

Haringey Multi-Agency Solutions Panel (MASP)

TERMS OF REFERENCE

September 2023

Purpose

The aim of the Haringey Multi-Agency Solutions Panel (MASP) is to ensure that professionals working with people experiencing complex needs/high levels of risk are able to access multi-agency creative, problem-solving support.

Governance

The Haringey Multi-Agency Solutions (MASP) has been developed as an evolution of the High-Risk Panel. The Panel will report to the Safeguarding Adults Board (SAB) and provides assurance to the Board on all matters relating to Adults at increased risk of harm due to multiple and complex areas of concern around the interrelated issues of health, housing, social care and/or anti-social behaviour.

Scope and Referrals

The Panel is available to professionals working with all adults at risk who live in, or are otherwise the statutory responsibility of, London Borough of Haringey.

The MASP will not take on individual case management from the referrer and will not hold a caseload of its own. Its role is to identify resources, changes and actions required to achieve positive outcomes, and then ensure these are followed through.

A key objective of the MASP is to identify and enable solutions to complex problems. This will be achieved by adopting a systems-approach, which means looking at all the factors influencing and affecting a person's life, including how local services and professionals can work together differently to achieve positive outcomes.

The aim of the Panel is to identify solutions which couldn't have been reached through other routes, or when professionals feel like 'we've tried everything and nothing has worked'. The MASP will work in a co-ordinated, multi-disciplinary style; Panel Members and invited guests will share information about the goals, strengths, risks and vulnerabilities affecting a person, and use their collective insight and expertise to identify actions and solutions, remove or reduce barriers and inequalities and seek opportunities to improve individual and organisational practice.

Areas of concern that may benefit from this multi-agency creative approach include:

- Fire risk (including hoarding, smoking, bedbound)
- Homelessness, in particular rough sleeping
- Self-Neglect (including personal care, medication, nutrition and hydration)
- Harm to self or others
- Behaviours that place the adult at risk
- On-going needs or lifestyle choices placing the adult and/or others at significant risk
- Multiple disadvantage/complex needs (see [Making Every Adult Matter](#) for more information on definition)

- Vulnerabilities placing someone at increased risk of abuse or neglect including mate crime, network abuse.
- Cuckooing – taking over someone’s property to deal drugs and carry out other criminal activities

Risk Matrix

To ensure the Panel is an effective use of resource, a risk assessment decision matrix (see Appendix 1) has been developed to identify suitable referrals. The risk matrix helps professionals from across the system to assess the potential risk(s) to the person they support and identify appropriate actions to be tried before approaching the Panel for support.

Part of the matrix is documented below and demonstrates the **LOW**, **MODERATE** and **HIGH** levels of risk categorization and the required action. Cases that score 15> would be referred to the MASP. Cases scoring 6-12 would require professionals to setup a multiagency case discussion meeting so that we can think systemically on how risks can be mitigated. If risks cannot be reduced following any actions that come from these discussions, then these cases can also be referred to the panel. Any cases consider as moderate risk that are referred to the panel which have not had a multiagency discussion will be rejected.

Risk Assessment Decision Matrix

Consequence

		5	10	15	20	25
Likelihood	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5

The traffic light ratings set out in the matrix above are:

15-25	HIGH RISK- Convene emergency multi-agency strategy meeting to agree immediate actions and make a referral to the Multi-Agency Solutions Panel.
6-12	MODERATE RISK – Lead Worker to arrange a multi-agency case discussion with partners to consider how the current risks can be managed.
1-5	LOW RISK- Worker to take any necessary steps to further reduce current risks faced and seek support from other professionals and services where required.

Panel Responsibilities

The Remit of the panel is to provide a Multi-Agency/Multi-Disciplinary support system to Professionals/Practitioners who are experiencing difficulties and barriers in managing increasing levels of complexity (High- Risk), with individual Haringey residents, they are working with. The Panel will actively support the Professional/Practitioner to work towards reducing risk and achieving positive outcomes by providing collective and creative solutions.

The Panel should always comprise sufficient levels of Multi-Agency support to ensure holistic advice, guidance and practical support is available to address and decrease risk. The panel should comprise professionals with the required skills and knowledge to work through the complexities of the referred Haringey resident and provide advice guidance and practical support to the referrer.

Panel Members are expected to attend all Panel meetings and identify a suitably positioned delegate to attend in their absence if this isn't possible.

Panel members should have the appropriate authority to agree actions for and on behalf of that organisation or service. It may be necessary for Panel Members to secure Director level approval for each panel member to use the resources of their organisation to support the Professional/Practitioner in the best interests of the Haringey resident.

Frequency and Chair

The MASP will meet every four weeks, or at least 12 times annually.

A Chair and Deputy Chair will be identified every three months on a rolling basis. The Chair and Deputy Chair will be responsible for screening all referrals to ensure the appropriateness and that all criteria has been met prior to presentation.

The Chair and Deputy Chair will put together a short Feedback & Learning Report at the end of their period as Chairs. The aim of this report is to highlight overarching themes being brought to panel, emerging areas of concern and identified gaps in the offer to Haringey residents. These will be presented at the Safeguarding Adults Board and will be the responsibility of Panel Members to circulate within their organisation, where it is appropriate to do so.

Reporting Arrangements

Regular submissions will be made to the Safeguarding Adults Board providing statistical data on the reasons for referral, the emerging themes, and complexities as well as demographic data. Through these submissions and the information provided the Safeguarding Adults Board can ensure that the panel remains fit for purpose.

Membership

Role and Organisation
Safeguarding and DoLS Lead, Adult Social Services
Adults Safeguarding, NHS North Central London Clinical Commissioning Group (Haringey)
Adults Safeguarding, Barnet, Enfield and Haringey NHS Mental Health Foundation Trust
Tenancy Management, Homes for Haringey
Housing Demand, Haringey Housing

Wellbeing Services, Haringey Housing
Nursing Lead, Whittington Health
Safeguarding Lead, Whittington Health
Safeguarding Lead, North Middlesex University Hospital
London Fire Brigade
Safeguarding Lead, Metropolitan Police Service
Head of Service, Haringey Adult Social Services
Strategic Lead - Single Homelessness & Vulnerable Adults, Haringey Council
ASB Enforcement, Haringey Council
Voluntary and Community Sector Strategic Partner, Bridge Renewal Trust

Frequency of Attendance

It is expected that Panel members or representatives of the organisation with the same authorities will attend a minimum of 8 meetings each year. The MASP expectation is that each member should attend at least three quarters of scheduled meetings. A ready reckoner is set out below.

Number of scheduled meetings held annually	Number of meetings attendance required
3	2
6	4
8	6
10	8
12	10

Process for Monitoring Compliance

1. Haringey MASP will review the minutes of the meetings prior to distribution to panel members, referrers and their line managers.
2. For each meeting a membership record will be kept which will be reviewed twice a year, and any poor performance/attendance will be addressed by the SAB chair.
3. Agenda items when compared to the duties of the terms of reference are being covered by the Panel meetings and will be reviewed regularly at six monthly intervals
4. For each meeting an action log will be completed for submission with the minutes at the following meeting.
5. The Panel will be providing Quarterly reports to the SAB which will incorporate concerns raised and activities of the Haringey MASP including learning, actions, overarching themes and emerging concerns.