



ContactPoint Explained

Want more information?

Visit the Every Child Matters website

www.everychildmatters.gov.uk

for further information on:

ContactPoint

Information Sharing

Common Assessment Framework (CAF) and lead professional

Also visit the Children's Workforce Development Council website at

www.cwdcouncil.org.uk

Trafford ContactPoint Team

email: ContactPoint@trafford.gov.uk



A new online directory, set to go live across England from 2009, aims to help and support the kind of cross-sector working that's at the heart of the vision for children's services.

But how will it work?

ContactPoint Explained



Every Child Matters

Effective communications and appropriate sharing of information is crucial to ensure children and young people get the best services possible. These principles are at the heart of the Children's Plan, which builds on the aims set out in Every Child Matters, to improve the lives of all children and young people. However, simply trying to find out if anyone else is involved and how to reach them can be hugely time-consuming.

This is where ContactPoint will help. Currently in development, this online directory will provide a quick way to find out who else is working with the same child or young person.

Why we need ContactPoint

- ContactPoint will help save time and prevent duplication of work, so that practitioners can respond quickly and appropriately to a child's needs.
- It will help to reduce the number of repeat assessments and referrals, which can be distressing for a child and their family.
- As a national system, ContactPoint will help to ensure continuity of service delivery for children and young people who access services in, or move between, different local authority areas.
- It will also help to identify children missing education.
- The expected benefits have been demonstrated by local authority 'Trailblazer' areas who piloted local systems (known as indexes).

What does it mean for the CYPS?

Having a fuller Picture of a child's needs and circumstances will help to inform the most appropriate way to support that child. If a child comes to the attention of an agency or service, that service can quickly find out if that child is receiving support from another service/agency.

Practitioners working with children & young people across education, health, social care, justice and the voluntary and community sector will need access to Contact Point.

This will include those regularly working with young people in areas such as victim units, domestic violence, safeguarding, child abuse investigation and youth offending services.

ContactPoint will only hold the following information:

- Name, contact details, gender, date of birth and an identifying number for every child or young person in England up to their 18th birthday.
- Name and contact details for each child's:
 - Parents/carers;
 - Education setting (e.g. school) and health provider (e.g. GP);
 - Other services (e.g. social worker, youth worker); and
 - Lead Professional (where appointed).
- Indicator that a CAF has been undertaken, and contact details for the CAF 'holder'.
- ✗ ContactPoint will NOT hold any case information about a child or young person (such as police records, school records or medical notes).
- ✓ Every child in England will be on ContactPoint to ensure they receive support as early as possible if and when they need it.

Security Is Vital

Assessments and rigorous testing of ContactPoint has and will continue to be undertaken by independent security experts throughout development. ContactPoint will not go live until it has passed these tests.

Before being given access, each and every user MUST:

- Have security clearance (including enhanced CRB or equivalent);
- Have completed mandatory training; and
- Have a user name, a password, a PIN and a security token.



What happens next?

The system is being built now and will be rolled-out from 2009, starting in the north west and two national children's charities.

Every local authority in England is legally required to implement ContactPoint, which includes managing the data of children resident in their area, and setting up and training users. Local authorities will be contacting your organisation to identify the practitioners who need to have access to ContactPoint.



So how will it work?

- ContactPoint has been designed to fit conveniently into a practitioners daily work and not impose additional burdens.
- It will support other measures being introduced across children's services (such as the Common Assessment Framework and the lead professional role).
- Where possible it will be updated automatically from existing systems (national and local) so that information only has to be entered once.

- Authorised users will be able to access ContactPoint through their existing case management system, a secure weblink, or another authorised user (e.g. if they do not have access to a computer).
- A wide range of organisations, practitioners and children, young people and families have been and continue to be involved in all aspects of ContactPoint's development, to ensure that it is a practical, effective tool.