

Highland MARAC – Agency Action Guide

Introduction

This short guide highlights the standard actions that agencies can contribute at MARAC and additional actions that the MARAC meeting can agree to for specific agencies. Actions often fall within the normal day-to-day remit of the agency representatives. Typical actions might include:

- **All agencies:** Identifying high risk individuals so they can provide an enhanced and responsive service in the event of an incident.
- **Police:** Placing the individual's home on watch; taking further action against the perpetrator if required; target hardening; providing panic alarms.
- **Health:** Heightened awareness by health professionals around injuries sustained; ensuring that the person is separated from the perpetrator upon presentation so that they are attended to by health professionals whilst they are alone.
- **IDAA service (Women's Aid/Victim Support):** Feeding back MARAC actions, where safe, to the individual; providing ongoing support; ongoing co-ordination and communication between all agencies regarding MARAC actions; continued risk assessment; feeding back on repeat victimisation to the MARAC.
- **Housing:** Assisting with finding alternative accommodation; supporting applications for housing benefit and homelessness; implementing safety devices on the home property.
- **Education:** Sharing information with appropriate staff to support children effectively; monitoring school performance and behavioural issues.
- **Criminal Justice Social Work:** Using information from MARAC for writing Criminal Justice Social Work Reports.
- **Adult services:** Making referrals to vulnerable adult team and/or voluntary sector support, for example, Age Concern.
- **Drug and Alcohol Recovery Service:** Facilitating access to specialist services and support.

Agency	Action
Barnardo's	<p><i>Barnardo's Springboard</i> - Provide aftercare support to young people who meet criteria aged between 16-26 years. Support would include:-</p> <ul style="list-style-type: none"> ▪ Signpost young people to support services ▪ Provide support to maintain accommodation ▪ Provide support with benefits ▪ Facilitate appointments for the young person with support services i.e. Women's Aid

	<ul style="list-style-type: none"> ▪ Advocate with agencies on young people’s behalf ▪ Attend any relevant meeting and share relevant information ▪ Work with relevant agencies to try and engage hard to reach young people ▪ Plan and co-ordinate young people’s plans <p><i>Barnardo’s Works</i></p> <ul style="list-style-type: none"> ▪ Provide employability support to young people aged between 16-26 years (young people don’t have to be care experienced).
<p>The Highland Council – Care & Learning</p>	<ul style="list-style-type: none"> ▪ Initiate child protection processes where the MARAC agrees that the child is at risk of significant harm and procedures have not yet begun ▪ If not an open case and the referral from MARAC indicates a level of risk or need that meets the threshold for social work intervention, we can open a case for child and assess circumstances – focus would be on the child within family situation and if necessary and if there are likely grounds for compulsory measures, may refer into the Children’s Hearing System recommending compulsory measures of supervision. ▪ Liaise with the Named Person for the child/young person around concerns and subsequent information sharing following the meeting. ▪ Arrange additional visit(s) from the health visiting service (if preschool children) to alert the woman that the service is aware that she is experiencing domestic abuse, if not previously disclosed through routine or selective enquiry ▪ Consideration as to whether lone home visits are safe for staff ▪ Inclusion of child on the ‘additional caseload’ (for preschool children) ▪ Share information about actions from MARAC and request relevant information is recorded in child’s record ▪ Identifying support for the child/young person from within the school, e.g. CSW, guidance staff, school nurse, ASN lead ▪ Checking that contact details are correct for the appropriate parent and that information is not disclosed with perpetrator, if this poses a risk to child and/or their other parent ▪ Facilitating appointments for the child/young person with support services, such as Women’s Aid, within the school timetable ▪ Liaising with school staff to update on a child’s home situation, particularly class teacher(s) ▪ Checking school registration details

	<ul style="list-style-type: none"> ▪ Monitor children’s attendance ▪ Liaise with other Local Authorities, if required
<p>The Highland Council – Criminal Justice Social Work</p>	<ul style="list-style-type: none"> ▪ Share information about the perpetrator; about Court dates and disposals; about perpetrator engagement with the Criminal Justice service; about safe times to contact the ex/partner where either perpetrator or ex/partner is open to CJ. ▪ Invite partner agencies to Risk Management Case Conferences. ▪ Share information and liaise with statutory and voluntary services ▪ Share information and liaise with Criminal Justice Services across the Community Justice Authority, Scotland and Probation Services in England, Wales and Northern Ireland. ▪ Address perpetrator’s abusive behaviour through Court mandated compliance with the Respect and Caledonian Programme and increase safety of partner and children through ensuring partner support is in place. ▪ Attend and participate in Police led Multi Agency Tasking and Co-ordination (MATAC) meetings.
<p>The Highland Council - Housing</p>	<ul style="list-style-type: none"> ▪ Offer temporary respite until it is safe to return to home or until alternative permanent accommodation has been identified and made available - offer support and assistance throughout this process. ▪ Offer temporary accommodation to remove the perpetrator (and make sure this is in line with any court interdict where relevant) until alternative permanent accommodation has been identified and made available- offer support and assistance throughout this process. ▪ Liaise with other RSLs in Highland re: situation, as appropriate ▪ Assist with application to the Rent Deposit Guarantee Scheme for access to the Private Rented Sector. ▪ Offer Housing support ▪ Offer assistance with Financial/benefits issues ▪ Home safety measures ▪ Housing information and advice ▪ Housing options within Highland ▪ Tenancy sustainment – range of information ▪ Assistance with maintaining tenancy and tenancy obligations ▪ Housing – assistance to apply/secure alternative ▪ Repairs & maintenance issues ▪ Sheltered & supported housing

	<ul style="list-style-type: none"> ▪ Adaptations ▪ Support to access Foodbanks ▪ Furniture Options – New Start, etc
NHS Highland - Adult Social Work	<ul style="list-style-type: none"> ▪ Making referrals to practice team ▪ Linking and sign posting to other services ▪ Arranging adult protection or risk management meetings where appropriate ▪ Tracking of harm through chronologies where appropriate.
NHS Highland - Maternity Services	<ul style="list-style-type: none"> ▪ Additional appointment(s) to alert the woman that the service is aware that she is experiencing domestic abuse, if not previously disclosed through routine or selective enquiry ▪ Regular monitoring of the health of the baby and woman and enabling woman to be seen alone whenever possible to facilitate further disclosures ▪ Discussion with the woman about the potential impact of domestic abuse on the development of the unborn child ▪ Consideration as to whether lone home visits are safe for staff ▪ Consideration as to safety of woman and baby when on labour suite/post delivery and liaising with colleagues about this ▪ Inclusion of the woman on to the 'red' pathway ▪ Sharing of information about the woman and child with Health Visiting services in advance of the 10 day handover
NHS Highland – Mental Health Services	<ul style="list-style-type: none"> ▪ Arrange for mental health assessment, if required, for individual and/or perpetrator through single point of referral ▪ Arrange to recall individuals and/or perpetrators already involved in service for further assessment if it appears that there are acute issues (e.g. risk of suicide) ▪ Highlight risk level on systems ▪ Liaise and share information with MH staff currently involved regarding increasing support for individual/ awareness of risk ▪ Ensuring that the individual is separated from the perpetrator upon presentation so that they are attended to by professionals whilst alone ▪ Offer assessments and flexibility around provision of service such as new appointments if the client has not engaged with previous offers ▪ Review medication
NHS Highland – Drug & Alcohol Recovery Service	<ul style="list-style-type: none"> ▪ Continued risk assessment with emphasis on drug alcohol related risks. ▪ Ensuring that the individual is separated from the perpetrator upon presentation so

	<p>that she is attended to by professionals whilst she is alone.</p> <ul style="list-style-type: none"> ▪ Perpetrators – we would look at stabilising substance use ▪ Making sure that both the perpetrator and individuals have contacts or prescribing appointments at different times from each other (if safe to do so). ▪ Offer assessments and flexibility around provision of service such as new appointments if the client has not engaged with previous offers. ▪ Prescribing (maintenance or detoxification medication) ▪ Joint actions with other representatives, most notably Women’s Aid, in order to gain access to the woman or vice versa if your service is the only support being accessed by the client. ▪ Review medication
Police Scotland	<ul style="list-style-type: none"> ▪ Circulate briefings to officers of relative current risks if not already completed. ▪ Proactive bail checks on individual and perpetrator (compliance checks are done within the 1st week, 2nd week and 4th week from the implementation of bail conditions for perps who have a high RFG score, been to MATAAC or MARAC). ▪ PCU to consider security survey dependent on circumstances and issue TecSOS alarm, as appropriate ▪ Assist with joint visits where additional risks identified. ▪ Communicate with PF with regards to consideration for Non Harassment Orders on conviction ▪ Carry out checks on new partners, other significant nominals ▪ Stop and search (ie weapons) ▪ Curfew monitoring ▪ Actively target (ie disqualified driver) ▪ Disrupt accreditation for jobs (ie license as a bouncer) ▪ Welfare checks (When a perpetrator is released on bail, regardless of whether or not this is standard or special, a welfare check will be undertaken within 24hrs of the police incident being created. If perp is breaching bail and info received at MARAC then another check visit could be made to the victim).
Scottish Fire and Rescue Service	<ul style="list-style-type: none"> ▪ Providing home fire safety visits ▪ Making recommendations for fire safety measures which can be implemented in the property to help improve safety in their home of choice. ▪ Provide home fire safety visits to family/friends where appropriate ▪ Use ‘street –wide’ based fire safety visit initiative in conjunction with other agencies (eg Housing) as low profile approach where access to addresses is

	difficult and individual's contact with agencies is limited.
Victim Support	<ul style="list-style-type: none"> ▪ Provide face-to-face support either in the office or at a safe meeting point ▪ Provide telephone support ▪ Contact services on behalf of male victims ▪ Undertake the SafeLives DASH Risk Indicator Checklist with victim's as their situation changes ▪ Build a comprehensive safety plan with the victim and their children and make proactive contact with agencies that may be able to contribute to this plan, but are not represented at MARAC. ▪ Accept any actions which involve seeking the views or opinions from, or sharing information with victim's who have consented to the service
Women's Aid	<ul style="list-style-type: none"> ▪ Provide refuge accommodation where and when available. ▪ Respite - to provide women and children the opportunity to gain some space from their situation, if available ▪ Provide face-to-face support either in the office or at a safe meeting point. ▪ Provide telephone support. ▪ Support women with making and attending appointments ▪ Contact services on behalf of women. ▪ Undertake the SafeLives DASH Risk Indicator Checklist with women as their situation changes ▪ Build a comprehensive safety plan with women and their children and make proactive contact with agencies who may be able to contribute to this plan, but are not represented at MARAC. ▪ Make and present referrals to Police Scotland as required ▪ Accept any actions which involve seeking the views or opinions from, or sharing information with women who have consented to the service ▪ Attend subsequent meetings to present relevant information to agencies within a domestic abuse lens in order to frame the woman's behaviour and decisions within the dynamics of domestic abuse (e.g. Adult Protection meetings) ▪ Work with partner agencies to engage with hard to reach clients ▪ Provide support to children and young people

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