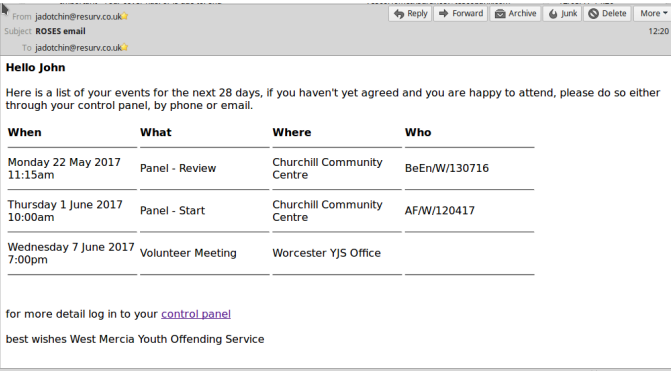


1 The weekly reminder emails

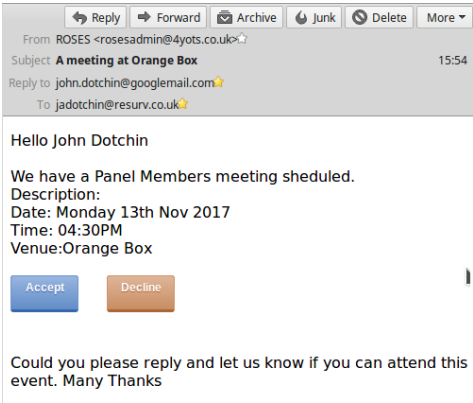
You will be notified of any events that you are due to attend in the next four weeks in an email at the beginning of each week.

Also please note that you will be able to see the same information in more detail if you log into your personal private ROSES Gateway.



2 Invitations to take part in events

The YJS will invite people to take part in events. They may ask several people, giving them the opportunity to volunteer. This involves them in using ROSES to send out emails that look similar to this, except will be from your YJS administrator. This one is about a panel meeting but it could be related to any event including things like training.



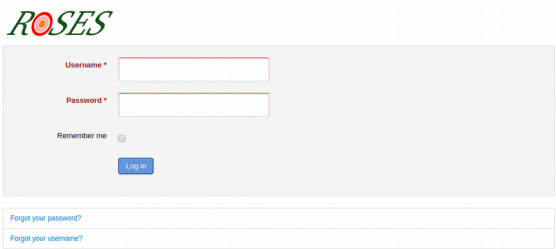
3 Responding to invitations

You only need to click the appropriate button

Invitations may have been sent to several people, so respond as soon as possible. Your YJS administrator will send you another email to confirm your attendance at the event or to notify you if it is over subscribed.

4 Using your personal private ROSES Gateway

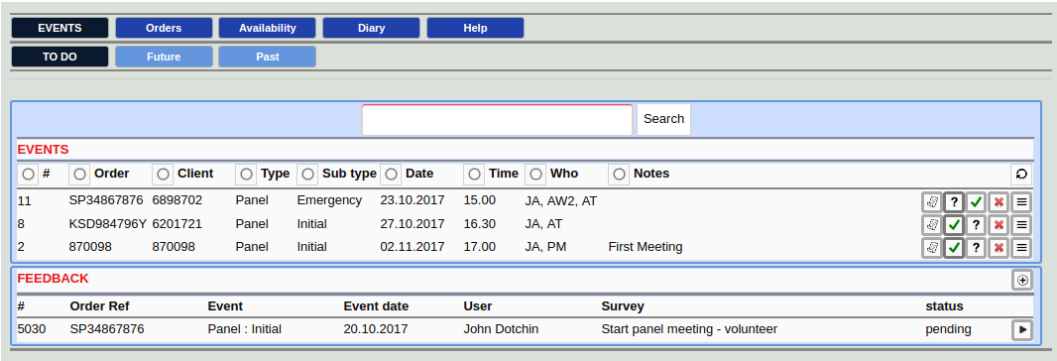
To use the service: open a browser, such as Google Chrome, Firefox, Internet Explorer or any other, using your PC, laptop, tablet or phone - and type the address that you have been given by your local YJS in the address box. You will see something like this:



Enter your username and password and log in.

You will see an EVENTS page like the one below

These are the events coming up in the next 30 days for the volunteer who logged in.



5 The EVENTS page

There three events in the example below, and they are listed in date order. You can change the order by clicking on the small circle. You can reset the sequence by clicking on the circular arrow to the right.

The first event is an emergency panel meeting.

You need to become familiar with these buttons on the right.

The first signifies that there is a report for you to look at. When you click on it you are reminded that you must not print or distribute the report.

The next square with bold borders, is your attendance status. The question mark in the example, indicates that you have not yet confirmed. All you have to do to confirm is click on the green tick. You can use the red cross to indicate you cannot attend.

Notice that at the bottom of the events page, there is a feedback section. It is for asking the person that is logged in to give feedback.. Click on this arrow to do a micro survey, usually taking only a few minutes.

The last button (≡) changes to a display that puts the event in context.(See The ORDERS Page)

There are two more events pages for Future and Past events. You access them by clicking the appropriate buttons.

6 The ORDERS page

When you click on orders you will see a list of the Orders you are currently involved in. (You can also access Pending and Completed orders.)

Events		ORDERS	Availability	Diary	Help
Pending		CURRENT	Completed		
#	Order Type	Reference	Court date	Length	Offences
1	Referral order	870098	22.08.2017	10 months	Disorderly Behaviour (Public Order Offence) 2. Leave goods so as to obstruct footway 2
2	Referral order	870099	02.10.2017	6 months	252 Application for ASBO 0
3	Referral order	KSD984796Y	13.10.2017	6 months	Disorderly Behaviour (Public Order Offence) 2. Permit unnecessary obstruction by motor vehicle / trailer 2
4	Referral order	SP34867876	02.10.2017	6 months	Disorderly Behaviour (Public Order Offence) 2

By clicking on the three bar button ≡ you will be able to see all the details of the order.

Events	ORDERS	Availability	Diary	Help
Pending	CURRENT	Completed		

#	Order Type	Reference	Court date	Length	Offences
4	Referral order	SP34867876	02.10.2017	6 months	Disorderly Behaviour (Public Order Offence) 2

10

OFFENCES					
#	Order ID	Offence	Date	Notes	
9	SP34867876	Disorderly Behaviour (Public Order Offence) 2	02.10.2017		

EVENTS							
#	Order ID	Client	Type	Sub type	When	Who	Notes
16	SP34867876	6898702	Panel	Initial	20.10.2017	JA, AT, AW2	
11	SP34867876	6898702	Panel	Emergency	23.10.2017	JA, AW2, AT	
17	SP34867876	6898702	Panel	Review	15.12.2017	JA, AT, AW2	
18	SP34867876	6898702	Panel	End	16.03.2018	AT, JA, AW2	

USERS						
#	Name	Role	Home	Work	Mobile	Email
261	Bob Clark	Panel member			07711675116	
258	Francesca Selly	Panel member		01905 732219	07939 287508	francesca.sully.whyos@westmercia.pnn.police.uk
257	Katy Bennett	Panel member			07557855409	
256	Sarah Buttery	Panel member	01952 670015		07989 981037	

7 The DIARY Page

To check your appointments in a Calendar view: click on the Diary button. It looks like this:

Events	Orders	Availability	DIARY	Help							
2014	2015	2016	2017	2018							
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

October 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

WHAT THE DIARY PAGE IS FOR: shows your events with a calendar layout

You can chose years and months to view to see brief details of your events. If you click on the 'go to event' link the full details of the even will open in another tab.

8 The AVAILABILITY Page

Events

Orders

AVAILABILITY

Diary

Help

General availability

Date

12am-9am

9am-11am

11am-1pm

1pm-3pm

3pm-5pm

5pm-7pm

7pm-12am

Monday

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Sunday

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Save

Breaks in availability

#

Start Date

End Date

Description

17

2018-06-01 08:00:00

2018-06-30 20:00:00

Annual leave

21

2017-12-20 08:00:00

2018-01-04 08:00:00

This is for showing the YJS the times in each day of the week, when you are generally available. You can also use it to inform them about any breaks in your availability – for holidays or for any other reason. The description is just for your benefit.

To change when you are usually available click on the small buttons. A tick means you are available. When you have finished and saved the page, the administrator will know your preferences without you having to contact them.

Using your private ROSES Gateway helps you and also your Youth Offending Service

A full understanding of who has been working with a young person.

What experience each person has and their work load.

Information so that they can organise events to bring about positive relationships and experiences for the YJS, the volunteers and the young people .

More effective ways to communicate.

More effective ways to arrange for a consistent group of the same people to work with a young person throughout their order.



ROSES is for Youth Justice Services

REFERRAL

- Case workers
- Panel members
- Appropriate Adults
- Mentors
- Sessional workers
- Victim officers
- Others

REHABILITATION

REPARATION

PARENTING

OTHER ORDERS

ROSES is for two way communication

It does not change the way you run events

It helps everyone with the WHO, WHY, WHEN, WHERE, AND WHAT of working with your local Youth Justice Service

Call 0118 978 1078 for help with using ROSES
Or send an email to rosesadmin@4yots.co.uk