

**CHILDREN'S SERVICES  
LOCAL AUTHORITY CIRCULAR**

**LAC(SG07\_7)**

To:

The Chief Executive  
County Councils )  
Metropolitan District Councils ) England  
Shire Unitary Authorities )  
London Borough Councils  
Common Council of the City of London  
Council of the Isles of Scilly

The Director of Social Services  
The Director Children's Services  
The Director of Education  
The Finance Director

8 March 2007

Dear Colleague,

**EVERY CHILD MATTERS: CONTACTPOINT (formerly known as INFORMATION SHARING INDEX) IMPLEMENTATION GRANT 2007-08**

**SUMMARY AND BACKGROUND**

1. This circular sets out details in respect of the Every Child Matters: ContactPoint Implementation (CPI) Grant in 2007-08, in particular the purpose and payment arrangements. It also includes the legal determination for the grant, which can be found at [Appendix 1](#).
2. The CPI grant is not ring-fenced and therefore has no conditions or carry-forward restrictions attached. The grant is not subject to separate auditor certification procedures.
3. Further to the letter sent to all Directors of Children's Services on 26 October 2006, a grant of £29,817,000 will be made available to support the cost of pre-deployment and the early stages of deployment of ContactPoint in all authorities. This builds on the £12m allocated in 2006-07.
4. Since 15 February, the national tool, formerly known by its working title of 'Information Sharing Index' has been known as 'ContactPoint'. Further information about the identity can be found in [Appendix 3](#).

**PAYMENT ARRANGEMENTS**

5. This grant, which is made under Section 31 of the Local Government Act 2003, will be paid in four equal instalments (the first instalment to be paid on or before 29 June 2007, the subsequent instalments to be paid on or before the 28 September 2007, 28 December 2007 and 31 March 2008).

**PURPOSE OF GRANT**

6. The purpose of the grant is to provide funding to support local authorities to carry out key activities during ContactPoint implementation, based on the current

implementation plan. The CPI Grant is provided to enable local authorities to undertake necessary preparation work in respect of a forthcoming statutory duty to be set out in the Spring of 2007 in regulations and statutory guidance made under section 12 of the Children Act 2004 (Information Databases).

7. ContactPoint will be a secure electronic tool that will enable authorised practitioners working with the same child or young person to find one another quickly and easily so they can provide more effective support to them and their families.
8. Information on ContactPoint and the key tasks for 2007-08 are set out in Appendix 2. Further information about ContactPoint can be found at [www.ecm.gov.uk/contactpoint](http://www.ecm.gov.uk/contactpoint).
9. Further funding to local authorities to implement and maintain ContactPoint locally in 2008-09 will be subject to the outcome of the Comprehensive Spending Review. Further details about future years funding will be available later in the year following the outcome of the Comprehensive Spending Review.

#### **GRANT ALLOCATIONS**

10. The grant has been calculated on the following basis:
  - a) £25,669,000 will be provided to 133 LAs. Each will receive a flat rate of £120,625 with the balance of £25,669,000 allocated on the basis of child population.
  - b) £4,148,000 will be made available to the 17 Early Adopter authorities using the same formula as above with each receiving a flat rate grant of £152,000.
11. Individual local authority allocations are set out in the legal determination at Appendix 1.

#### **ENQUIRIES**

12. For further information on this grant, please contact Vanessa van der Schraft on 020 7273 5301, email [vanessa.vanderschraft@dfes.gsi.gov.uk](mailto:vanessa.vanderschraft@dfes.gsi.gov.uk).

#### **CANCELLATION OF CIRCULAR**

13. This circular should be cancelled on 31<sup>st</sup> March 2008.

**DETERMINATION UNDER SECTION 31 OF THE LOCAL GOVERNMENT ACT 2003 OF THE CONTACTPOINT IMPLEMENTATION GRANT FOR 2007/2008 (Ref: 31/562)**

**Introduction**

The Secretary of State for Education and Skills, (“the Secretary of State”), in exercise of the powers conferred on him by section 31 of the Local Government Act 2003, hereby makes the following determination:-

**Citation**

1. This Determination covers the ContactPoint Implementation grant which the Secretary of State proposes to pay to local authorities in England and may be cited as the ContactPoint Implementation Grant Determination 2007-08 (Ref 31/562).

**Determination**

2. Pursuant to section 31 of the 2003 Act, the Secretary of State hereby determines -
  - (a) the authorities to which the grant is to be paid and the amount of the grant are the authorities listed in column (1) of Annex A and the corresponding amount set out in column (2) of that Annex; and
  - (b) the grant is to be paid in 4 equal instalments.

**Purpose of grant**

3. The purpose of the grant is to provide funding to support local authorities to carry out key activities during ContactPoint implementation. The CPI Grant is provided to enable local authorities to undertake necessary preparation work in respect of a forthcoming statutory duty, expected to be set out in the Spring of 2007 in

regulations and, later in the year, in statutory guidance made under section 12 of the Children Act 2004 (Information Databases).

**Consent of Treasury**

4. Before making this determination the Secretary of State obtained the consent of the Treasury.

Signed by the authority of the Secretary of State

Christine Goodfellow  
ContactPoint Project Director

8 March 2007

### ContactPoint Grant Allocations for 2007-08

#### Early Adopter Authorities

<b>Local Authority</b>	<b>ContactPoint Allocation</b>
Blackburn with Darwen	£210,304
Blackpool	£197,281
Bolton	£246,192
Bury	£216,717
Cheshire	£372,572
Cumbria	£301,757
Halton	£193,686
Knowsley	£206,341
Liverpool	£290,129
Manchester	£293,811
Rochdale	£228,886
Salford	£221,688
Sefton	£243,211
St Helens	£210,572
Stockport	£243,977
Warrington	£217,635
Wigan	£253,234

## Non-Early Adopter Authorities

<b>Local Authority</b>	<b>Allocation</b>
Barking and Dagenham	£162,853
Barnet	£191,875
Barnsley	£167,971
Bath & North East Somerset	£154,564
Bedfordshire	£209,000
Bexley	£169,623
Birmingham	£364,358
Bournemouth	£149,873
Bracknell Forest	£146,165
Bradford	£240,597
Brent	£174,175
Brighton & Hove	£166,054
Bristol	£196,386
Bromley	£185,399
Buckinghamshire	£229,943
Calderdale	£163,979
Cambridgeshire	£243,360
Camden	£158,648
City of London	£121,680
Cornwall	£223,498
Coventry	£186,782
Croydon	£197,796
Darlington	£141,641
Derby	£171,859
Derbyshire	£275,703
Devon	£260,646
Doncaster	£183,159
Dorset	£199,555
Dudley	£185,300
Durham	£218,410
Ealing	£182,086
East Riding of Yorkshire	£185,967
East Sussex	£222,928
Enfield	£183,752
Essex	£405,695
Gateshead	£158,972
Gloucestershire	£240,984
Greenwich	£171,430
Hackney	£171,525
Hammersmith and Fulham	£151,270
Hampshire	£387,180
Haringey	£167,073
Harrow	£165,956
Hartlepool	£141,133
Havering	£168,787

<b>Local Authority</b>	<b>Allocation</b>
Herefordshire	£156,782
Hertfordshire	£354,959
Hillingdon	£176,122
Hounslow	£165,324
Isle of Wight Council	£147,204
Isles of Scilly	£121,026
Islington	£154,068
Kensington and Chelsea	£152,573
Kent	£421,030
Kingston upon Hull	£172,379
Kingston upon Thames	£151,043
Kirklees	£211,439
Lambeth	£173,107
Lancashire	£365,275
Leeds	£266,464
Leicester	£184,867
Leicestershire	£251,048
Lewisham	£173,761
Lincolnshire	£257,137
Luton	£165,804
Medway	£179,925
Merton	£159,739
Middlesbrough	£150,891
Milton Keynes	£173,029
Newcastle upon Tyne	£171,501
Newham	£186,577
Norfolk	£279,770
North East Lincolnshire	£155,890
North Lincolnshire	£153,783
North Somerset	£160,645
North Tyneside	£159,620
North Yorkshire	£240,565
Northamptonshire	£268,375
Northumberland	£181,363
Nottingham	£173,978
Nottinghamshire	£278,492
Oldham	£173,845
Oxfordshire	£249,814
Peterborough	£157,534
Plymouth	£169,040
Poole	£147,131
Portsmouth	£157,540
Reading	£148,926
Redbridge	£177,696
Redcar and Cleveland	£149,641
Richmond upon Thames	£157,879
Rotherham	£175,897

<b>Local Authority</b>	<b>Allocation</b>
Rutland	£128,782
Sandwell	£185,773
Sheffield	£222,612
Shropshire	£179,430
Slough	£147,769
Solihull	£165,167
Somerset	£228,759
South Gloucestershire	£175,947
South Tyneside	£151,391
Southampton	£162,106
Southend-on-Sea	£154,854
Southwark	£173,207
Staffordshire	£287,481
Stockton-on-Tees	£162,184
Stoke-on-Trent	£168,917
Suffolk	£263,943
Sunderland	£178,085
Surrey	£348,773
Sutton	£160,442
Swindon	£160,430
Tameside	£168,110
Telford and the Wrekin	£158,779
Thurrock	£154,578
Torbay	£146,242
Tower Hamlets	£169,362
Trafford	£166,346
Wakefield	£188,678
Walsall	£178,553
Waltham Forest	£169,883
Wandsworth	£166,956
Warwickshire	£229,468
West Berkshire	£153,213
West Sussex	£277,540
Westminster	£156,092
Wiltshire	£218,464
Windsor and Maidenhead	£151,244
Wirral	£187,943
Wokingham	£154,248
Wolverhampton	£171,969
Worcestershire	£234,699
York	£154,490

### CONTACTPOINT: KEY TASKS

1. There has been significant progress across all local projects since June 2006. Projects have started in all 150 local authorities. Current figures show that nearly all Local Authorities have recruited a dedicated Implementation Manager and all have completed their first and second readiness assessment on the Local Authority Readiness Assessment (LARA) web tool.
2. DfES has provided a range of support to LAs to help them with local implementation. Workshops were held with local managers from all 150 LAs in June and July 2006 and again in October and November 2006. Further workshops are planned for 12 March to 2 April 2007 and September to October of 2007. Through the LARA web tool local managers have been provided with a range of tools and further tools are planned. Implementation Coordinators are also in post across the nine regions helping to support local implementation teams on the ground through visits and regional meetings and helping local implementation teams share their issues and what they have learned. The DfES will continue to work very closely with local authorities to ensure effective implementation across England.
3. 17 Early Adopter (EA) local authorities have been identified in the North West who will be given access to ContactPoint four months early in order to 'road test' the ContactPoint implementation before other authorities. Additional funding has been allocated to these LAs in order to reflect the additional work required of them.
4. A number of the activities detailed below are ongoing with much of the work which started in 06-07 set to continue throughout 07-08. A key area of activity is recruitment of staff into the Local Implementation Teams (LITs).
5. The milestones and outputs for 133 non-Early Adopter LAs are detailed below. The key tasks include:
  - a) **Local Implementation Manager (LIM)** – LIMs support and coordinate Local Implementation Projects. Funding for these posts began in 06-07 and they represent an ongoing cost for every LA.
  - b) **Local Communications** - Local authorities are responsible for developing local communications plans and cascading the core messages to key stakeholder groups. The DfES is also undertaking communications at a national level. This is an ongoing activity which will gather momentum as deployment nears. Tools have been provided by the DfES to assist local

authorities to develop their plans and to ensure that their messages about ContactPoint are clear and consistent.

- c) **Readiness Checkpoints 3-7** – LITs are expected to complete regular readiness checkpoints via the LARA web tool. This allows the national team to monitor progress and aids early identification of local risks and issues.
- d) **Workforce Analysis** - Workforce Analysis is a key pre-deployment activity for LAs, as it will provide an understanding of the scope of local ContactPoint training and vetting requirements, as well as guide decisions about the local Case Management Systems (CMS) Strategy. It is important to both the local and national projects that this information is collected in a timely manner to ensure that user estimates are as accurate as possible, to inform successful implementation of ContactPoint. These estimates are needed for activities such as: rollout of training, security tokens, and enhanced Criminal Records Bureau (CRB) checks.
- e) **Case Management Systems (CMS) Analysis** – LITs will be expected to submit an analysis of their case management systems. This is a key activity to understand the CMS landscape and will provide valuable input to both local and national planning. LAs should use this information, in conjunction with the national CMS Strategy, to inform their local CMS strategy.
- f) **CMS Plans Agreed** – LAs are expected to submit their plans for connection of their local data sources to the IS Index. Plans should be informed by local and national CMS Strategies.
- g) **Data Quality Tests complete** – a Data Quality Tool is scheduled for release in Spring 2007 and LITs are expected to have completed their tests for completeness, internal consistency, usefulness, validity and taken steps to improve the processes and data quality in underlying systems by this time.
- h) **Data Administrators in post** – It is recommended that LITs commence recruitment to the data management team at least one month before deployment of ContactPoint. Data Administrators will be responsible for facilitating the connection of local data sources to ContactPoint and managing the quality of child records for which their LA is accountable.
- i) **Benefits Baseline** – all LAs will be expected to measure the financial and non-financial benefits through practitioner use of ContactPoint. The identification, tracking and realisation of benefits continues throughout the project and will probably continue after it has formally closed, when managers with responsibility for operations or service delivery increasingly take

on the task of ensuring that the planned benefits are being monitored and optimised.

- j) **Trainers and Administrative Staff** – LITs should recruit trainers to ensure that the practitioners identified as ContactPoint users understand how to use the system via the relevant access route (mediated, CMS, or web), as well as the rules around information sharing, security and audit. It is anticipated that these team members will require an approximate lead time of two months prior to deployment of ContactPoint in order to confirm training plans and localise training materials.
  - k) **Local Training Plan** – training staff will be responsible for developing, coordinating and delivering the training events in order to achieve a target number of trained users within the agreed timescales. The expectation is that all users will be trained and accessing ContactPoint within a year of training starting. Training plans will help training staff outline the content, format and style of training for their users.
  - l) **CMS Adapted** – a proportion of 07-08 allocations has been included to cover individual LAs' CMS local configuration costs. Resources have been provided centrally to support modifications of some CMS systems. Further details about the national CMS strategy and plan will be made available as soon as possible.
6. The Early Adopter tasks are broadly similar to other LAs and tasks, although many will need to be completed earlier. There are also some additional tasks. The tasks are set out below:
- m) Local Implementation Manager (LIM)
  - n) Local Communications
  - o) Case Management Systems (CMS) Analysis
  - p) Readiness Checkpoints 4-7
  - q) CMS Plans Agreed
  - r) Data Administrators in post
  - s) Benefits Baseline
  - t) Data Quality Tests Complete
  - u) Trainers and Administrative Staff

- v) Local Training Plan
- w) CMS Adapted
- x) **Training Facilities** – EAs are expected to undertake training of users during the three months prior to ContactPoint deployment. Allocations take into account LAs' requirement to use external facilities and premises.
- y) **CRB Checks** – Everyone with access to ContactPoint, including operators or administrators, will be subject to stringent security checks, including enhanced CRB clearance. The majority of LAs reported for their LARA baseline assessment that between 61-80% of their potential users had undergone a CRB check. Funding allocations for this activity, however, have been calculated at 50% of potential users requiring CRB checks.
- z) **Tokens** – At least 2-factor authentication will be used to access the system. Users will need a token and a password.

## **Appendix 3**

### **Introducing the name ContactPoint – the rationale**

#### **Questions & Answers**

##### **Q: Why have you changed the name of the Information Sharing Index?**

A: 'Information Sharing Index' was a working title adopted for the national tool. As we move further into the implementation phase, we need to have a name that distinguishes this national tool from the various pilot indexes being used by Trailblazer local authorities which have various different names.

We need a simple but descriptive name that is more transparent, to help people understand as easily as possible what the new tool is, why it is being introduced, and how it can support those working with children. Research has shown that 'Information Sharing Index' does not communicate what the tool is designed to do.

##### **Q: What was wrong with 'Information Sharing Index' as a name?**

A: We know that there is general misinformation about the national tool. Independent research has confirmed that some of the misinformation is likely to be as a result of the names used to describe it – 'Information Sharing Index', 'Index' or (sometimes) 'Children's Index'. We know that people find the terms confusing, suggesting the tool is something that it isn't (such as a detailed case management database) and creating concerns that there is a lot of information on it that people will be able to access.

##### **Q: How did you decide on the name?**

A: Firstly, we carried out research to establish whether the existing terms were appropriate, and to look at the sort of name and identity that people would find helpful. We then developed ideas and obtained feedback on specific names and descriptors. Approximately 400 people have been consulted (including children, young people, parents/carers, social workers, GPs, health visitors, child and adolescent mental health workers, midwives & children's nurses, teachers, education support staff, voluntary & community support organisations, youth offending teams/workers, early years workers and operational managers). We also held workshops with the ContactPoint Project's Local Authority Implementation Support Group and sought the input of the National ContactPoint Team and DfES Communications Directorate.

The research undertaken suggested that stakeholders wanted an identity with clarity, simplicity, and a 'does what it says on the tin' type approach.

ContactPoint was selected because it was best felt to meet these requirements and the words were well-received across all stakeholder groups.

**Q: Will there be a logo? If so, will we be able to put this on materials we produce?**

A: There is a graphic which can be used to help communicate the identity. Guidelines for the use of the identity, including the graphic, are being sent to all Implementation Coordinators and Local Implementation Managers. These explain when the image can be used, who can use it, and they also advise on the use of language associated with ContactPoint.

**Q: How are you launching the identity?**

A: We will be informing stakeholders of the ContactPoint identity on a phased basis and aiming to minimise any cost and effort that might be incurred.

**Q: Why haven't we had an identity before now?**

A: We are still in early stages of implementation and communications planning. Other than with those working in Trailblazer areas or implementation teams, the term 'Information Sharing Index' is not widely-known (or understood). Local authorities are only now just starting formal communications planning and activities. It is clear that, despite recent media attention, the majority of professionals and the general public are not aware of ContactPoint. At this stage we should not expect them to be – our communications strategy is looking to time mass communications to these groups at a later stage of implementation when it will have a better impact.

**Q: Does this mean the names of local indexes have to change?**

A: No. The local authority Trailblazers have piloted local index approaches, which are known under various different names and these will continue until the national tool is available. The experiences of the Trailblazers have fed into the consideration of naming for the national tool which will need a simple, consistently used name and identity across England. The national project team will be providing guidance on managing the transition to use of the name ContactPoint when referring to the forthcoming national tool – the term 'index' will still apply to local variations.