



Multi-Agency Risk Management (MARM)

Why do we need a MARM process

Hull and East Riding Safeguarding Adult Partnership 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;
 - ▶ Self-neglect (Care Act 2014)
 - ▶ Risk-taking behaviour/chaotic lifestyles; or
 - ▶ Support required to enable engagement with services.

(“serious harm” refers to the death or injury (either physical or psychological) which is life threatening and/or traumatic and which is viewed to be imminent or very likely to occur)

What is MARM?

- ▶ A multi-agency adult risk management process to facilitate effective multi-agency working with adults who are at significant risk of harm or death to;
 - ▶ Identify the relevant risks to an individual.
 - ▶ Discuss and agree agency responsibilities/actions.
 - ▶ Record, monitor and review progress with an agreed risk management action plan.
- ▶ Agree when the risks have been managed and evaluate the outcome.

Is the MARM framework statutory?

No.

- ▶ MARM is a multi-agency risk management framework only for adults who are at risk of significant harm and where the risks are unmanageable.

It is not a substitute to legislation and existing processes.

- ▶ Mental Health Act 2007
- ▶ Human Rights Act 1998
- ▶ Mental Capacity Act 2005
- ▶ Care Act 2014
- ▶ Data Protection Act 2018
- ▶ Multi-Agency Public Protection Arrangements (MAPPA)
- ▶ Multi-agency risk assessment conference (MARAC)

When to hold a MARM?

A MARM will only be called where the adult at risk does not fall within 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:

- ▶ Multi-Agency Public Protection Arrangements (MAPPA)
- ▶ Multi-Agency Risk Assessment Conference (MARAC)
- ▶ Channel (multi-agency meeting within the Prevent programme)
- ▶ Formal adult safeguarding procedures

Criteria for a MARM



All the following conditions must apply for a MARM to be called:

1. The person is;
 - a) 18+, and
 - b) 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;
 - a) serious harm (physical or psychological) which is life-threatening and/or traumatic and which is viewed to be imminent or very likely to occur,
 - b) or death by self-neglect, hoarding, non-engagement with services.
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.

MARM Referral

Any agency can make a MARM referral.

If you think an adult would benefit from MARM;

- ▶ Discuss with your Adult Safeguarding Lead and confirm all 5 criteria are met.
- ▶ Inform the relevant Adult Safeguarding Team;
AdultSafeguarding@hullcc.gov.uk and provide supporting information.



Pre MARM Meeting

- ▶ Hull 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.

The Lead Agency will;

- ▶ Identify agencies required at the MARM meeting, including non-statutory, voluntary sector and local community groups.
- ▶ Where children are part of the household/linked to the person, Children's Services must be invited and a safeguarding children referral completed.
- ▶ Arrange a suitable venue and coordinate attendance.
- ▶ Consider how the views of the person can be included - every effort should be made to encourage the person, or an appropriate advocate, to attend.

Pre MARM Meeting

- ▶ All partner agencies must ensure an appropriate member of staff, with the required seniority to make decisions on behalf of their organisation, attends.
- ▶ Wherever possible consent for holding a MARM meeting should be obtained from the person, and they should be encouraged to participate in the process.

However, a lack of consent will not prevent a MARM meeting from taking place.

- ▶ Agencies receiving an invitation to attend a MARM meeting must;
 - ▶ 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.

MARM Meeting

- ▶ Nominated Chair responsible for chairing and coordinating the MARM meeting. Agencies will be expected to;
 - ▶ outline their responsibilities
 - ▶ share information about the person
 - ▶ evaluate concerns
- ▶ The meeting may identify the need to make other referrals about the person, other adults at risk or children.
- ▶ Whether or not the person is present, their views must be sought and considered.
- ▶ A Risk Management Action Plan will be created agreed and Actions allocated.

(There is a meeting template to record the discussion and actions)

Post MARM

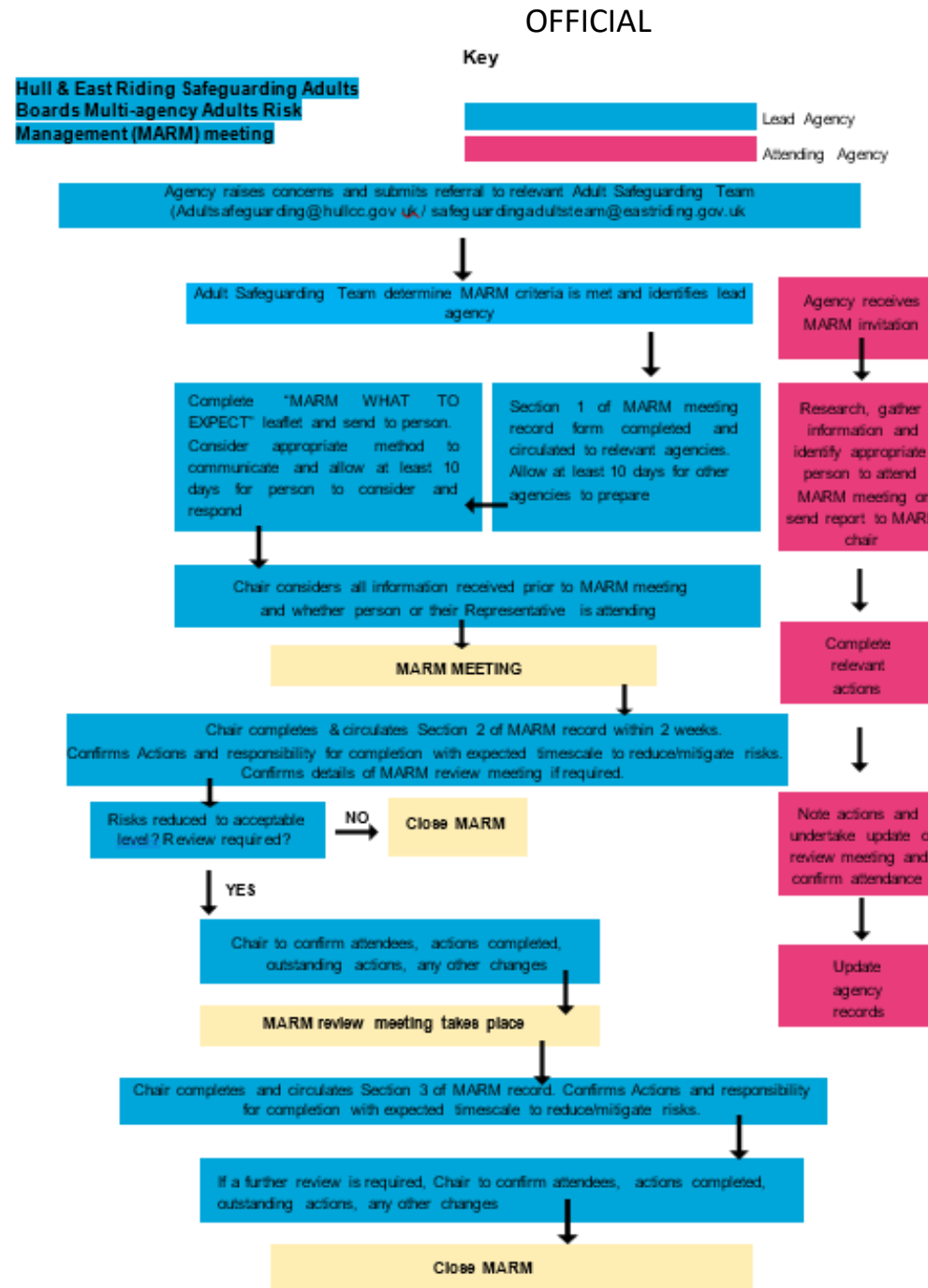
- ▶ Actions agreed at the meeting should be completed within the agreed timescale, and the lead agency updated.
- ▶ Where necessary, the Chair will arrange review meetings.
- ▶ The MARM process should be closed when actions have been completed, and the Chair believes the risks have been reduced to an acceptable level.
- ▶ The MARM process may be reopened at any time and by any agency in response to the person's changing circumstances/risks.



MARM Record Keeping

- ▶ Referring Agency to record using own systems.
- ▶ Hull Safeguarding Adult Team to record on old VARM case note and Word meeting record and upload to documents section of Liquid Logic.
- ▶ Awaiting amendments to Liquid Logic for MARM case notes.

MARM Process



MARM Example - Jeff

- ▶ Recently separated and lives in family home on his own.
- ▶ House is in state of disrepair but has gas, electricity and water.
- ▶ Has an income.
- ▶ Alcoholic and smokes heavily.
- ▶ Has COPD and uses inhalers.
- ▶ Inhalers have run out and he will not go back for a repeat prescription. Result - he struggles for breath.
- ▶ Eyesight is deteriorating.
- ▶ Pressure sores on sacral area - visibly weeping.
- ▶ Does not see GP or district nurse.
- ▶ Losing weight and son believes he is malnourished.
- ▶ Occasionally incontinent.
- ▶ Son is concerned and has called Adult Safeguarding Team.
- ▶ ASC have knocked on Jeff's door 6 times. Either no response or Jeff tells them he does not want any help and to go away.

MARM Example - George

- ▶ Lives on own in detached house.
- ▶ House is in disrepair.
- ▶ No gas, electricity or hot water.
- ▶ No money, no income, will not claim benefits, no intention of looking for a job.
- ▶ Survives from food banks and gifts from neighbours.
- ▶ Cooks inside on an old gas BBQ and used an oil lamp for lighting.
- ▶ Have been small fires in the past.
- ▶ Isolated and no means of transport.
- ▶ No friends and estranged from his family.
- ▶ Appears malnourished and does not go to the doctors.
- ▶ Had a mental breakdown some time ago.
- ▶ Concerns raised to ASC by neighbours and GP worried about his health and wellbeing.
- ▶ Had declined any offers of care and support. Will not let any professionals into his house.

Further information

- ▶ MARM Guidance can be found on the HSAPB web site;
<https://www.hullcollaborativepartnership.org.uk/hull-safeguarding-adults-partnership-board>
- ▶ Contains MARM supporting documents including;
 - ▶ Aide Memoir for MARM Chairs
 - ▶ Confidentiality statement
 - ▶ MARM Fact sheet
 - ▶ MARM Process chart
 - ▶ MARM Agency report template
 - ▶ MARM Meeting Record
 - ▶ MARM - What to expect
 - ▶ 7 minute briefing