

ContactPoint *in Schools*

Fact sheet



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www.dcsf.gov.uk/ecm/contactpoint

Version 2

ContactPoint provides a quick way to find out who else is working with the same child, making it easier to deliver more coordinated support.

This basic online directory is for authorised staff in schools and other agencies who need it to do their jobs. It is a key part of a wider programme to promote the health, well-being, safety and achievement of all children in England.

Why is it relevant for schools?

Schools have a vital role to play in intervening early to meet the additional needs of children to promote achievement and learning. Early intervention requires increased partnership working with other services, good communication and effective sharing of information. ContactPoint is a tool to help schools achieve this by helping staff in schools to find out quickly if other practitioners are working with the same child. They can then work with them to find the right support, before problems get more serious.

What are the benefits?

- Less time trying to find other practitioners working with the same child.
- Quicker assessment of whether a child is receiving universal or additional services and therefore a more complete picture of a child.
- Enables more effective multi-agency working which leads to less duplication of work and a better service experience for children and young people.
- A national system helps practitioners to provide support for children who receive services across, or move across, local authority boundaries.

Feedback from those using ContactPoint is positive and is providing evidence of these benefits:

“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

What information is held on ContactPoint?

- Name, address, gender, date of birth and an ID number for all children in England (up to 18).
- Name and contact details for:
 - parents or carers,
 - educational setting (e.g. school) and primary medical practitioner (e.g. GP practice),
 - other service providers (e.g. health visitor, a social worker or a lead professional), and an indicator for whether a Common Assessment Framework (CAF) exists. *Please note these will be added to the system over time.*

ContactPoint does not and will not contain ANY case information, case notes, assessments or medical data or exam results.

How secure is it?

ContactPoint is Government accredited for security and is compliant with the international standard for information security management. A significant set of measures and controls are in place, which are continually assessed by DCSF and its expert advisors.

Who in schools needs to have access?

Education welfare officers, headteachers, deputy headteachers, school nurses and those with pastoral responsibilities are likely to need access to ContactPoint. However, all schools will be different and will need to agree with their local authority exactly who should have access. All users need to have security checks and training before being granted access.

How will it be updated?

Wherever possible, ContactPoint will be automatically updated from existing national (including the School Census) and local sources so that practitioners do not need to enter the same information twice. Some data (such as data regarding additional and targeted services) may need to be provided manually from schools'. The information held on ContactPoint will not be sent to or shared with any other systems.

When will ContactPoint be available?

National roll-out is underway, which means that local authorities and National Partners across England are able to train practitioners, building up use according to local needs. The implementation of ContactPoint has been steady and incremental. The 'Early Adopters' (18 local authorities in the North West and two National Partners) were the first to have management teams in place and to train practitioners. Their experience has strengthened confidence that national roll-out could proceed.

What does it mean for schools?

As a school you will need to work with your local authority to prepare for ContactPoint. This will include ensuring that your school can access the system safely by meeting the required accreditation criteria, agreeing the most appropriate means to provide the required data (in addition to data supplied locally and via the Schools Census), and identifying and training practitioners who will need to be users of ContactPoint.

Further information

Get in touch with your ContactPoint Management Team in your local authority, or for more information about ContactPoint, information sharing, CAF and other aspects of integrated working, go to www.dcsf.gov.uk/ecm.