

APPENDIX 7



WEST MIDLANDS MULTI-AGENCY RISK ASSESSMENT CONFERENCE (MARAC)

PERFORMANCE AND QUALITY ASSURANCE FRAMEWORK

INTRODUCTION

A Multi-Agency Risk Assessment Conference (MARAC) is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs), adult social care, Probation and other specialists from the statutory and voluntary sectors.

The representatives share information and agree plans for increasing the safety of the victim. The primary focus of the MARAC is to safeguard the adult victim. The MARAC will also make links with other public protection and safeguarding forums to ensure children are protected and perpetrators are effectively managed.

The recent development of a West Midlands MARAC process and regional co-ordination and administration team has led to the development of this framework.

The aim of the Performance Management and Quality Assurance framework is to provide a systematic and consistent way of monitoring the effectiveness of Multi-Agency Risk Assessment Conferences (MARACs) across the West Midlands Police Force Area.

The key purpose is to check that:

- high risk victims of domestic abuse are safeguarded;
- the behaviour of perpetrators is effectively managed; and
- relevant information is shared across agencies and links are made across other safeguarding processes.

The framework describes how we will assess:

- how much is being done;
- how well it is being done;
- and whether high risk victims of domestic abuse are safer as a result.

This framework will ensure that a range of information is collected from across the seven local authority areas in order to provide a regular understanding of how effective the MARAC process is and inform local MARAC improvement plans. Information will be both qualitative and quantitative and will be used by MARAC Co-ordinators to regularly report to the West Midlands Community Safety Partnership; local MARAC Steering Groups; and other relevant forums.

WHAT DOES THE FRAMEWORK PROVIDE?

The framework is an essential part of checking that the MARAC process is providing a proportionate, timely, consistent and co-ordinated approach to managing and reducing risk for high risk victims of domestic abuse.

It provides the mechanism for capturing and presenting relevant and clear information about inputs to the MARAC process and outcomes delivered and includes quality assurance activity and reporting mechanisms which support collaborative learning, scrutiny, challenge and improvement of the MARAC process.

The framework will evolve over time and be subject to regular reviews at both an operational and strategic level to ensure that it remains useful, relevant and captures the right level of detail at the right time.

PRINCIPLES UNDERPINNING THE FRAMEWORK

Identification

Professionals recognise domestic abuse, risk assess and identify high-risk cases based on the referral criteria for MARAC

Referral to MARAC and IDVA

All victims who meet the MARAC threshold are referred to MARAC and the IDVA

Multi-Agency Engagement

Agencies that can contribute to safeguarding high-risk victims, associated children and vulnerable adults attend the MARAC

Independent Representation and Support for Victims

All high-risk victims are offered the support of an IDVA; their views and needs are represented at MARAC

Information Sharing

MARAC representatives share relevant, proportionate, and risk-focused information

Action Planning

Multi-agency action plans address the risk to the victim, safeguard children and adults at risk, and manage perpetrator behaviour

Number of Cases

The MARAC hears the recommended volume of cases

Equality

The MARAC addresses the unique needs of victims with protected characteristics

Operational Support

There is sufficient support and resources to support effective functioning of the MARAC

Governance

There is effective strategic support and leadership of the MARAC and IDVA response, and agencies work together effectively

PERFORMANCE MANAGEMENT AND QUALITY ASSURANCE

The following section details the performance indicators that will be measured routinely and quality assurance activity that will be undertaken as part of the performance and quality assurance framework.

Performance measurement will take place on a number of levels from detailed reports produced on a regular basis by MARAC Co-ordinators through to more aggregated monthly reporting for continual review and improvement of the MARAC process.

A **quality assurance process** will also be developed in order to test cases on a qualitative basis and to gain a fuller picture of the quality of the work being undertaken across the seven MARACs.

The following quantitative information will be collected:

- Total number of referrals
- Number and % of referrals that meet the MARAC threshold
- Number and % of referrals that do not meet the MARAC threshold
- Number and % of referrals with consent from the victim
- Number of cases heard at MARAC
- Year on year change in number of cases

- Number of cases per 10,000 adult female population
- Number & % of 55+ victims
- Number of victims with children
- Number of children in the household
- % of repeat cases heard at MARAC
- % of non-police referrals to MARAC
- Diversity of referrals in context with the local population
- Number and % of cases where victims aged 16-17
- Number and % of cases where the victim is male
- IDVA caseloads
- Number of referrals to other safeguarding and/or public protection arrangements
- Number and % of referrals referred to other MARACs
- Number and % of referrals open to adult and/or children's social care

The following qualitative information will be collected:

- Agency attendance at MARAC
- Breakdown of Referrals by Agency
- Quality and impact of Action Plans, including how well they address the needs of victims with protected characteristics
- Effectiveness and impact of local MARAC improvement plans
- Feedback from members of MARAC on their experience of the MARAC process
- Feedback from victims who have been subject to the MARAC process

In order to support and add value to the indicators that are monitored through data analysis and recording, a quality assurance process will also be developed in order to review the quality of the MARAC meeting and resulting action plans. This will be developed once the Regional MARAC Team and process has been established and implemented.

WHAT GOOD LOOKS LIKE

- All agencies respond to disclosures and use the same risk assessment tool (or refer clients to a specialist domestic abuse agency)
- Thresholds are clear and appropriate, enabling all agencies to identify high-risk cases using a range of criteria: professional judgement, actuarial assessment and escalation
- Agencies identify and refer repeat cases back to MARAC
- Agencies inform victims of their referral to MARAC and IDVA (unless unsafe to)
- All high-risk victims are referred to IDVA and MARAC as soon as practicable (eg within 48 hours)
- The IDVA works within a coordinated community response and the Marac process to make victims and associated children safer
- Core agencies consistently attend and participate in the MARAC (police, IDVA, Housing, Children's Services, National Probation Service and/or Community Rehabilitation Company, Mental Health, Primary Health, Substance Misuse Service, Adult Safeguarding) and other agencies that can increase the safety of victims, children and vulnerable adults
- Representatives are appropriately skilled and supported to effectively represent their agency
- An IDVA proactively contacts and attempts to engage victims within 48 hours of receiving a referral
- Each victim is represented at the MARAC meeting and their safety is clearly advocated for (usually by an IDVA)
- Where victims' views are absent (or they are not engaged) their safety remains the focus of the meeting
- Victims are updated and supported after the meeting
- MARAC representatives are supported by their agency to research and prepare for MARAC
- All relevant, proportionate information and risks, in relation to all parties, are succinctly shared at the MARAC
- Agencies distribute and store information securely

- Actions are clear, timed & based on good quality assessment of risk & potential harm to victims, children & other vulnerable parties
- Action plans routinely manage, disrupt or divert perpetrators' behaviour
- Action plans reflect the needs of the victim and prioritise their safety
- Action plans routinely link to other multi-agency safeguarding arrangements to address any ongoing safeguarding concerns for any adult and any child
- The number of referrals is at least 80% of SafeLives' recommendation
- IDVA capacity is sufficient to support all victims referred to MARAC
- Referrals to MARAC reflect the diversity of your local population
- The MARAC is aware of characteristics and specific additional needs of victims and its response includes these
- The IDVA service (or other specialist service) is able to support and represent the needs of victims with protected characteristics
- There is effective administration of the MARAC with sufficient resource
- MARAC data is consistently recorded, reported and analysed
- There is a stable, visible, governance structure in place that provides leadership for the MARAC, this includes oversight by relevant group with responsibility for safeguarding (adults and children)
- There is clear responsibility for measuring outcomes and the impact and effectiveness of the MARAC
- There is a MARAC information sharing protocol and information sharing agreement that supports MARAC information sharing arrangements and ensures it complies with the Data Protection Act 2018 and other relevant legislation. These are comprehensive, fit for purpose and set out how information will be shared between any multi- agency safeguarding arrangements