



Multi Agency Risk Management (MARM) Framework

Version: 2

Effective from: October 2022

Review date: October 2024

1. Background

- 1.1. This framework has been devised to support the partners of the West of Berkshire Safeguarding Adults Board (SAB) to achieve successful outcomes when working with individuals who remain at high risk of harm despite intervention efforts under the Care Act 2014 Sections: [9](#) Assessment of an adult's needs for care and support [11](#) Refusal of Assessment and [42](#) Safeguarding enquiry by local authority.
- 1.2. The Multi Agency Risk Management Framework (MARM) has been endorsed by the SAB which includes representation for all partner agencies.
- 1.3. The purpose of the MARM Framework is to provide multi-agency oversight and support to the individual and agencies involved, to manage risks and/or discharge duty of care within the appropriate legal frameworks.

2. Purpose of the MARM Framework

- 2.1. The purpose of the MARM is to discuss and consider all available options for increasing the safety of the individual at risk and to agree co-ordinated actions thereby reducing or removing risk, where this is appropriate, when all other pathways have been exhausted by the Local Authority (LA).
- 2.2. This supports the [Prevention Agenda](#) and the independence, well-being, health and dignity for the individual at risk.
- 2.3. The MARM will consider and advise on individual cases where:
 - An individual is putting themselves or others at significant risk by refusing services;
 - All options have been explored and the level of risk is still high;
 - There is disagreement between services/agencies on managing the level of risk.
- 2.4. The MARM will:
 - Support to reach agreement and adopt strategies in relation to individuals at risk around risk decision and the management of those risks where they are manageable;
 - Consider high risk, complex cases where the initial care management and/or safeguarding adults procedure, and its associated policies, have been unable to reduce or alleviate the risk(s);
 - Provide a clear and comprehensive review of multi-agency risk assessment and management plans; the MARM will discuss the case and agree a risk mitigation plan.
- 2.5. MARM is an advisory framework and will not 'hold cases.'
- 2.6. When requested agencies will be expected to provide information to support the MARM process.

3. Criteria for MARM

The criteria for MARM is as follows:

- The individual appears to have care and support needs;
- All other avenues must have been explored and there must continue to be a significant concern about the well-being and safety of the individual;
- A Risk Assessment has been completed.

4. MARM Participation

- 4.1. Contribution to the MARM will depend on the individual circumstances and appropriate agencies will be invited to contribute.
- 4.2. The individual and/or their loved ones, advocate, must be invited to contribute to the MARM unless this is deemed not appropriate.
- 4.3. Examples of relevant agencies may include; LAs, GP, Thames Valley Police (TVP), Advocacy Services, Voluntary Organisations, Drug and Alcohol Services, Royal Berkshire NHS Foundation Trust (RBFT), Berkshire Healthcare Foundation Trust (BHFT), Health and Social Care Providers, Royal Berkshire Fire and Rescue Service (RBFRS).

5. MARM Participants responsibilities

All MARM participants are responsible for:

- Provide timely information and/or attend meetings to support the process as and when required;
- Committing their agency to actions and arranging for these to be carried out;
- Sharing any information, involvement, actions or case work carried out with an individual; including relevant information from an allocated professional working directly with the person referred (if applicable).

6. Advocacy

- 6.1. Individuals' statutory rights to advocacy still apply when the MARM is initiated.

7. Information Sharing

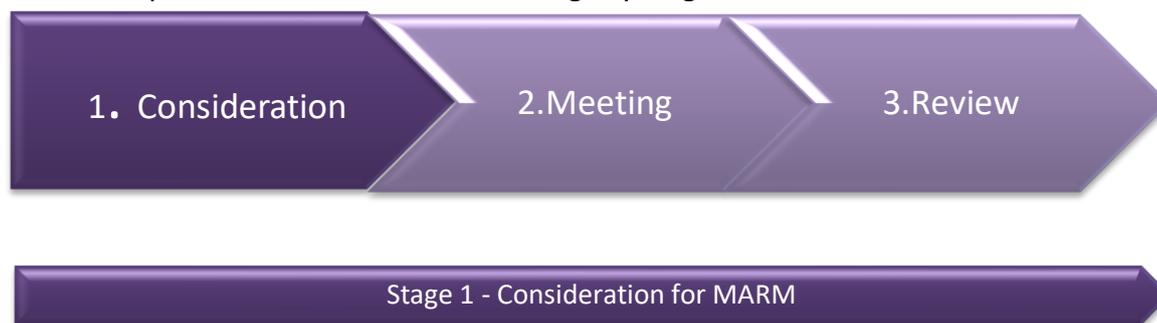
- 7.1. Information gathering and sharing is key to the assessment, identification and management of risk.
- 7.2. As the MARM is initiated from a care Management and/or safeguarding pathway, information sharing protocols relevant to these pathways apply to the MARM.
- 7.3. The use and sharing of information will respect confidentiality and the principles outlined in the Data Protection Act and [Caldicott Guidelines](#) and will be proportionate to the level of risk to be managed and to the circumstances of the individual.
- 7.4. Please read the [Pan Berkshire Adult Safeguarding Information Sharing Protocol](#) for more information.

8. Governance

- 8.1. Numbers of MARM consideration requests and MARM risk management plans will be reported to the SAB via its Performance dashboard.
- 8.2. The MARM will be reviewed on a two yearly basis.
- 8.3. The [West of Berkshire Safeguarding Adults Board Escalation policy](#) will be used in the event of any professional disagreements in regards to the application of the MARM framework.

9. The MARM Process

The MARM process will include the following key stages:



The MARM is an escalation process from care management and safeguarding pathways, therefore requests for the framework to be instigated must come from local authorities' adult social care professionals (LAASCP). Partner agencies who are of the view that the MARM may be a suitable process for individuals can make this suggestion when referring in via the care management or safeguarding referral routes.

When LAASCP are of the view that escalation to the MARM is required, the following considerations must be made before making an official request for a MARM:

- a) Is there a risk of abuse or neglect? If yes follow the [safeguarding adult procedures](#) and raise a safeguarding concern to the relevant LA, refer to the [West of Berkshire Adult Safeguarding Threshold Guidance](#). If there is an issue regarding mental capacity, please follow the Mental Capacity Act 2005 (MCA) and best interests' procedures.
- b) Ensure there is a fully completed risk assessment in place identifying all risks and attempts to mitigate these.
- c) If a single agency response has not mitigated risk, consider if a multi-agency response is necessary and proportionate. If so, convene a planning/professional/risk management meeting. Agree an action plan to reduce the level of risk to the individual and keep under review.
- d) Have all other pathways been considered and exhausted? - Safeguarding, Care Management, Care Programme Approach (CPA) etc.
- e) Advice should be sought from professionals Safeguarding Lead/Locality Manager/Agency Lead.
- f) Consider consent:
 - All reasonable attempts should be made to gain consent from the individual for the consideration for MARM.
 - If the individual is not willing to give consent or refuses to engage and professionals remain concerned for the individual's safety and or welfare, or the safety or welfare of others including carers, that should be recorded.
 - An individual who has the mental capacity to make a decision and chooses voluntarily to live with a level of risk, is entitled to do so. Where the level of risk is very high, LAASCP and managers must consider whether MARM or, the Inherent Jurisdiction of the Court may apply.

Once and/ or if, all avenues for risk management have been explored within the LA and on a multi-agency basis and, the risk remains high, then a MARM should be considered.

LAs will make the decision on how LAASCP make requests for the MARM framework to be instigated. A form has been developed as part of this framework however LAs are able to use a localised consideration process, if this is better suited to their organisation.

It is important to note that by requesting a MARM is considered that it **does not** result in a discharge of duty for the professional/agency involved.

The LAASCP is expected to present the case and contribute to the case discussion.

The LA will acknowledge receipt of the request for MARM consideration and will provide an explanation on the outcome of that request to the LAASCP.

A request to consider MARM does not automatically result in a MARM meeting, it will be for the LA to consider if the MARM is appropriate on a case by case basis.

LAASCP should refer to the [MARM consideration flowchart \(Appendix A\)](#) which is designed to act as a guide when considering the MARM process.

Stage 2 - MARM Meeting and Risk Management Plan

When a MARM is innated the [MARM meeting form](#), will be used to evidence how partners how worked together to support the individual to manage the risks identified within the MARM request.

The purpose of the meeting will be to consider the situation and clarify whether any further action can be taken, making the necessary recommendations. The meeting will consider the following:

- Provide a summary of any care and support offered or in place.
- Outline of the nature of the concerns and risks to the individual and others.
- Consideration of the individual's mental capacity.
- The individual engagement and/or their family/friends/advocate.
- Produce a collaborative and holistic assessment of the risks.
- Identify any legal powers and remedies potentially available.
- Agree information sharing arrangements.
- Agree a contingency and an escalation plan.
- Identify who is best placed to engage with the individual at risk.
- Consider how the individual will be involved and kept up to date.
- Agree who and how to engage with the individual and relationship building.
- Agree a SMART action plan, with timescales a named lead against each action.
- Set date for a review meeting.
- Ensure the individual is given a copy of the risk assessment, if appropriate.

The MARM will be managed by the host LA, and they will be responsible for arranging meetings and circulation of documentation to support the process.

Meetings will be convened as and when required and decisions will be made by consensus.

Documentation for the MARM will be appropriately stored by the LA and agencies will be expected to update their own recording systems.

LAs are able to use a localised version of the MARM meeting form, if this is better suited to their organisation.

Stage 3 - Review of MARM

The purpose of the review meeting is to monitor progress on the multi-agency action plan and agree any further actions or if escalation is required, as stage 2, this will be managed by the host LA.

The meeting will consider:

- New information
- Review MARM and update plans (risk assessments, action plans, contingency plans) - if insufficient progress has been made, consider an alternative approach
- Agree on-going monitoring and review arrangements
- The individual engagement and/or their family/friends/advocate
- Update on mental capacity
- Set date for a review meeting if appropriate

The MARM review process will continue until the identified risks are either resolved or managed to an acceptable level, as agreed at the MARM Meeting. It is important that consideration is given to the support needed by the individual to ensure their well-being and safety is maintained. Any on-going support should be clearly identified and agreed by relevant agencies before being referred into the relevant case management process for on-going work.

There is a [MARM review form](#), however LAs may choose to use a localised version of this form, if this is better suited to their organisation.

10. Further information

It is important to accept that risk management does not mean trying to eliminate risk. It means managing risks to maximise people's choice and control over their lives. True empowerment means that people might make decisions that professionals may disagree with. Further information and/or templates on risk management is available by using the following links.

- [Appendix A – MARM Consideration Flowchart V.0.1](#)
- [Appendix B - STAGE 1 - MARM Consideration Request V.0.1](#)
- [Appendix C - STAGE 2 - MARM Meeting V.1.0](#)
- [Appendix D - SAB - Supporting Individuals to Manage Risk V.1.0](#)
- [Appendix E - MARM Positive Risk Management Tool V.1.0](#)
- [Appendix F - STAGE 3 - MARM Review V.1.0](#)

11. Acknowledgements

With thanks to Richmond and Wandsworth Safeguarding Adults Board and West Sussex, from whose Protocols this framework was developed.