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LONDON BOROUGH OF REDBRIDGE

Community MARAC (Multi-Agency Risk Assessment Conference)

Terms of Reference

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1. Introduction

The London Borough of Redbridge is committed to working with its professional partners and those external agencies which provide services to support and safeguard residents.

The Community Multi-Agency Risk Assessment Conference (CMARAC) is a multi-agency meeting designed to safeguard and support vulnerable victims as well as support and target prolific perpetrators of ASB in Redbridge.

The forum recognises that sharing information, working in partnership, risk- assessing and risk management are paramount to the effectiveness of protecting vulnerable victims, people at risk of harm, and people at risk of repeat victimisation as well as those who are offenders in this space.

The Terms of Reference outlines how the CMARAC functions, its remit and how cases can be raised.

1. Purpose and Remit of the Meeting

The Community MARAC (CMARAC) is designed to enhance existing arrangements, not to replace them. Every effort must have been made to resolve the case prior to any referral. Where individuals are already being case managed by other oversight meetings a decision will be reached between the relevant chairs as to the best forum where the case will be handled; there will be no duality. The CMARAC is designed to:

- 1.1** Provide a multi-agency safeguarding response designed to support high risk vulnerable victims or support/target perpetrators of ASB.
- 1.2** Reduce the impact of high risk and repeat cases of ASB where those involved are considered to be vulnerable due to having mental health, drug and/or alcohol issues or support needs due to learning difficulties or other disabilities.
- 1.3** Reduce demand on services through early interventions.
- 1.4** Address the highest risk cases of ASB.
- 1.5** Risk manage and refer vulnerable people, both victims and perpetrators, to appropriate service providers where specialist services are required.
- 1.6** Manage the risk presented by each case using a strengths-based approach, with the aim of increasing safety and reducing repeat victimisation.
- 1.7** Share information in line with the agreed Information Sharing Agreement (ISA) under General Data Protection Regulations (GDPR) to increase the safety and well-being of victims/perpetrators of ASB.
- 1.8** Determine whether enforcement action is required in addressing high risk cases of ASB, including the use of ASB tools and powers as per the ASB Crime and Policing Act 2014.

- 1.9 Develop and implement an action plan that provides professional support to vulnerable people at risk of harm and reduce the risk of harm from perpetrators and impact on the wider community.
- 1.10 Improve agency accountability – ensuring the appropriate agencies and organisations support vulnerable people affected by or committing ASB, at the right time.
- 1.11 Improve support for agencies and staff involved in high-risk cases.
- 1.12 Contribute to the development of best practice.
- 1.13 Identify policy issues arising from cases discussed within the Community MARAC and raise these through the appropriate channels.
- 1.14 Encourage and improve communication between internal and external partners, by promoting openness and honesty.

2. Membership of the Group and Member Responsibilities

- 2.1 The Co-Chairs of the CMARAC will be Redbridge Council Head of Service Adults and a senior police officer. The Chair(s) will have the responsibility for briefing the Community Safety Partnership Board (CSP) on performance and provide a summary of the work of the meeting annually.
- 2.2 The Chair will be responsible for representing the CMARAC at other meetings when required, such as the Community Safety Partnership Board.
- 2.3 The membership of the Community (ASB) MARAC consists of representatives from the following:
 - LBR Community Safety Team
 - LBR Community Protection Taskforce
 - LBR ASB Co-ordinator
 - LBR Adult Social Care
 - Metropolitan Police: ASB Co-Ordinator
 - Metropolitan Police: Chief Inspector (Redbridge Borough)
 - Metropolitan Police: Inspector Neighbourhoods
 - LBR Children’s Social Services
 - LBR Housing
 - Private Sector Housing
 - Victim Support Services
 - NELFT (Mental Health Services)
 - VIA (LBR Drugs and Alcohol commissioned Service)
 - DWP

- 2.4** Flexible members will be those who are not of the core membership listed above who will attend the CMARAC when they are invited or required to do so. Flexible members will include (but is not limited to):
- Education
 - Registered Social Landlords/case workers
 - Safer Neighbourhood Police Officers
 - LBR Homes Housing Officers
 - Adult Social Care workers
 - Children Social Care – Social Worker
 - London Fire Service
 - LBR Youth Offending Service
 - NELFT (NHS)
- 2.6** Core and flexible members must be of sufficient seniority in their organisation to be able make decisions and agree timeframes related to the individual cases, during the CMARAC meetings.
- 2.7** Prior agreement must be obtained from the CMARAC co-ordinator before attendance of an observer is allowed.
- 2.8** The Community MARAC is not a public forum and attendance, or involvement, shall be limited to those agencies that are able to provide a contribution towards the cases. People invited to attend must have sufficient knowledge of the ASB case presented.
- 2.9** CMARAC members must:
- Ensure that the victim/perpetrator is always at the centre of the process.
 - Act as a point of contact on behalf of their agency with regards to queries and actions relating to cases.
 - Ensure staff within their service are aware of the work of the CMARAC
 - Adhere to the confidentiality statement of the CMARAC as well as the Community Safety Partnership ISP and Privacy Notice – refraining from sharing case sensitive information unless appropriate.
 - Actively encourage colleagues to make referrals in cases that present a high risk of harm to vulnerable individuals and ensure those cases meet the criteria for referral to the CMARAC.
 - Attend monthly CMARAC meetings or send an appropriate deputy who has the authority to make key decisions in any absence of the named agency lead.
 - Ensure progress is made on cases outside of CMARAC: holding professionals' meetings where required and not using the CMARAC as a case-management panel.
 - Provide the CMARAC co-ordinator with information on their own agency's involvement in cases presented at CMARAC in advance of the meeting.
 - Use the ECINS database to record actions, upload case information and any other information required when updating CMARAC cases.
 - Ensure the CMARAC Co-ordinator is kept up-to-date on progress with agreed actions via ECINS.
 - Communicate actions and recommendations to the relevant staff within their agency, providing links and contact details from the CMARAC meetings.

- Where appropriate, make records of the CMARAC meeting on their own agency's case record. This information should be clearly recorded on the file and should include information on how practitioners can follow up any queries there may be about previous CMARAC involvement.
 - Ensure all agreed actions are completed within the specified time frame set at the meeting.
- 3. Making referrals to the Community MARAC.** Anyone wishing to refer a case must discuss this first with either their line manager or departments Community MARAC SPOC. If a decision is reached to refer the case the person referring must be available to attend the next Community MARAC meeting and present the case. Referrals to the CMARAC does not discharge the responsibility of the referring/lead agency.
- 3.1** Cases may be referred to the CMARAC by:
- Any member agency; or
 - Any other agency on an ad hoc basis
- 3.2** Referrals must be supported by the CMARAC Referral Form and the ASB Vulnerability Assessment scoring matrix (**Appendix 1**) which is used to identify high level and repeat victimisation. It must also be supported by professional judgement regardless of whether consent has been given by either the perpetrator or victim (**Appendix 2**).
- 3.3** Referrals must be sent to the CMARAC email address:
- cmaracmailbox@redbridge.gov.uk
- 3.4** Referrals must be completed in full, with all sections completed.
- 3.5** Referrals must be sent to the CMARAC co-ordinator by the cut-off date for referrals, that is 8 working days prior to the meeting. *Late referrals may be accepted in exceptional cases but not without agreement with the CMARAC Co-ordinator.*
- 3.6** The CMARAC will only consider cases that affect vulnerable people or are in relation to prolific offenders **and** require a multi-agency response or are serious and/or complex in nature involving ASB affecting vulnerable people.
- 3.7** Referrals should be made on the basis that the risk assessment score meets the agreed threshold for referral. The agreed threshold will be met when the referring officer scores the level over 25+ High Risk categories on the ASB Risk Assessment Form, supported by their professional judgement.
- 3.8** The referring agency should always take direct action to alleviate any immediate risks to the victim.
- 3.9** The referring agency can contact the CMARAC Co-ordinator by telephone and email to request advice about making a referral if required.

3.10 CMARAC will only accept referrals for adults but will make links with other partners to safeguard children.

4. Repeat Referrals

4.1 A repeat referral will be deemed so if a case has previously been referred to the CMARAC and is referred again. The criteria for bringing a case back to the CMARAC is:

- The disclosure of a new and significant anti-social behaviour/crime or incident where the victim/perpetrator is vulnerable to serious harm or distress.
- The case has resulted in repeat victimisation by the perpetrators; or repeat calls to report victimisation through ASB involving a vulnerable person has made to one of the agencies on the Group.

5. Safeguarding

5.1 Under the Care Act 2014, adult safeguarding duties apply to any adult who:

- Has needs for care and support,
- Is experiencing, or is at risk of, abuse or neglect, and
- As a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it.

5.2 If adults meeting the criteria are identified at Community MARAC, a Safeguarding referral to Adult Social Care *must* be made.

5.3 Whilst an adult may meet the threshold for referral to the CMARAC, this does not necessarily mean they will meet the threshold for access to Adult Safeguarding services.

5.4 Where a vulnerable individual, who has children, has been assessed as being at high risk of harm and a referral is being made to the CMARAC, a referral should also be made as a priority to the Multi-Agency Safeguarding Hub if not already in place.

5.5 If the ASB identified in any case is motivated by what the victim perceives as hate crime, the case should be referred immediately to relevant agencies and services.

6. Meetings and Administration

6.1 The CMARAC panel meetings will take place once every month in person where able.

6.2 The CMARAC Co-ordinator will be responsible for scheduling panel meetings and administrating for the panel, including minute taking and recording the agreed actions as per each case that is discussed.

6.3 CMARAC Co-ordinator will collect all the referrals and risk assessments.

- 6.4** CMARAC Co-ordinator will circulate the agenda and case referrals by email at least five working days prior to the CMARAC.
- 6.5** When copies of the cases are received, all agencies should conduct a search on their organisation's information systems to establish what information is held on each case (see **section 7** below regarding information sharing) and upload the relevant information to ECINS by the specified deadline.
- 6.6** A voice recording of the CMARAC meeting may be taken for minute-taking purposes.
- 6.7** The role of the Chair is to structure the meeting and prioritise cases in such a way that all those attending are able to use the time available as efficiently as possible.
- 6.8** The action plan will be recorded in the minutes of the meeting. The Chair will review actions of any returning cases and a record will be made of any actions outstanding.
- 6.9** Members are to be reminded to keep their contributions concise and relevant. Although CMARAC allows for sharing of information, it should not take the place of usual case management and multi-agency collaboration. This should be done outside of and in advance of CMARAC.
- 6.10** For each case an effective lead officer/agency should be identified within the CMARAC process.
- 6.11** Once the CMARAC has accepted a case, it will follow an agreed risk management process:
- Identify what intervention and support will reduce the risk;
 - Agree which lead agencies will undertake the intervention and provide support;
 - Agree if the case will be reviewed by the CMARAC;
 - It is the responsibility of the lead agency to capture all of the above to contribute to the action plan and co-ordinate the agreed actions between agencies.
- 6.12** Emergency CMARAC meetings may be required on an ad-hoc basis, depending on the level and imminence of risk. The CMARAC Co-ordinator will arrange emergency meetings with as much notice as possible considering partner agency availability.
- 6.13** CMARAC actions will be circulated after the CMARAC, however it is the responsibility of each agency to make note of any actions that they have responsibility to complete: not relying on the co-ordinator.
- 6.14** CMARAC minutes will be circulated within **6 working days** after the CMARAC meeting.

6.15 CMARAC agenda will be circulated **5 working days** prior to the CMARAC.

7. Keeping victims/perpetrator informed

7.1 Responsibility for keeping victims/perpetrators informed of the CMARAC decisions and actions will be the responsibility of the lead agency.

7.2 Information should be fed back to the victim quickly and regularly where practicable. Information will be shared with the perpetrator as required, based on the assessment of risk.

8. Information Sharing

8.1 **All agencies will adhere to the ISA - Information Sharing Agreement ratified and signed by all agencies attending the Community Safety Partnership Board.** This information sharing agreement adheres to the guidelines of the Crime and Disorder Act, The Children Act, and the Human Rights Act. A subsequent subject matter specific information sharing agreement will be developed in due course.

8.2 To support effective working of the CMARAC, each member will research their files (re-referrals received) and information systems prior to CMARAC meetings and **bring relevant proportionate and up to date information which will support the CMARAC** in their decision making.

8.3 The sharing of information gained through the CMARAC can only be used for official CMARAC purposes and can be used to safeguard individuals and/or the wider community from harm under duty to share with partners (Section 115 of the Crime & Disorder Act) with consent of the CMARAC and the Lead Agency who provided the specific information.

8.4 Data will be stored securely and deleted when no longer required for the purpose for which it was provided or if the data is incorrect.

9. Appendices

9.1 See separate documents:

CMARAC1 – Community MARAC Referral & Risk Assessment
CMARAC2 – Confidentiality Agreement