

ContactPoint

Early Adopter Case Study

Helping to identify and support children missing education



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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 identify and support children missing education

Local authorities have a duty to identify where children are not receiving education. Without ContactPoint, two-thirds of practitioners surveyed said it was not easy to find information about whether a child was registered with a universal service, such as a school or GP. Therefore they need better information to ensure these children get the support they need and are entitled to. One of the aims of ContactPoint is to support local authorities in meeting this duty and early feedback demonstrated that it was already providing this benefit.

“From my experience, ContactPoint is already proving to be an important tool to help ensure that children and young people get the support they need in a timely, joined-up way. As an education welfare officer it is essential that I have the best possible information available about the children I work with.”

“One young person referred to me was missing education. He had left his school, and the family had moved out of the borough and

left no forwarding address. I learned from ContactPoint that the family was living under an alias name and the child was not attending any school. I would never have obtained this information without ContactPoint.

“I’ve used ContactPoint for a range of different queries and in each case I have been able to quickly get in touch with the right people. More importantly, the children received the support they required.”

Carol, Education Welfare Officer

“Just a quick note to tell you how useful ContactPoint has been. We have located eight students who had been designated as missing education for over a year. They have been located outside the borough but within our national borders.”

“We’ve been able to get in touch with the relevant local authorities to alert them, so they can make contact with the families involved and establish what support is required for those young people.”

Phil, Deputy Principal, School Attendance Service

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 other benefits of ContactPoint as practitioners use it in their daily work.