

Young People’s Supported Accommodation Services

Escalation Process for Decision Making

Staff from Response, Oxfordshire Youth, OCC’s In-House YPSA Team and Children’s Social Care will work together through a joined- up approach, avoid duplication and ensure a consistent working relationship to support young person to achieve positive outcomes. Staff will raise and address concerns/issues and problems quickly and directly focusing on a solutions-focused approach to securing resolution. In this way, we are role-modelling, at all levels of YPSA, for the young people healthy relationship skills and strategies for resolving conflict and challenges.

Where issues arise, they will be dealt with by the workers involved and escalated to managers for involvement in identifying solutions or to improve clarity of working practices and documents. This document has been developed to outline the standard operational decision making escalation process¹, to reach an agreement around issues relating to property management or support, under the Young People’s Supported Accommodation (YPSA) contracts held by Response for delivery of:

- Properties for 16/17 year olds. The support element is delivered by OCC’s in-house YPSA team which is part of the REoC service.
- Property and support to 18-24 year olds. The support element is sub-contracted to Oxfordshire Youth (OY)

Escalation Levels for Decision Making

Escalation Level	Named Officer(s) to Escalate to	Point of Escalation
1	<p>Oxfordshire Youth:</p> <ul style="list-style-type: none"> • YPSA City Manager Lee Johnson, lee.johnson@oxfordshireyouth.org • YPSA City Manager Sam Challen, sam.challen@oxfordshireyouth.org • YPSA South, Vale and the West Manager Leon Hobson, leon.hobson@oxfordshireyouth.org • YPSA Cherwell Manager Dan Allgood, dan.allgood@oxfordshireyouth.org <p>Response:</p> <ul style="list-style-type: none"> • Head of Housing and Property (countywide) Allison Cawley, Allison.Cawley@response.org.uk <p>OCC YPSA team:</p> <ul style="list-style-type: none"> • YPSA Cherwell, West, South, Vale Team Manager Noah Carter, noah.carter@oxfordshire.gov.uk 	<p>When Support Workers/ Progression Coaches/ Estate Officers/social workers/leaving care PAs do not agree, decision escalated to named Team Managers from the respective organisations.</p>

¹ It is recognised that there may be some decisions which are escalated more quickly to a higher tier for decision making (i.e. due to safeguarding or level of risk) but colleagues should not bypass a tier unless there is robust reason for doing so. This includes copying senior colleagues outside of the appropriate escalation tier into emails. This action can sometimes be perceived as using people's status to reinforce unhelpful power dynamics and can lead to weakening of professional trust.



Escalation Level	Named Officer(s) to Escalate to	Point of Escalation
	<ul style="list-style-type: none"> YPSA City Team Manager Katie Sillence, katie.sillence@oxfordshire.gov.uk YPSA Team Manager (locality area TBC) Sam Taylor, sam.taylor@oxfordshire.gov.uk 	
2	<p>Oxfordshire Youth:</p> <ul style="list-style-type: none"> OY Head of Young People's Supported Accommodation Beth Parrott, beth.parrott@oxfordshireyouth.org <p>OCC YPSA Team:</p> <ul style="list-style-type: none"> YPSA Area Service Manager (16/17) Emma Boswell, emma.boswell@oxfordshire.gov.uk <p>Response:</p> <ul style="list-style-type: none"> Response Director of Housing and Property Kate Clemmow, kate.clemmow@response.org.uk> 	When team managers do not agree, decisions escalated to named managers from the respective organisations.
3	<p>Oxfordshire Youth:</p> <ul style="list-style-type: none"> OY CEO Jodie Lloyd- Jones, jodie.lloyd-jones@oxfordshireyouth.org <p>Response:</p> <ul style="list-style-type: none"> Response CEO John McLaughlin, John.McLaughlin@response.org.uk> <p>OCC YPSA Team:</p> <ul style="list-style-type: none"> REoC Service Manager, OCC Caroline Ward, caroline.ward@oxfordshire.gov.uk 	When area managers do not agree, decisions escalated to relevant service manager/CEOs from the respective organisations
4 FINAL DECISION	<ul style="list-style-type: none"> Corporate Parenting Manager (OCC) Sarah Duerden, sarah.duerden@oxfordshire.gov.uk 	When service manager/CEOs do not agree, decision escalated to Corporate Parenting Manager for final decision in line with Corporate Parenting responsibilities.