



## 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 5: June 2022

This round-up includes news on some recent updates, improvements we are currently working on, and those in the pipeline.

The big news is we've been working to make changes to enable probation practitioners to change parts of a referral.

We want to give practitioners more time to spend with people on probation - and give service providers what they need to continue to deliver the best service possible. To achieve this, we're enabling probation practitioners to change a referral they've already made, where possible and needed.

We're also making continual changes to help people make referrals accurate in the first instance. We want to help you get it right first time.

#### In this issue

- Amend a referral: changing 2 more parts of a referral
- Other improvements gone 'live'
- Searching the 'all case' list
- Amend a referral:
  - change the person's needs and requirements
  - change the referral's desired outcomes
  - change the referral's complexity level
  - add or remove a service category to a cohort referral
  - view changes to the referral in a new feature called a change log
  - be notified of changes (through on-screen banners and emails)
- Unsentenced referrals - exploring the problem
- Accredited Programmes

#### Jargon buster

##### Refer and Monitor

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

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***

#### **Amend a referral: changing 2 more parts of a referral**

In the last Digital Round Up, we highlighted the work being done to allow probation practitioners to edit the enforceable days and referral end date within a referral. This is so that the referral does not have to be cancelled and started again.

This feature was made available in April 2022 and stats already show its improving delivery.

#### **Other improvements**

As part of our commitment to continuous improvement, we have been making small incremental changes to the service to improve the user experience. These include:

- improving error messages so that users know what has happened and what they need to do next
- making it easier to find the accessibility statement in the service (now in the service footer)
- fixing bugs and errors in the service and in email templates

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

### ***New features, fixes and improvements being worked on***

#### **Searching the 'all case' list**

Some time ago, the team made a change to introduce pagination to the list labelled 'all cases'. This allowed users to view the cases in the 'all cases' tab in pages rather than a list helped to ensure that the service kept working for users who had a long list.

You fed back to us, though, that it was slowing down your searches for cases when you used Ctrl + F in 'all cases'. So, we're making it possible for service providers to search by caseworker. After we've deployed that we'll measure how it works and use our findings to build another case search: a search for the person on probation.

#### **Amend a referral**

We have been building on our work to enable probation practitioners to change a referral's 'enforceable days' and 'referral completion date' in the service.

In the last update we shared that we were about to start some user research to help us work out which other parts of a referral should be changed. This was successful and we used the findings to create some designs which we tested.

We've designed some changes to enable users to:

- change the person's needs and requirements
- change the referral's desired outcomes
- change the referral's complexity level
- add or remove a service category to a cohort referral
- view changes to the referral in a new feature called a change log
- be notified of changes (through on-screen banners and emails)

We have put together a team of developers who'll start the extensive work to build and deliver these changes in July 2022

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

### Unsentenced referrals - exploring the problem

The refer and monitor an intervention service team are starting to investigate referrals for people who haven't been sentenced yet.

It will take approximately 3 months to explore unsentenced referrals and to deliver a digital service to support probation practitioners making referrals to these services.

### Accredited Programmes

A new team will be working from October 2022 to start to build Accredited Programmes into the refer and monitor an intervention service.

Eventually you'll be able to make referrals for all types of interventions through the service as set out in the [Target Operating Model](#).

## Further information

- Contact the IT Helpdesk for technical questions. These are then collated and prioritised and allocated to the R&M Digital Team.
- All 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.
- CRS and R&M are a key component of the [Target Operating Model](#) being delivered through the Probation Reform Programme
- The Probation Hub includes [top tips on using the tool](#). You can also find Referral changes listed by role [SPO / PO & PSO](#)

## 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.

The screenshot shows the top navigation bar of the HMPPS tool. On the left is the HMPPS logo and the text 'Refer and monitor an intervention'. On the right, it says 'R. Practitioner (CRS Seetec Business Technology Centre Limited)' and a 'Sign out' link. Below the navigation bar is a blue 'FEEDBACK' button followed by the text 'Give us your feedback to help us improve this service.' Below that are two tabs: 'All cases' (which is selected and underlined) and 'Reporting'. The main content area below the tabs has the heading 'All cases' and the text 'See all interventions below.'

### 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