ContactPoint

Because Every Lambeth Child Matters

ContactPoint
because every child matters

April 2008

ContactPoint will be the quick way for a practitioner to find out who else is working with the same child or young person, making it easier to deliver more coordinated support.

It will be a basic online directory, available to authorised staff who need it to do their jobs. It is a key part of the Every Child Matters programme to improve outcomes for children and is scheduled for rollout in 2009.

ContactPoint will be a vital support for delivering early intervention for children who need additional services and effective safeguarding for children at risk of harm. Nearly every report that has looked into failures to protect children has highlighted the lack of information sharing as a key concern. ContactPoint will be a tool to facilitate coordination and discussion between children's services, where this is appropriate.

What are the benefits of ContactPoint?

ContactPoint will help to deliver a number of benefits for children and families:

- earlier identification of the needs of a child which enables earlier intervention;
- identification of children not receiving universal services of education and primary health care;
- a reduction in the need to repeat basic information to different services;
- reductions in the number of unnecessary repeat referrals;
- quicker assessment of whether a child is receiving universal services (education, primary health care); and
- a better experience of services for families due to more coordinated and appropriate support being delivered

What information will ContactPoint contain?

Many of the concerns raised against ContactPoint have been based on misunderstanding over the amount and nature of information that will be held on ContactPoint and about its core purpose.

ContactPoint will contain basic identifying information about all children and young people in England up to their 18th birthday, and contact details for services working with them. ContactPoint will NOT contain any case information (such as case notes, assessments, medical records, exam results or subjective observations).

Information for ContactPoint will come from national computer systems (including the Department for Work & Pensions and the Office for National Statistics) and local Lambeth data sources (including Council systems, PCT, Independent Schools and Lambeth College).

How will I access ContactPoint?

Access to this basic online directory will be strictly limited to those who need it to do their job. This will be via the internet or, in some cases, via an updated version of your computer system. All authorised users will have completed mandatory training, have security clearance (including enhanced Criminal Records Bureau clearance) and have a user name, a password, a PIN and a security token to access ContactPoint.

What can I do to help preparations for ContactPoint?

Data quality is key to the success of ContactPoint and it is every practitioner's responsibility to ensure that data recorded about children is accurate, timely, complete and reliable. Ensure that you have taken the Information Sharing training, or if you already have, revisit the course materials regarding duties and legislation of sharing information.

What is happening in Lambeth?

The project is preparing organisations, people and systems for ContactPoint in 2009. The project team will be contacting your service about the number of potential ContactPoint users, your service's computer systems and testing the quality of the data in the systems.

As the national ContactPoint system is not due until 2009, a secure phone service will soon be in place to provide the key information on children from systems in the partnership. Further information will follow on this service which will support the partnership CAF and information sharing processes.

Where can I find out more information about ContactPoint?

On the Every Child Matters website - **www.everychildmatters.gov.uk/ContactPoint/**
If you would like further information on the Lambeth implementation of ContactPoint, please contact Chris Mellard on **020 7926 6450** or by email at **cmellard@lambeth.gov.uk** who will be happy to meet to provide further details of the aims objectives and impacts of ContactPoint.

1CYPSP
Children and Young People's Strategic Partnership