Notes on this presentation

- These slides are primarily aimed at project managers in local authorities to help communicate to stakeholders affected by or interested in ContactPoint.
- It is not intended to be comprehensive, simply to increase the general level of awareness.
- They are valid at time of production (November 2008). Further versions will be distributed as available or necessary.
- Further information can be obtained from ECM website www.ecm.gov.uk/contactpoint

ContactPoint Core Slide Set November 2008

Sub-title

Insert date here

Every Child Matters
Change For Children

Content

- Introduction
- The context
- The case for ContactPoint
- What will it look like?
- How will it work?
- Making it happen, including funding
- Further information

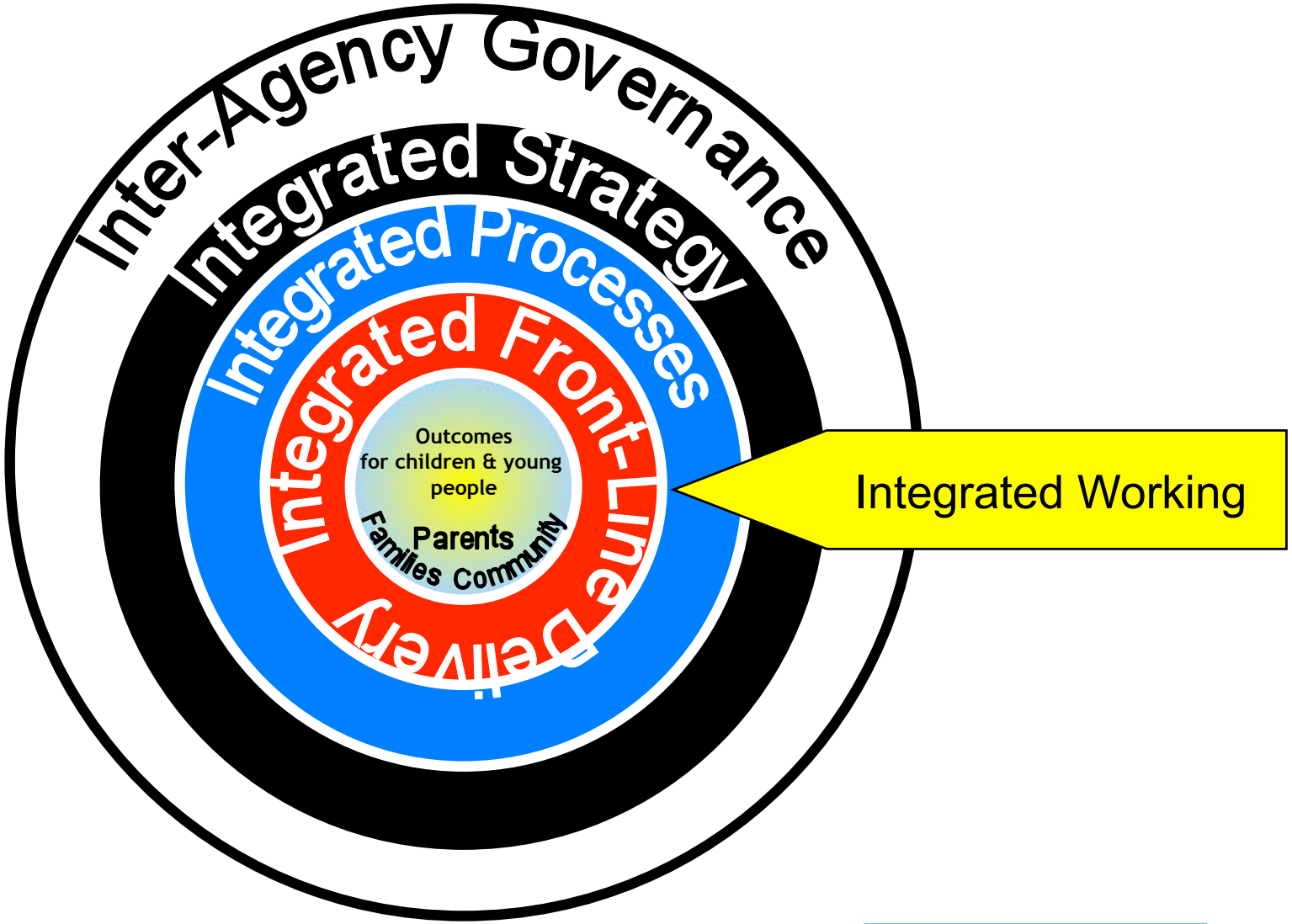
What is ContactPoint?

- The quick way to find out who else is working with the same child or young person, making it easier to deliver more coordinated support and improve outcomes for children.
- Available to staff across all children's services who have been authorised, trained and who need it to do their jobs.
- Stores very basic information for all children resident in England – no case information.
- A national system to enable continuity of provision for a child who accesses services in more than one local area.
- A key enabler to support integrated working.

ContactPoint

Content

A key part of Every Child Matters



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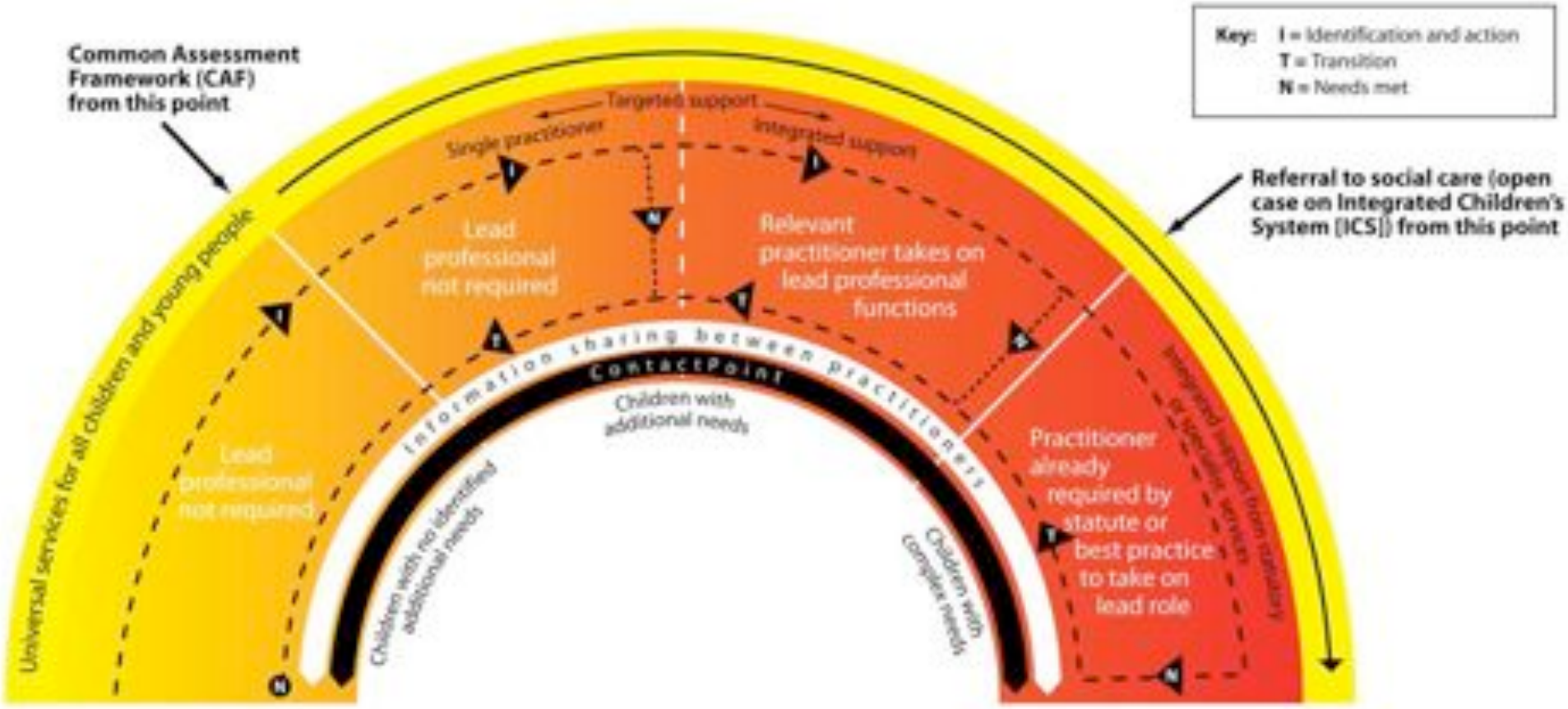
The focus of integrated working is generally early intervention and prevention



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Key elements of integrated working

Integrated Processes and Tools

Improving Information Sharing & Management Programme

- Common Assessment Framework (CAF)
- Information sharing
- ContactPoint
- ICS
- Children's information services
- Lead professional
- CCIS
- eCAF

Integrated Front-Line Service Delivery

- Children's Centres
- Extended Schools
- Targeted Youth Support
- Safeguarding
- Child Health Promotion
- Think Family

Improved outcomes:

- Be Healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being

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The legal framework

- Duties placed by Children Act 2004:
  - A **Director of Children's Services** and a **lead council member** for children, to ensure clear accountability politically.
  - **Duties to co-operate to improve the well-being** of and to put in place arrangements to **safeguard and promote welfare** of children.
  - Set up of **Local Safeguarding Children Boards** and a duty for key partners to take part
  - A database – **ContactPoint** - containing basic details about children and young people
- Data Protection and Human Rights Acts

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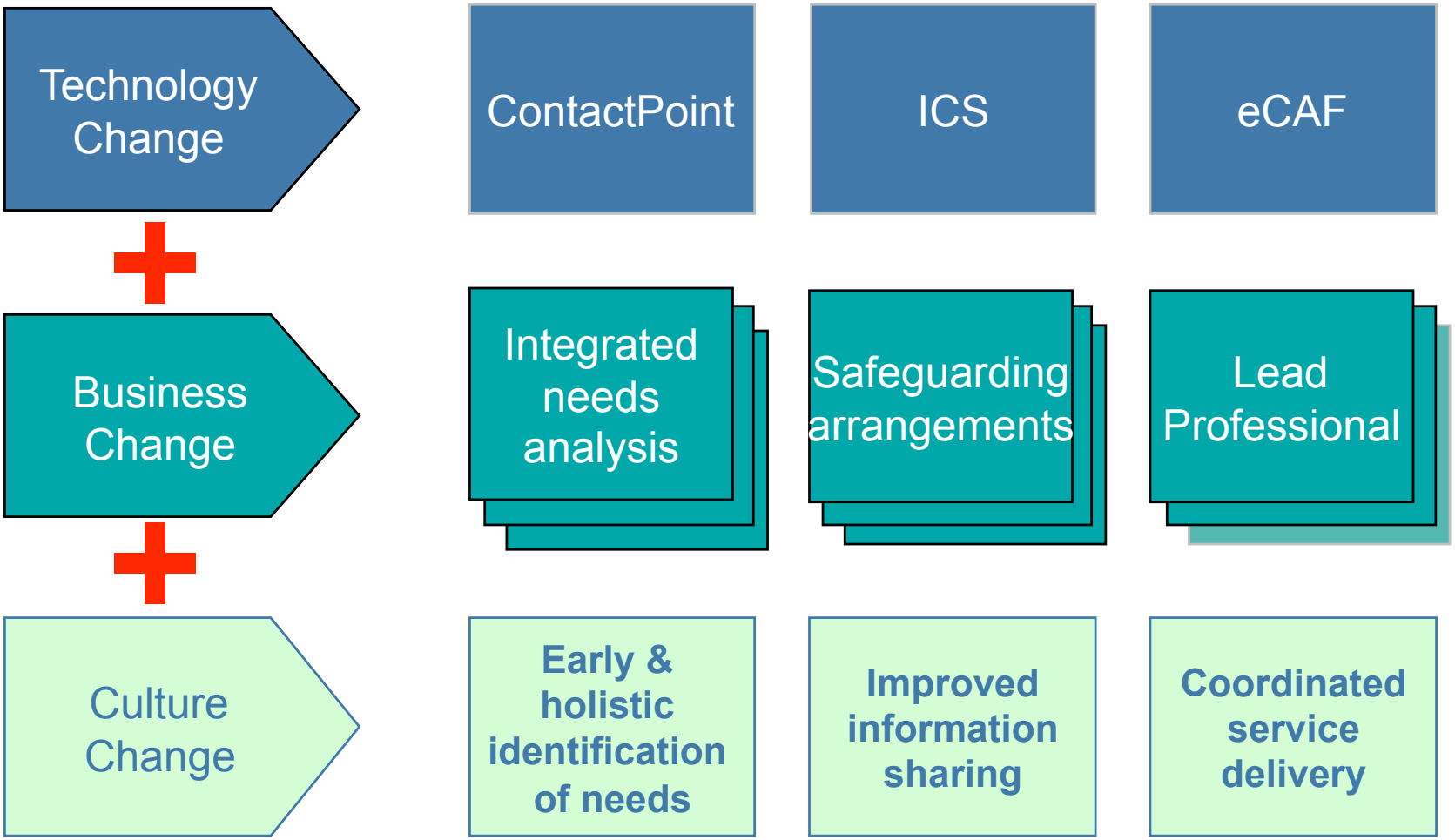
Technology change is only part of the picture



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Benefits of integrated working

Tools and processes

- Information Sharing Guidance
- Common Assessment Framework
- Lead Professional
- Setting up multi-agency services
- ContactPoint

Benefits

- Earlier, holistic identification of needs
- Earlier, more effective intervention
- Improved information sharing across agencies
- Faster, more co-ordinated delivery of service for the Child
- Better service experience for children and families

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Who is affected?

Local authorities

Central Government

Partner organisations

Children, young people and families

Children's workforce – non statutory services

Children's workforce – statutory services

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The case for ContactPoint

The history

- The idea: Lessons from Laming Report – Victoria Climbié
- ‘Experimenting’: the Trailblazers
- Defining, refining and developing:
  - extensive stakeholder engagement
  - lessons from local indexes
- Where are we now: detailed design

Stakeholder engagement

- Local authorities
- Other Government Departments
- Partner organisations across sectors
- Information sharing and assessment group (ISAG)
- Children, young people and families reference group and focus groups
- Parents and carers focus groups
- Workshops with staff in children's workforce
- Key delivery partners – local authorities and national partners
- Public consultations – regulations and guidance

Lessons learnt

- It can work
- Must be national and a record of **all children** in England
- Must be a simple, secure tool with accurate information
- Must contain no assessment or case data – just basic contact information
- Needs to provide a broader picture of people working with a child

ContactPoint benefits

Children, young people and families	Practitioners	Managers
More effective service delivery and intervention	Able to quickly see who else is providing services to a child	Better identification of children not receiving universal services
More timely response to needs	Reduction in number of duplicated referrals	Better management information – planning service delivery
Reduced number of repeat referrals and assessments	Reducing time spent on admin frees up time to focus on service delivery	Increased productivity and effectiveness

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What will it look like?

Who will have access?

- Authorised practitioners in children's services
- Role based access controls
- Security checked - including enhanced Criminal Records Bureau (CRB) clearance, which is subject to 3 year renewal.
- Training to include:
  - Safe and secure use of **ContactPoint**
  - Data Protection Act and Human Rights Act
- Audit trail

Information held on ContactPoint

Unique Identifier

BASIC DEMOGRAPHICS	UNIVERSAL SERVICES	ADDITIONAL INVOLVEMENT examples	INDICATORS
Child's Name	General Practice Contact Details	Youth Worker Contact Details	CAF Indicator
Gender	Health Visitor Contact Details	Social Worker Contact Details	Lead Professional Contact Details
Date of Birth	Educ/School Contact Details	SENCO Contact Details	
Address	School Nurse Contact Details	*Sensitive Service Contact Details*	
Parent(s)/Carer(s) Contact Details			

ContactPoint will not hold case data or assessment information

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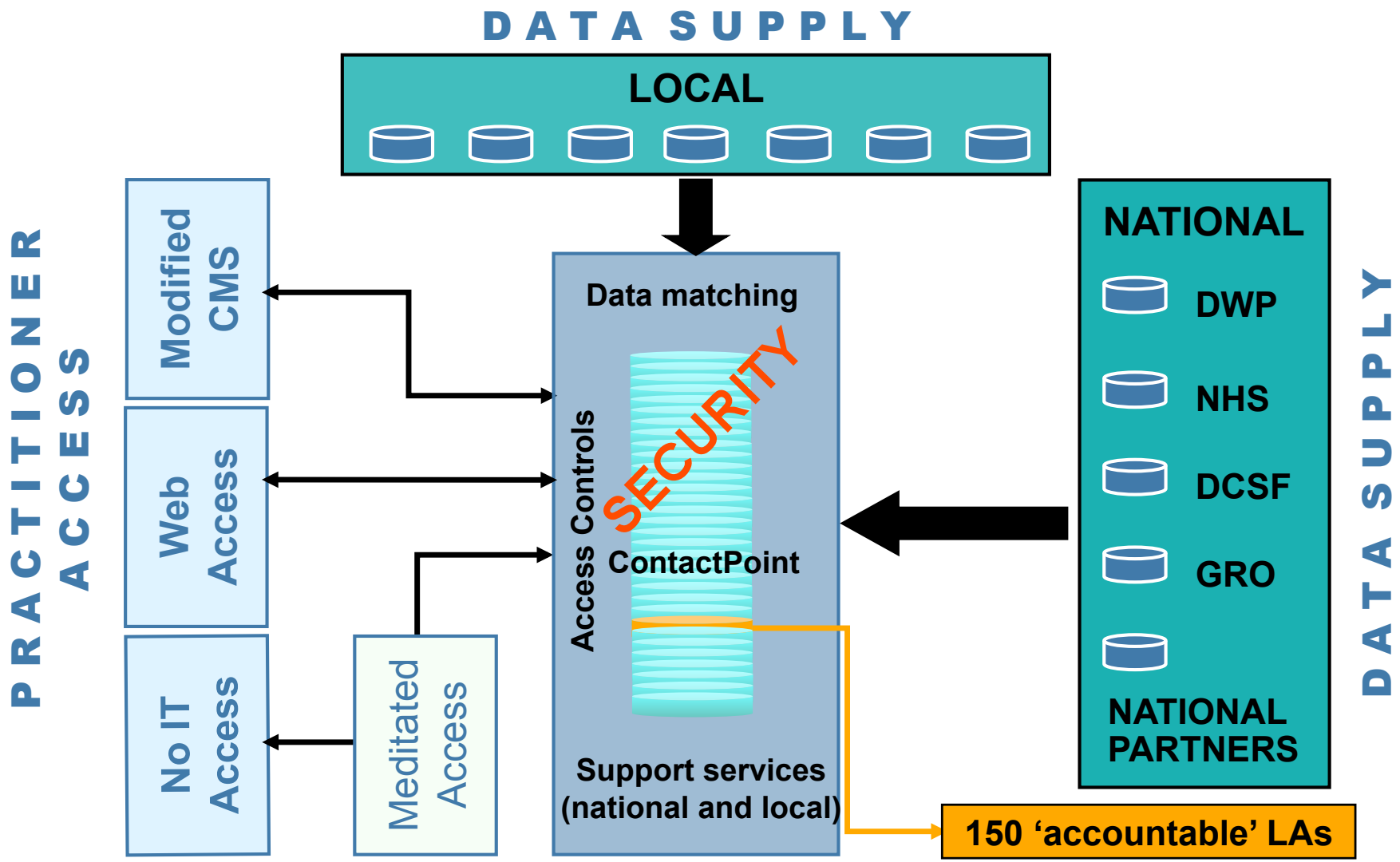
Data supply, access and accountability



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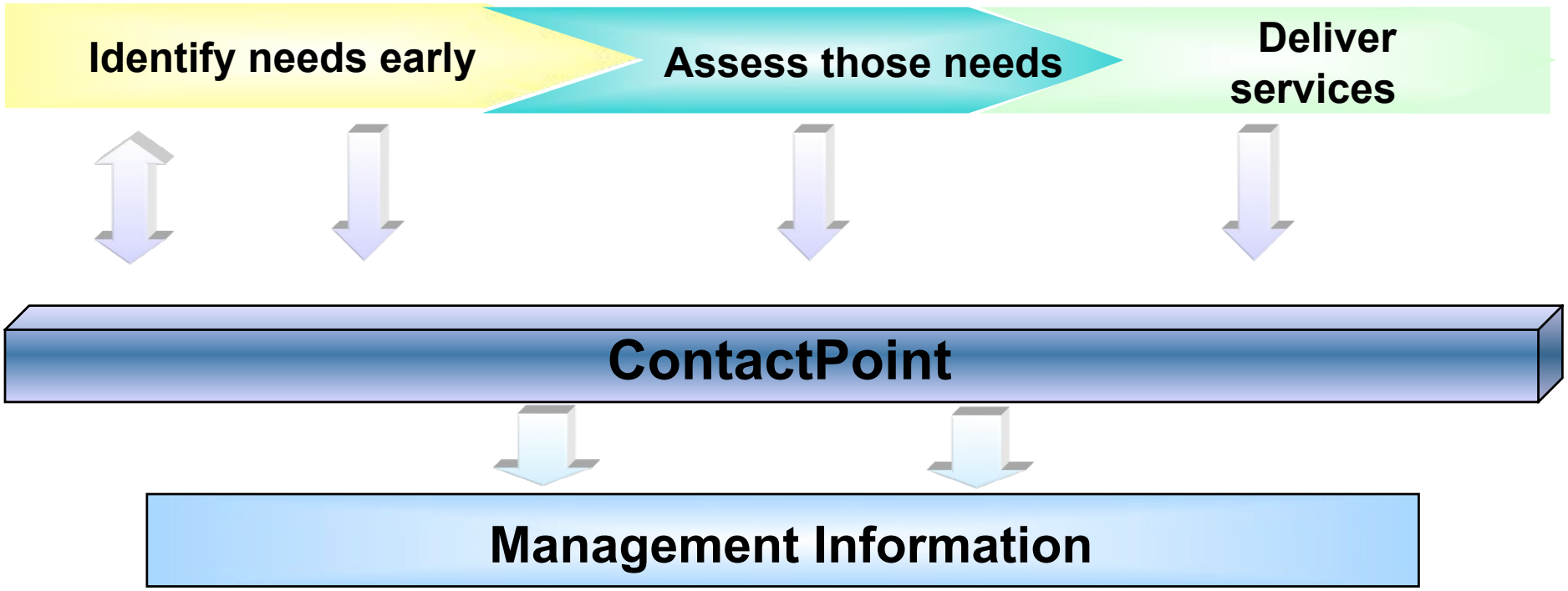
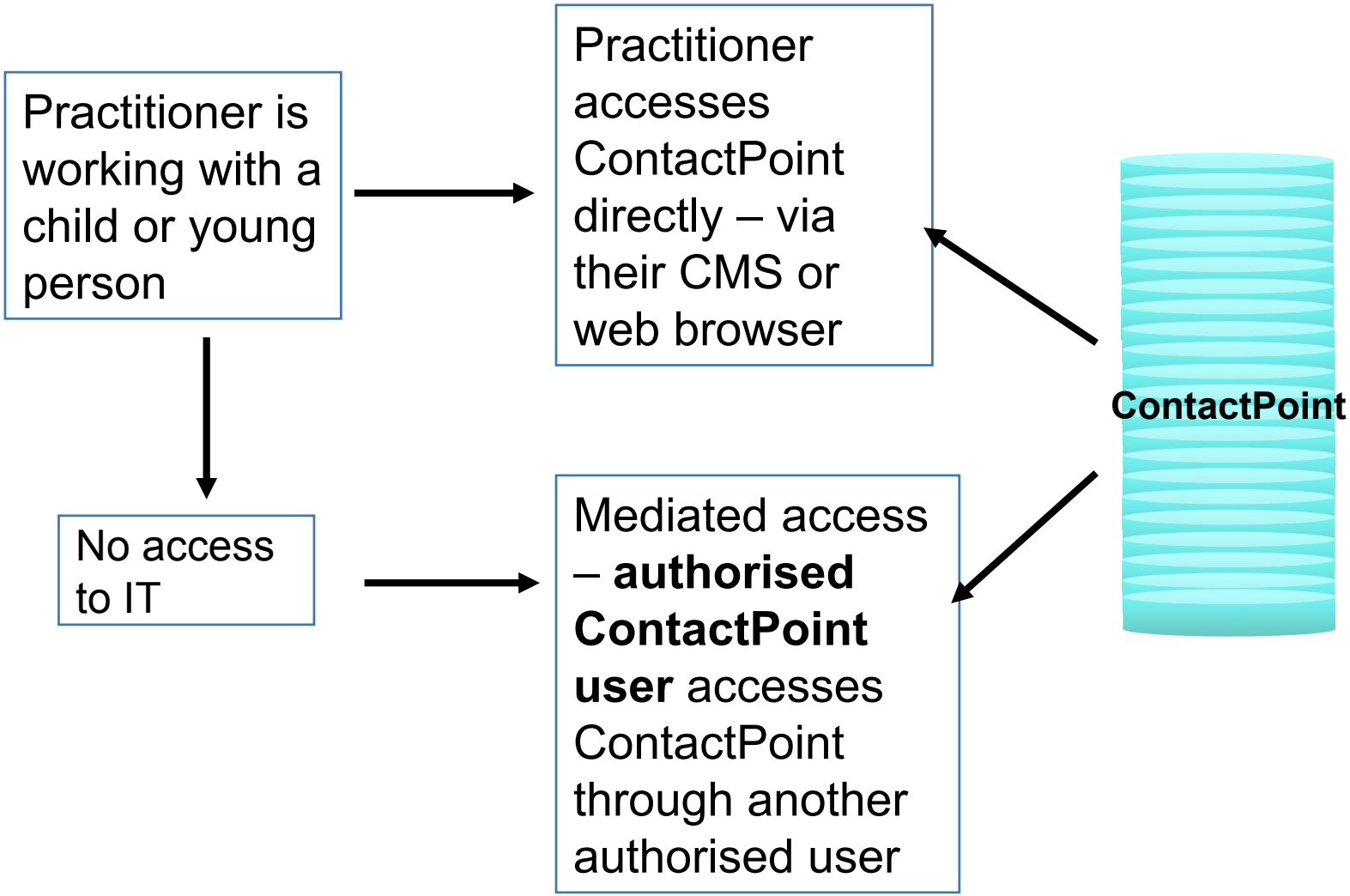
How will it work?

ContactPoint's role in service delivery pathway

• Recognise potential need • Speak to child, young person and/or parents or carers • Identify other practitioners' involvements • Check if a CAF exists • Check if lead professional appointed • Speak to colleagues	• Discuss with child, young person and/or parents or carers • Undertake common assessment, if appropriate	• Identify support required • Form the team around the child where required • Agree action plan • Appoint lead professional, if appropriate • Coordinate and deliver integrated services • Review progress • Close case



Viewing ContactPoint



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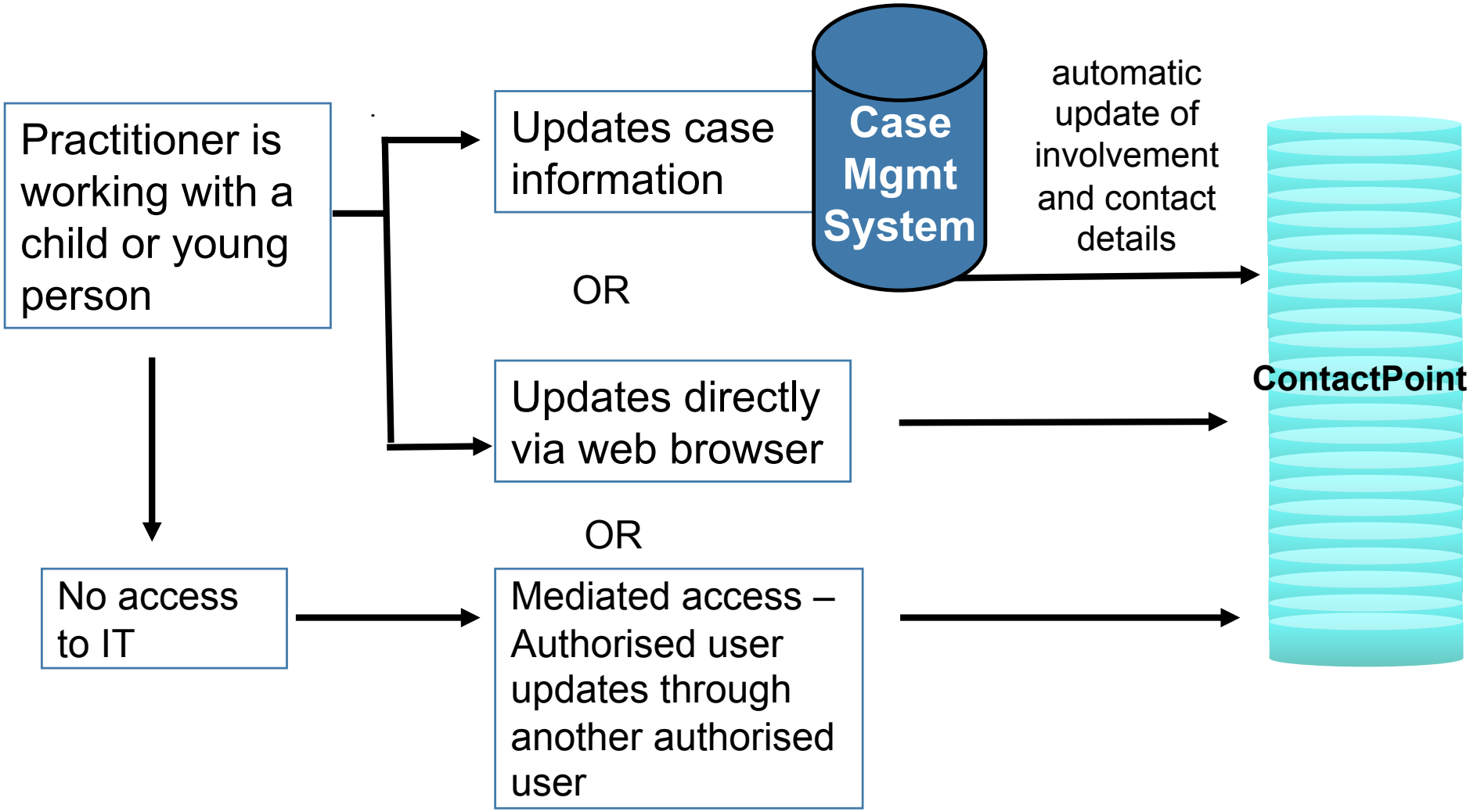
ContactPoint will be updated from case management systems wherever possible



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Making it happen

Key issues

Contribution to 'Improved Outcomes' is strong

Target benefits of ContactPoint realised

Practitioner take-up
Local authority take-up

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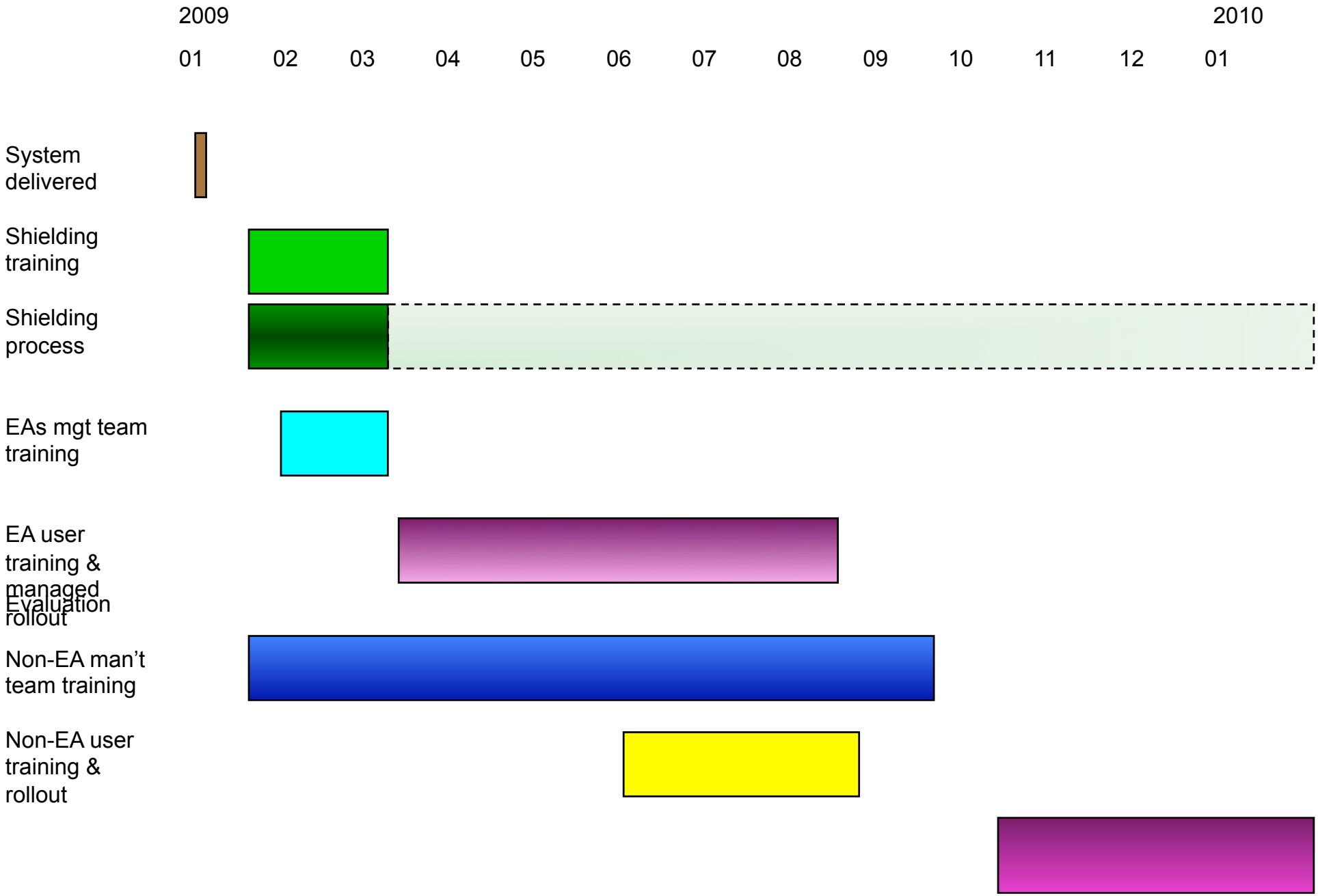
Implementation - timeline



Implementation

Jan to Mar 09: ContactPoint available to 2 trained, qualified people in every LA to shield records that they have identified by that point. Processes in place to deal with new shielding requests.

Feb 09: Training begins for management teams in Early Adopter (EA) LAs and national partners.

Mar 09: Once shielding work has been completed by all LAs, EAs can start training some users – to inform evaluation.

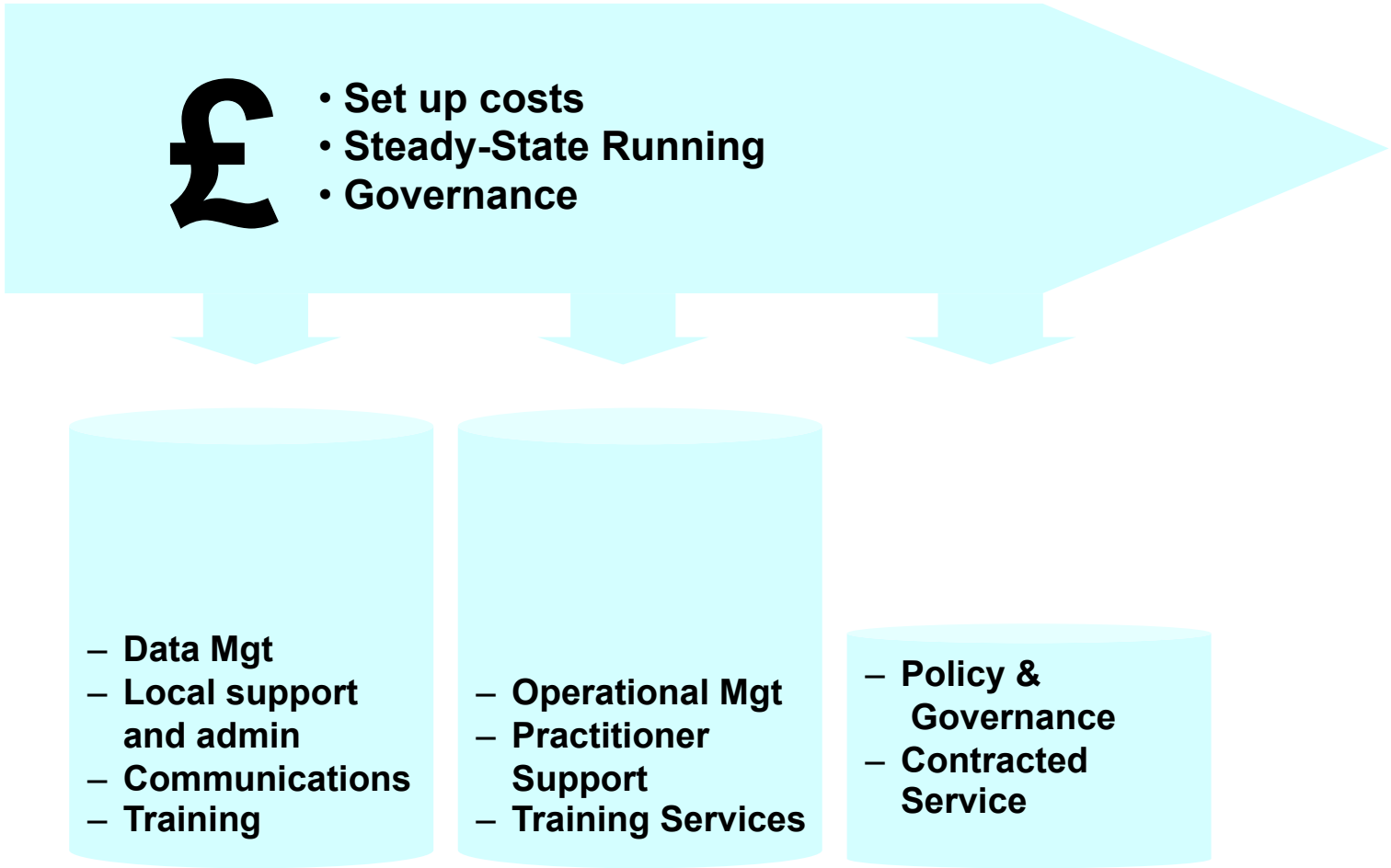
Feb to Oct 09: Training and managed rollout for EA users. EA evaluation is a learning phase. This will look at processes, training, how the system works in practice.

Jun to Aug 09: Training for management teams in remaining 135 LAs and 5 national partners will take place. Early learning from EA evaluation will inform this training.

From Oct 09: Training and rollout for non-EA users. Learning from EAs will be incorporated into any updated guidance, processes and system changes and, if necessary, changes to regulations.

Local funding

NB - not to scale



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Further information

- Every Child Matters website - www.ecm.gov.uk
  - Latest updates on ContactPoint
  - Latest updates and guidance on information sharing
  - Latest updates on ICS and eCAF
  - Good practice on multi-agency working
  - Fact sheets, case studies, Making It Happen
  - Guidance and training materials for key integrated working processes – also go to www.cwdcouncil.org.uk

- LARA – online tool to support ContactPoint implementation

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Close

For further information:
www.ecm.gov.uk/contactpoint

LARA.support@dcsf.gsi.gov.uk

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