



## Template escalation policy

**Regulation 5.—(c)** if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plan

Children's Homes (England) Regulations 2015

**Regulation 7.(h)** In the event that the registered person or a member of staff considers that an accommodating authority or a relevant person is failing to provide the support set out in a child's relevant plans, make representations, or, as the case may be, enable staff to make representations, to the accommodating authority or relevant person with a view to ensuring that the child's needs are met

The Supported Accommodation (England) Regulations 2023

### Principles

This organisation will always place children and young people at the centre of our decisions. Where actions that are required are not happening for young people it is the responsibility of the Registered Manager/Registered Service Manager and relevant staff to champion, advocate and take issue with external agencies on behalf of the young person.

We work closely with partner organisations to promote the best interests of young people before they arrive, while they are in the home and then they are preparing or have moved to another setting or leave care. We recognise at times the pressures of work get missed and will proactively and positively step in to either meet these needs or ask those responsible to meet their needs.

Partner agencies might include health and education services, Local Safeguarding Children partnerships, leaving care services, IROs, voluntary agencies, the police and youth offending teams. This list is not exhaustive.

Where action is not taken in a reasonable timescale we will follow this procedure and make a record of the actions taken and agreed.

**We will expect nothing less than a good parent would.**

## Limitations

The timescales in this document are illustrative, very much depend on the context of the concern and is open to individual negotiation with the local authority or other relevant person, where this is in the best interest of the young person.

Where there are safeguarding concerns, the timeline should be addressed more quickly or even immediately if necessary. For example, where a child might be at risk during a planned time with family all the steps may need to be taken prior to the time of the visit.

This policy should also be aligned to the safeguarding children partnership escalation procedure.

We recognise we cannot force anyone to engage with us and the regulations do not require this. We will however do everything we can, speak to all the relevant people and evidence what we have done to escalate concerns.

## Procedure

Where a matter in the care plan has not been addressed or statutory requirements have not been fulfilled (e.g. the production of Looked After Review minutes) we will:

At the time of the delay or failure	Contact the professional and follow up by email asking for this to be completed within the next 2 weeks. Note any immediate needs/plans agreed verbally in the interim.
At each step	Advise the young person where appropriate of the delay. Listen to their views and explore whether they are happy with this, or wish to challenge, speak to an advocate or similar. This should be undertaken at each step and a note made of their views.
	Consider the involvement of commissioners – they can be strong allies in ensuring their local authority is working to their policy
	Consider whether the IRO should be advised. Where actions deviate from the agreed Care Plan the IRO should be informed. In some situations the IRO should consider escalation to CAFCASS in line with <a href="#">the IRO handbook</a>
	Inform the Registered Manager/Registered Service Manager who should consider whether further delay is prejudicial to the young person’s welfare and take more urgent action
2 weeks	Reminder to the professional, copying in their team manager

3 weeks	Reminder to the team manager, copying in the professional with a deadline of one week
4 weeks	Email to Assistant Director or equivalent, copying in the IRO, social worker and manager. Offer a two-week window to complete
6 weeks	Email Director of Children's Services (copying in as above) with a 2-week window to complete. Advise that if these legal duties are not in place by this point you will need to notify the regulator of the issue
8 weeks	Where this is a child protection issue escalate to the Local Safeguarding Children Partnership
	Seek support of your Ofsted inspector to get this in place
Ongoing	Continue to persist with fortnightly emails