

ContactPoint

Early Adopter Case Study

Helping to ensure children do not slip through the net of support services



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www.dcsf.gov.uk/ecm/contactpoint

Version 1.0

Case study organisation profile

ContactPoint Early Adopters trained 800 practitioners between May and October 2009. These practitioners work across a range of sectors and agencies, including social care, health trusts (primary care and acute), education, children and family services, youth support, police and local voluntary organisations. Practitioners said that in the light of experience, they wanted and expected to use this tool in their work with children. Feedback was positive and very encouraging, suggesting that even at a very early stage of delivery ContactPoint was making a difference. The practitioner feedback below provides practical illustrations of just some of the benefits of ContactPoint.

Helping to ensure children and young people do not slip through the net of support services

ContactPoint aims to help ensure that there is continuity of support for children and young people who access services in different local authority areas or move between areas. As a national system, ContactPoint has helped to improve working across local authority boundaries and ensure children did not slip through the net.

“A member of the public contacted us to say that a child had moved into her street several months ago, was clearly of school age and clearly didn’t attend school. She knew the surname of the child.

“The referral was passed straight to a manager in our inclusion service, who is a trained ContactPoint user. She searched ContactPoint and found the child, along with the name of the school where the child previously attended, which was outside of our local authority area. A telephone call was made to the school, confirmation of the date

the child left was ascertained, along with other relevant information.

“An Education Welfare Officer was able to pick this up and visit the family, supported with background information that she could not possibly have found without ContactPoint.”

Jean, Inclusion Service Manager

“I had a case where a mum had been going to different agencies and authorities using different names for her child. Another area had three separate chronologies and identities for one child and we had two. This meant sufficient concerns had not been raised about what was going on in this child’s life.

When I searched ContactPoint, it had grouped most of the aliases together. This helped me come to the conclusion that it is just one child, and working with my team we are now able to act appropriately to support this child.”

Christopher, Contact Centre Supervisor, Information and Referral Team

“A lot of children move into the area from other local authorities, and there is no way of knowing whether the family has had previous involvement with social workers. As ContactPoint is enriched with local information, it will become a much more powerful tool because you will be able to see who else is working with that child.”

Lorraine, Early Adopter ContactPoint Manager

Key points

- At the time that Early Adopter practitioners were using ContactPoint it held information from existing national data sets. This meant that each child record held the name, address, date of birth, educational setting (if registered at a maintained school) and their GP practice.
- The practitioners using it reported that they already found it useful, even with only this basic data available.
- Over time, with the addition of national and local partner data, ContactPoint will be even more useful, particularly where children have additional needs and use services from several agencies.
- Additional case studies are available demonstrating further benefits of ContactPoint.