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Every Child Matters

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ContactPoint

Involvement Guidance v4.0

I. Document History

Issue	Date	Author	Change history
1.0	06/10/08	Chris Glenny	Includes information for involvements in the Youth, Voluntary & Community, and Social Care sectors.
2.0	11/11/08	Chris Glenny	Added guidance for involvements in the Community Safety Sector (Youth Offending Teams).
3.0	09/02/09	Chris Glenny	Added guidance for involvements in the Early Years and Community Safety (Police) Sectors.
4.0	03/04/09	Chris Glenny	Added guidance for involvements in the Education Sector and Youth Service, updated Early Years Sector and produced summary view tables

II. References

No.	Name	Issue
A	Detailed Integration Specification	V2.1
B	Operational Agreement for Data Supply	V2.1
C	ContactPoint System Accreditation Conditions	V1.0
D	The Children's Act: http://www.opsi.gov.uk/acts/acts2004/20040031.htm .	2004
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1 Introduction

1.1 ContactPoint overview

ContactPoint has been developed in response to a key recommendation of the Laming Enquiry into the death of Victoria Climbié, and has its legal base in Section 12 of the Children Act 2004 and The Children Act 2004 Information Database (England) Regulations 2007.

ContactPoint is an online directory, which will be available to authorised, trained and vetted staff across all children's services sectors to help them find out quickly and easily who is working with the same child or young person, making it easier to deliver more co-ordinated support and improve outcomes for children. It will store very basic information for all children resident in England – there will be no case information. As a national system it will enable continuity of provision for a child who accesses services in more than one local area and will be a key enabler to support improved integrated working across boundaries as well as across service sectors. It supports the Every Child Matters aim to transform children's services by supporting more effective prevention and early intervention, and improving the health, well-being and safety of all children. ContactPoint will also assist in safeguarding children, helping to ensure that the right agencies are involved at the right time.

ContactPoint is intended to support better multi-disciplinary working, but it does not change information sharing practice. For example, if a practitioner, having consulted the system, believed that it was in a child's interest to make contact with another practitioner, then good practice would be to consult / involve the child or family. Informed, explicit consent is required for sharing of personal information with other practitioners, unless, in the practitioner's judgement based on the facts of the case, there is sufficient public interest to share the information without consent.

1.2 Purpose of Document

This document provides guidance on when the details of a practitioner's involvement with a child should be sent to ContactPoint. The guidelines provided are a result of consultation across each sector through working groups.

The definition of these involvements will ensure that ContactPoint holds the most useful and appropriate information about practitioners involved with a child or young person. This document clarifies the requirement GLT1 (a requirement for type accreditation) set out on page 25 Section 1 of the Detailed Integration Specification v2.1 that 'the Case management system (CMS) will supply appropriate granularity of Involvement to ContactPoint'.

The DIS v2.1 sets out the requirements for system accreditation (type and instance). Vendors and sponsors are encouraged to follow these guidelines.

1.3 Intended Audience

This document will be of use to all organisations planning to feed data to ContactPoint, and the suppliers of the products used by them; it will have an important role in informing both system development and training. However, national partners, local authorities and their partners need to decide the most appropriate training to deliver and in particular, who should attend it. The guidance applies both to schedule 4 bodies that *must* supply information to ContactPoint, and schedule 5 bodies who *can* supply information¹ to ContactPoint.

¹ Schedules 4 and 5, The Children Act 2004 Information Database (England) Regulations 2007

This guidance should be read by case management system owners and owners of any data source that will pass information to ContactPoint. The document is not intended as a guide for the day-to-day use of practitioners in the variety of setting where ContactPoint may be used. Work is in hand to produce accessible summaries for practitioners, with worked examples.

1.4 Document Structure

This document will be updated in several phases as each sector working group, comprising a mix of key stakeholders, defines what information should be recorded on ContactPoint. As this is clarified, the document will be updated and re-issued to the user community, along with the Partner Engagement Guide (PEG). This will prevent unnecessary delays waiting for all sectors to define what information should be held on ContactPoint.

Section 2 of this document sets out the overarching principles for information that should be recorded on ContactPoint. The recommendations of which Involvement should be recorded for each specific sector or service are then set out in section 4, with a summary of these triggers provided in tabular form in section 3:

- 4.1. Youth Sector: Connexions Partnerships
- 4.2. Youth Sector: Youth Service
- 4.3. Social Care Sector
- 4.4. Voluntary & Community Sector
- 4.5. Justice Sector: Community Safety - Youth Offending Teams (Part 1)
- 4.6. Justice Sector: Community Safety - Police (Part 2)
- 4.7. Early Years Sector
- 4.8. Education Sector (Maintained and Independent Schools)

Future editions of the guidance will be released as follows:

- Justice Sector: Community Safety (Part 3) (estimated May 2009²)
- Health Sector (estimated May 2009). The ContactPoint project is working with the Department of Health to establish when a health practitioner should add an involvement to ContactPoint. Once this has been agreed it will be consulted more widely with the Royal Colleges and the Health Early Adopters, as well as other interested parties.

Each sector or service section defines:

- **The general characteristics of the services provided**
Describes what is meant by an involvement within the sector or service. This also includes guidance on whether an involvement recorded on ContactPoint should be labelled as “universal” or “specialist and targeted” and also how services are presented under appropriate headings within ContactPoint.
- **Triggers for recording or updating an Involvement**
Includes a description of the circumstances under which an involvement should be sent by a practitioner or Case management system to ContactPoint. This information about triggers will be of particular use to vendors. It is also a useful reference point in the development of training material as it clearly sets out what should be recorded on ContactPoint.

² Part 3 to include information about Her Majesty’s Prison Service and Probation Involvements

- **Information to include when describing the Involvement**
Describes the information that should be provided when the Involvement is recorded on ContactPoint.
- **What ContactPoint will show**
Provides an example of the details that will be shown to a user by ContactPoint when an involvement has been recorded and is then viewed by the user.

1.5 Key Definitions

1.5.1. Universal Service

Universal Services are defined within Every Child Matters, and consist of: GPs, health visitors, midwives, school nurses, early education, childcare, primary and secondary education.

1.5.2. Specialist and Targeted (Additional) Service

This is defined in regulations as any service which is not normally provided to all persons in a particular age group.

1.5.3. Sensitive Services

Sensitive Services within ContactPoint are defined as services relating to sexual health, mental health or substance abuse. These services must secure the informed, explicit consent from the child or young person or their parent/carer to record the provision of a sensitive service on ContactPoint, before adding practitioner contact details to ContactPoint.

Contact details for these services may also be provided to ContactPoint if 'the person or body providing the sensitive service considers there is reasonable cause to suspect that the child or young person or participating young person is suffering, or is likely to suffer, significant harm within the meaning of section 31 of the Children's Act 1989(b) (case and supervision orders)'.

Once added, the practitioner's contact details will not be available to ContactPoint users but there will be an indication that one or more Sensitive Services are being provided. A ContactPoint user who thinks they need to get in touch with a practitioner delivering a sensitive service will need to approach the Local Authority ContactPoint Management Team who will be able to broker contact with the practitioner. Only Specialist and Targeted Services can be classified as 'sensitive'.

1.5.4. Involvement

An involvement is an interaction which a practitioner has with a child or young person. ContactPoint will capture involvements from a variety of sectors, whether the service is universal, 'specialist and targeted' or sensitive.

If the details of *all* practitioner involvements with a child or young person were recorded on ContactPoint, the system would become overloaded with contact details. ContactPoint is not a repository for all involvements that a child or young person has with practitioners but a repository for the details of those practitioners whose involvements are of most significance. This has been agreed following consultation with each sector or service.

This document aims to specify which involvements should be recorded on ContactPoint by each data source. *Please note that these guidelines do vary by sector or service.*

1.5.5. Consent

ContactPoint will contain records for all children and young people in England up to their 18th birthday. Records can be retained on ContactPoint for young people – referred to as ‘participating young persons’ – in receipt of Connexions services until they are 19 and young people receiving services for a learning disability or leaving care until they are 25. In each case, records can only be retained beyond a young person’s 18th birthday with their informed, explicit consent. Consent is not explicitly recorded on ContactPoint but managed through the ‘adult transition date’.

Consent is also needed in relation to sensitive services. Please see the sensitive services section above for more details.

1.5.6. Service Provision Name

The service provision name is a field entered by a practitioner as part of the recording of an involvement, defining the service or sector from which the involvement comes.

A technical note provided by the Design Authority (TN1000 - Updates & Clarifications to Detailed Integration Specification 2.1 Version 1.0, issued on 20 January 2009) clarifies the way in which the service provision name will be handled. This is a crucial part in identifying each involvement, as follows:

Unique service provisions will be identified by a combination of the service provision name and the start date rather than just name. This allows sources to provide, for example, an update to a historic service provision and details of a new service provision where they share the same name.

If you wish to make changes to a service provision, the system must ensure that the service provision name and start date match the one you wish to amend. Sending a service provision with a unique name and start date will create a new service provision.

It is not possible to amend the start date of a service provision once entered – if the date has been entered in error the user should contact the data administrator to have the fragment archived and then resend the information.

It is possible, where a child or young person is involved with multiple practitioners within the same service e.g. Children’s Social Care, that the same involvement start date will prevent ContactPoint from distinguishing between involvements. It is therefore important to insert a unique identifier within the service provision name e.g. *Service Provision Name 12345* where you know there are two service provisions.

2 General Principles and Requirements

Each of the sectors and services described in section 3 of this document differs in its precise definition of an involvement, and therefore, in the level of information which is recorded on ContactPoint.

This section sets out the general principles for recording information in ContactPoint.

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2.1 Recording an Involvement in ContactPoint

2.1.1. When to record an involvement

There are some overarching categories into which all the involvement requirements articulated in this document, regardless of sector, can be dropped. These categories provide a useful overview as to when an involvement should be recorded, updated or ended:

The start of an involvement should be recorded on ContactPoint when:

- A new service is provided or activity undertaken
- A new practitioner or service provider is assigned
- The need or circumstance of a child or young person change.

Updates to an involvement should be recorded on ContactPoint when:

- The adviser's details change
- The child or young person's details change

The end to an involvement should be recorded on ContactPoint when:

- A child or young person's level of need reduces
- An assessment, involvement, or service ends
- The relationship ends.

2.1.2. What to include

When an Involvement is recorded or updated on ContactPoint it should be accompanied by all the information that the source has, whether that be child demographics, names of parents or service provision details.

The contact details provided for an involvement in ContactPoint may be those of the principal practitioner directing the provision of care (not ancillary workers or those handling details of a service provision under direction of another). Alternatively, they may relate to a person who can respond within a short time and ensure that relevant information is provided to other children's workforce practitioners.

The information recorded must relate to someone who can talk knowledgeably about the child or young person and the nature of the services being supplied.

The contact details need not be for a specific named individual. It could be a role, team or organisation, but this decision is a local one.

There will be many contacts between practitioners and children and young people that do not need to result in the corresponding practitioner contact details being recorded against the child record in ContactPoint, for example a police officer speaking to a child or young person who has asked for directions, or a social worker meeting the friends of a child or young person who is in receipt of social services.

Practitioner details are to be recorded in ContactPoint if the practitioner works in a service area listed in schedule 4 of The Children Act 2004 Information Database (England) Regulations 2007 and may be recorded if they work in a service area listed in schedule 5. In

some cases, the nature of the practitioner's work means that all Involvements will be recordable, in others the practitioner may need to determine (by professional judgement) that the contact between child or young person and practitioner relates to a service listed in Regulations.

Those sources that are required to supply information to be held on ContactPoint must send as much of the information required by ContactPoint as they hold. Those bodies that are permitted to supply information to be held on ContactPoint may supply any of the information required by ContactPoint that they hold. For example, social services must supply the child's school or GP details to ContactPoint, if they hold them. In this example, social services are not obliged to seek those details out, or hold them, purely for the purpose of supplying them to ContactPoint.

In some cases a case management system will be able to automatically determine what details should be recorded on ContactPoint. In other cases there may be a need to prompt a practitioner to decide whether details should be recorded and they will need to be entered manually.

If a practitioner's relationship extends to that of 'lead professional' the case management system should allow the practitioner to pass that information to ContactPoint. This additional information should be sent along with the service details.

2.2 General Requirements

The following requirements apply to all sectors:

1. The data source will only send sensitive service involvements to ContactPoint if the practitioner has confirmed that the child, young person or parent has given consent.
2. A ContactPoint enabled system must continue to send information about young people, even if they are over 18, until a stop notice has been received from ContactPoint.
3. The data source will send involvements until ContactPoint tells it not to. For this to extend beyond the 18th birthday consent is needed – this is managed through the 'adult transition date'.
4. The data source will update the involvement on ContactPoint when involvement details change (e.g. contact details).
5. The provision of optional fields should be determined between each organisation and their vendor.
6. It is assumed that good practice business processes will be in place ensuring that Involvements are updated appropriately and are not left unnecessarily open on ContactPoint. Regular audits of open Involvements are recommended to ensure that they do not remain on ContactPoint unnecessarily.
7. If the contact details for the practitioner are at team level, the team member responding to an enquiry by another ContactPoint user must be able to identify the appropriate practitioner to contact for a particular child or young person.
8. ContactPoint will automatically archive a record on a young person's 18th birthday unless consent has been obtained to retain it. For this reason any open involvements

at the point of archive will not require an end date.

9. If the organisation has no IT facilities they should reach an agreement with their LA about how their Involvement information should be added to ContactPoint.
10. A practitioner should record an Involvement on ContactPoint if they believe they hold significant or relevant information about a child or young person which another practitioner, working with that child or young person, either at that time or in the future, may find useful or should have an awareness of.
11. An involvement is recorded and held on ContactPoint for a year after an involvement ends. However this can be extended if the practitioner believes it is important that their details are kept on a child or young person's record.
12. Data sources should send data to ContactPoint until ContactPoint tells them that they no longer need to. This indicator is the stop notice. For more information on how the stop notice works please refer to the DIS and additional documentation which define the workings of the stop notice.

3 Summary View of Involvement Rules & Triggers**3.1 Sector Overview**

<u>Involvement Rules</u>	<i>Standard Age Range</i>	<i>Extended Age Range</i>	<i>Service Provision Name</i>	<i>Service Type</i>
Youth Sector: Connexions Partnerships	13-18	25 (with consent)	Connexions [local name] Enhanced Service	'Specialist and Targeted'
Youth Sector: Youth Service	13-18	25 (with consent)	Youth Service + Unique Tag	'Specialist and Targeted'
Social Care	0-18	25 (with consent)	Children's Social Care (0-18); Adult Social Care (18+) + Unique Tag	'Specialist and Targeted'
Voluntary & Community	0-18	25 (with consent)	National Partner/ VCSO Name + Type of Service (e.g. contact centre) + Unique Tag	'Specialist and Targeted'
Community Safety: Youth Offending Teams	0-18	25 (with consent)	Community Safety + Unique Tag	'Specialist and Targeted'
Community Safety: Police	0-18	25 (with consent)	Community Safety + Unique Tag	'Specialist and Targeted'
Early Years	0-5	18	Early Years + Unique Tag	'Universal' when early education. 'Specialist and Targeted' for Children's Centre Services.'
Education	0-18	25 (with consent)	Educational Services (Universal); Additional Educational Services (Specialist and Targeted)	Universal' when primary or secondary education or 'Specialist and Targeted' when an additional service is provided

3.2 When to record the start of an involvement

<u>An Involvement should be recorded when:</u>	A service provided/ activity undertaken; A new practitioner/ service provider assigned	Need or circumstances change
Youth Services: Connexions Partnerships	<ul style="list-style-type: none"> A young person reaches 13 years of age and the level of need is 1 or 2. An additional PA starts to provide a service. 	<ul style="list-style-type: none"> The level of need changes from 3 to 1 or 2 and the child is aged 13+ and their details have not been archived.
Youth Sector: Youth Service	<ul style="list-style-type: none"> A young person is in the participation category and has attended a minimum of twice in any 12 month period When a CMS or a paper based system allows a key worker to flag that they are providing a specialist or targeted service to the young person 	<ul style="list-style-type: none"> When the young person is working towards a recorded outcome
Social Care	<ul style="list-style-type: none"> An initial assessment is started. An allocated social worker is assigned. One of two further social workers is assigned. 	
Voluntary & Community: National Partner	<ul style="list-style-type: none"> Any involvement is recorded with a child or young person in a national partner database. 	
Voluntary & Community: VCSO	<ul style="list-style-type: none"> A child or young person starts to receive a 'specialist and targeted' service. 	
Community Safety: Youth Offending Teams	<ul style="list-style-type: none"> An assessment of a child or young person has been completed using <i>Onset</i> or <i>Asset</i>. 	
Community Safety: Police	<ul style="list-style-type: none"> A child abuse investigation is initiated. A service is provided to a child or young person who is the victim, witness or perpetrator of serious incident. 	<ul style="list-style-type: none"> Where an involvement with a schools officer lasts beyond a year, a new involvement should be recorded
Early Years	<ul style="list-style-type: none"> A child or young person starts to receive a 'specialist and targeted' early years service. A child is registered in early education. 	
Education: Universal Services	<ul style="list-style-type: none"> A child is registered in primary or secondary education. A sustained, significant, or relevant involvement with a school nurse has taken place. When a child or young person changes school or place of education, the new place of education must record a start date for their involvement with the child or young person. 	

Education: Additional Services	<ul style="list-style-type: none"> • Educational Welfare Service: Referred to the service and assigned an Education Welfare Officer. • Traveller Education Services: Any Traveller Education Services are accessed. • Home Education Liaison: Begins accessing services from Home Education Liaison and the involvement is considered to be sustained, significant or useful. • Educational Psychology Service: If consent is in place, once an initial assessment is completed and it is decided the Educational Psychology Service will provide a service. 	<ul style="list-style-type: none"> • Designated teacher for LAC: A child is assigned a designated teacher or staff member. • SEN: A child begins a school action plan, schools action plan plus or a statement.
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3.3 When to update an involvement

<u>An Involvement Should be Updated when:</u>	Adviser Details Change	Child/Young Person Details Change
Youth Services: Connexions Partnerships	<ul style="list-style-type: none"> • Details of the Connexions Personal Adviser change 	<ul style="list-style-type: none"> • Details of the child/ young person change
Youth Sector: Youth Service	<ul style="list-style-type: none"> • Details of the youth worker change 	<ul style="list-style-type: none"> • Details of the child/ young person change
Social Care	<ul style="list-style-type: none"> • Details of the social work practitioner change 	<ul style="list-style-type: none"> • Details of the child/ young person change
Voluntary & Community: National Partner	<ul style="list-style-type: none"> • Details of national partner practitioner, team or organisation change 	<ul style="list-style-type: none"> • Details of the child/ young person change
Voluntary & Community: VCSO	<ul style="list-style-type: none"> • Details of voluntary practitioner, team or organisation change 	<ul style="list-style-type: none"> • Details of the child/ young person change
Community Safety: Youth Offending Teams	<ul style="list-style-type: none"> • Details of YOT practitioner, team or organisation change 	<ul style="list-style-type: none"> • Details of the child/ young person change
Community Safety: Police	<ul style="list-style-type: none"> • Details of practitioner, team or organisation change 	<ul style="list-style-type: none"> • Details of the child/ young person change

Early Years	<ul style="list-style-type: none"> • Details of Children's Centre Manager practitioner, team or organisation change • Details of early education practitioner, team or organisation change 	<ul style="list-style-type: none"> • Details of the child/ young person change
Education: Universal Services	<ul style="list-style-type: none"> • Details of a primary or secondary education practitioner, team or organisation change 	<ul style="list-style-type: none"> • Details of the child/ young person change
Education: Additional Services	<ul style="list-style-type: none"> • Details of a practitioner (offering one of the many additional educational services), team or organisation change 	<ul style="list-style-type: none"> • Details of the child/ young person change

3.4 When to end an involvement

<u>The end to an Involvement should be recorded when:</u>	Level of Need Reduces	Assessment/ Involvement/ Service Ends	Relationship Ends
Youth Services: Connexions Partnerships	<ul style="list-style-type: none"> • The level of need reduces from 1 or 2 to 3. 		
Youth Sector: Youth Service			<ul style="list-style-type: none"> • A year after the last attendance
Social Care		<ul style="list-style-type: none"> • A case is closed. 	
Voluntary & Community: National Partner		<ul style="list-style-type: none"> • An involvement is closed. 	
Voluntary & Community: VCSO		<ul style="list-style-type: none"> • The specialist or targeted service involvement is closed. 	
Community Safety: Youth Offending Teams		<ul style="list-style-type: none"> • An assessment is completed and is not to be followed by an intervention. • The intervention is concluded i.e. on the date specified on the court order; the date on the final assessment is completed when there has been no court order requiring YOT intervention 	

<p>Community Safety: Police</p>		<ul style="list-style-type: none"> Schools officers and any other police officer or police staff with ContactPoint access should record the same start and end date for their involvement with a child or young person. Should the child or young person continue to be involved with the practitioner for longer than one year, a new involvement should be recorded. 	<ul style="list-style-type: none"> An investigation by a dedicated child abuse investigation team has resulted in prosecution: the date of the end of a trial An investigation by a dedicated child abuse investigation team has not resulted in prosecution: the date at which the decision not to prosecute was made.
<p>Early Years</p>		<ul style="list-style-type: none"> All "specialist and targeted" service Involvements with a Children's Centre practitioner have been closed There has been no activity with the child for 90 days A child or young person leaves a place of education, an end date for an establishments involvement must be added to the child or young person's ContactPoint record. 	<ul style="list-style-type: none"> The child is taken off the Sure Start system
<p>Education: Universal Services</p>		<ul style="list-style-type: none"> A child or young person leaves a place of education, this establishment must record an end date for their involvement on the child or young person's ContactPoint record. 	
<p>Education: Additional Services</p>	<ul style="list-style-type: none"> The level of need for a child or young person for whom an involvement has already been recorded reduces, e.g. in the case of a SEN involvement, a child is no longer on a school action plan. A child no longer accesses a service considered by a school nurse to be relevant or significant. 		<ul style="list-style-type: none"> A child or young person no longer accesses Educational Welfare Services A child or young person no longer receives services or support from an Education Welfare Officer (or an equivalent professional) from Educational Welfare Services. A child or young person no longer accesses services or support from Educational Psychology Services A child or young person no longer accesses any type of service or support from Home Education Liaison Services Within Traveller Services, if a practitioner has not provided a service, or been in contact with a child for 1 year +. If the practitioner believes other professionals might benefit from it remaining open, they may use their discretion.

4 Sector/ Service specific guidance

This section provides further specific details on the involvement rules and triggers.

The guidance in this section has been developed in consultation with Local Authorities, Partner Organisations and the vendor community in each sector or service.

4.1 Youth Sector: Connexions Partnerships

4.1.1. General characteristics of services provided

The Connexions Caseload Information Systems (CCIS) in use by Connexions service delivery organisations are based on a standard specification produced by the Department for Children, Schools and Families. As such, general guidance can be provided that is applicable to all such systems as to which Personal Advisor (PA) involvement should be recorded on ContactPoint.

It is acknowledged that a number of different Personal Advisers (PA) may interact with the young person and each relevant PA's details may be provided to ContactPoint.

Young people aged 13-19 will approach the Connexions service for a variety of reasons and interact with one or more PAs. The level of need of the young person, assessed by the PA, is graded from 3 to 1, with 1 being the highest need.

Within ContactPoint there will be no sub-division of Connexions services other than by local name. Therefore there will be only one service per local organisation (e.g. *Connexions Cornwall and Devon Enhanced Service*). This naming convention will ensure that no case information can be deduced.

Along with the social care sector, practitioners within Connexions Partnerships are able to request explicit, informed consent from a young person for their details to remain on ContactPoint after their 18th birthday, until their 19th birthday. This can be further extended to the 25th birthday where the young person has learning difficulties or disabilities.

4.1.2. Triggers for recording or updating an Involvement

The start of an involvement should be recorded on ContactPoint when the following conditions apply:

- When the young person's record is created on the Connexions system at age 13 and the level of need is either 1 or 2
- If the level of need for a young person changes from 3, to 1 or 2 after their 13th birthday and before the young person's details have been archived (note consent rules above).
- Where Connexions has recorded a service involvement for a young person to ContactPoint and an additional PA starts to provide services. This should be recorded as a separate involvement

Updates to an involvement should be sent to ContactPoint when any of the following conditions apply:

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- Where Connexions has recorded a service involvement for a young person to ContactPoint and the details for the PA providing the service changes
- Where Connexions has recorded a service involvement for a young person to ContactPoint and the details for the young person changes.

The end of an involvement should be recorded on ContactPoint when the following applies:

- The level of need for a young person for whom an involvement has already been started reduces to 3.

4.1.3. Information to include when describing the Involvement

It may be appropriate to send an involvement with one Personal Adviser as the central contact or a number of Involvements with different PAs if each is working with the young person in a specific area of need. Where a young person has more than one PA working with them, the data source will need to send details of each PA as a separate involvement to ContactPoint for more than one contact to be visible.

The following applies to all involvements sent from Connexions Partnerships:

Service Type: should always be “Specialist and Targeted”

Service Provision Name should always be “Connexions [local name] Enhanced Service” and where there is more than one service provision for a young person with a unique tag added (see the service provision name section within the key definitions section).

Please do not use a corporate name that would not be recognised by other practitioners who are looking to find a Connexions contact.

4.1.4. What ContactPoint will show

Any data provided for a service provision will be displayed. The example below shows how the details of a Personal Adviser will appear within ContactPoint’s summary screen:

Service Provision Name: Connexions Cornwall & Devon Enhanced Service - unique number (see the service provision name section within the glossary of terms)

Start Date: dd/mm/yyyy

End Date: dd/mm/yyyy

Organisation: Connexions Cornwall & Devon

Provider: Team 1: 020 7999 3333

4.2 Youth Sector: Youth Service

4.2.1. General characteristics of services provided

The youth service is a complex network of providers, community groups, voluntary organisations and local authorities.

The level of contact with a young person can normally be categorised in one of the following:

- Registered with a provider
- Youth work participation
- Recorded outcomes
- Accredited outcomes

Within ContactPoint there will be no sub-division of Youth service other than by local name. Therefore there will be only one service per local organisation (e.g. *Youth service*). This naming convention will ensure that no case information can be deduced.

Most Youth Service providers will not have access to ContactPoint. If as a Youth Service provider you have access to ContactPoint, then you should record your involvement with a child according to the guidance below.

If as a Youth Service provider you or a member of your team does not have access to ContactPoint, then you will not be able, or expected to record your involvement on ContactPoint. However if you have any ongoing dialogue with your local authority and a concern about a particular child please use those channels to get the involvement recorded. It is not necessary to include contact details for breakfast, music or sports clubs etc.

4.2.2. Triggers for recording or updating an involvement

The start of an involvement should be recorded on ContactPoint when one of the following conditions apply:

- When the young person is in the participation category and has attended a minimum of twice in any 12 month period
- When the young person is working towards recorded or accredited outcomes
- When a CMS or a paper based system allows a key worker to flag that they are providing a specialist or targeted service to the young person

Updates to an involvement should be sent to ContactPoint when any of the following conditions apply:

- Where the service has recorded an involvement for a young person to ContactPoint and the details for the key worker providing the service changes
- Where the service has recorded a service involvement for a young person to ContactPoint and the details for the young person changes.

The end of an involvement should be recorded on ContactPoint when the following applies:

- A year after the last attendance.

4.2.3. Exceptions to general principles and triggers

Where the young person is attending a generic leisure activity such as a pool club, the number of attendances should increase to 4 before the start is recorded on ContactPoint

4.2.4. Information to include when describing the Involvement

It may be appropriate to send details of a central contact for all involvements or an area officer or the individual key worker who is engaging with the young person.

The following applies to all involvements sent from Youth service systems:

Service Type: should always be "Specialist and Targeted"

Service Provision Name should always be "Youth service" and where there is more than one service provision for a young person with a unique tag added (see service provision name rules within the key definitions section).

Please do not use a corporate name that would not be recognised by other practitioners who are looking to find a Youth service contact.

4.2.5. What ContactPoint will show

Any data provided for a service provision will be displayed. The example below shows how the details of a Key Worker will appear within ContactPoint's summary screen:

Service Provision Name: Youth service - unique number (see service provision name rules within the key definitions section)

Start Date: dd/mm/yyyy

End Date: dd/mm/yyyy

Organisation: Kent County Council

Provider: Team 1 - 020 7999 3333

4.3 Social Care Sector

4.3.1. General characteristics of the service provided

Social care contacts in ContactPoint will be displayed under one of two headings: 'Children's Social Care' (when under 18 years of age) or 'Adult Social Care'. Along with Connexions Partnerships, practitioners in the social care sector are able to request explicit, informed consent from a young person for the young person's details to remain on ContactPoint after their 18th birthday (see section on consent).

A social care involvement could include Sensitive Services e.g. substance misuse, in which case the informed, explicit consent of the child or young person will be required for that involvement to be recorded on ContactPoint.

4.3.2. Triggers for recording or updating an Involvement

The start of an involvement should be recorded on ContactPoint when either of the following applies:

- When an initial assessment is started
- When an allocated social worker or one of the two further social care practitioners is assigned.

N.B. Only one set of practitioner details can be sent to ContactPoint per involvement. The data source will need to send details of each practitioner's involvement to ContactPoint for more than one contact to be visible. See service provision name section of this document.

Updates to an involvement should be recorded on ContactPoint when any of the following conditions apply:

- The details of an allocated social worker or one of the two further social care contacts change and an initial assessment has been started but the case not yet closed
- Details held on the data source about the child or young person change and an initial assessment has been started but the case not yet closed

The end to an involvement should be recorded on ContactPoint when the following conditions apply:

- When a case is closed.

4.3.3. Information to include when describing the Involvement

The data source should send contact details of the allocated social worker (in children's or adult social care) from one of the social care teams plus up to two further social care practitioners from the social care teams. As only one set of practitioner details can be sent to ContactPoint per involvement, the data source will need to send details of each practitioner as a separate involvement to ContactPoint for more than one contact to be visible (note rules regarding the service provision name outlined at the top of this document).

The following standards apply to all involvements sent from Social Care:

Service Type: should always be "Specialist and Targeted" and must not contain case data

Service Provision Name: this should either be Children's Social Care (if under 18 years old) or Adult Social Care (18 or older) with a unique tag added (note rules regarding the service provision name set out in the key definitions section).

4.3.4. What ContactPoint will show

The example below shows how the detail of an allocated social worker will appear within ContactPoint's summary screen:

Service Provision Name: Children's Social Care - unique number (note rules regarding the service provision name set out in the key definitions section)

Start Date: dd/mm/yyyy

End Date: dd/mm/yyyy

Organisation: Salford City Council

Provider: Team 4: 020 7999 3333

4.4 Voluntary & Community Sector

4.4.1. General characteristics of services provided

VCSO National Partners (NP)

VCSO National Partners are named in ContactPoint Regulations and are permitted to provide information to ContactPoint. National Partner Case management systems (CMS) hold details of Specialist and Targeted Services and when a VCSO National Partner practitioner starts delivering a service to a child or young person, contact details of the practitioner, team or organisation should be recorded on ContactPoint.

It is common for VCSO NP practitioners to work as part of a multidisciplinary team and also enter details of their involvement in other agencies' CMS. In this situation, the details should still be sent from the VCSO NP CMS to ContactPoint.

Voluntary and Community Service Organisations (VCSO)

Local VCSOs may or may not provide a Specialist and Targeted Service, only a few may operate a case management system, and some may have paper records or none at all. Local Authorities as the sponsor organisation should agree with the VCSO as to whether the data kept should be recorded on ContactPoint. If it is decided that it should, all involvements should be sent.

4.4.2. Triggers for recording or updating an Involvement

National Partners

The start of an involvement should be recorded on ContactPoint when the following condition applies:

- As soon as any involvement is recorded with a child or young person in a national partner data source or case management system.

Updates to an involvement should be sent to ContactPoint when any of the following conditions apply:

- The contact details of the practitioner or team or organisation change and the Involvement has not yet ended
- The details of the child or young person change and the involvement has not yet ended.

The end to an involvement should be recorded on ContactPoint when any of the following conditions apply:

- When an involvement is closed

Voluntary and Community Service Organisations (VCSO)

The start of an involvement should be recorded on ContactPoint when the following applies:

- If a 'specialist and targeted' service is being delivered to a child or young person contact details should be recorded on ContactPoint.

Updates to an involvement should be recorded on ContactPoint when any of the following conditions apply:

- The contact details of the practitioner or team or organisation change and the Involvement has not yet ended
- The details of the child or young person change and the Involvement has not yet ended.

The end to an involvement should be recorded on ContactPoint when the following conditions applies:

- When the Specialist and Targeted Service involvement is closed.

4.4.3. Information to include when describing the Involvement

When an involvement is recorded in ContactPoint it should be accompanied by as much demographic information about the child or young person as possible.

More specifically, the fragment describing the involvement should include as much information as possible from the Fragment structure as set out in the third part of the Detailed Integration Specification.

Service involvement contact details may be at a team or even national level rather than identifying an individual practitioner. The following standards apply to all Involvements sent from VCOS or National Partners.

Service Type should always be 'Specialist and Targeted'.

Service Provision Name should be the National Partner or VCSO name e.g. The Children's Society + service type with a unique tag added (note rules regarding the service provision name outlined in the key definitions section).

4.4.4. What ContactPoint will show

Any data provided for a service provision will be displayed. The example below shows how the details will appear within the ContactPoint's summary screen:

Service Provision Name: The Children's Society UK Contact Centre - unique number (note rules regarding the service provision name outlined in the key definitions section)

Start Date: dd/mm/yyyy

End Date: dd/mm/yyyy

Organisation: The Children's Society

Provider: Team 1: 08765 123456

4.5 Justice Sector: Community Safety - Youth Offending Teams

4.5.1. General characteristics of the service provided

The requirements in this section have been developed in consultation with the Youth Justice Board (YJB), the Association of YOT Managers (AYM), the CJIT/ Wiring Up Youth Justice Business Consultation Group and the Stakeholder Engagement Lead.

Youth Offending Team (YOT) contacts in ContactPoint will be displayed under the heading: 'Community Safety'.

4.5.2. Triggers for sending an involvement

The start of an involvement should be recorded on ContactPoint when either of the following conditions apply:

- When an assessment of a child or young person has been completed using *Onset* or *Asset*
- When a YOT intervention is initiated for a child or young person who has received a court order without a prior assessment³.

YOT practitioners may use their professional judgment in addition to the above triggers and record an involvement, for example in the case of a significant involvement with a young victim of crime which they feel should be recorded on ContactPoint. Professional judgement should be used when a service is provided to the child or young person and the practitioner could speak knowledgeably about the child or young person and the nature of the service being supplied.

Updates to an ongoing involvement should be recorded on ContactPoint when any of the following conditions apply:

- The details for the team or, if applicable, the individual practitioner, change
- Details held on the data source about the child or young person change.

The end to an involvement should be recorded on ContactPoint when either of the following conditions apply:

- When the intervention is concluded, i.e.:
 - On the date specified by the court order
 - On the date the final assessment is completed when there has been no court order requiring YOT intervention
- When an assessment is completed and is not to be followed by an intervention.

³ A YOT intervention is triggered by:

- The start date of a court order
- The date on which notification of a final police warning was received by the YOT
- The date when referral to a YOT prevention programme was received.

Notes:

- An involvement should not be closed if an assessment is followed by an intervention, even if there is a time gap between the completion of the assessment and the start of the intervention (if this is not technically possible, then a new involvement should be recorded on ContactPoint at the start of the intervention)
- Assessments that are not followed by an intervention will effectively have the same start and end date on ContactPoint, and will remain on ContactPoint for a year from the end date before being archived

Sensitive services

Using this approach, YOT CMSs will never reveal that an involvement includes sensitive services, and as such it has been agreed with policy that there is no requirement to manage consent to send information about such services to ContactPoint.

If the CMS does have a record of sensitive services but no consent, it is still permitted to send the generic service as long as no indication of sensitive services is sent to ContactPoint. Practitioners will be trained in the standard ContactPoint training, provided by the local authority, that enquiries via ContactPoint place an additional constraint on their decision to share information.

4.5.3. Information to include when describing the involvement

When an involvement is recorded on ContactPoint it should be accompanied by as much demographic information about the child or young person as possible. More specifically, the fragment should include as much information as possible from the Fragment Structure set out in the Detailed Integration Specification v2.1.

The data source should send contact details of the team and, if appropriate, the contact details for the individual practitioner (as determined by local discretion).

The following standards apply to all involvements sent from Youth Offending Teams:

Service Type: should always be “Specialist and Targeted”.

Service Provision Name: should be Community Safety with a unique tag added (note rules regarding the service provision name outlined in the key definitions section).

4.5.4. What ContactPoint will show

The example below shows how the details of a YOT will appear in ContactPoint’s summary screen. As a minimum the service provision name and a contact telephone number for the team should be provide, but we would encourage as much contact information to be sent as possible to make the record valuable to other practitioners.

Service Provision Name: Community Safety - unique number (note rules regarding the service provision name outlined in the glossary of terms)

Start Date: dd/mm/yyyy

End Date: dd/mm/yyyy

Organisation: The London Borough of Camden

Provider: Youth Offending Team (optional): 020 7999 3333

4.6 Justice Sector: Community Safety - Police

The requirements in this section have been developed by the IISaM Programme Justice Stakeholder Engagement Lead in consultation with the Association of Chief Police Officers (ACPO) and through seminars with representatives of all 39 English police forces, the British Transport Police and the National Policing Improvement Agency.

4.6.1. General characteristics of the service provided

Police contacts in ContactPoint will be displayed under the heading: 'Community Safety'. The ACPO minimum standard is that police officer and staff involvement with children in the following dedicated roles are captured on ContactPoint:

- Child Abuse Investigators
- Schools Officers.

In addition, other individual police practitioners might be given access to ContactPoint by local determination (e.g. if they initiate a Common Assessment Framework (CAF), are the nominated Lead Professional for a child or young person, or dedicated Family Liaison Officer working with a child or young person) and may record their involvement with a child or young person when a service is provided to a child or young person who is the victim, witness or perpetrator of a serious incident, based on the seriousness criteria as defined in the Glossary of Terms. The intention is for this to be on a case-by-case basis for a limited number of police practitioners who haven an ongoing involvement with children or young people.

It is recognised that Child Abuse Investigators only cover the investigation of child abuse within the family/carer/responsible adult context, and not the investigation of stranger abuse. It is similarly recognised that Schools Officers are associated with one or more schools and may deal with a wide range of incidents affecting children or young people in the school, as victims, witnesses or perpetrators and the period of their involvement with any child will vary according to the circumstances in each case.

4.6.2. Triggers for sending an Involvement

This section outlines the triggers under each business area outlined above.

The start of an involvement should be routinely recorded on ContactPoint when the following conditions apply:

Child abuse investigation:

- When an investigation by a dedicated Child Abuse Investigation team is initiated.

Schools officers, and any other police officer or staff with ContactPoint access (as identified on a case-by-case basis):

Schools officers and any other police officer or staff with ContactPoint access:

- When a service is provided to a child or young person who is the victim, witness or perpetrator of a serious incident, based on the seriousness criteria as defined in the Glossary of Terms, and as determined by professional judgement.

In addition, authorised police practitioners may use their professional judgement to record an involvement not covered by the triggers above. This should only be used when an on-going service is provided to the child and the practitioner could speak knowledgeably about the child or young person and the nature of the service being supplied.

Updates to an ongoing involvement should be recorded on ContactPoint when any of the following conditions apply:

- The details for the team or, if applicable, the individual practitioner, change
- Details held on the data source about the child or young person change

The end to an involvement should be recorded on ContactPoint when any of the following conditions apply:

Child abuse investigation:

- When an investigation by the child abuse investigation team has resulted in prosecution: the date of the end of a trial
- When an investigation by the child abuse investigation team has not resulted in prosecution: the date at which the decision not to prosecute was made.

In either case any ongoing safeguarding concerns or service provision should be within the overall responsibility of the local authority under the Local Safeguarding Children Board.

Schools officers and any other police officer or police staff with ContactPoint access should:

- Record the same start and end date for their involvement with a child or young person (note that this will show the involvement as completed when in fact it may not be). Should the child or young person continue to be involved with the practitioner for longer than one year, a new involvement should be recorded.

Sensitive services

The police practitioner involvements recorded on ContactPoint will not reveal whether an involvement includes sensitive services, and as such it has been agreed with policy that there is no requirement to manage consent to provide information about such services to ContactPoint.

4.6.3. Information to include when describing the involvement

When an involvement is recorded on ContactPoint it should be accompanied by as much demographic information about the child or young person as possible. More specifically, in the case of a ContactPoint enabled CMS, the fragment should include as much information as possible from the Fragment Structure set out on in the Detailed Integration Specification.

The data source should send contact details of the team and, if appropriate, the contact details for the individual practitioner (as determined by local discretion).

The following standards apply to all involvements sent from the police:

Service Type: should always be “Specialist and Targeted”.

Service Provision Name: should be “Community Safety” with a unique tag added (note rules regarding the service provision name outlined in the key definitions section).

4.6.4. What ContactPoint will show

The example below shows how the details of a police practitioner will appear within ContactPoint’s summary screen. As a minimum, the service provision name and a contact telephone number for the team should be provided.

Service Provision Name: Community Safety - unique number (note rules regarding the service provision name outlined in the key definitions section)

Start Date: dd/mm/yyyy

End Date: dd/mm/yyyy

Organisation: Staffordshire Police

Provider: Team 1: 020 7999 3333

Provision of optional fields should be determined between local police forces, their local authority and (in the case of ContactPoint enabled CMSs) their vendor.

4.7 Early Years Sector

4.7.1. General characteristics of the service provided

An Early Years provider offers childcare for a young child. Childcare can be any form of care for a child including education or any other supervised activity. However this does not include care provided by parents, relatives, foster parents or a few specified others (please see The Childcare Act 2006 for more detailed information).

Early years providers can include childminders, nannies, private nurseries as well as public sector provision (i.e. childcare services provided by the local authority). For the purpose of this guidance, educational Early Years services are considered to be ‘universal’, all other

services within this sector to be 'specialist and targeted'.

Not all Early Years providers will have access to ContactPoint, particularly private nurseries, childminders and nannies. Childcare services provided by local authorities or the voluntary sector may be more likely to have access. If, as an Early Years provider, you have access to ContactPoint, then you should record your involvement with a child when you start to provide a service for them. This may be an educational service or as stated above, any other supervised activity.

Where an involvement is entered on ContactPoint from a Children's Centre we recommend it is only a single contact, that of the Children's Centre Manager. The Children's Centre Manager should be able to identify the most appropriate practitioner within their Children's Centre for the child. The practitioner must use their discretion to decide in which cases information is to be given out.

There will need to be well documented business processes in each Children's Centre to support this.

4.7.2. Triggers for recording or updating an Involvement

The start of an involvement should be recorded on ContactPoint when the following conditions apply:

- When an early years provider (including childminders, nannies, private nurseries) is providing a 'universal' early years service
- When a 'specialist and targeted' Children's Centre service is provided.

Changes to an involvement should be recorded on ContactPoint when either of the following conditions applies:

- Where a service involvement is open for a child and the details of the Children's Centre Manager change.

The end to an involvement should be recorded on ContactPoint when any of the following conditions apply:

- The child no longer attends the 'universal' early years service
- All 'specialist and targeted' service involvements with a Children's Centre practitioner have been closed
- The child is taken off the Sure Start system
- There has been no activity with the child for 90 days

4.7.3. Information to include when describing the Involvement

The following standards apply to Involvements sent from the Early Years sector:

Service Type: should be 'Universal' where the involvement relates to 'early years education'. For other early years services, it should always be labelled 'Specialist and Targeted' and must not contain case data. In both cases a unique tag should be added (note rules regarding the service provision name outlined in the key definitions section).

Service Provision Name: this should be Early Years.

4.7.4. What ContactPoint will show

Where the service is Universal the following example shows what information will appear in ContactPoint's summary screen:

Service Provision Name: Early Years - unique number (see service provision name section in the key definitions section)

Start Date: dd/mm/yyyy

End Date: dd/mm/yyyy

Organisation: Westminster Nursery

Provider: Team 1: 020 7999 3366

Where the service is Specialist and Targeted the following example shows what information will appear in ContactPoint's summary screen:

Service Provision Name: Early Years - unique number (see service provision name section in the key definitions section)

Start Date: dd/mm/yyyy

End Date: dd/mm/yyyy

Organisation: Brent Children's Centre

Provider: Team 1: 020 7999 3366

4.8 Education Sector

4.8.1. General characteristics of services provided

Wherever possible, this guidance should apply to services provided by both the independent and maintained education sectors. Different approaches may be used for particular services by the two sectors, however if you are unsure how and when to record your involvement on ContactPoint, you should contact your Local Implementation Manager for further guidance.

Not all practitioner involvements will fit within the services we outline or describe in

this section for the education sector. If a practitioner from any sector has an involvement with a child or young person and they believe they should record this on ContactPoint, this is always possible. If a service is particular to an area, school or child/young person, it can be recorded on ContactPoint if the practitioner providing this service believes it should be on the child or young person's record.

Inevitably the same principles apply with obtaining informed consent for services which are sensitive in nature i.e. any service regarding sexual or mental health or substance misuse. If you are unsure whether you should record an involvement, you should contact your Local Implementation Manager for further guidance.

It is possible to record a range of educational involvements on ContactPoint, as multiple practitioners from the education sector may be involved with a child at any one time. Certain services provided by the education sector are, for the purposes of ContactPoint, considered to be universal e.g. early, primary and secondary education.

Other services provided by the sector are considered to be additional (targeted or specialist). These include Special Educational Needs (SEN), Home Education Liaison, Educational Welfare, Educational Psychology and Traveller Services. For 'looked after' children, their designated teacher or staff member within their place of education should record their involvement on ContactPoint as an additional service.

4.8.2. Triggers for recording or updating an Involvement

An involvement will be supplied to ContactPoint in various ways and will depend largely on the current systems and processes used by the local authority or organisation.

An involvement may be supplied via the school census (carried out each term), through direct input to ContactPoint via the web, or through a ContactPoint enabled data source.

In some cases, schools provide updated information directly to local authorities; however this differs from location to location. Where schools supply data to local authorities more frequently, this data should be uploaded to ContactPoint. Again, this will depend on the current system or processes a local authority or organisation has in place.

Schools will need to engage with their local ContactPoint management team to discuss and make arrangements for this supply of data.

The start of an involvement should be recorded on ContactPoint when:

Universal Services

Place of education:

- When a child or young person starts or is registered in early, primary or secondary education the contact details for the educational setting must be recorded on ContactPoint.
- When a child or young person changes school or place of education, the new place of education must record a start date for their involvement with the child or young person.

School Nurse:

A school nurse may be employed by a school or by the health authority. This means that an involvement by a school nurse can be recorded as either a health or educational involvement.

Access to a school nurse is available to all children and young people who are in education therefore for the purposes of ContactPoint it is a universal service.

However not all children will access this service. An involvement with a school nurse should only be recorded when it has been sustained or if it may prove significant or relevant for other practitioners involved with that child to be aware of it. It would not be appropriate to record contact details for a school nurse if they have only offered general first aid e.g. provision of medication for a headache or a plaster for a fall during school.

The school nurse should use their professional judgement to decide whether their involvement has been sustained or if it may prove significant or relevant for other practitioners involved with that child to be aware of.

If the school nurse is providing a sensitive service (a service relating to sexual or mental health or substance misuse) then this involvement should only be recorded with the informed, explicit consent of the child or young person. Without consent it cannot be recorded on ContactPoint. Once consent is secured, the practitioner should record the involvement as a sensitive service.

For example, when a school nurse is regularly administering medicine to a child or young person, if the medicine or illness for which the medicine is being given, is of a sensitive nature, then consent should be secured from either the child/young person or the parent/carer if appropriate, for the involvement to be recorded on ContactPoint.

Furthermore, if a school nurse was regularly seeing a child or young person due to a regular or long term illness, this should be recorded on ContactPoint. However if the illness or injury is sensitive in nature, then again it can only be recorded with the consent of the child or young person, or parent/carer if appropriate.

If a school nurse is ever in doubt about whether or not to record an involvement on ContactPoint, they should seek advice from a manager or trusted colleague. Wherever possible, when discussing a child, the child should remain anonymous.

Additional Services**Special Educational Needs (SEN)**

- When a child has or is given a school action plan, school action plan plus or a statement, the appropriate Special Educational Needs Coordinator (SENCO) for the child's school should record their involvement on ContactPoint.

If the school does not have a SENCO then the contact details of the member of staff providing the service, to the child or young person, should be recorded. This person should know the particular child or young person and be in a position to speak knowledgeably to another practitioner about them.

Some schools may not use a system of school action plan or school action plan plus. However as a minimum, any child who has been issued with a statement, must have an SEN involvement recorded by their school on their ContactPoint record. If the school implements an equivalent process to school action plan/ school action plan plus i.e. a child is on a particular learning plan or similar device which identifies a special educational need, then an SEN involvement should also be recorded on their ContactPoint record.

Designated teacher for looked after children

- Every looked after child should be allocated a 'designated teacher' or a member of staff who is undertaking a role equivalent to this. When a looked after child is assigned a designated teacher or staff member the contact details of this person should be recorded on ContactPoint.
- If a child or young person changes their place of education, their designated teacher will also change. The involvement with the previous designated teacher will come to an end however their contact details will remain on the child or young person's record for a year after the involvement has ended. When the child or young person is assigned a new designated teacher at their new place of education, this involvement should be recorded on ContactPoint.

Educational Welfare Service (EWS)

- An involvement with the Educational Welfare Service has begun once a child or young person has been referred to the service and is assigned an Education Welfare Officer (EWO) (can also be known as an Education Social Worker or an Attendance Advisor). Once a EWO has been assigned to a child/young person, the contact details of this professional should be recorded on the child or young person's ContactPoint record.

Traveller Education Services (TES)

- When a child or young person accesses Traveller Education Services this involvement should always be recorded on ContactPoint. Due to the nature of this service, it is important that **all** involvements with this service, however short or perhaps insignificant they may appear, should be recorded on ContactPoint.
- As part of TES, when a Traveller Education Officer becomes involved with a child or young person; they should record their contact details on their ContactPoint record.

Home Education Liaison

- When a child or young person begins accessing services from Home Education Liaison and the involvement is considered to be either sustained, significant or could prove useful for other practitioners working with that child or young person to be aware of, then it should be recorded on ContactPoint.

- Whichever member of staff from Home Education Liaison who is involved with the child or young person should have their contact details recorded on the child or young person's ContactPoint record.

Educational Psychology Service (May be recorded as a sensitive service)

This involvement may be recorded on ContactPoint as either a sensitive or additional service.

If the nature of the service being provided is considered sensitive e.g. if it involves a mental health issue, then it can only be recorded on ContactPoint once informed explicit consent has been obtained from the child or young person.

If the involvement is not sensitive in nature e.g. a service to analyse a child's learning style, then it can be recorded on ContactPoint without consent.

When consent is in place (if appropriate), an involvement will be recorded once an initial assessment has been completed and it is decided that the Educational Psychology Service will provide a service to the child or young person. The particular member of staff from Educational Psychology who will be providing a service to the child or young person, should record their contact details on ContactPoint.

Involvements from Educational Psychology services may be recorded by staff from both the health and education services.

Updates to an involvement should be sent to ContactPoint when any of the following conditions apply:

- Where the practitioner providing an additional service to the child/young person changes
- Details held on the data source about the child or young person change.

The end of an involvement should be recorded when the following applies:

- When a child or young person leaves a place of education, this establishment must record an end date for their involvement on the child or young person's ContactPoint record (primary and secondary).
- The level of need for a child or young person for whom an involvement has already been recorded reduces, e.g. in the case of a SEN involvement, a child is no longer on a school action plan
- A child no longer accesses a service that the school nurse considers to be significant or relevant.
- A child or young person no longer accesses Educational Welfare Services
- A child or young person no longer receives services or support from an Education Welfare Officer (or an equivalent professional) from Educational Welfare Services.

- A child or young person no longer accesses services or support from Educational Psychology Services
- A child or young person no longer accesses any type of service or support from Home Education Liaison Services.
- If consent is withdrawn by a child or young person for a sensitive service to be shown on ContactPoint.
- Within Traveller Services, if a practitioner has not provided a service, or been in contact with a child for a year or more, the involvement should be closed on ContactPoint. If however the practitioner believes that other professionals might benefit from it remaining open, they may use their discretion to do so.

4.8.3. Information to include when describing the involvement

This is the description of the service which will be seen by other users of ContactPoint when they look up a child's record.

Service type: As set out in the ContactPoint regulations and guidance, education involvements are considered to be universal when relating to primary, secondary or early years education and in such cases should be labelled 'Universal'.

When services do not fall into the universal service category outlined above they should be labelled 'specialist and targeted'.

Service provision name: Where services are additional they should be labelled: 'Additional Educational Services'. Where services are Universal then they should be labelled 'Educational Services' (see example below).

Where there is more than one service provision for a child, a unique tag should be added to the service provision name (see service provision name section at the top of this document).

4.8.4. What ContactPoint will show

Any data provided for a service provision will be displayed.

Where the service is Specialist and Targeted the following example shows what information will appear in ContactPoint's summary screen:

Doc.Ref.: ISIP-IM-1876	Page 35 of 37	IssueStatus: Final, Version: 4.0
File: ISIP-IM-1876.doc		Issue Date: 2009-04-07

Service Provision Name: Additional Educational Services - unique number (see service provision name section at the top of this document for more information)

Start Date: dd/mm/yyyy

End Date: dd/mm/yyyy

Organisation:

Provider: Team 1: 020 7111 222

Where the service is universal the following example shows what information will appear in ContactPoint's summary screen:

Service Provision Name: Educational Services - unique number (see service provision name section at the top of this document for more information)

Start Date: dd/mm/yyyy

End Date: dd/mm/yyyy

Organisation: High Bank School

Provider: Team 1: 020 7111 222

5 Glossary of Terms

5.1.1. Seriousness Criteria

The 'Seriousness Criteria' are referred to as part of the involvement guidance for the Police, within the Community Safety Sector. They are aligned to the National Criminal Recording Standards for Schools officers.

For the purpose of this guidance an incident is considered 'serious' if, having regard to all the circumstances, it is viewed as serious by the victim or represents a serious financial gain by the offender. If an incident consists of a threat being made, it is defined as serious if the threat is likely to lead to a consequence considered serious by the victim. The seriousness of an incident therefore partly depends on the victim's circumstances.

5.1.2. Case Management System (CMS)

This term is used on the ContactPoint project to describe any computerised system (in England) which holds details about children (name, date of birth, gender, address, carer details), or any service involvements with children, as specified in the Children Act 2004. To view the Act, see: <http://www.opsi.gov.uk/acts/acts2004/20040031.htm>.

5.1.3. Data Sources

A system or individual that provides data to ContactPoint.

5.1.4. Fragment

Every record consists of one or more bits of information provided by different sources. Every time new information is appended, that is known as a 'fragment'.

5.1.5. Case Data

Case data is any data that indicates the nature of the service provided. Practitioners should be careful that case information is not revealed through any of the details sent to ContactPoint e.g. the team name.

5.1.6. Young Person

A child becomes a young person on their 13th birthday⁴.

5.1.7. Lead Professional

A practitioner who takes the lead to co-ordinate provision and is a single point of contact for a child and their family, when a range of service providers are involved with that child or family and an integrated response is required (see The Lead Professional: Practitioner's Guide) available at www.ecm.gov.uk

5.1.8. Parents/ Carers

Any person with parental responsibility for a Child (within the meaning of section 3 of the Children Act 1989 (c.41) or who has care of a Child at any time.

5.1.9. Practitioner

A person providing services to a child.

⁴ This definition has been agreed following consultation with local authorities, National Partners and Connexions Partnerships.