



## 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

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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**

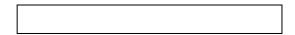
CRS is a key part of the Target Operating Model

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

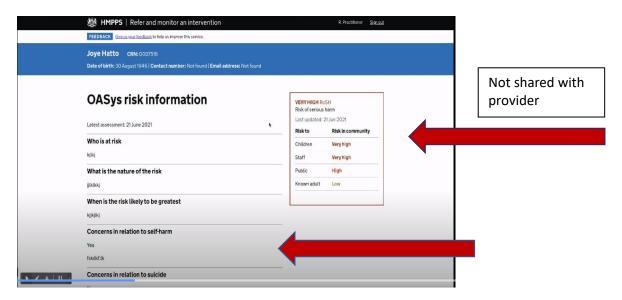
The risk screen in R&M has changed (from 28 January 2022). Currently there is a blank 'additional risk information' box as below.

### Service user's risk information

#### Additional risk information



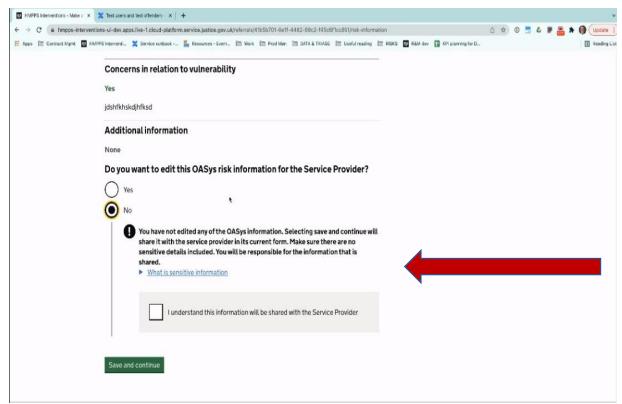
The new risk screen will automatically pull through risk information from nDelius. It will include a risk box showing risk and to whom and also individual risk information sections as a prompt for the referrer. This will **not** be shared with the CRS provider.



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.

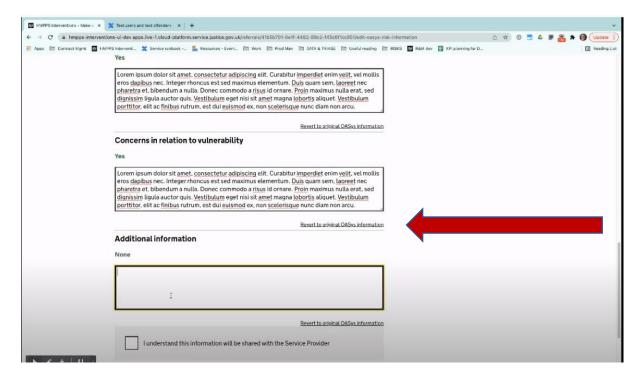
This includes information not owned by the probation service eg police, prison NHS owned etc and removing sensitive information such as victim details unless essential for the safe delivery of service. Information should be shared in line with information sharing **PI 15/2016** 

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.

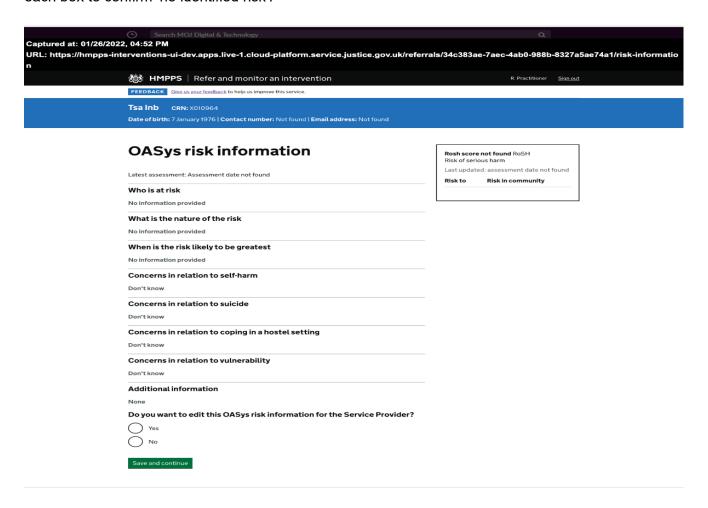


The referrer can then return to the risk boxes and amend.

(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'.



#### **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)

