

**NORTH YORKSHIRE COUNTY COUNCIL**  
**YOUNG PEOPLE OVERVIEW AND SCRUTINY COMMITTEE**

**15 January 2010**

**Work Programme Report**

**1.0 Purpose of Report**

This report asks the Committee to:

- a. note the information in this report.
- b. confirm, amend or add to the list of matters shown on the work programme (attached at Annex A).

**2.0 Mid Cycle Briefing – 11<sup>th</sup> December 2009**

**2.1 Progress on Implementation of Contact Point**

Prior to the meeting elected members were provided with relevant reading material on ContactPoint.

The officer briefing set out the aims and benefits of ContactPoint and addressed members comments and concerns on the roll out of training, security of data and what happens when a child moves areas.

There were two outcomes - the Chairman requested that a copy of the paper "Introduction to ContactPoint" is made available for all members of the Young People Overview & Scrutiny Committee (attached at Annex B); that a Progress Report is brought back to the Mid Cycle Briefing in 6-9 months time.

**2.2 Update on Domestic Abuse**

Following the Scrutiny Review 'Young People affected by domestic abuse' members requested an update and were made aware of several developments:

- The refreshed Domestic Abuse Strategy has been launched with signed up from all partner agencies
- Funding for the Domestic Abuse Co-ordinators has now been secured from all three partner agencies (NYCC, NY police, NYYPCT. The Coordinators will be 'employed' by North Yorkshire Police but will remain out in the Districts.
- The post of Domestic Abuse (DA) Officer for North Yorkshire County Council has been advertised with interviews taking place shortly.
- 'Making Safe' is being rolled out across the County.
- Members were also advised of a proposal by the NSPCC to close its Family Support Centre in Scarborough due to restructuring of National Operations. It was suggested that NYCC provides some funding and Members are keen to know what will happen to this funding.

Members requested that this item is brought back in 12 months time, by which time the newly appointed DA Officer will be in a position to update members on further developments.

### **2.3 'MeToo' North Yorkshire Disadvantaged Subsidy Pilot**

In February 2009 North Yorkshire received £289k to pilot the Disadvantage Subsidy. Launched in North Yorkshire as **MeToo** this programme provides a sum of money to every targeted child/young person aged 5 to 16 across North Yorkshire to enable them to purchase access to after school or holiday activities. The average sum of money available per child equates to nearly £300 per year. Funding is provided nationally for two years in the first instance and goes directly through to Schools.

Pilots were set up in six existing Extended Services in Schools' clusters - Ryedale, Filey, Whitby, Eastfield (Scarborough), Skipton and Selby.

Funding is allocated using as the main criteria Free School Meals, Looked after Child status and child under Common Assessment, although schools and clusters will have discretion to allocate funding to other targeted children who are economically disadvantaged.

The **MeToo** programme in North Yorkshire in School clusters will be fully implemented from 1<sup>st</sup> April 2010.

Members raised several points around checks in place to monitor use of funding; raised concerns that free school meals whilst being a useful starting point is not necessarily an accurate representation of economical disadvantage for all areas (some families are very reluctant to take up offer of free school meals); how the scheme will be promoted across the County; and ensuring there is a model for sustainability.

Elected Members are keen to monitor the roll out of the **MeToo** programme and asked for a further briefing in approximately 6-9 months time.

### **2.4 Primary School Provision in Upper Wharfedale and Provision for children and young people in North Craven**

Executive Member Jim Clark and Assistant Director Children & Young Peoples Service attended the Mid Cycle Briefing to answer concerns raised and to expand on the reasons for undertaking a review of provision in both Upper Wharfedale and North Craven.

It is intended that any proposals for public consultation will be brought back to Members during the Summer 2010.

### **3.0 Corporate Parenting Standing Group – 8<sup>th</sup> January 2010**

Due to the timing of the Agenda papers being sent out and the date of the Corporate Parent Standing Group (CPSG) the Chairman of the CPSG will provide a verbal report for Members of the Committee.

### **4.0 In-depth Scrutiny Review – Supporting Young People into Education, Employment and Training**

Reducing the proportion of young people NEET is a key national priority for the DCSF and also a priority for North Yorkshire County Council who have the lead

responsibility for reducing the proportion of young people NEET in their area (Local Area Agreement NI 117).

The first meeting of the Task Group held on the 4<sup>th</sup> December received briefings from several officers who provided a very informative and useful background on young people not in education, employment or training. Members are in the process of finalising the Scoping Document and are due to visit the Connexions hub in Northallerton in early February and meet and talk with young people using the service, Personal Advisers and Integrated Youth Support Officers.

#### **5.0 Next Meeting - 26<sup>th</sup> March 2010 at 10.30am County Hall**

#### **6.0 Recommendations**

The Committee is asked to:

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- a. note the information in this report.
- b. confirm, amend or add to the list of matters shown on the work programme (attached at Annex A).

**HUGH WILLIAMSON**  
**Head of Scrutiny and Corporate Performance**  
**County Hall, Northallerton**

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Date: January 2010

Background Documents: None

Annexes: Annex A - Work Programme  
Annex B – Introduction to ContactPoint

**YOUNG PEOPLE OVERVIEW & SCRUTINY COMMITTEE  
WORK PROGRAMME from January 2010**

**Every Child Matters Outcomes**

1 Be Healthy

2 Stay Safe

3 Enjoy &amp; Achieve

4 Make a positive contribution

5 Economic Well-Being

**In-depth Scrutiny Projects**

SUBJECT	AIMS/TERMS OF REFERENCE	ACTION/BY WHOM	TIMESCALES
Young People not in Education, Employment or Training (NEET)	To review the actions being taken to support Young People into Employment, Education or Training.	Scoping of Review Final Report	November 09 March 09

**OVERVIEW REPORTS**

SUBJECT	TERMS OF REFERENCE	ACTION/BY WHOM	TIMESCALES
<b>Be Healthy</b>	Members have requested an overview of health services commissioned and provided by the North Yorkshire & York Primary Care Trust.  Following the OFSTED Safeguarding Inspection members asked for a briefing in relation to the recommendations/actions being taken by the NYYPCT as a result of the inspection.	NYYPCT	January 2010
<b>Stay Safe:</b> Priority Safeguarding	Progress Report on implementing the post inspection Action Plan  <i>Members requested that Safeguarding remains as a reoccurring item on their work programme throughout 2010/11 to ensure they receive regular updates and progress reports.</i>	Corporate Director CYPS Independent Chair LSCB	March 2010

**YOUNG PEOPLE OVERVIEW & SCRUTINY COMMITTEE**  
**WORK PROGRAMME from January 2010**

1 Be Healthy	2 Stay Safe	3 Enjoy & Achieve	4 Make a positive contribution	5 Economic Well-Being
SUBJECT	Agenda Item		ACTION/BY WHOM	TIMESCALES
The Children & Young People's Service Value for Money Plan.	The Committee has requested a briefing on the budget arrangements for 2010/11		Corporate Director CYPS and Assistant Director George Bateman	March 2010
<b>Make a Positive Contribution</b>	<p>Actions being taken to reducing anti social behaviour</p> <p>Presentation on Restorative Practice by NY Police</p> <p>Using arts and cultural opportunities for all children and young people</p>			2010
<b>Economic Well-Being</b>	<p>Final report of the Task Group :-</p> <p>'Supporting Young People into education, employment and training'</p> <p>Briefing requested on the progress being made to Increase the amount of available affordable housing</p>			2010
<b>Stay Safe:</b> Priority Safeguarding	<p><i>Members requested that Safeguarding remains as a reoccurring item on their work programme throughout 2010/11 to ensure they receive regular updates and progress reports.</i></p>			2010

**YOUNG PEOPLE OVERVIEW & SCRUTINY COMMITTEE**  
**WORK PROGRAMME from January 2010**

1 Be Healthy	2 Stay Safe	3 Enjoy & Achieve	4 Make a positive contribution	5 Economic Well-Being
SUBJECT		AIMS/TERMS OF REFERENCE	ACTION/BY WHOM	TIMESCALES
<b>Enjoy &amp; Achieve</b>		Members requested a briefing on Apprenticeship, Skills, Children & Learning Bill  Improve access and inclusion to reduce disadvantage for vulnerable groups	Corporate Director/Lead Assistant Director CYPS/ Partner Agencies	
<b>Be Healthy</b>		Improving the sexual health of young people:  Outcome of the Sexual Health Review	Corporate Director CYPS and NYYPCT	
<b>Stay Safe:</b> Priority Safeguarding		Post Implementation update of Scrutiny Review – Young People affected by domestic abuse. Progress Report.  <i>Members requested that Safeguarding remains as a reoccurring item on their work programme throughout 2010/11 to ensure they receive regular updates and progress reports.</i>		<b>2010</b>

Please be aware this is a working document, therefore topics and timeframes could alter



North Yorkshire  
Children's Trust

# Introduction to ContactPoint

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## **Introduction to ContactPoint**

### **What is ContactPoint?**

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

ContactPoint will be a simple tool, allowing authorised practitioners to see who else is involved with a particular child and provide contact details so that they can where appropriate share relevant information about children who need services or about whose welfare they are concerned.

### **Why do we need it?**

ContactPoint is a key part of Every Child Matters, which aims to improve outcomes for all children and young people and ensure they all receive the best start in life. Effective communication and appropriate sharing of information is vital to ensure children and young people receive the best services possible and that these services focus on their needs. However, simply trying to find out if anyone else is involved and how to reach them can be hugely time-consuming. This is where ContactPoint will help.

ContactPoint will cover all children in England because:

- It is estimated that at any one time 3-4 million children and young people have needs for additional targeted and specialist services. It is not possible to predict accurately in advance which children will have such needs, or which children will never have them;
- Any child or young person could require the support of additional services at any time in their childhood. It would not help to have to establish a ContactPoint record for the child after deciding they might need additional help. The advantage of ContactPoint is being able to facilitate discussion as soon as a first sign of need is noticed; and
- All children have a right to the universal services of education and primary health care – ContactPoint will show whether or not they are receiving those services and will help trigger as necessary local action to ensure they do receive them.

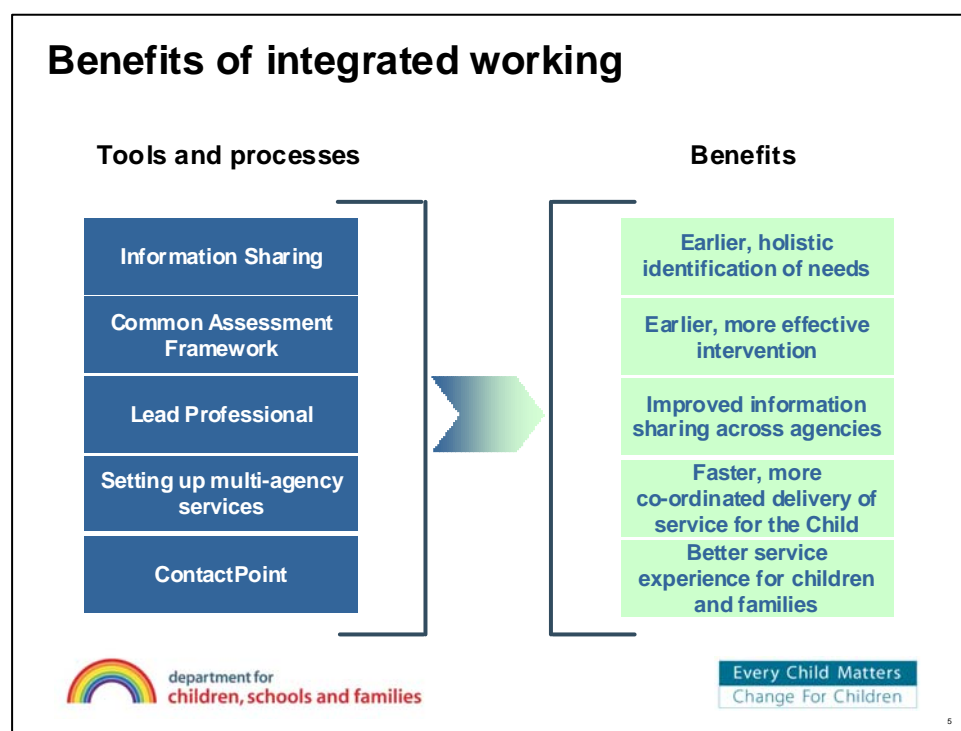
## What are the benefits of ContactPoint?

Providing a quick way for practitioners to find out who else is working with the same child will provide key benefits such as:

- Improved service experience for children, young people and families through more coordinated service delivery, more timely response to their needs and reduced number of unnecessary repeat assessments and referrals.
- Faster and more effective intervention before problems become serious because practitioners can build a fuller picture of children and young people's needs and identify what help and support is needed.
- Less unproductive time spent by practitioners trying to find out which other services are involved with a child and then trying to contact the right person. This means that practitioners can spend more time working directly with children and young people.
- Because it is a national system, children and young people who access services in different local authority areas or move between areas won't slip through the net.

It is estimated that ContactPoint will save practitioners at least 5 million hours a year currently spent on trying to locate others working with the same child, which works out at least £88m per year.

Technology is only part of the picture. ContactPoint, as an IT system, is designed to support other tools introduced across children's services (such as appropriate Information Sharing, the Common Assessment Framework and the lead professional role) as part of the strategy to embed integrated working across the children's workforce. This will help to ensure that a child or young person only has to tell their story once to get the support they need. The benefits of these tools are shown below.



## **An early case study**

The first frontline practitioners have already undertaken training and started using the ContactPoint system. For the first time, authorised professionals can see in one place some of the different services involved with a child they are working with and start to feel some of the early benefits ContactPoint will offer them, for example:

A staff nurse, working in a hospital in the North West, recently used ContactPoint when a teenage girl came into the A&E department. The girl was brought in by a paramedic, after she had been found intoxicated, wandering around town with friends. Using only basic information provided by the girl (name and date of birth) the staff nurse was able to use ContactPoint to obtain contact information to let her parents know that she had been admitted and inform her school nurse. The staff nurse also passed details of the admission on to the girl's social worker for further action - and it turned out this wasn't the first time something like this had happened.

This particular staff nurse, who had been using ContactPoint for 10 weeks, says the system has saved a lot of time. "It's useful to have all the information on one screen rather than having to ask the parents - they can find it frustrating and question why you want to know,"... "Before, you had to ring around and you felt like you were chasing your tail the whole time. Now you can easily get the information, even with children from outside your area, and just ring them."

## **Who can access ContactPoint?**

Access to ContactPoint will be restricted to authorised users who need it as part of their work. This includes those working in health, education, youth justice, social care and voluntary organisations. Over 3000 professionals have been identified as potential ContactPoint users within North Yorkshire.

In order for an organisation to have users on the ContactPoint directory, the organisation must first achieve 'Organisational Accreditation'. The North Yorkshire ContactPoint Implementation Team is working with a number of partner organisations to fulfil the requirements of accreditation to allow appropriate staff to become ContactPoint users.

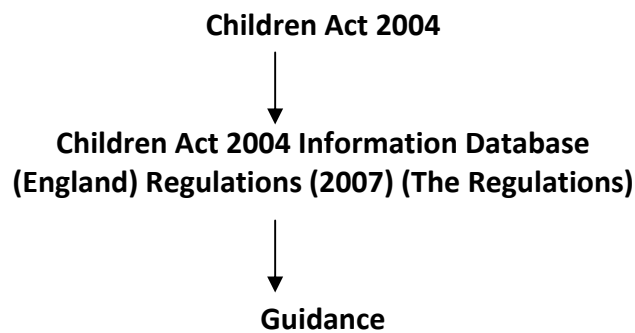
Those who wish to become ContactPoint users will need to:

- Be nominated by their organisation
- Complete ContactPoint training
- Undertake any other training which the Local Authority considers appropriate
- Have an enhanced Criminal Records Bureau (CRB) disclosure which is less than three years old
- Have been allocated a username, PIN, personal security token and a password

Every access to a child's record will be detailed in an audit trail. This will be regularly reviewed. Suspected misuse of ContactPoint will result in an investigation that may lead to action taken under criminal law which can include a fine or imprisonment.

## **The legal basis for ContactPoint**

The purpose of ContactPoint is to support practitioners who are subject to the duties specified in Section 10 and Section 11 of the Children Act 2004, i.e. the duty to co-operate to improve well-being, and the duty to safeguard and promote the welfare of all children in England. Section 12 of the Children Act 2004 provides the legal basis for establishing ContactPoint, as well as the legal framework for the regulations and guidance which will govern its operation.



The **Regulations** provide for the establishment and operation of ContactPoint. They specify:

- The information to be held
- Those required or permitted to supply information
- How long information can be held
- How accuracy will be maintained
- Who can be granted access and conditions of access

**Guidance** has been developed which sets out the key statutory requirements of the Children Act 2004 and the Regulations. It also contains non-statutory guidance.

The Contact Point Guidance is published on the Every Child Matters website [www.ecm.gov.uk/contactpoint](http://www.ecm.gov.uk/contactpoint)

ContactPoint users must also be aware of and comply with other relevant legislation, which is described within the mandatory CYPS Induction and Information Sharing e-Learning packages (available on the North Yorkshire Learning Zone: <https://learningzone.northyorks.gov.uk>).

Such legislation includes the Computer Misuse Act 1990 and the Data Protection Act 1998. The relevance of this legislation is covered in more detail in the Understanding your Responsibilities module. Users should also have regard to the cross-Government '**Information Sharing: Guidance for Practitioners and Managers**' and related materials, as well as local policies and procedures relating to IT, security and information sharing.

## What information is on ContactPoint?

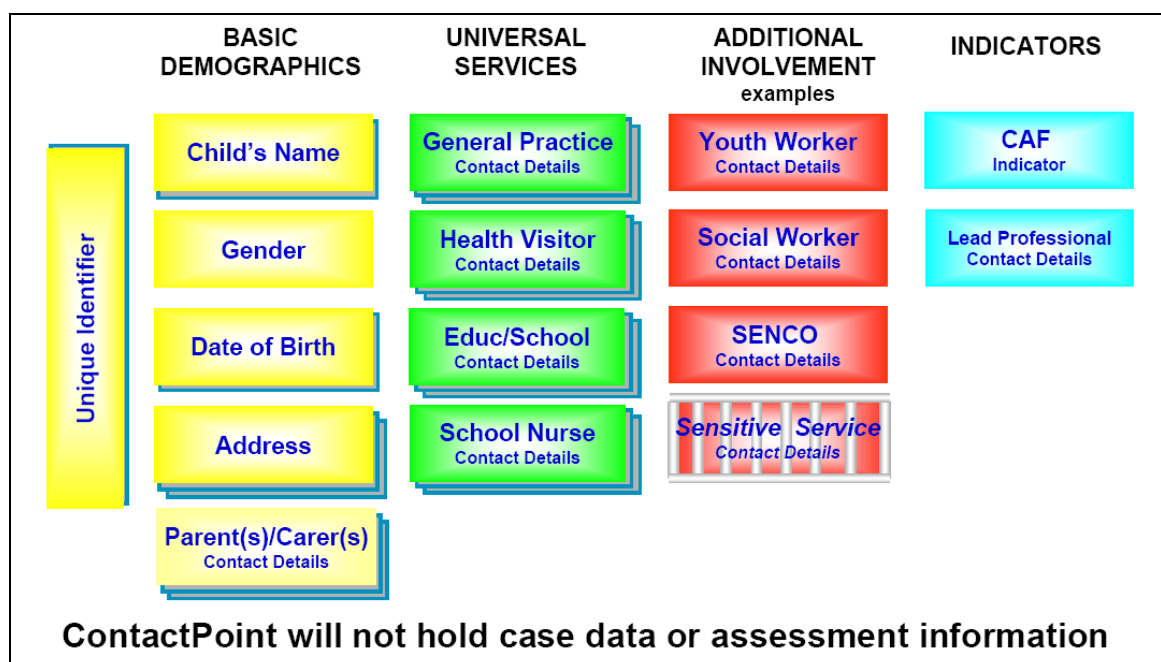
ContactPoint holds the following information:

- Name, address, gender, date of birth and an identifying number for all children in England (up to their 18th birthday).
- Name and contact details for:
  - parents or carers
  - educational setting (e.g. school)
  - primary medical practitioner (e.g. GP practice)
  - other services working with the child.
- Indicator to show if a practitioner is the lead professional for a child and/or if they have completed an assessment under the Common Assessment Framework (CAF).

Explicit consent will be required to record contact details for sensitive services (defined as sexual health, mental health and substance abuse).

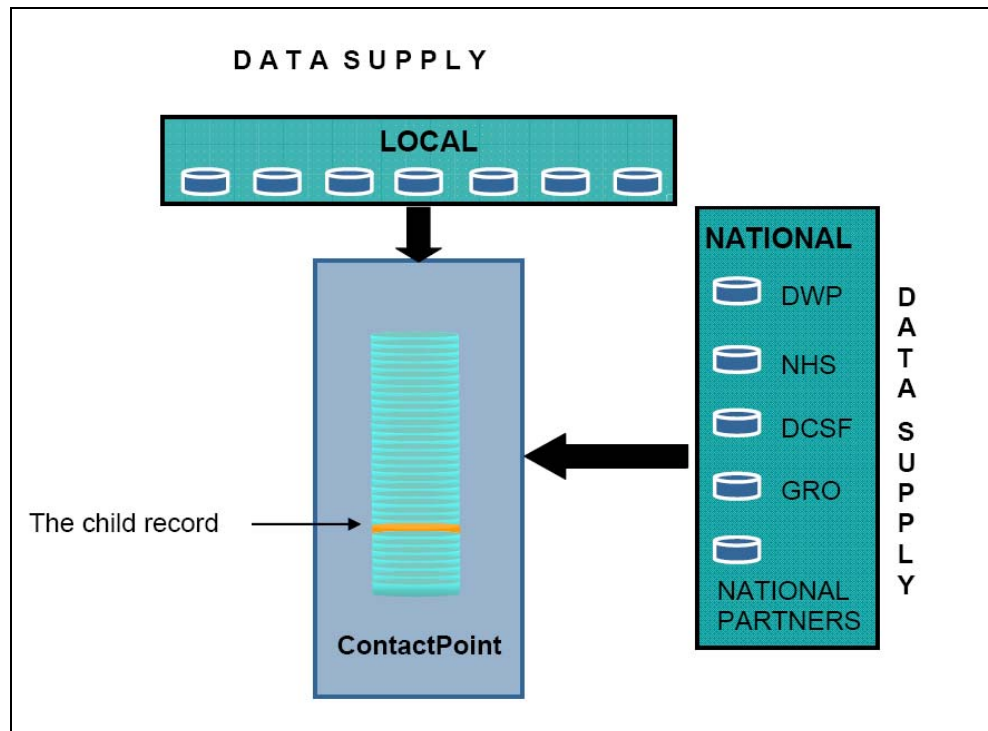
The Children Act 2004 specifically prohibits the inclusion of any case information on ContactPoint. Therefore ContactPoint will not hold any information such as case notes, assessments, and medical data or exam results.

### Information held on ContactPoint:



### **How will data be supplied to ContactPoint?**

ContactPoint will receive data from a number of national sources (e.g. NHS) and local sources (e.g. Children's Social Care). This data will be matched and assembled by ContactPoint to form a single child record. The breadth of data suppliers is one of ContactPoint's key strengths.



The process of establishing local data supply to ContactPoint will continue through the early stages of implementation and operation; it will be an important priority. As more information sources are connected and the more complete child records on ContactPoint become, the more valuable ContactPoint will become in helping practitioners to provide coordinated support to children and young people.

### **How long will information be held on ContactPoint?**

A child record will be archived (and consequently not accessible to users searching ContactPoint) when an individual turns 18. It will be held in a secure archive for six years and then destroyed. In some cases, as detailed below, records can be retained on ContactPoint with the explicit consent of the young person or their family:

- Young people aged 18 or 19 in receipt of Connexions services
- Those receiving additional services and who are care leavers and those with learning disabilities, up to age 25

In most cases, the contact details of a professional or their service (e.g. the name of a school) will only stay on a child's record for one year after that service has stopped working with that child. After that, this information will be then held in a secure archive for six years and then destroyed.

### **What is 'shielding' on ContactPoint?**

Individuals whose circumstances may mean that they are at increased risk of significant harm, or for other reasons specified in statutory guidance, may be able to have some of their details hidden – i.e. shielded - on ContactPoint. Shielding is principally intended to prevent the whereabouts of a child being identified through ContactPoint and shielded records will only show the child's name, date of birth and unique identifying number to authorised ContactPoint users.

In the vast majority of cases, requests for shielding on ContactPoint will be made by practitioners on behalf of families. ContactPoint Guidance states that assessments to shield a record on ContactPoint must be made on a case by case basis. It also sets out the limited circumstances where shielding would be applicable. Chiefly, these are when there are strong reasons to believe that by not shielding on ContactPoint it would be likely to:

- place a child at an increased risk of significant harm;
- place an adult at risk of significant harm;
- prejudice the prevention or detection of a serious crime;
- provide a link between pre and post adoption identities; or
- put a child's placement at risk (e.g. in the case of adoption and other placements)

It is important that shielding on ContactPoint is seen as a process to be used in exceptional circumstances to protect those vulnerable children that absolutely need it to prevent their whereabouts being identified by authorised ContactPoint users. For further information regarding shielding please refer to the North Yorkshire ContactPoint Shielding Policy available at [www.northyorks.gov.uk/contactpoint](http://www.northyorks.gov.uk/contactpoint)

### **How does ContactPoint affect existing rules about confidentiality and information sharing?**

It doesn't. ContactPoint only provides name and contact details to enable practitioners to contact each other. When contact is made between practitioners, they will need to use their professional judgement on what information should be shared based on the facts of the case, obtaining consent as and when appropriate. The considerations that have to be applied to information sharing decisions are exactly the same with or without ContactPoint.

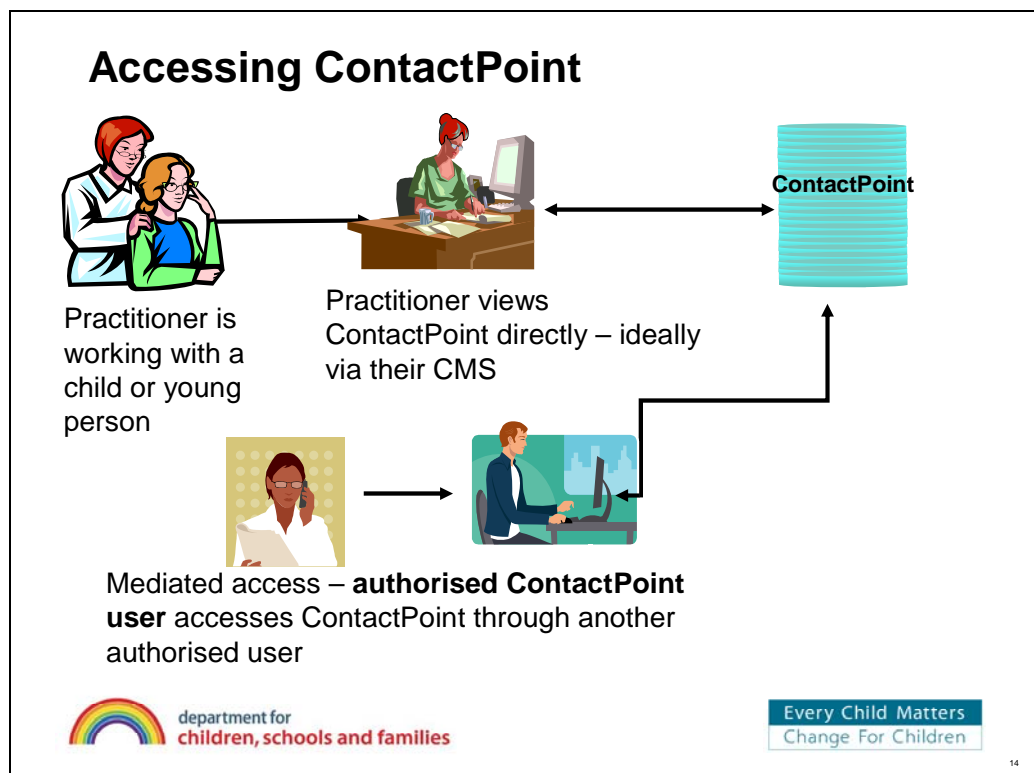
Cross-government guidance on information sharing was updated in October 2008 to provide clear, comprehensive guidance to practitioners and managers across agencies on how to appropriately share information within the existing legal framework. To obtain a copy of the **'Information Sharing: Guidance for Practitioners and Managers'** please go to <http://www.northyorks.gov.uk/infosharing>

## How will users access ContactPoint?

Users will access ContactPoint either:

- Through a secure web browser
- Through a case management system (CMS) that has been adapted for use with ContactPoint

Practitioners who do not have access to appropriate IT will also be able to access ContactPoint through another authorised user. This is known as mediated access. For mediated access, the practitioner and the mediator must both be authorised ContactPoint users.



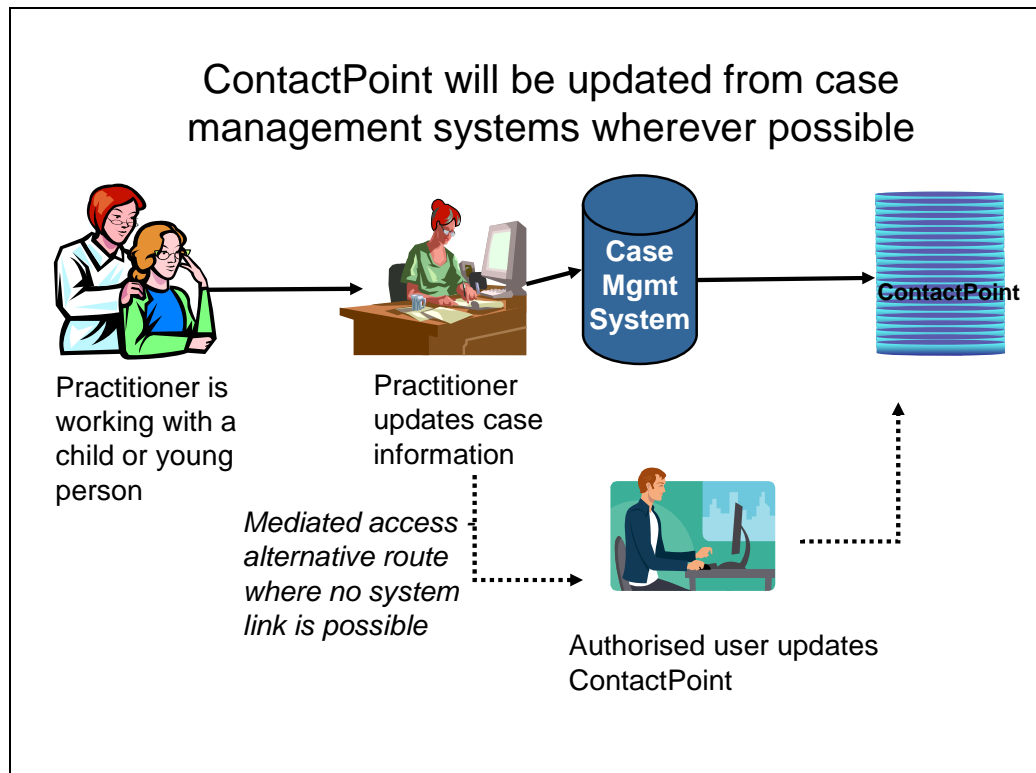
## How will ContactPoint be kept up to date?

The Children Act 2004 places a responsibility on Local Authorities to ensure the accuracy of the child records for which they are responsible. In addition, the Data Protection Act places a duty on everybody who handles personal information to keep that information up to date – whether on their own systems (which will supply data to ContactPoint) or entered directly on ContactPoint. The Data Protection Act is already part of most people's working lives and they should be familiar with its requirements.

ContactPoint has been designed to make it easy to update. Wherever possible, ContactPoint will be updated automatically from existing systems, e.g. practitioners' case management systems. This will avoid practitioners needing to enter data twice. Where this



is not possible information can be updated directly via the ContactPoint web interface. Keeping ContactPoint up to date is one of the most important parts of ContactPoint activity.



### **Will ContactPoint be secure?**

The security of ContactPoint is crucial. A number of measures will be in place to ensure it is secure. The system has been developed using the latest technology, has been designed to meet all relevant security standards and has been tested by independent security experts. All ContactPoint users also have responsibilities with respect to the security of the information held on ContactPoint. This is covered in detail within ContactPoint training.

### **Further information**

For more information, please contact the North Yorkshire ContactPoint Implementation Team:

Address: Children and Young People's Service  
County Hall, Northallerton  
North Yorkshire, DL7 8AE  
Email: [contactpoint@northyorks.gov.uk](mailto:contactpoint@northyorks.gov.uk)  
Tel: 01609 533335 / 01609 533332

To access the CYPS Induction and Information Sharing e-Learning packages please logon to the North Yorkshire Learning Zone (<https://learningzone.northyorks.gov.uk>), and click the 'CYPS' title.