

Hull and East Riding Safeguarding Adults Partnership Boards Multi-Agency Risk Management (MARM) procedure

1.	Introduction
1.1	<p>The Hull and East Riding Safeguarding Adults Boards agreed the need for a process to manage risks when working with adults deemed to have capacity to make decisions for themselves, but who are at risk of serious harm or death through:</p> <ul style="list-style-type: none"> • Self-neglect (Care Act 2014) • Risk-taking behaviour/chaotic lifestyles; or • Refusal of services. <p>The aim of the MARM procedure is to provide professionals with a framework to facilitate effective multi-agency working with adults who are at significant risk.</p>
2.	Multi-Agency Adult Risk Management (MARM) process
2.1	<p>The MARM is a multi-agency adult risk management process to:</p> <ul style="list-style-type: none"> • Identify the relevant risks for the individual; • Discuss and agree agency responsibilities/actions; • Record, monitor and review progress with the agreed action plan; <p>Agree when the risks have been managed and evaluate the outcome.</p>
2.2	<p>The MARM will only be called where the adult at risk does not fall within the existing multi-agency processes, or if it is felt that a MARM meeting will help to reduce the risk of serious harm or death. The MARM is not a substitute for:</p> <ul style="list-style-type: none"> • Multi-Agency Public Protection Arrangements (MAPPA); • Multi-Agency Risk Assessment Conference (MARAC); • Channel (multi-agency meeting within the Prevent programme); • Formal adult safeguarding procedures.
2.3	<p>Each agency has a responsibility to ensure that their staff are aware of the MARM process and of the need to contact their safeguarding lead/manager if/ when the process is required. The agency identifying the person at risk is responsible for checking whether the criteria are met (see section 3.1) and engaging in the process (see sections 4 - 8);</p>
3.	Criteria for a MARM
3.1	<p>All the following conditions must apply for a MARM to be called:</p>

	<ol style="list-style-type: none"> 1. The person is 18+, has the mental capacity to make decisions and choices about their life. 2. Has care and support needs (whether these are being met or not) 3. There is a risk of serious harm (physical or psychological) which is life-threatening and/or traumatic and which is viewed to be imminent or very likely to occur, 4. There is a high level of concern from partner agencies. 5. Health and social care services have explored all known options of care and support/signposting, and the adult has declined all offers of care and support and is not currently engaging with any service.
3.2	<p>The principles of the Mental Capacity Act (2005) must be followed to establish whether the person has the capacity to make the relevant decisions. Further information and guidance on Mental Capacity Act (2005) assessments and best interests decision-making can be found at: https://www.gov.uk/government/collections/mental-capacity-act-making-decisions.</p> <p>It is essential that every effort is made throughout the process to engage and involve the person deemed to be at risk.</p>
3.3	<p>The MARM is an opportunity for every agency to ensure they have offered the appropriate support/options to the person. Relevant legislation must be considered throughout the process.</p>
4.	Preparation for a MARM meeting
4.1	<p>The relevant Adult Safeguarding Team will assess all requests for a MARM and determine if the criteria is met. Where the criteria is met, they will identify a lead agency. There may be cases where it is appropriate for the lead agency/chair to change during the process to promote the best outcomes for the individual. All relevant agencies involved in the MARM must be notified of any changes to the lead agency/chaired arrangements as soon as they occur.</p>
4.2	<p>Where the criteria is met, and a MARM meeting is agreed, the lead agency will:</p> <ul style="list-style-type: none"> • Identify the agencies to be invited to the meeting including non-statutory, voluntary sector and local community groups to facilitate the best opportunity to encourage positive engagement with the adult at risk; • Consider whether there are agencies not currently involved with the person that should be invited to attend; • Where children are part of the household or are linked to the person, Children's Services must be invited to the meeting and a safeguarding children referral completed; • Arrange a suitable venue and coordinate attendance; • Consider how the views of the person can be included - the person, or an appropriate advocate, may attend; • Consider the resources necessary, should the person wish to attend and has specific communication/physical needs.

4.3	All partner agencies must ensure that an appropriate member of staff, with the required seniority to make decisions on behalf of their organisation, attends the MARM meeting.
4.4	Wherever possible consent for holding a MARM meeting should be obtained from the person, and they should be encouraged to participate in the process (see What to Expect information leaflet). However, a lack of consent will not prevent a MARM meeting from taking place. Under common law a person may act to prevent serious harm from occurring if there is a necessity to do so.
4.5	The MARM Meeting 'What to Expect' Leaflet acts as the invite for the Adult or their advocate to attend the MARM meeting and provides an opportunity for them to give their views. The Chair should allow time to seek the Adult's views and ascertain whether the Adult will be attending the MARM meeting. It is important to make reasonable adjustments to support the individual to be able to attend their own MARM meeting.
4.6	<p>The nominated Chair will complete 'Section 1' of the MARM Meeting Record form, paying close attention to appropriate & meaningful information regarding professional concerns, the views of the Adult (where known), and the initial risk(s) identified. The Record should include:</p> <ul style="list-style-type: none"> • The Adult's history & current situation; • The Adult's views & expectations; • Work has already been undertaken to reach this point/ reduce the risk; • Agencies which need to be invited / form part of the MARM process; • An appropriate venue, date & time to hold the MARM meeting; • The identified risk of serious harm or death; • How the views of the person can be included. The person, or an appropriate Advocate, may attend.
5.	MARM meeting
5.1	The purpose of the meeting is to formulate a multi-agency risk assessment and identify actions to reduce the risk. The lead agency will Chair the meeting and ensure completion of the MARM meeting documents.
5.2	If the situation changes consideration should be given to bringing forward the proposed meeting date. It is the responsibility of the lead agency to inform the Chair.
5.3	<p>Agencies receiving an invitation to attend a MARM meeting must:</p> <ul style="list-style-type: none"> • Gather information held within their organisation about the Adult; • Take reasonable steps to gather further information if required; • Liaise with the Chair or Lead Agency to confirm attendance or submit a detailed information report to support the MARM process.

5.4	The nominated Chair is responsible for chairing and coordinating the MARM meeting. 'Section 2' of the MARM Meeting Record Form provides an aide memoir for the Chair as to what needs to be covered in the meeting. The Chair is also responsible for completing Section 2 of the form.
5.5	The Chair should verbally summarise the recorded risks and agency actions identified. It is the Chair's responsibility to circulate the MARM Meeting Record to partner agencies using a secure email account or secure delivery. Any Actions must be initiated at the earliest opportunity.
5.6	The Chair will decide whether a further meeting is required, and the timeframe for this to happen. The Chair will need to consider whether any other agencies could usefully contribute to a Review Meeting and invite them accordingly.
5.7	The Chair responsible for the MARM Review Meeting should record updates in the 'Section 3' Update and Actions section of the MARM Meeting Record.
5.8	A copy of the completed MARM Meeting Record must be submitted to the Local Authority Safeguarding Adults Team. They will collate records for the purpose of quality assurance and data collection.
5.9	When all actions are completed for the identified risks, the MARM process must be closed. This must be recorded in the 'Section 4' Closure of MARM part of the Meeting Record. Where there is any disagreement about the process and/or proposed closure of the case this must be escalated to the Head of Adult Safeguarding within the respective organisation(s).
5.10	Where the person refuses support and, despite all efforts, the risks cannot be mitigated, the following must be recorded on the MARM Meeting Record: <ul style="list-style-type: none"> • Action taken to date by each agency; • Rationale for closing the case; • Evaluation of the process; • Potential for future review.
5.11	Once the MARM process is closed it may be reopened at any time and by any agency in response to the person's changing circumstances/risks.
6.	Death of a person within MARM process
6.1	Where a person dies whilst within the MARM process the HM Coroner must be informed; Discuss with Adult Safeguarding/Adult Safeguarding Partnership leads and consider a Safeguarding Adult Review (SAR) referral. Concerned about an adult? Worried about an adult Hull
7.	Information Sharing

7.1	Each agency must be cognisant of the principles of information sharing and be aware of the threshold of sharing information on a 'need to know basis'. Information can be shared to protect the vital interests of the adult at risk. Data protection: The UK's data protection legislation - GOV.UK
8.	Evaluation of the MARM and quality assurance
8.1	Each agency must maintain records of the MARM meetings in which they are involved. Agencies are responsible for collating and reporting information to the relevant Safeguarding Adults Board. About ERSAB Hull Safeguarding Adults Partnership Board – Hull Collaborative Partnership
8.2	At the conclusion of every MARM meeting the Chair and members must review the process and record the evaluation on the MARM Meeting Record.
8.3	Audit of the MARM process will be agreed via the relevant sub-groups of the Hull and East Riding Safeguarding Adults Boards.
9.	References <ul style="list-style-type: none"> • Data protection: The UK's data protection legislation - GOV.UK • Care Act 2014 • Care Act factsheets - GOV.UK • Care and support statutory guidance - GOV.UK • Human Rights Act (1998); • Mental Capacity Act (2005) • Code of practice: Mental Health Act 1983 - GOV.UK
10.	Supporting Documents <ol style="list-style-type: none"> 1. HSAPB & ERSAB Aide Memoir for MARM Chairs; 2. HSAPB & ERSAB MARM Confidentiality statement; 3. HSAPB & ERSAB Multi-agency Adult Risk Management fact Sheet 4. HSAPB & ERSAB MARM Process Chart 5. MARM What to Expect Information Leaflet;