

ContactPoint

Thursday 17th December 2009

South East VCS Safeguarding group

Jane Williams

Implementation Coordinator

South East Region

IISaM

Improving Information Sharing and Management

Content

- Introduction
- The context
- Information on ContactPoint?
- Using ContactPoint
- Where are we now?
- Further information
- Questions

Introduction

ISaM projects

Information Sharing	Making sure practitioners understand the need, and have the confidence, to share information appropriately
ContactPoint	An online directory providing a quick way for practitioners to find out who else is working with the same child
National eCAF	A national IT system to allow practitioners to assess children's needs consistently and work together, sharing information securely and appropriately
Integrated Children's System (ICS)	A tool for social workers to help children in need get the support they need
Client Caseload Information System (CCIS)	A system for Connexions advisors to record information about young people aged 13-19

ISaM projects

Information Sharing	Making sure practitioners understand the need, and have the confidence, to share information appropriately
ContactPoint	An online directory providing a quick way for practitioners to find out who else is working with the same child
National eCAF	A national IT system to allow practitioners to assess children's needs consistently and work together, sharing information securely and appropriately
Integrated Children's System (ICS)	A tool for social workers to help children in need get the support they need
Client Caseload Information System (CCIS)	A system for Connexions advisors to record information about young people aged 13-19

ISaM projects

Information Sharing	Making sure practitioners understand the need, and have the confidence, to share information appropriately
ContactPoint	An online directory providing a quick way for practitioners to find out who else is working with the same child
National eCAF	A national IT system to allow practitioners to assess children's needs consistently and work together, sharing information securely and appropriately
Integrated Children's System (ICS)	A tool for social workers to help children in need get the support they need
Client Caseload Information System (CCIS)	A system for Connexions advisors to record information about young people aged 13-19

What is ContactPoint?

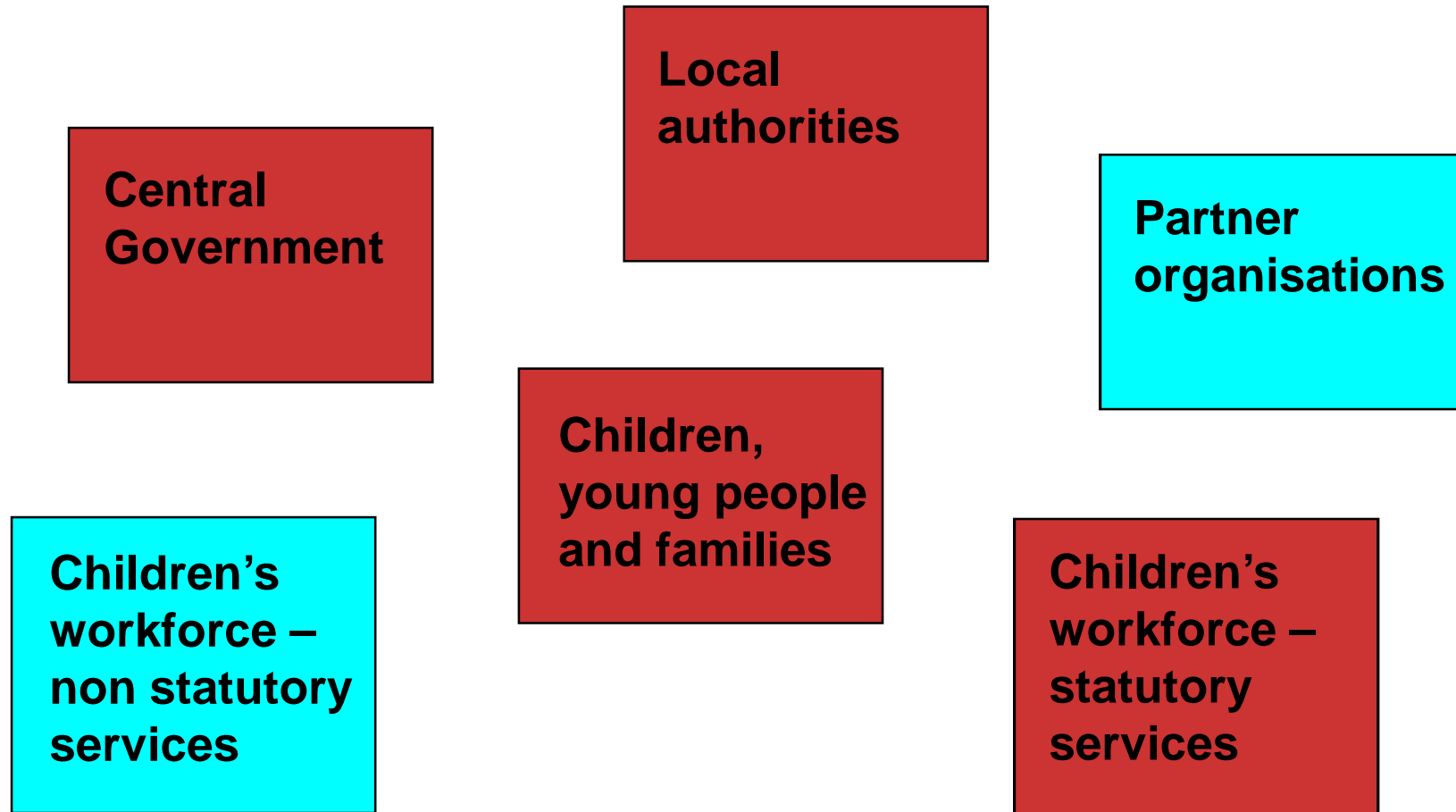
- The quick way to find out who else is working with the same child or young person, making it easier to deliver more coordinated support and improve outcomes for children.
- Available to staff across all children's services who have been authorised, trained and who need it to do their jobs.
- Stores 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.
- Part of the IISaM Programme (ContactPoint, ICS, eCAF, IS)

The context

The legal framework & policy base

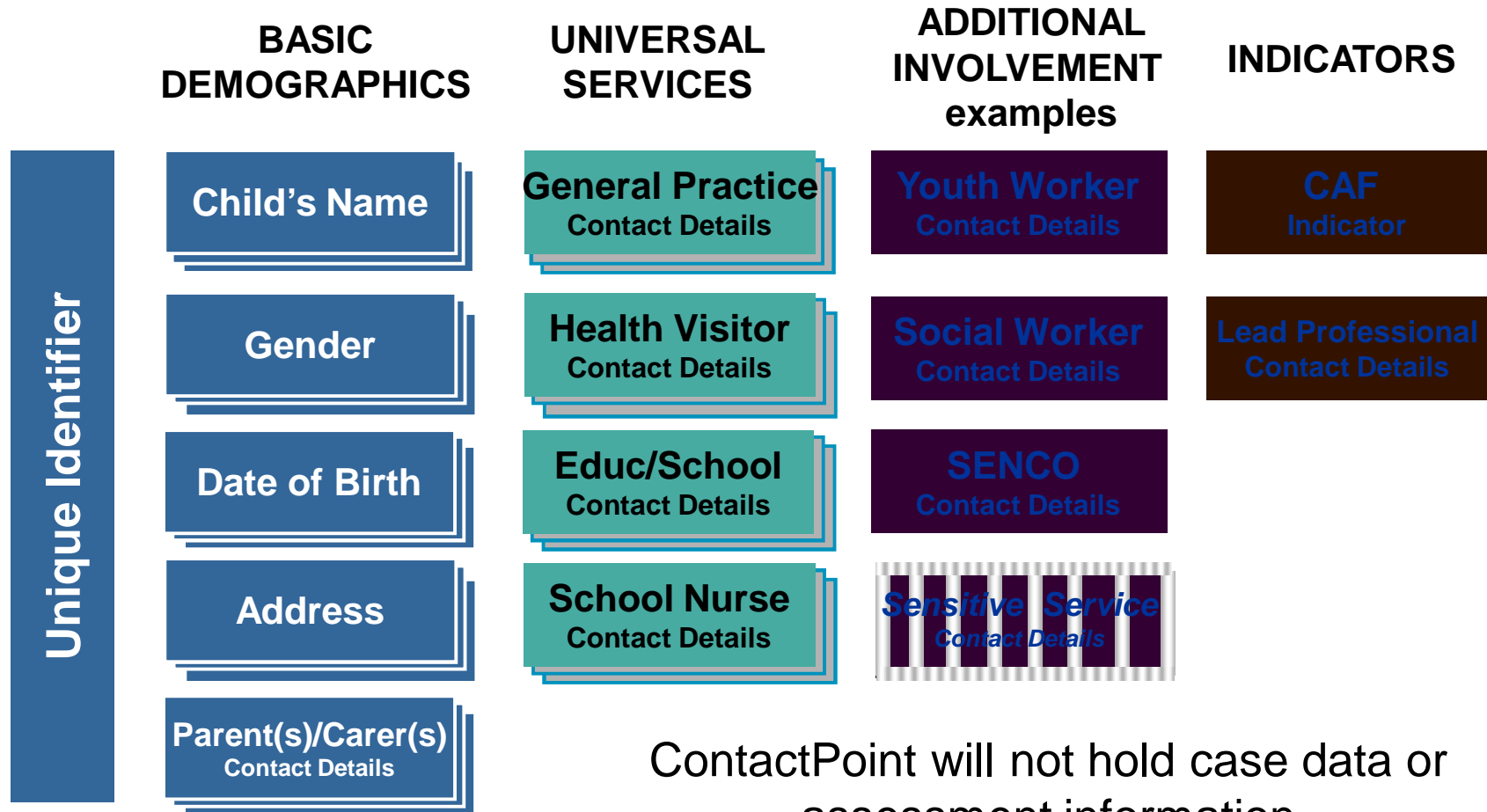
- Duties placed by Children Act 2004:
 - A **Director of Children's Services** and a **lead council member** for children, to ensure clear accountability politically.
 - **Duties to co-operate to improve the well-being** of and to put in place arrangements to **safeguard and promote welfare** of children.
 - 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
- **Laming Report** – Victoria Climbié
- **Information Sharing**

Who is affected?



Information on ContactPoint?

Information held on ContactPoint



ContactPoint will not hold case data or assessment information

Where does the information come from?

- **National Databases:**
 - **GRO** – Registry of births and deaths
 - **NHS** – GP Details
 - **DCSF** - School Census
 - **DWP** – Department of Work and Pensions – child benefit records
- **Local Data Sources**

Using ContactPoint

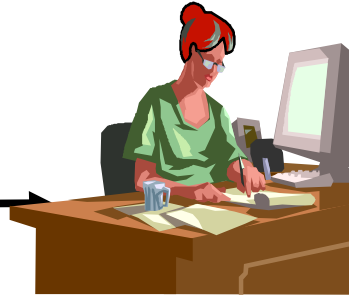
Who will have access?

- 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 Information Sharing
- Audit trail

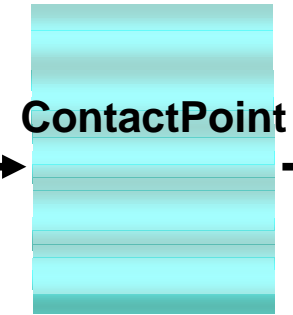
Viewing ContactPoint



Practitioner is working with a child or young person



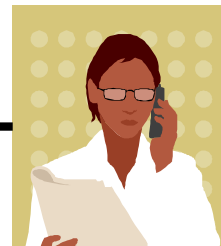
Practitioner views ContactPoint directly – ideally via their CMS



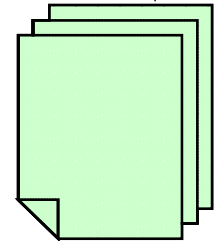
ContactPoint



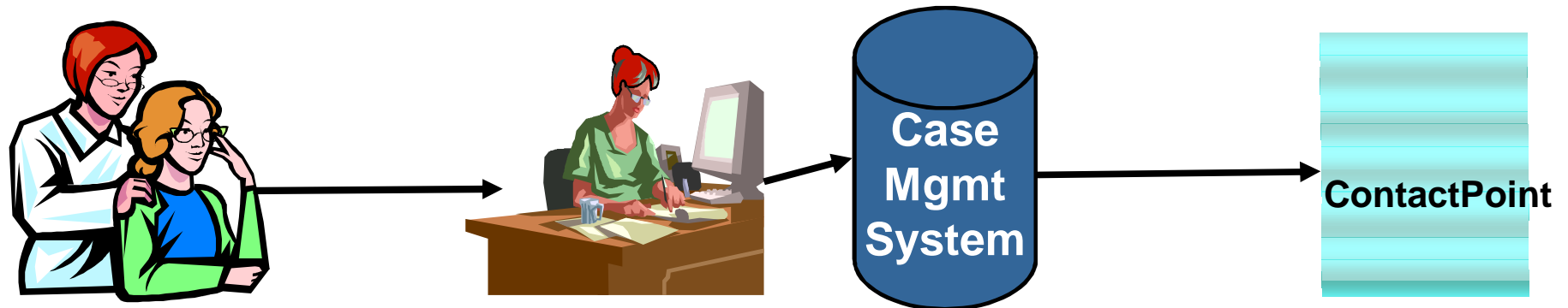
Mediated access – **authorised ContactPoint user** accesses ContactPoint through another authorised user



Management Information



ContactPoint will be updated from case management systems wherever possible



Practitioner is working with a child or young person

Practitioner updates case information

Mediated access alternative route where no system link is possible



Authorised user updates ContactPoint

Where are we now?

National Update

- 800+ practitioners have been trained and are using ContactPoint
- Non-Early Adopter LA s are beginning to train practitioners
- Early Adopter LAs have started adding CAF and LP involvements

Regional Update

- ContactPoint Management Team Training Complete
- All local Teams operational
- LA s have accredited at least 1 'internal' partner
- LA s are beginning to train practitioners

- Regional information gathering shows:
 - All Teams progressing towards first partner 'Organisational Accreditation'
 - Partner Workstation and Infrastructure Security (PWIS) requirements continuing to prove a challenge for many LAs

Further information

- Every Child Matters website - www.ecm.gov.uk
 - Latest updates on ContactPoint
 - Guidance and training materials for key integrated working processes – also go to www.cwdcouncil.org.uk
 - Good practice on multi-agency working
 - Implementation roadmap (covers key IW processes and tools)
 - Latest updates on ICS and e-CAF
 - Fact sheets, case studies, Making It Happen
- LARA – online tool to support ContactPoint implementation

Consideration for VCS

- Who will be using ContactPoint?
- Will you need to feed data?
- Benefits to your organisation
- Organisational Accreditation
 - Policies
 - Procedures
- Engaging with your LA
 - Who is the LA Lead?

Example OA Criteria

	Criterion	Criteria Met YES/NO	Signed
1	Are records kept of employees and contractors?		
2	Is there an Induction process for new employees, or when an existing employee needs to use ContactPoint?		
3	Is there an exit policy to retrieve tokens and withdraw ContactPoint accounts?		
4	Do your ContactPoint users have enhanced criminal record bureau checks updated every 3 years?		
5	Are training records kept for ContactPoint users?		
6	Is there a disciplinary procedure suitable for dealing appropriately with misuse of ContactPoint?		

Introducing the National eCAF?

- National eCAF will be a secure IT system for storing and accessing information captured through a CAF
- CAF is a tool to help practitioners organise services around children and young people, so services meet their needs better
- CAF helps identify **additional needs** early, so needs do not become more complex or severe later on
- CAF is currently paper-based, or stored on local eCAF systems
- National eCAF is **not limited** to single local authority areas, unlike local eCAF systems. It operates seamlessly across borders and agencies, improving service experience and continuity of care for children, young people and families who move locations or use multiple services in different areas

Questions

For further information:

Jane.williams@atkinsglobal.com

<http://www.dcsf.gov.uk/everychildmatters/>