

# ContactPoint

Information for young  
people and parents/carers



department for  
children, schools and families

# ContactPoint

## What is ContactPoint?

- ContactPoint is a contacts list.
- It is for people who work with children and young people, such as headteachers, doctors and social workers.
- It will help make services better for children and young people.

## What is it for?

- ContactPoint will help people who work with children quickly find out who else is working with the same child or young person.
- It will help them to work as a team to support a child or young person.

## What is on ContactPoint?

- ContactPoint lists the name and contact details for:
  - all children in England up to age 18
  - their parents/carers
  - professionals and services working with a child.

## Why do we need ContactPoint?

- It can take a long time for a person working with a child to find out who else is helping that child. This means that a child could wait a long time to get the help they need.
- If that person can quickly find out who else is helping the same child, children will be more likely to get the right help at the right time.

## What else should I know?

- You can ask to see the information held about you.
- ContactPoint uses the latest technology to keep it safe and up-to-date.
- ContactPoint can only be used by people who need it to do their job. They have to be trained and pass security checks before they can use it.
- There are rules about sharing information that everyone who works with children and families must follow.
- ContactPoint is part of the Government's Every Child Matters plan.
- It is being introduced across England this year.

## Want to know more?

To find out more about ContactPoint you can:

- Visit the Every Child Matters website:  
**[www.ecm.gov.uk/contactpoint](http://www.ecm.gov.uk/contactpoint)**

Or

- Contact your local council – visit  
**[www.directgov.uk](http://www.directgov.uk)** for contact details

Or

- Contact the Department for Children, Schools and Families:
  - Tel: 0870 000 2288
  - Email: **[info@dcsf.gov.uk](mailto:info@dcsf.gov.uk)**
  - Write to the Department at:  
Sanctuary Buildings, Great Smith Street,  
London, SW1P 3BT

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