

Focus on: Multi-Agency Review Boards (MARBs)

What is a MARB?

A MARB brings together services from across a Local Authority district into one regular meeting. Service providers at the MARB meeting review beneficiary cases and decide which should progress onto the WY-FI caseload and which services should be involved. They also review and update individual cases.

MARBs play a pivotal role in facilitating multi-agency working; improving the co-ordination of multiple service providers and ensuring services are delivered to clients in a personalised and flexible fashion.



Successes

Working together

Services on the MARBs sign up to an Information Sharing Agreement (ISA) which allow case information to be shared. The sharing of information between services within the MARB enables members to understand the cases fully and highlight where there may be overlaps and gaps in work; this has led to successful partnership working through the MARBs. By building relationships within the MARB services have also worked more closely together outside the MARB too.



Flexibility

It has been acknowledged through the MARBs that 'service flex' is required to better help individuals with multiple and complex needs. Often 'service flex' is, in individual cases, initially negotiated through the MARB with services becoming more proactive in adopting these approaches in their contact with other beneficiaries.

Change in cultures

MARBs have been influential in changing staff and organisational cultures and the attendance of senior staff at the meetings has helped to embed change within institutional processes.

Extending the remit

Due to the success of the MARBs and benefits seen by services several areas are expanding their remit outside of multiple and complex needs to discuss other cases where individuals may be excluded from services.

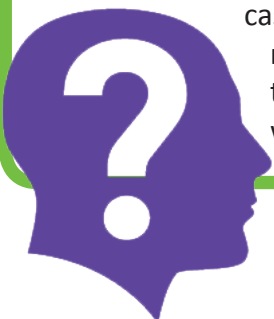
Challenges

Membership

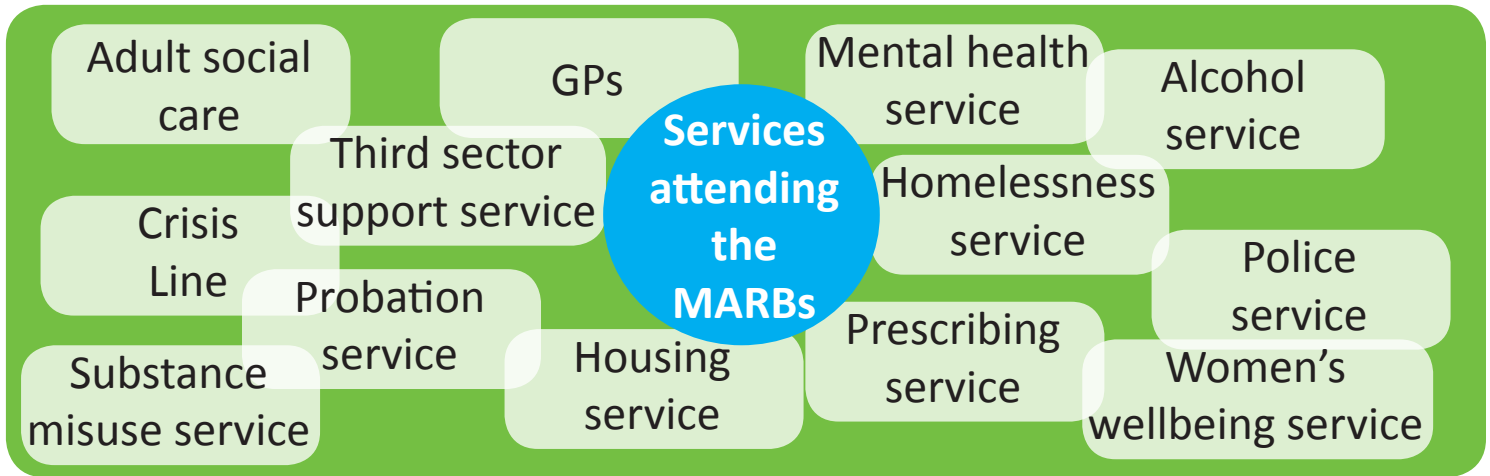
Overall membership of MARBs has been comprehensive but due to the volume and complexities of the services who may be involved it has been difficult to have representation from all key organisations in each District.

Time constraints

Due to the success of the MARBs, complexity of the cases reviewed and the expanding remit of the meetings it has, at times, been difficult to cover the whole caseload.



Research and Evaluation



Bradford

- Manager of the crisis health team offered to accompany WY-FI navigators to assess individuals who are homeless and living on the streets.
- Prescribing services will now reduce the number of appointments usually required to determine if clients are ready for a 'script' if WY-FI has confirmed its appropriateness.

Leeds

- Since attending the MARB the police are now more flexible and will notify WY-FI about beneficiary whereabouts.
- The vulnerable women section on the agenda which focuses on street sex workers has been highly successful with several referrals made to the adult safeguarding board, following MARB discussions.

Calderdale

- In one case the homelessness services team put a bond in place to encourage a landlord to house a client.

Service flex examples achieved by MARBs in West Yorkshire

Kirklees

- A local housing provider has become more proactive and understanding when working with WY-FI's client group.

Wakefield

- A local housing provider is now more willing to accommodate WY-FI's client group.
- GPs have also become more understanding of those with multiple and complex needs.