



## Refer and Monitor an Intervention Digital Service Round Up

*The latest news on R&M fixes, improvements and new developments for staff in the Probation Service and CRS Suppliers*

### Issue 3: January 2022

#### Who should read it?

All staff who make referrals in all regions across England and Wales'

#### In this issue

- **Release of risk screen in R&M referral Probation Version**

#### Jargon buster

##### **Refer and Monitor Digital Service (R&M)**

Refer and monitor an intervention digital service (sometimes referred to as Refer and Monitor) enables probation practitioners to find suitable interventions and refer service users to the service providers (suppliers) who run intervention programmes. It enables suppliers to prepare and report on the interventions that they deliver.

##### **Commissioned Rehabilitative Services (CRS)**

Commissioned rehabilitative services allow probation to commission a greater range of resettlement and rehabilitative services regionally from specialist organisations. This enables the delivery of services that can be tailored to respond to the diverse backgrounds and needs of individuals to effect positive outcomes as well as maximise opportunities for collaboration with local partners, including VCSE organisations, local authorities and Police and Crime Commissioners

##### **Target Operating Model**

CRS is a key part of the [Target Operating Model](#)

# Release of risk screen in R&M referral Probation Version

The risk screen in R&M has changed (from 28 January 2022). Currently there is a blank 'additional risk information' box as below.

## Service user's risk information

### Additional risk information

The new risk screen will automatically pull through risk information from nDelius. It will include a risk box showing risk and to whom and also individual risk information sections as a prompt for the referrer. This will **not** be shared with the CRS provider.

The screenshot shows the HMPPS 'Refer and monitor an intervention' interface for a user named Joye Hatto. It displays 'OASys risk information' with sections for 'Who is at risk', 'What is the nature of the risk', 'When is the risk likely to be greatest', 'Concerns in relation to self-harm', and 'Concerns in relation to suicide'. A 'VERY HIGH RoSH Risk of serious harm' summary box is highlighted with a red border. This box contains a table of risk levels:

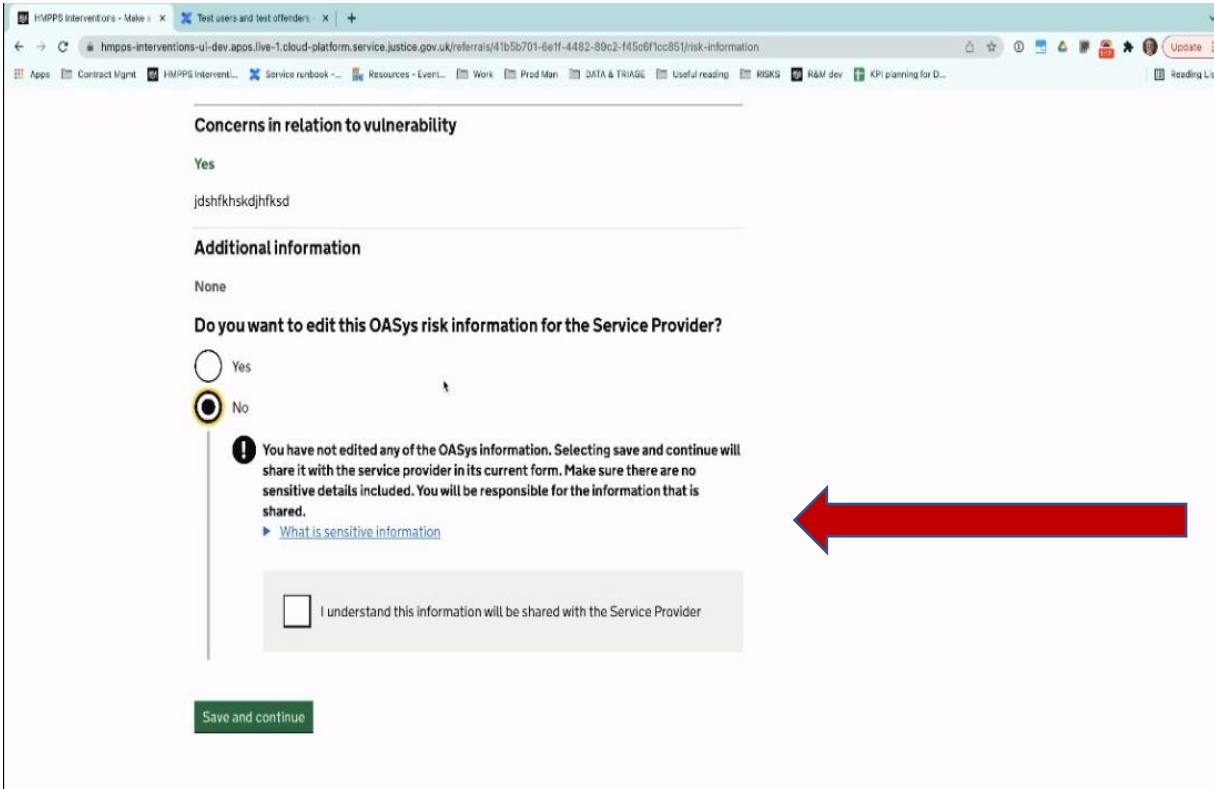
Risk to	Risk in community
Children	Very high
Staff	Very high
Public	High
Known adult	Low

Red arrows point from a callout box labeled 'Not shared with provider' to the 'VERY HIGH RoSH' status and the 'Risk to' table. Another red arrow points to the 'Concerns in relation to self-harm' section.

Once the information has been pre-populated, prior to progressing the referral, the Probation Practitioner **must review and if necessary remove information, to ensure that only relevant risk information, pertinent to the CRS provider delivering the service safely is shared.**

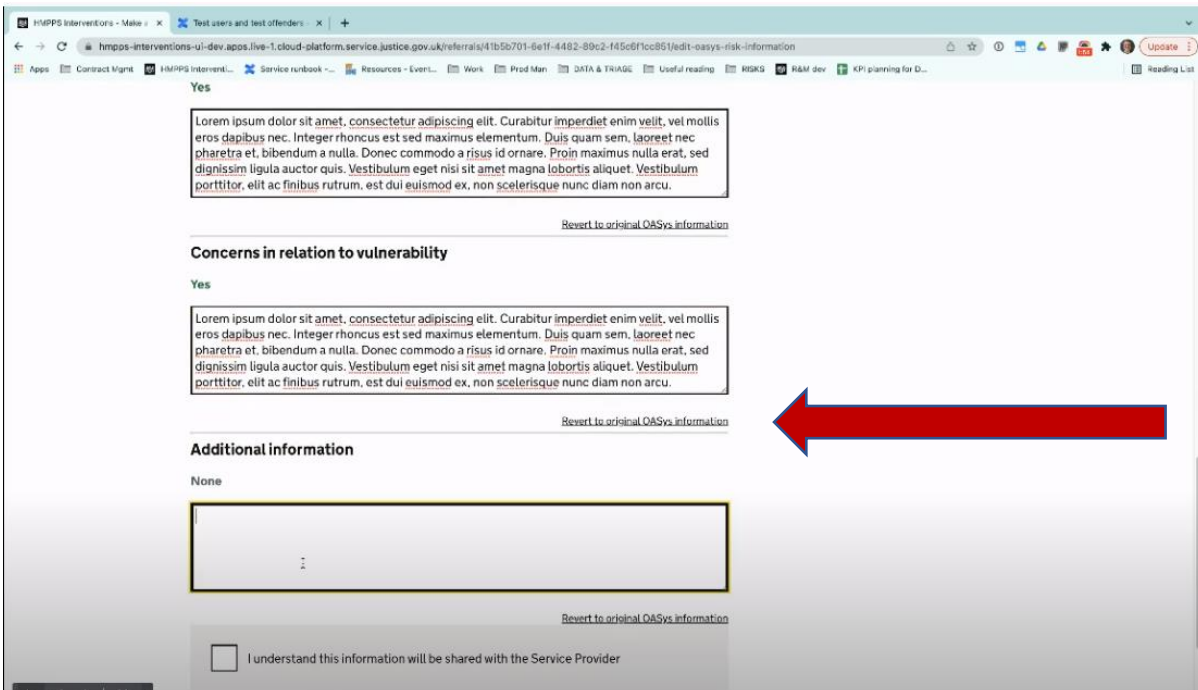
This includes information not owned by the probation service eg police, prison NHS owned etc and removing sensitive information such as victim details unless essential for the safe delivery of service. Information should be shared in line with information sharing **PI 15/2016**

If no amendments are made to the risk section, R&M will prompt the referrer to check and edit the information pulled through. If the answer is 'no' the referrer will be asked to confirm that they understand that they are responsible for any information shared.



The referrer can then return to the risk boxes and amend.

(If for any reason a referrer loses their place, there is an option to revert to the original information pulled through.



Where there is no full ROSH assessment, the below will be shown. The referrer will be able to amend as above. Where R&M defaults to 'no information provided' or 'don't know' referrers should complete each box to confirm 'no identified risk'.

Search MOJ Digital & Technology

Captured at: 01/26/2022, 04:52 PM  
 URL: https://hmpps-interventions-ui-dev.apps.live-1.cloud-platform.service.justice.gov.uk/referrals/34c383ae-7aec-4ab0-988b-8327a5ae74a1/risk-information

HMPPS | Refer and monitor an intervention R. Practitioner [Sign out](#)

**FEEDBACK** Give us your feedback to help us improve this service.

**Tsa Inb** CRN: X010964  
 Date of birth: 7 January 1976 | Contact number: Not found | Email address: Not found

### OASys risk information

Latest assessment: Assessment date not found

**Who is at risk**  
 No information provided

**What is the nature of the risk**  
 No information provided

**When is the risk likely to be greatest**  
 No information provided

**Concerns in relation to self-harm**  
 Don't know

**Concerns in relation to suicide**  
 Don't know

**Concerns in relation to coping in a hostel setting**  
 Don't know

**Concerns in relation to vulnerability**  
 Don't know

**Additional information**  
 None

**Do you want to edit this OASys risk information for the Service Provider?**  
 Yes  
 No

[Save and continue](#)

**Rosh score not found** RoSH  
 Risk of serious harm  
 Last updated: assessment date not found

Risk to	Risk in community

## Feedback

To send feedback on the R&M tool direct to the R&M development team use the feedback option in the R&M Tool (see below)

HMPPS | Refer and monitor an intervention R. Practitioner (CRS Seetec Business Technology Centre Limited) [Sign out](#)

**FEEDBACK** Give us your feedback to help us improve this service.

[All cases](#) [Reporting](#)

## All cases

See all interventions below.