



QUICK GUIDE

Multi-Agency Risk Management (MARM) – Frequently Asked Questions

What does MARM mean?

MARM is an abbreviation for Multi-Agency Risk Management. MARM is a simple acronym to describe the framework [here](#).

Is the MARM framework an alternative framework for Section 42 Care Act enquiries?

No, the MARM Framework is for unmanageable high risk in relation to concerns that do not meet the 3 statutory criteria Section 42 (1) Care Act 2014. If in doubt, please contact:

Southampton Adult Services

- **Telephone:** 023 8083 3003
- **Email:** adultsocialcareconnect@southampton.gov.uk

Isle of Wight Adult Services:

- **Telephone:** 01983 814980
- **Online referral:** <https://www.iow.gov.uk/iwforms/form.aspx?k=scr>

Hampshire Adult Services:

- **Telephone:** 0300 555 1386 during office hours 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm on Friday

Portsmouth Adult Services:

- **Telephone:** 023 92680810 during office hours 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm on Friday
- **Email:** portsmouthadulthood@portsmouthcc.gov.uk

What is the purpose of the MARM framework?

The MARM framework is a 4 Local Safeguarding Adult Board (4LSAB) approach that brings together professionals from health, social care, the police, housing and other agencies/organisations. This also includes the adult, family members and friends who have a legitimate relationship with the adult. This framework will be useful to professionals working with Adults who are experiencing a high level of risk from events and circumstances that result in risk of harm to them.

Is the MARM Framework statutory?

No, the MARM framework is not in statute. It is a 4LSAB developed and agreed framework. It needs to be placed in a context of the broad safeguarding umbrella where people may have come to harm or are at risk of doing so. The six principles of adult safeguarding – empowerment, prevention, proportionality, protection, partnership and accountability should be considered in all cases where the MARM framework is utilised. In most cases the expected outcome of a MARM meeting will be the formulation of an agreed risk assessment and management plan whilst identifying and highlighting any other needs or wishes the individual has. The intention of all involved in the MARM meetings is to find solutions that are ideally agreed and accepted and work for the individual concerned. One essential outcome of a successful MARM meeting will be the clarification of expectations about what each agency can, or cannot, do. In each MARM meeting it is expected that agencies/organisations will be clear about how they are going to fulfil their responsibilities and accountabilities as recorded within the risk management plan.

Are there legal considerations within the MARM framework?

Yes, all agencies/organisations have a duty to uphold the law and The MARM framework should not be seen as a substitute to legislation and existing processes. Agencies should follow existing legislation and their internal processes, including the Human Rights Act 1998, Mental Health Act 2007, Mental Capacity Act 2005, Care Act 2014, Data Protection 2018 Act, Multi Agency Public Protection Arrangements (MAPPA), Multi-agency risk assessment conference (MARAC) etc. These processes will be seen as having primacy.

Can we share information?

Yes, information sharing is key to promoting an adult's rights and protecting from significant harm. The Care Act Guidance explains that if the adult has the mental capacity to make informed decisions about their safety and they do not want any action to be taken, this does not preclude the sharing of information with relevant professional colleagues. This is to enable professionals to assess the risk of harm and to be confident that the adult is not being unduly influenced, coerced or intimidated and is aware of all the options. This will also enable professionals to check the safety and validity of decisions made. It is good practice to inform the adult that this action is being taken unless doing so would increase the risk of harm.

Is the MARM framework a risk assessment?

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 risk assessment tool and does not replace any other risk assessment tools that are being used in your agency/organisation. Partner organisations should ensure that they have the mechanisms in place to enable early identification and assessment of risk through timely information sharing and targeted multi-agency support.

Who should a professional discuss their concerns with?

All case discussions should be explored with the professionals' line manager in the first instance. It can then be decided whether or not the MARM framework should be applied, prior to calling a MARM meeting. Advice can be sought from Adult Social Care and adult safeguarding professionals to determine if the concerns should be reported as a safeguarding concern.

Are there other more proportionate multi-agency responses to risk?

Yes, it is important that other approaches and frameworks are also considered, that support the adult and that information sharing is person centred and has a focus on risk management, for example, Care Reviews, Multi-Agency Public Protection Arrangements etc.

Who can lead the MARM meetings?

The MARM meeting should be led by a professional from any agency/organisation, referred to as the Lead Agency. The professional will be responsible for co-ordinating and chairing the MARM meeting, ensuring that the adult remains at the centre of the process and the action plan has been agreed and circulated.

Do you need consent from the adult?

The adult and their representatives should be invited to the meeting, where possible. This needs to be demonstrated clearly and any decision not to seek consent, or to override the adult consent there should have a lawful basis to this decision making and it should be clearly recorded.

Is there a role for Advocacy?

There are many different types of advocacy, including:

- Self-advocacy
- Group advocacy
- Peer advocacy
- Citizen advocacy
- Professional advocacy
- Non-instructed advocacy.

Discussions should be had with the adult about advocacy, what it is and whether the adult wishes for someone to represent them, this could for example be a family member, friend. In some situations, the adult may be legally entitled to get the support of an independent advocate, if they have no family or friend that can undertake this role. The Care Act 2014 provides a right to advocacy in relation to decisions about social care, if the criteria are met. If you think the adult has a need for advocacy discuss this with the local authority.

Why have I been asked to attend a MARM meeting?

You have been invited to come to the meeting because you play a key role in providing advice/information/support/services to the adult. The meeting is to talk about the high risks identified and decide what can be done to manage the risks and support and protect the adult. Your knowledge and expertise may be crucial to the adult and to joint working.

Does the MARM framework replace existing safeguarding policies and procedures?

The MARM framework does not replace any current policies and procedures. The MARM is a framework that sits within the Multi-Agency Adult Safeguarding Procedures and should only be applied if the criteria are met. The MARM Framework is for concerns that sit outside of the Care Act 2014 Section 42 enquiry decision.

Is a MARM meeting only for adults who have capacity to make decisions about the risks?

Yes, understanding a person's capacity to make a decision is a vital element in planning with the adult. Where it has been assessed that a person does not have capacity to make a decision with regard to their safety, a referral to the Local Authority should be made. In assessing a person's capacity to make a decision, the principles of the Mental Capacity Act 2005 should be followed. A person lacks capacity if at a specific time; they are unable to make a specific decision because of a temporary or permanent impairment of, or disturbance in, the functioning of the mind or brain. A person is deemed as unable to make a decision if they are unable to understand information relating to the decision, or unable to retain the information or use the information as part of the process of making the decision, or unable to communicate the decision. For further guidance see the [One Minute Guide to The Mental Capacity Act 2005](#)

How often can a MARM meeting be called?

MARM meetings can be called when there is a 'legitimate need' to do so. This is judged on a case by case basis by the professional and their agency/organisation.

Who should be the Lead Agency?

The lead agency should be the agency responsible for calling the meeting. During the meeting the lead agency may change; this needs to be clearly recorded. This agency/organisation then becomes the lead agency for any future MARM meetings.

Who should be the Lead Keyworker?

The lead keyworker should be the professional responsible in managing the case and who has the main contact with the adult and would be the person who is best placed to manage the risks presented.

Who is responsible for organising any MARM review meeting?

The lead agency who called the MARM is responsible for arranging the date, time and venue and inviting all parties that have a legitimate relationship with the adult. The lead agency could change, but this must be clearly recorded and communicated to all parties.

How is the MARM governed?

Quality and practice assurance play a significant role in ensuring that the MARM framework is governed effectively whilst identifying trends and training needs. The Governance of the MARM framework will sit with the Safeguarding Adult Boards (SAB) and the SAB will receive reports from the Quality Assurance and Performance Subgroups.

Data collection might include:

- Number of adults going through the MARM and review process
- Agencies holding MARMs
- Outcomes for adults
- Escalation processes

How and where is the MARM meeting information stored?

Current agency/organisation policies will apply.