



## **Gloucestershire Safeguarding Adults Board Multi-Agency Risk Management (MARM) Policy**

### **1. Introduction**

1.1 The Gloucestershire Safeguarding Adults Board (GSAB) agreed the need for a process to manage risks. This may arise within specific circumstances when working with adults deemed to have capacity to make decisions for themselves, but who are at risk of serious harm or death through issues such as:

- Medical self-neglect
- Homelessness and rough sleeping
- Rapidly deteriorating health (physical or mental)
- Persistent refusal of essential services or disengagement
- Substance misuse
- Targeting by others (e.g. hate crime, sexual violence, anti-social behaviour)

1.2 The Multi-agency Risk Management (MARM) policy was implemented in October 2025. The aim of the MARM policy is to provide professionals with a framework to facilitate effective multi-agency working with adults who are at significant risk.

### **2. Multi-Agency Risk Management (MARM) process**

2.1 The MARM is a multiagency adult risk management process to:

- Identify the relevant risks for the individual
- Discuss and agree agency responsibilities/actions
- Record, monitor and review progress with the agreed action plan
- Agree when the risks have been managed and evaluate the outcome

2.2 The MARM will only be called where the adult at risk does not fall within the 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)

- Multi-Agency Tasking and Coordination (MTAC)
- Channel (multi-agency meeting within the Prevent programme)
- Other local multi-agency forums (such as Blue Light, Complex Case Cell, FERN and SWOP)
- Formal adult safeguarding procedures under s42 of the Care Act 2014.

2.3 Each agency has a responsibility to ensure that their staff are aware of the MARM policy/process and of the need to contact their safeguarding lead/manager if/when the process is required. The agency leading on the MARM process will usually be responsible for:

- Checking whether the criteria are met (see section 3.1)
- Leading the process (see sections 4 - 6)
- Co-ordinating multi-agency meetings as appropriate
- Maintaining records using the designated MARM Meeting Record
- Communicating outcomes

### 3. Criteria for a MARM

3.1 The following conditions should apply for a MARM to be called:

1. The adult **has mental capacity** to make decisions about their life.
2. There is a **risk of serious harm or death**, which is imminent or likely, and arises from issues such as:
  - Medical self-neglect
  - Homelessness and rough sleeping
  - Rapidly deteriorating health (physical or mental)
  - Persistent refusal of essential services or disengagement
  - Substance misuse
  - Targeting by others (e.g. hate crime, sexual violence, anti-social behaviour)

**Serious harm includes life-threatening, or traumatic, physical or psychological injury.**

3. The case **does not meet the criteria for a Section 42 Safeguarding Enquiry.**
4. There may also be a **significant risk to others**, including:
  - Community safety concerns (e.g. cuckooing, drug activity, hate crime)
  - Environmental hazards (e.g. vermin, hoarding, unsanitary conditions)
  - Risks to professionals or neighbours entering the property
5. There are also **concerns from other partner agencies.**

3.2 The principles of the Mental Capacity Act (2005) must be followed to establish whether the person has the capacity to make the relevant decisions. It is essential that every effort is made to engage and involve the person deemed to be at risk throughout the process, where they will engage.

3.3 The MARM is an opportunity to ensure all agencies have offered the appropriate support/options to the person. All relevant legislation must be considered throughout the process.

3.4 Should your MARM referral not meet the criteria, you will be informed by the MARM Coordinator. There may be other options available to for you to support the adult. Should you require support in finding an alternative support mechanism please contact the Gloucestershire Adult Helpdesk on 01452 426 868.

#### **4 . Preparation for a MARM meeting**

4.1 Consent for holding a MARM meeting should be obtained from the person wherever possible, and the person should be encouraged to participate in the process (see What to Expect Information Leaflet).

**However, a lack of consent should not prevent the meeting from taking place where a significant risk of harm has been identified.**

4.2 Where the criteria are met and a MARM meeting is agreed, the lead agency will (see MARM Practice Guidance):

- Identify the agencies to be invited to the meeting including non-statutory, voluntary sector and local community groups to facilitate the best opportunity to encourage positive engagement with the adult at risk
- Consider whether there are agencies not currently involved with the person that should be invited to attend
- Where children are part of the household or are linked to the person, Children's Services must be invited to the meeting and a safeguarding children referral completed
- Arrange a suitable venue and coordinate attendance
- Consider how the views of the person can be included – the person, or an appropriate advocate, may attend
- Consider the resources necessary, should the person wish to attend and has specific communication/physical needs

4.3 All partner agencies must ensure that an appropriate member of staff, with the required seniority to make decisions on behalf of their organisation, attends the MARM meeting.

## **5. Chairing a MARM meeting**

5.1 The purpose of the meeting is to formulate a multi-agency risk assessment and identify actions to reduce the risk. The lead agency will Chair the meeting and ensure completion of the MARM meeting record at every meeting. See MARM Practice Guidance and MARM Meeting Record. There is also a MARM Risk Management Action Plan available for use if needed.

5.2 The MARM Meeting Record must be circulated securely to all attendees within two weeks of the meeting; however, actions agreed must be initiated at the earliest opportunity by partner agencies. A copy of the completed MARM Meeting Record must be submitted to MARM@Gloucestershire.gov.uk so that the MARM Coordinator can collate records for the purpose of quality assurance and data collection.

5.3 The meeting date can be brought forward if the situation changes at any time, and it is the responsibility of the professionals involved to contact the Chair.

5.4 When all actions are completed for the identified risks, the MARM process can be closed. Where there is any disagreement about the process and/or proposed closure of the case, this must be escalated to the Safeguarding Leads within the respective organisation(s).

5.5 Where the person refuses support and, despite all efforts, the risks cannot be mitigated, the following must be recorded on the MARM Meeting Record:

- Action taken to date by each agency
- Rationale for closing the case
- Evaluation of the process
- Potential for future review

5.6 Once the MARM process is closed it may be reconvened at any time and by any agency in response to the person's changing circumstances/risks.

## **6. Death of a person within MARM process**

6.1 Where a person dies whilst within the MARM process:

- HM Coroner must be informed
- Consider a Safeguarding Adult Review (SAR) referral and discuss with your agency's Adult Safeguarding Lead.

## **7. Information Sharing**

7.1 Each agency needs to be aware of the principles of sharing information and be aware of the threshold of sharing information on a “need to know basis”. Information can be shared to protect the vital interests of the adult at risk (Data Protection Act 1998 & GSAB Information Sharing Guidance).

## **8. Evaluation of the MARM and quality assurance**

8.1 Each agency must maintain records of the MARM meetings in which they are involved. Agencies are responsible for collating and reporting information to the Gloucestershire Safeguarding Adults Board via [MARM@Gloucestershire.gov.uk](mailto:MARM@Gloucestershire.gov.uk).

8.2 At the conclusion of every MARM meeting the Chair and members must review the process and record the evaluation on the MARM Meeting Record.

8.3 Audit of the MARM process will be agreed via the Performance and Improvement Subgroup of the Gloucestershire Safeguarding Adults Board.

## **9. References**

- Data Protection Act (1998)
- GSAB Information Sharing Guidance
- Department of Health (2018) Care and support statutory guidance
- Human Rights Act (1998)

## **10. Supporting documents**

10.1 The Gloucestershire Safeguarding Adults Board has a dedicated MARM Webpage where all the MARM documentation can be found.

- [MARM Frequently Asked Questions \(FAQ's\)](#)
- [MARM Flowchart](#)
- [MARM Practice Guidance](#)
- [MARM What to Expect Leaflet](#)
- [MARM Guidance for the Chair](#)
- [MARM Report for Partner Agencies](#)
- [MARM Confidentiality Statement](#)
- [MARM Meeting Record \(Sections 1, 2, 3 & 4\)](#)
- [MARM Risk Management Action Plan](#)