baker) | Raised at Next SPAB/HoH |

Children Looked After and Care Leavers with Disabilities

0-25 Together Service – Children Looked After and Young Adults (Children Looked After & Care Leavers with Disabilities)

|  |  |  |  |
| --- | --- | --- | --- |
| 0 – 25 Together Service (Children and Young Adults with Disabilities) | Name | Phone Number | E-Mail Address |
| Head of Servicer | Andy Lawrence | 01442454225 | Andy.Lawrence@hertfordshire.gov.uk |
| Service Manager East | Nicola Alston | 01438844199 | Nicola.Alston@hertfordshire.gov.uk |
| Service Manager West | Garth Taljaard | 01442453598 | Garth.Taljaard@hertfordshire.gov.uk |
| Team Manager – Preparation for Adulthood – East | SharaWatt | 01438 844818 | Shara.Watt@hertfordshire.gov.uk |
| Team Manager – Preparation for Adulthood – West | Christopher Saunders | 01442 453175 | Christopher.Saunders@hertfordshire.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 hours) |
| Stage Two | Team Manager (PfA) East or West | 2 Working Days (Plus) |
| Stage Three | Service Manager (PfA) East or West | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Head of Service (Andy Lawrence) | Raised at Next SPAB/HoH |

Leaving Care (Personal Adviser) Service for Young People who have a Disability

YC Hertfordshire - Learning Difficulties & Disabilities Team (LDD)

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Tracy Noble | 01438 843596 | Tracy.Noble@hertfordshire.gov.uk |
| YCH - IAG Team Leader – North and East | Elizabeth King | 01438845971 | Elizabeth.King@hertfordshire.gov.uk |
| YCH - IAG Team Leader – South and West | Dave Szczerba | 01438 843864 | Dave.Szczerba@hertfordshire.gov.uk |
| JHP Care Leavers Contact (Team) | Jenny Nichols | 01438 844609 | jenny.nichols@hertfordshire.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 hours) |
| Stage Two | JHP Contact | 2 Working Days (Plus) |
| Stage Three | Team Leader North & East or South & West | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Team Manager (Tracy Noble) | Raised at Next SPAB/HoH |

16+ Accommodation and Housing Brokerage Service

Children Looked After, Care Leavers, Homeless 16 & 17 Year Olds (Placement Finding and Supported Accommodation)

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Service Manager | Tom Snell | 07580 743443 | thomas.snell@hertfordshire.gov.uk |
| 16 + Commissioning Manager | Simon Bidgood | 01438 844650 | Simon.Bidgood@hertfordshire.gov.uk |
| Senior Placements Officer - PT | Georgia Gilbert | 01438843410 | Georgia.gilbert@hertfordshire.gov.uk |
| Housing Accommodation Co-Ordinator - PT | Stephanie Garner |  | Stephanie.Garner@hertfordshire.gov.uk  |
| Generic Brokerage E-Mail Address |  |  | HousingBrokerageAccommodation@hertfordshire.gov.uk |

Specialist Adolescent Services Hertfordshire (SASH)

Homeless 16 & 17 Year Olds

|  |  |  |  |
| --- | --- | --- | --- |
| Homeless 16 & 17 Year Olds | Name | Phone Number | E-Mail Address |
| Head of SASH and Complex Services | Jason Beaumont | 01442 454691 | Jason.Beaumont@hertfordshire.gov.uk |
| Service Manager  | Vacant |  |  |
| Practice Manager (SASH Operational Lead for Homeless 16 & 17 Year Olds | Sha-Lee Worrell | 01438 843485 | Sha-Lee.Worrell@hertfordshire.gov.uk |

**SASH Dacorum and St Albans Team - One**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Vez Nani | 01442 388755 | Vez.nani@hertforddshire.gov.uk |
| Practice Manager (Social Care Lead) | Joanne Black | 01442 388755 | joanne.black@hertfordshire.gov.uk |

**SASH Watford, Three Rivers and Hertsmere Team - Two**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Louann Priam | 01442 454040 | louann.priam@hertfordshire.gov.uk |
| Practice Manager (Social Care Lead) | Alison Angus | 01442 454040 | alison.angus@hertfordshire.gov.uk |
| Practice Manager  | Meera Parmar | 01442 454040 | meera.parmar@hertfordshire.gov.uk |

**SASH Stevenage and North Herts Team - Three**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Elaine Smith | 01438 844366 | Elaine.smith@hertfordshire.gov.uk |
| Practice Manager (Social Care Lead) | Daryl Quinn | 01438 844366 | Daryl.quinn@hertfordshire.gov.uk |
| Youth Justice Lead | Anne Fisk | 01438 844366 | Anne.fisk@hertfordshire.gov.uk |

**SASH Broxbourne, East Herts and Welwyn Hatfield Team Four**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Natalie Rollock | 01992555095 | Natalie.rollock@hertfordshire.gov.uk |
| Practice Manager (Social Care Lead) | CarlyBroom | 01992555095 | Carly.broom@hertfordshire.gov.uk |
| Practice Manager(Youth Justice Lead) | Jennifer Lipscombe | 01992555095 | Jennifer.lipscombe@hertfordshire.gov.uk |

**SASH Youth Justice Central Team – Five**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Team Manager | Sally Martin | 01442388755 | Sally.martin@hertfordshire.gov.uk |
| Team Manager | Rod Reimann | 01442388755 | Rod.reimann@hertfordshire.gov.uk |

**JHP Escalation Process and Contacts**

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| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 hours) |
| Stage Two | Team Manager or Practice Manager | 2 Working Days (Plus) |
| Stage Three | Service Manager | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Head of Service (George Shipman) | Raised at Next SPAB/HoH |

Herts Young Homeless

Homeless 16 & 17 Year Olds (Homeless Hub/Mediation) / Support for Care Leavers (Floating Support and Intensive Outreach Service)

|  |  |  |  |
| --- | --- | --- | --- |
| Herts Young Homeless | Name | Phone Number | E-Mail Address |
| Director of Services | Sally Scott | 07917 657424 | Sally.Scott@hyh.org.uk |
| Homeless Hub Team Leader | Elliot Guman | 07968 298873 | Elliot.Guman@hyh.org.uk |
| Outreach Service Manager (Incl. Floating Support & Intensive Outreach Support) | Becca Froggett | 07967 584024 | Becca.Froggett@hyh.org.uk |

**Outreach Support / Floating Support Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Outreach Service Manager | Becca Froggett | 07967584024 | Becca.Froggett@hyh.org.uk |
| Outreach Team Leader | Pippa Sharp | 07932 174874 | Pippa.Sharp@hyh.org.uk |

**Homeless Hub / Mediation Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts | Name | Phone Number | E-Mail Address |
| Homeless Hub Team Leader | Elliot Guman | 07968 298873 | Elliot.Guman@hyh.org.uk |
| Advice & Information Worker (WHC / SADC) | Althea Claridge | 07920 722051 | Althea.Claridge@hyh.org.uk |
| Advice & Information Worker (SBC / NHDC) | Hannah O’Shaughnessy | 07950 029951 | Hannah.OShaughnessy@hyh.org.uk |
| Advice & Information Worker (TRDC / WBC) | Aiesha Charles | 07932 151316 | Aiesha.Charles@hyh.org.uk |
| Advice & information Worker ( HBC / DBC | Vicki Walsh | 07917 657426 | Vicki.Walsh@hyh.org.uk |
| SASH Social Worker – One | Simran Sahota | 07812323024 | Simran.Sahota1@Hertfordshire.gov.uk |
| SASH Social Worker – Two | Claire Williams | 07580 743260 | Claire.Williams2@Hertfordshire.gov.uk |
| JHP Team Contacts | Sally Scott / Elliot Guman | 07970 17513107917 657424 | Sally.Scott@hyh.org.ukElliot.Guman@hyh.org.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 Hours) |
| Stage Two | Team Managers | 2 Working Days (Plus) |
| Stage Three | Director of Services  | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Director of Services | Raised at Next SPAB/HoH |

The Ten Hertfordshire Housing Authorities

Broxbourne Borough Council

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name | Phone Number | E-Mail Address |
| Interim Heads of Housing | Katy LemanLee Anne Hill | 01992 785555 Ext 585701992 785555Ext 5753 | Katy.leman@broxbourne.gov.ukLeeanne.hill@broxbourne.gov.uk |
| Senior Housing Needs Officer(Homelessness Service Manager) | Moonsar Ali | 01992 785555Ex 5670 | Moonsar.Ali@broxbourne.gov.uk |
| Senior Housing Options Officer(Team Manager Covering Care Leaver Housing Needs Register Applications) | Jo Harrison | 01992 785555Ext 5858 | Jo.harrison@broxbourne.gov.uk |
| JHP Care Leavers Section - Lead Contact | Katy LemanInterim Head of Housing | 01992 785555Ext 5857 | Katy.leman@broxbourne.gov.uk |

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| --- | --- |
| Generic Housing E-Mail Address | housingneeds@broxbourne.gov.uk |
| Specific Contact for JHP Matters | housingoptions@broxbourne.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 hours) |
| Stage Two | Team Leader | 2 Working Days (Plus) |
| Stage Three | Senior Housing Options Officers | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Head of Housing (Katy Leman or LeeAnne Hill) | Raised at Next SPAB/HoH |

Dacorum District Council

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name | Phone Number | E-Mail Address |
| Assistant Director (Housing) | Fiona Williamson | 01442 228855 | Fiona.williamson@dacorum.gov.uk  |
| Group ManagerStrategic Housing | Natasha Beresford | 01442 228840 | Natasha.beresford@dacorum.gov.uk  |
| Team Leader | Cynthia Hayford | 01442 228061 | Cynthia.hayford@dacorum.gov.uk |
| Senior Case WorkerLead Officer | Lauren DowsettJade Jamieson | 01442 22841901442 2284559 | Lauren.dowsett@dacorum.gov.uk Jade.jamieson@dacorum.gov.uk |
| JHP Care Leavers Section - Lead Contact | Cynthia Hayford & Paul Hunt | 01442 228539 | Cynthia.hayford@dacorum.gov.ukPaul.hunt@dacorum.gov.uk |

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| --- | --- |
| Generic Housing E-Mail Address  | Homelessnessprevention@dacorum.gov.ukHousingneeds@dacorum.gov.uk |
| Specific Contacts for JHP MattersPaul Hunt & Cynthia Hayford | Cynthia.hayford@dacorum.gov.ukPaul.Hunt@dacorum.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 hours) |
| Stage Two | Team Leaders - Cynthia Hayford & Tracy Vause | 2 Working Days (Plus) |
| Stage Three | Senior Housing Manager - Natasha Beresford | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Head of Housing - Fiona Williamson | Raised at Next SPAB/HoH |

East Herts District Council

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name | Phone Number | E-Mail Address |
| Head of Housing & Health | Jonathan Geall | 01992 531594 | Jonathan.geall@eastherts.gov.uk |
| Housing Services Manager | Claire Bennett | 01992 531603 | Claire.bennett@eastherts.gov.uk |
| Homeless Services Manager | Elaine Hickles | 01992 531536 | Elaine.hickles@eastherts.gov.uk |
| Housing Needs Manager | Sean Corcoran |  |  |
| JHP Care Leavers Section - Lead Contact | Elaine Hickles | 01992 531536 | Elaine.hickles@eastherts.gov.uk |

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| --- | --- |
| Generic Housing E-Mail Address | Housingoptions@eastherts.gov.uk |
| Specific Contact for JHP Matters | Elaine HicklesElaine.hickles@eastherts.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 hours) |
| Stage Two | East Herts Housing Services – Emma Reed | 2 Working Days (Plus) |
| Stage Three | Homeless Services Manager - Elaine Hickles | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Housing Services Manager - Claire Bennett | Raised at Next SPAB/HoH |

Hertsmere Borough Council

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name | Phone Number | E-Mail Address |
| Head of Housing | Hilary Shade | 0208 207 2277 | Hilary.shade@hertsmere.gov.uk |
| Senior Housing Manager | Idris Kargbo | 0208 207 2277 | Idris.kargbo@hertsmere.gov.uk |
| Senior Homeless Prevention Officer | Toyin Awe | 07976073653 | Toyin.Awe@hertsmere.gov.uk  |
| Housing Options Managers | Maggie Benson | 0208 207 2277 | Maggie.benson@hertsmere.gov.uk |
| JHP Care Leavers Section - Lead Contact | Maggie Benson | 0208 207 2277 | Maggie.benson@hertsmere.gov.uk |

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| --- | --- |
| Generic Housing E-Mail Address | Housing.options@hertsmere.gov.uk |
| Specific Contact for JHP Matters | Idris Kargbo and Maggie Benson (0208 207 2277) |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 hours) |
| Stage Two | Team Leader - Maggie Benson | 2 Working Days (Plus) |
| Stage Three | Senior Housing Manager - Idris Kargbo | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Head of Housing - Hilary Shade | Raised at Next SPAB/HoH |

North Herts District Council

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name | Phone Number | E-Mail Address |
| Strategic Housing Manager | Martin Lawrence | 01462 474250 | Martin.lawrence@north-herts.gov.uk |
| Homelessness and Housing Advice Manager | Karen Wills | 01462 474491 | Karen.wills@north-herts.gov.uk |
| JHP Care Leavers Section - Lead Contact | Richard Mitchell | 01462 474120 | Richard.mitchell@north-herts.gov.uk |

|  |  |
| --- | --- |
| Generic Housing E-Mail Address | Housingoptions@north-herts.gov.uk |
| Specific Contact for JHP Matters | Karen Wills – 01462 474491Karen.wills@north-herts.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 hours) |
| Stage Two | Housing Officer | 2 Working Days (Plus) |
| Stage Three | Homelessness and Housing Advice Manager – Karen Wills | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Strategic Housing Manager - Martin Lawrence | Raised at Next SPAB/HoH |

St Albans City and District Council

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name | Phone Number | E-Mail Address |
| Head of Housing | Karen Dragovic | 01727 816181 | Karen.Dragovic@stalbans.gov.uk |
| Senior Housing Manager | David Reavill | 01727 819382 | David.Reavill@stalbans.gov.uk |
| Team Leader | Paul Netten | 01727 814677 | Paul.Netten@stalbans.gov.uk |
| Senior Case Worker | Ben Joyce | 01727  | Ben.Joyce@stalbans.gov.uk |
| JHP Care Leavers Section - Lead Contact | Debbie Turner/ Victoria Brett | 01727 81934101727 819470 | Debbie.Turner@stalbans.gov.ukVictoria.Brett@stalbans.gov.uk |

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| --- | --- |
| Generic Housing E-Mail Address | housingoptions@stalbans.gov.uk |
| Specific Contact for JHP Matters | Paul Netten Paul.Netten@stalbans.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale |
| Stage One | Case Workers | 2 Working Days (48 hours) |
| Stage Two | Senior Case Worker Housing – Ben Joyce01727 814677 - Ben.Joyce@stalbans.gov.uk | 2 Working Days (Plus) |
| Stage Three | Team Leader Housing – Paul Netten01727 819495 - Paul.Netten@stalbans.gov.uk | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Senior Housing Manager - David Reavill | Raised at Next SPAB/HoH |

Stevenage Borough Council

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name | Phone Number | E-Mail Address |
| Operations Manager Providing Homes  | Hannah Morris | 07522 233439 | Hannah.morris@stevenage.gov.uk |
| Housing Options Manager | Alison Baggott | 07803426958 | Alison.baggott@stevenage.gov.uk |
| Senior Housing Options Caseworker | Laura Nundram and Zania Fox  | 07936360945  077062909604 | Laura.nundram@stevenage.gov.ukZania.fox@stevenage.gov.uk |
| Housing Supply Manager  | Tracy Jackson  | 07813595976 | tracy.jackson@stevenage.gov.uk |

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| --- | --- |
| Generic Housing E-Mail Addres | Housing.options@stevenage.gov.uk |
| Specific Contact for JHP Matters | Alison Baggott - Alison.baggott@stevenage.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 hours) |
| Stage Two | Senior Housing Options Caseworker - Laura Nundram | 2 Working Days (Plus) |
| Stage Three | Housing Options Manager - Alison Baggott | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Operations Manager Providing Homes - Hannah Morris | Raised at Next SPAB/HoH |

Three Rivers District Council

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name | Phone Number | E-Mail Address |
| Head of Housing | Kimberley Grout | 01923 776611 | Kimberley.grout@threerivers.gov.uk |
| Housing Options Manager | Deborah Allen | 01923 776611 | Deborah.allen@threerivers.gov.uk |
| JHP Care Leavers Section - Lead Contact | Jason Hagland | 01923 776611 | Jason.hagland@threerivers.gov.uk |

|  |  |
| --- | --- |
| Generic Housing E-Mail Address | housingenquiries@threerivers.gov.uk  |
| Specific Contact for JHP Matters | Deborah Allen - 01923 776611Deborah.allen@threerivers.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 hours) |
| Stage Two | Housing Options Manager Deborah Allen | 2 Working Days (Plus) |
| Stage Three | Head of Housing Services – Kimberley Grout | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Head of Housing Services – Kimberley Grout | Raised at Next SPAB/HoH |

Watford Borough Council

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name | Phone Number | E-Mail Address |
| Head of Housing | Ayaz Maqsood | 01923 278902 | Ayaz.maqsood@watford.gov.uk |
| Housing Solutions Manager | Josie Oshisanya | 01923 278165 | Josie.oshisanya@watford.gov.uk |
| Senior Housing Solutions Officer | Stacey Ranns | 01923 278169 | Stacey.Ranns@watford.gov.uk> |
| JHP Care Leavers Section - Lead Contact | Stacey Ranns | 01923 278169 | Stacey.Ranns@watford.gov.uk> |

|  |  |
| --- | --- |
| Generic Housing E-Mail Address | Housing@watford.gov.uk |
| Specific Contact for JHP Matters | Josie Oshisanya Josie.oshisanya@watford.gov.ukKay Parritt Kay.parritt@watford.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 hours) |
| Stage Two | Team Leader | 2 Working Days (Plus) |
| Stage Three | Housing Solutions Manager - Josie Oshisanya | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Head of Housing - Ayaz Maqsood | Raised at Next SPAB/HoH |

Welwyn Hatfield Borough Council

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name | Phone Number | E-Mail Address |
| Head of Housing | Sian Chambers | 01707 357640 | s.chambers@welhat.gov.uk |
| Senior Housing Manager | David Trewick | 01707 357612 | d.trewick@welhat.gov.uk |
| Team Leader | Lydia Bradbury | TBC | l.bradbury@welhat.gov.uk |
| JHP Care Leavers Section - Lead Contact | David Trewick | 01707 357612 | d.trewick@welhat.gov.uk |

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| --- | --- |
| Generic Housing E-Mail Address | Housingoptions@welhat.gov.uk |
| Specific Contact for JHP Matters | David Trewick - d.trewick@welhat.gov.uk |

**JHP Escalation Process and Contacts**

|  |  |  |
| --- | --- | --- |
| Process | Responsibility | Timescale  |
| Stage One | Case Workers | 2 Working Days (48 hours) |
| Stage Two | Team Leader - Bianca Moreira | 2 Working Days (Plus) |
| Stage Three | Senior Housing Manager - David Trewick | 2 Working Days (Plus) |
| Stage Three | Total Timescale | 6 Working Days in Total |
| Stage Four | Head of Communities and Housing Strategy – Sian Chambers | Raised at Next SPAB/HoH |