

## Appendix A: Summary of key actions at each stage of the multi-agency risk management process

This process recognises that in complex cases, professionals are often dealing with long term and entrenched behaviours to which responses require a commitment to a longer term, solution-based approach which has at its core, a focus on building trust and a rapport with the adult. The guidance aims to provide an effective, coordinated and multi-agency response to these 'critical few' cases in order to facilitate:

- Timely information sharing around risk;
- Identification and holistic assessment of risk;
- Development of shared risk management plans;
- Shared decision making and responsibility;
- The adult's involvement and engagement in the process
- Improved outcomes for the adult at risk.

### Stage 1 - concern raised:

#### Key actions:

- Discussion with the person raising the concern.
- Discussion with the person about whom concerns have been raised.
- Ascertain what (if any) care and support the person is in receipt of.
- Ascertain if any children or other vulnerable adults are at risk.
- Consider the mental capacity of the person (decisional and executive)
- If appropriate, carry out a capacity assessment on the specific issue.
- Consider if referral to another process would be more appropriate.
- Consider if the circumstances of the case engage the s42 enquiry duty.
- If no, the responsible manager should convene a multi-agency meeting.
- Allocate the case to a lead professional.- compiles a chronology
- Contact involved agencies and those who may need to have a future role
- Set up a multi-agency risk planning meeting.
- Attendees to be able to make decisions and commit resources for their agency.
- Each agency to be asked to identify a lead professional.
- Consider how the adult will be involved and if advocacy support is needed.
- Meeting to be chaired by the initiating organisation manager.

### Stage 2 - multi-agency risk management planning meeting:

*(The purpose of the meeting will be to consider the situation and clarify whether any further action can be taken, making the necessary recommendations)*

#### Key actions:

- Provide a summary of any care and support offered or in place.
- Outline of the nature of the concerns and risks to the adult and others.
- Consideration of the adult's mental capacity.
- Produce a collaborative and holistic assessment of the risks.
- Identify any legal powers and remedies potentially available.
- Agree who will act as lead coordinating professional for the process.
- Agree information sharing arrangements.
- Agree a contingency and an escalation plan.
- Identify who is best placed to engage with the adult at risk.
- Consider how the adult will be involved and kept up to date.
- Agree who and how to engage with the adult and relationship building.
- Agree a SMART action plan, with timescales a named lead against each action.
- Set date for the review meeting.
- Ensure the adult is given a copy of the risk assessment.

### Stage 3 – review meetings

#### Key actions:

- Involve the adult and others e.g. advocate or people in the social/carer network.
- Update the risk assessment.
- Update the escalation and contingency plan.
- Agencies share any new information.
- Consider mental capacity.
- Review multi-agency action plan.
- If insufficient progress has been made, consider an alternative approach.
- Other flexible, creative solutions may need to be explored.
- Revise action plan.
- Agree on-going monitoring and review arrangements.