



## **4LSAB Multi Agency Risk Management (MARM)**

**This session will be recorded**

**We are expecting over 100 people on the call today  
Please keep your microphone and camera off**

**Use the chat function if you have any questions  
After the session you will be sent a feedback form – which if you complete you will  
get a certificate of attendance**

**A link to the slides from today will be shared with you in the future**



## **4LSAB Multi Agency Risk Management**

### **MARM Awareness: developing operational guidance**

**3<sup>rd</sup> October 2023**

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Carrie Voyle (HSAB SAR coordinator)

Kerri Hargreaves (Abri)



# PURPOSE OF TODAY

- The 4LSAB MARM (Multi-agency Risk management) Framework is an overarching strategic document, so it is important that you also have a step-by-step operational guide for your staff to accompany it.
- This session will provide advice to support you in producing your own internal operational guidance around the MARM Framework.

PART 1: thinking about your internal processes

PART 2: MARM in practice

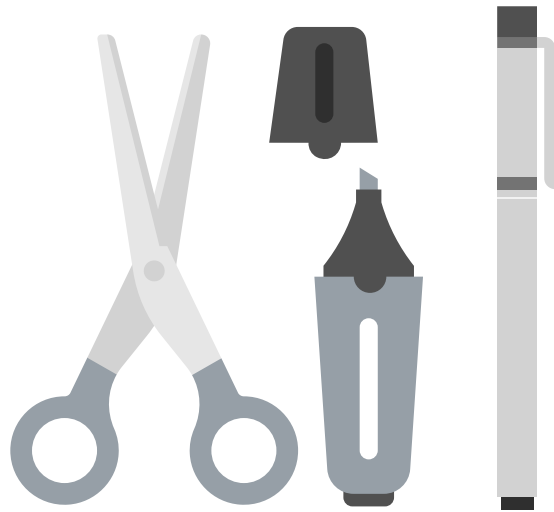
# What is MARM?

MARM is a tool for working in a multi-agency way to assess and share risks, with the input of the individual, and working collectively to put a plan in place to help the individual reduce those risks.

## What MARM is not

MARM is not the same as, or a substitute for, statutory safeguarding under section 42 of the Care Act.

# WHAT TOOLS ARE AVAILABLE TO HELP ME?



- MARM Framework
- 4LSAB toolkit:
  - Case studies
  - Flowchart
  - One Minute Guide
  - Template invitation letters
  - Template chronology
  - Template agenda and minutes
  - Information for clients
- MARM Podcast
- Previous MARM training session recordings
- Other 4LSAB policies, including Escalation protocol, hoarding guidance

HSAB

PSAB

SSAB

IOWSAB

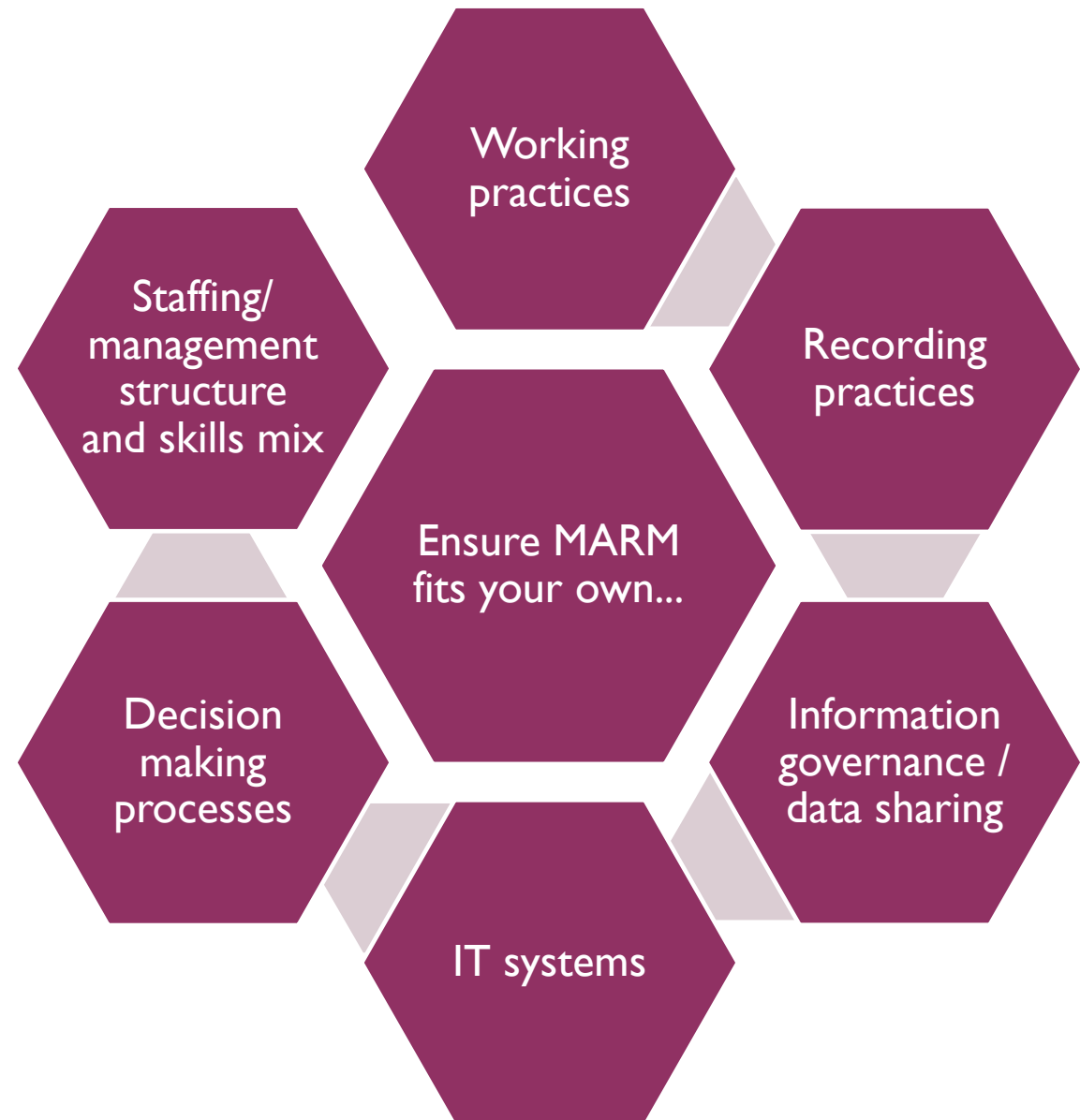
MARM framework and tools

Isle of Wight MARM tools



## PART I: THINKING ABOUT YOUR INTERNAL PROCESSES

# WHY DO I NEED MY OWN OPERATIONAL PROCESS?



# Learning From Hampshire SARs: Using MARM effectively

**Elizabeth**

2020: There were missed opportunities for a coordinated response by utilising the Multi-Agency Risk Management framework. Had this happened a different outcome may have been achieved.

**Self-neglect  
Thematic**

2022: MARM was being used instead of the Sec 42 statutory duty. This impacted on co-operation, opportunities for statutory advocacy support (S68), robust information gathering, and decision-making. Where Sec 42 criteria is met, it must be the framework used.

**Joseph**

2023: There was no record of outcomes for some key actions agreed. No record of key information shared by professionals as being discussed with Joseph to support informed decision making. The adult must remain the focus and actions must be reviewed to inform next step decisions and ongoing risk assessment.

**Alice**

2023: Achieving engagement and positive outcomes should remain a priority. Waiting for outcomes of decisions made (such as court proceedings to enter a property) does not pause the duty of care or the need to utilise other approaches while waiting for an outcome.





## CASE STUDY: EMBEDDING MARM IN A HOUSING ORGANISATION

### MARM in Policy/Guidance

- Embedded with Safeguarding Policy
- Forms part of the Pre Court actions – is a MARM required  
– proportionality note
- Recorded on internal systems
- Clear management decision pathway

### MARM – Staff


- Forms part of supervision – 121s
- Time for case review with Manager
- Recognise impact on staff wellbeing

- Opening a case and working with an individual
- Decision making process
- Mental capacity and recording
- When you are not the lead agency
- How to record on your system
- Timescales
- Meeting arrangements
- Involving the adult
- Admin arrangements
- Locations
- Chairing arrangements
- Expectations on attendees
- Local documents/templates
- Contacts/lists
- Other relevant local policies

**This is not an exhaustive list!**

**WHAT NEEDS TO  
BE INCLUDED IN  
YOUR  
PROCESSES?**





## PART 2: MARM IN PRACTICE



## GROUPWORK

### **Other things to consider before setting up the MARM meeting:**

1. What legal frameworks do you need to consider?
2. How, when and where do you hold the meeting?
3. Who do you need to invite?
4. How do you involve the person?

Human Rights  
Act 1998

Care Act 2014  
Care needs  
assessment  
section 9

Safeguarding  
Section 42  
Care Act  
2014

Care Act  
2014  
Carers  
Assessment  
Section 10

## What legal frameworks do you need to consider?

Equality  
Act 2010

Tenancy  
and housing  
law

Domestic  
Abuse

Advocacy -  
Care Act /  
IMCA / IMHA

Environm  
ental  
health

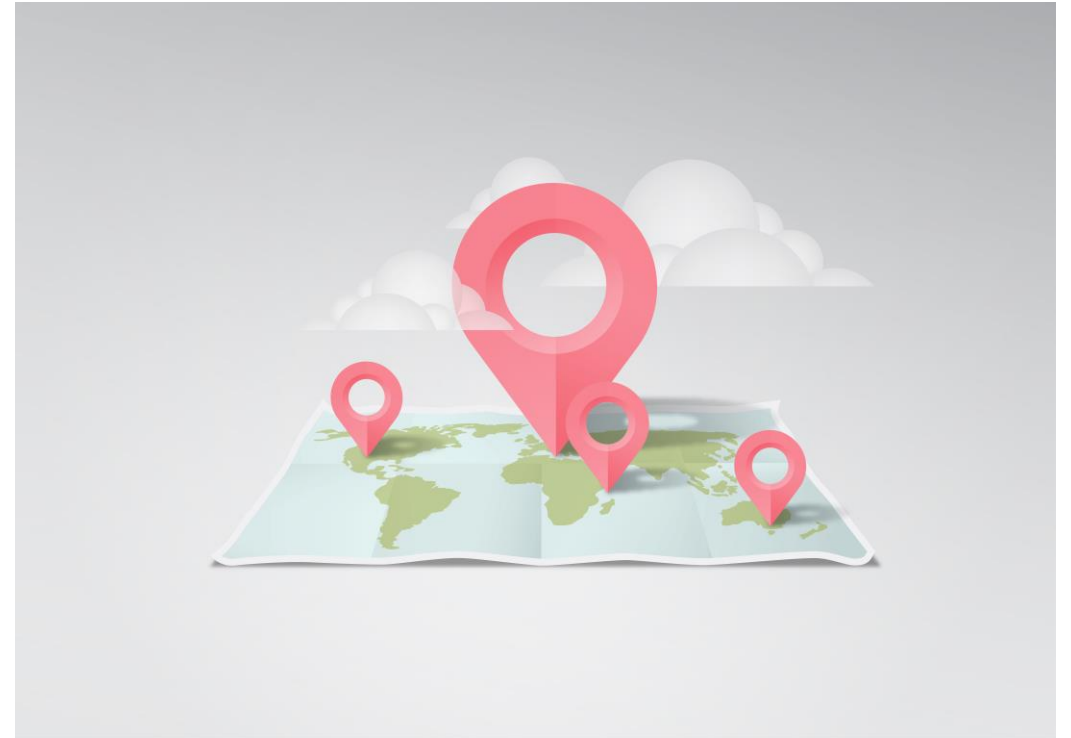
Has a crime  
been  
committed?

Mental  
Health  
Act 1983

Mental  
Capacity  
Act 2005

# HOW, WHEN AND WHERE DO YOU HOLD THE MEETING?

- Virtual vs room
- Timing
- Location – formal/informal



# WHO DO YOU NEED TO INVITE?



You will likely need a group of people in these cases, and every case is different, here are some examples:

- The person at the centre, their advocate or support
- Housing (Association, LA Housing Options etc)
- Social Worker/Care Manager/Key Worker
- GP (Social Prescriber)
- Community Mental Health worker
- Environmental Health
- Police
- Fire and Rescue Service
- Care provider (paid or unpaid)
- Support Services

## HOW DO YOU INVOLVE THE PERSON?



- Toolkit – ‘what to expect’ guide
- How to engage – consider advocacy, timings, support
- What do you tell them afterwards / follow up
- Person centred – remember Making Safeguarding Personal principles



## WHERE ELSE DOES MARM FIT INTO YOUR OTHER WORKING PRACTICES?

- Checklists on other forms for other activities – can you add ‘would a MARM be appropriate?’
- Internal training – is MARM included and integrated?
- Safeguarding conversations and supervision
- Referrals to other agencies
- Other multi agency case discussions
- Recognising and sharing risk
- Escalation
- Delivering excellent customer service
- Service user involvement, feedback and coproduction
- Evidence based decision making
- Internal/External Review or Serious Incident or Complaints processes
- Reputational damage



## Any Questions?

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