

LIVERPOOL SAFEGUARDING ADULTS BOARD

Multi-Agency Risk Assessment and Management (MARAM) Process

Information Sheet

Title	Multi agency risk assessment and management process
Responsible Officer	Lauren Mitchell-Jones
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Multi-Agency Risk Assessment and Management (MARAM) Process

INTRODUCTION

This guidance is issued following identification of numerous incidents involving adults who may, or may not, have eligible care and support needs under the Care Act, but none the less require support from services to reduce, prevent or delay needs. This guidance aims to support practitioners to understand and manage risks whilst considering the adults wellbeing beyond eligibility for adult social care. The guidance supports practitioners to consider issues in relation to mental capacity, vulnerability and risk-taking behaviour.

The following areas have been identified:

- Fire safety
- Substance misuse / addiction
- Non-compliance or challenging behaviour
- Self-neglect
- Hoarding
- Non-engagement with services
- Homelessness
- Complex mental health
- Mental Capacity Act

A need to develop a multi-agency approach to reduce risk is essential. Information sharing enables the widest range of expertise and resources to come together to deal with instances of high risk. This process will sit alongside current safeguarding adult processes and demonstrates Liverpool's commitment to prevention by identification, mitigation and managing the risks to adults.

Staff from a range of partner and provider agencies work together to support individuals to live as fully and independently as possible but are occasionally faced with situations when the individual may continue to be at risk despite support.

It is not possible to eliminate all risk that people may face or experience. Robust multi-agency procedures allow professionals to work together to demonstrate they have done as much as possible to reduce risk and provide good outcomes for adults at risk. The MARAM process would also assist individual practitioners that can feel isolated when managing difficult situations.

Whilst a person with capacity has the ability to make unwise decisions, this does not mean that their vulnerability should not be addressed through a process of assessment and mitigation of risks. This guidance should be used in situations where there is concern that the individual's lifestyle or behaviour are likely to result in serious harm, or even death and single agency involvement has failed to be effective in the management of risk.

HOW TO USE THE PROCESS

The MARAM process is designed to provide guidance to staff seeking to support individuals at risk to live autonomously and independently, whilst seeking to support them to manage, reduce and mitigate any risks resulting from their lifestyle or behaviours.

The procedure indicates occasions where it is appropriate to call a Multi-Agency Risk Management (MARAM) Meeting and partner agencies should co-operate by ensuring attendance or at a minimum written contribution to the meeting.

In determining the appropriateness of scheduling a meeting consideration should be given to all other measures/ steps that may have already been taken to identify and manage risk. This process is **NOT** intended to replace any other established process such as Statutory Safeguarding Duties, MCA Best Interest Meetings, Complex Lives MDT or MARAC. However, it may sometimes be appropriate to run multiple processes alongside each other.

If the person is assessed as lacking capacity to make a particular decision, then a Best Interests Meeting should be convened. It may not be necessary to convene a Risk Management Meeting.

IDENTIFYING RISKS

Any professional, from **any** agency can identify risk and complete the generic risk assessment which will identify if the individual, or others, are at **serious risk**, due to their own lived experience, lifestyle, choices, or environmental factors in respect of:

- Fire safety
- Substance misuse / addiction
- Non-compliance or challenging behaviour
- Self- neglect
- Hoarding
- Non engagement with services
- Homelessness
- Complex mental health
- Mental Capacity Act

Although specific areas of risk are referred to in this document, the process is not limited to these areas and can be applied in any situation where an individual is making unwise decisions which are likely to have a significant impact.

SPECIFIC GUIDANCE

If the generic risk assessment indicates one or more risk areas the lead professional can refer to the relevant sections (Appendix 1) for further advice/ areas to consider and work through the proposed flow chart for possible decisions and action.

Discuss the risks with your line manager and consider referrals to other specialist services. The person should remain central to the process and be fully supported to understand risks, hopefully accepting support to minimise them.

If the risk remains and the person is facing significant risk to health and wellbeing, then a Multi-Agency Risk Management (MARAM) Meeting should be called. This should be scheduled to happen within one working week.

INFORMATION SHARING

Both GDPR and the Data Protection Act 2018 [DPA2018] identify statutory obligations and gateways when sharing a data subject's information. In particular, DPA 2018 Schedule 8 provides for the conditions to share information based on safeguarding and vital interests.

Remember that the Data Protection Act 1998 and Human Rights Act 1998 are not barriers to justified information sharing but provide a framework to ensure that personal information about living individuals is shared appropriately. Be open and honest with the individual (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.

Ideally the consent of the person about whom the information is held should be sought. However, there will be occasions when this is not possible, and the principle of confidentiality can be overridden in order to safeguard an adult at risk or if the matter is in the public interest.

You may still share information without consent if, in your judgement, there is good reason to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case; information shared should be proportionate to the level of risk.

Consider safety and well-being. Base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions. Information sharing should be necessary, proportionate, relevant, adequate, accurate, timely and secure. Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up to-date, is shared in a timely fashion, and is shared securely.

Article 8:1 of the Human Rights Act 1998 states that "everyone has a right to respect for his/her private and family life, his /her home, and his/her correspondence".

Disclosing information for a purpose other than for which it is originally obtained constitutes an infringement of this right.

However, Article 8:2 specifies the grounds where authorities may limit those rights:

- in the interest of national security, public safety, or the economic wellbeing of the country
- for the prevention of disorder or crime
- for the protection of health or morals
- for the protection of the rights or freedoms of others

Organisations should show that they have taken the person's rights under the Act into account when deciding to share the information and should record the grounds for interfering with those rights.

MONITORING

There is a need to monitor usage and effectiveness of the MARAM process. This will enable us to evaluate effectiveness and optimise learning. *(No identifiable information relating to the person will be stored outside of your agency).*

Lead professionals are requested to complete the Monitoring Form (Appendix 11) on conclusion of the MARAM process. Monitoring form should be sent directly to Liverpool Safeguarding Adults Board via email: LSAB@Liverpool.gov.uk within 5 working days.

CONVENING A MULTI-AGENCY RISK MANAGEMENT MEETING

Any professional from **any** agency can convene a MARAM.

Professionals should ensure that all suggested mitigating actions have already been followed prior to convening a meeting, to optimise the process. Legal advice should be sought as appropriate.

The agency convening the meeting must complete the Risk Management Meeting Request (Appendix 8) and circulate it to the relevant professional for each agency that they request attendance from.

All agencies requested to attend should prioritise participation and confirm attendance in advance or when this is not practically possible provide a written report to share at the meeting.

THE MULTI AGENCY RISK ASSESSMENT MEETING

The agency convening the MARAM must complete and share a brief overview in advance, outlining the risks and the steps taken to date to manage or mitigate them.

The lead agency must ensure representation is of sufficient seniority and a professional from another agency may take on the role of chair with agreement.

A suggested agenda can be found in (Appendix 9) of this protocol.

All participating agencies must ensure that they bring up-to-date information that they hold in relation to the person(s) at risk.

Minutes of the meeting should be recorded, and the Risk Management Plan (found in Appendix 10) must be completed on each occasion with an agreed timescale for the meeting to reconvene. The Risk Management Plan must identify a lead professional who will retain overall responsibility for coordinating the plan.

All participating agencies must commit to ensuring that they complete all actions allocated to them within the allocated timescales.

On occasion, it may not be appropriate to invite the person(s), and/or their representative to all or part of the meeting. If they are not invited the rationale for this decision should be recorded. Naturally this will be dependent on the individual circumstances of each case.

REVIEWING THE PLAN

A date for review must be set at the meeting, with agreement reached that this can be brought forward in the event of any member of the group raising new concerns or if the risks appear to be escalating and the plan is not having the desired impact.

COMPLETING THE RISK MANAGEMENT PROCESS

It is recognised that it may not be possible to eliminate or reduce risks to the point where no substantial risk remains.

A decision at a MARAM meeting may consider that no further action can be taken, in which case a final review of all actions taken should be recorded and retained in the records of each agency involved in the MARAM process.

The person(s) who is subject of the process must, where possible, be kept informed of any actions taken throughout and of any decision taken to close the process.

Appendixes:

Appendix 1: Liverpool Multiagency Risk Assessment.



Appendix 1- Risk
Assessment.docx

Appendix 2: Fire Safety.



Appendix 2 Fire
Safety

Appendix 3: People who Self-Neglect.



Appendix 3- People
who self-neglect.docx

Appendix 4: Dependence on Alcohol.



Appendix 4- People
who are dependent o

Appendix 5: Non-compliance with Medication or Medical Services.



Appendix 5- People
who are non compliar

Appendix 6: People who are passively resistant or aggressive.



Appendix 6- People
who are resistant.doc

Appendix 7: Meeting Invite.



Appendix 7 Meeting
Invite

Appendixes (Continued):

Appendix 8: Report to Risk Management Meeting.



Appendix 8- Report
to Risk Management I

Appendix 9: MARAM Agenda



MARAM Agenda

Appendix 10: Multi-agency Risk Management Plan (minutes).



Appendix 10
Multiagency Risk Mar

Appendix 11: Confirmation report on use of MARAM in Practice.



Appendix 11
Confirmation on use