



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 Providers

Issue 4: March 2022

Since the Refer & Monitor an Intervention service went live in June 2021, we have been continually improving the service based on what we have learned from feedback from Probation Practitioners and CRS Providers. We are grateful to you for telling us how the service has been working for you since then.

This Round-Up provides an update on the progress we are making with the service, including information about some recent releases and the improvements we are working on now and those in the pipeline.

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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 (Providers) who run intervention programmes. It enables Providers 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](#)

GONE LIVE *You said...we did*

New features, fixes and improvements released in January 2022

Improving risk information within referrals

Some of the feedback we have received related to the need for better risk information. We have been able to introduce improvements which include the most recent risk information available from OASys about a person on probation at the point of referral.

Amending appointments that have occurred in the past

Service Providers are now able to record where an appointment with a service user has occurred in the past, avoiding the need for this to be recorded in case notes as was previously the case.

UP & COMING *You said...we're building*

New features, fixes and improvements being worked on

Amend a referral

In your feedback we have seen lots of comments about not being able to amend a referral rather than having to terminate a referral and re-refer.

There is a lot of work to be done but you can expect to see some changes very soon, in particular, the ability to amend ***enforceable days*** and ***completion date*** within a referral.

We are also about to begin some user research to help us determine which other details within a referral it would be most helpful to be able to amend so that we can prioritise these changes. Alongside this we are consulting with policy and contract management colleagues to make sure we are not allowing amends that conflict with any agreed business rules/design intent.

CRS Supplier Reporting

We are in the process of amending the CSV download to include key data from the Refer & Monitor service to help Service Providers produce the evidence needed to support performance metrics. This is currently being tested and will be available by the end of March. Further details will be sent shortly via Contract Management teams.

It is important to note that the CSV download is not a performance report and will not include all data within R&M. Verified performance metric data is now available on the HMPPS Performance Hub which providers will have access to.

Amending sessions - Service Providers

We are aware that this is a concern for CRS Providers and that there is an expectation that the service should allow the number of CRS sessions to be amended or for a CRS to be marked as completed once outcomes have been achieved, and before all sessions have completed. However, it is still the case that only a Probation Practitioner can authorise a change to enforceable days or to record a service as complete. We are aware that when this happens, the reasons a Probation Practitioner can select for early completion do not include 'outcomes met' and we are looking at how we can better capture this scenario.

The Digital and CRS Teams are also continuing to explore the following:

Including more detailed information about a PoP or PiP (Custodial Info)

You asked that more comprehensive information about people on probation in a referral is included so CRS Providers and probation staff have a better understanding of their needs, and how these can best be met. This includes information about referrals for people in prison, where custody location and expected release date are not currently shared, and we are looking at where we can reliably source that information from to ensure that the most accurate and up to date information is made available.

Notifications emails

Many of the issues raised relate to notifications and we are aware that both the volume and lack of detail within notification emails are causing a problem for probation staff. We are considering several options to solve the problem, which includes looking at a notification area within the service so that users can login and see a summary of the actions that require attention and manage their alerts. We hope to look at this in more detail in the next few months.

Closing Referrals in nDelius

We are aware of the problems that incorrectly terminating an NSI in nDelius creates for users of Refer & Monitor and Interventions and that it leaves referrals open that cannot be actioned. This is unfortunately not something we can prevent happening because it is the result of activity in another service but we are looking at how we can 'clean up' instances where this has occurred in the near future.

Further information

- Contact the IT Helpdesk for technical questions. These are then collated and prioritised and allocated to the R&M Digital Team.
- All of the other feedback we have received has been shared with our contract management team and policy teams and they will be feeding back through the normal channels.
- The Probation Hub (formerly known as the Welcome Hub) CRS Pages are currently being redeveloped but some [top tips](#) are available and are being updated monthly
- CRS and R&M are a key component of the [Target Operating Model](#) being delivered through the Probation Reform Programme

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 next page)



FEEDBACK [Give us your feedback](#) to help us improve this service.

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

All cases

See all interventions below.

Big Picture

Digital as part of Delivering Excellent Practice

- DG Amy Rees [has launched a new single priority for the Probation Service](#)
- Having delivered a generational change by unifying the Probation Service we are now focussed on a **single priority: delivering excellent practice** in probation across England and Wales.
- Everything we do must be about quality and ensuring the work we are doing is the right work, that we have the right numbers of staff and **staff have the right tools** and environment to deliver that important work.
- This means everything we do in digital is ultimately about **supporting you to assess the people we work with**, protect the public and support/challenge people on probation to change their lives and move away from crime.

Digital support in the unified probation service

- We are **modernising your digital tools** and systems to better support you with your work and 'deliver excellent practice'
- We are **reducing duplication in systems, streamlining processes and enabling better data recording and analysis**, to support you with your workload management and decision making
- We have reviewed tools that were used to good effect in the NPS and CRCs prior to unification, **adopting and improving** them, or identifying gaps and **building new ones**.

Built iteratively by digital specialists with ops staff, for ops staff

- New Probation tools and systems are being **built iteratively** by probation programme staff, operational staff and digital specialists **working together**.
- Beta versions of tools are launched, ops staff experiences are tracked, the digital team get a better understanding of what works and what could be changed, and **build and develop even better versions** of the tools with you