LS/CMI Frequently Asked Questions

1. Change Request

How do I raise a change request related to LS/CMI?

Change requests related to the LS/CMI system or practice should be submitted by an identified LS/CMI mentor within your service using the Change Request Form. Completed forms should be sent to Julie Webber and Ian McIntosh as Change Manager(s) for LS/CMI.

For further information on the Change Control process and guidance visit the Mentors section.

2. Locked Assessments

Why is my assessment locked?

Assessments will lock once they have been completed to the point where decisions have been made. That is:

- The initial assessment will lock once it has been completed and the outcome from court has been recorded on the disposal screen;
- The full LS/CMI 1-8 will lock once it has been completed and the assessor proceeds onto the management planning section where the decision will be one of the following:
    - No plan is required
    - A case management plan is required or
    - A risk management plan is required

How do I update a locked assessment?

If an assessor wishes to amend or update an assessment, the following should be considered:

- A case should be closed when the individual is no longer needing to be assessed or managed by your service. If a further assessment is required (e.g. for court report purposes) a new case should be created rather than reopening the closed case.

- Where a full LS/CMI 1-8 has been completed to inform management planning decisions but the assessment needs to be updated to a significant degree, reassess should be selected. See the FAQ on [reassessment](#) for more information.
- If there is a mistake within the assessment that was not noticed before deciding to lock it down then it can be temporarily unlocked by whoever has the appropriate access rights within your service (likely to be a Team Leader) to allow the error to be corrected.

3. Moving Forward Making Changes (MFMC)

Who do I contact regarding MFMC queries?

The RMA helpdesk is not responsible for answering queries related to the MFMC aspect of the overall LS/CMI system. If your query relates to practice please contact your local Treatment Manager. For system/technical related queries contact the central IT support helpdesk at support@bridgeall.com

4. 'Missing' or 'Lost' Case

I am trying to find a case but it appears to be 'missing/lost'. What can I do to try and locate the case?

The initial step would be to check via the System Cases table whether the case exists on the LS/CMI system.

Select to Show Filter Controls from within the System Cases table and try searching via the following filters:
- Search using just part of the URN. If that brings up nothing then select clear and:
- Search using just part of the surname within the 'first name' field. If that brings up nothing then select clear and:
- Search using the first name within the 'surname' field.

If it is as certain as possible that the record cannot be located this will likely mean no case exists within your system and there are 3 possible reasons for this:

1. The case was closed and has reached its record destruction date (at which point the system deletes the case). If whoever closed the record down did not manually change the default record destruction date then the system will automatically set the destruction date as 12 months from the date of closure (for an Initial Assessment for most court report level of assessments) or 5 years (for fuller LS/CMI assessments or at case closure following completion of an appropriate management plan).
2. No case was created in the system in the first place.
3. Least likely but still a possibility: the case has been manually deleted from the system by whoever has the appropriate access rights.

Please note: the RMA do not have access to any LS/CMI systems and do not hold or have access to any current or historical LS/CMI cases.

5.   New Court Report Assessment

A new court report has been requested for a case that is already open on the system. How do I access the initial assessment to inform the new court report?

This question is most often asked when an individual is currently subject to statutory supervision. In such cases a fuller assessment (the LS/CMI Sections 1-8) should have been completed to inform the case management plan.

The full LS/CMI will provide a more comprehensive assessment than the initial assessment content ever would. In addition, where a case plan has been devised (Section 9) and the individual's progress (Section 10) has been updated, this would also provide useful information to inform any new court report.

Therefore, there should be no need to access and apply the initial assessment content if the person is subject to supervision. Instead, the court report author should use the fuller assessment, case planning and progress record to inform any new court report.

Note #1: There may be occasions where a new court report request would warrant a full reassessment. See ['When should I reassess a case?'](#) below.

Note #2: The court report template can be generated from a number of points within the system: not only at the conclusion of the initial assessment but also at the end of the fuller assessment and via the report link within the system cases table of the dashboard.

6.   Reassessment

When should I reassess a case?

Where a full LS/CMI has been applied for somebody subject to supervision, completing a reassessment would serve a purpose where (a) a significant period of time has elapsed since the last assessment was undertaken or (b) where a 'significant event' has occurred.

(a) In many cases, it would not serve much purpose to reassess at the 3 & 6 month review stage as any identified risk/ needs are unlikely to reduce within the first 12 months.

(b) What constitutes a significant event is a matter of judgement – but for it to be considered significant it would need to be something which might result in a significant change to the conclusion of the current assessment &/or management plan for the individual.

A significant event could be positive: the individual is fully engaged with and completed a lengthy groupwork programme for example or the individual is coming to the end of a successful period of supervision (reassessing could be used to inform decisions such as applying for early termination and allow for a pre & post comparison i.e. what has changed and by how much?)

Alternatively, a significant event could be negative e.g. previously no evidence of violent behaviour, but new information comes to light that the individual has been convicted of offences involving violence.

A new court report requested during a period of supervision should not automatically trigger a need for reassessing the individual. The report might relate to old offences or new offences of the same nature. Where the new court report is for offences of a different type/ nature then this is more likely to constitute a significant event.

The main consideration should be 'is the current assessment still valid for the task in hand or are there grounds for conducting a full, new assessment?'

Note: If reassessing, you can select either 'keep existing data' which will pull through the content of the previous assessment items to review/amend/ update as required or 'create new data' to complete a new assessment from scratch.

I clicked on 're-assess' and the previously completed assessment (LS/CMI 1-8) and case plan has disappeared. What has happened to it?
The full LS/CMI and case plan has not been lost. Choosing to 're-assess' would be when a full, new LS/CMI 1-8 is required to be completed on a current case (see the FAQ 'When should I reassess a case?')

When you choose to re-assess the previously completed assessment will only be available to view or print out via the 'report' facility. In addition, when choosing to re-assess, it is not possible to amend or update the management plan until the new assessment has been completed. Because the system locks down the management planning screens until the reassessment has been completed, it can look as if the plan has been 'lost' – but it hasn't.

If you need to look at the plan before completing the re-assessment use the report function for that case within the system cases table. To view or print off previously completed full assessments, click on 'report' → 'select assessment' a drop down list will appear with all previously completed full assessments to then select the

appropriate assessment. Once the appropriate assessment has been selected → 'select report' → pick LS/CMI 1-8 and then 'select format' → 'export' → print.

I clicked on 're-assess' by mistake and I can no longer access the management planning screens. Is there anything I can do to avoid having to complete a new LS/CMI 1-8?

The new LSCMI 1-8 that has been started can be deleted which would allow you access to the planning screens again. You will need to find out who in your area has the permissions to allow deletion of parts of the record and request that they delete the latest 1-8 for that particular case.

7.   Reopening Cases

When should I reopen a case?

The reopen facility (available only to those with appropriate permissions) is primarily for dealing with situations where a case which has been closed in error. We strongly advise against reopening cases for any other reason.

Where a record has been closed because the service is no longer involved with the person then it should remain closed.

If the service becomes involved with the person again, e.g. a new court requested, then creating a new assessment (assessor selects 'new case' from the dashboard) is recommended. This will pull through some information from the old, closed case to save the assessor having to start from scratch.

8.   Technical / IT Queries

Who should I contact regarding technical queries?

Queries or issues of a technical nature (such as error messages or something not working within the system) should be submitted directly to Bridgeall via the helpdesk email address support@bridgeall.com for resolution. Note: no client specific details should be provided as part of communications with Bridgeall.

Ensure the following is included within the email subject field: LS/CMI System

- Your name
- Your telephone number
- Your email address
- The local authority or prison you are based in
- Details of the issue

9.   Unlocking Accounts or Adding New Users

Can the RMA unlock my account or add a new user to the system?

The Risk Management Authority do not have access to LS/CMI servers within each local authority area or prison establishment so are unable to carry out these functions. Contact should be made with the local business support (such as business admin, team leaders, Scottish Prison Service HQ) to carry out these tasks.

10.   Training

Who do I contact about LS/CMI training?

Community Justice Scotland are responsible for the scheduling and delivery of LS/CMI training courses. Information on upcoming LS/CMI training courses are available at [Community Justice Scotland – Learning Hub](#)

Email Community Justice Scotland at LDI@communityjustice.scot for further information.

11.   URN

How do I create a record for a client with no URN?

The system can be used to generate a number within the URN field. This facility should only be used if the user is certain no URN exists for the individual. To generate a number, click on the "Unknown" link next to the URN field.

Services may want to monitor the extent of these system generated reference numbers to ensure they are only used where no URN exists for the individual.

12.   View / Report

I am trying to look at a case in the system but the view/report links are missing. Why is this?

Where a case has been restricted only the assigned worker can access, view or print that record. The ability to lock out others from viewing or printing the record is intended for particularly sensitive cases.

If it is decided that such a case no longer needs to be restricted, whoever is assigned to the case will need to untick the box marked restricted (located on the very first screen of the Offender History Form) and select Next to save this change.