



Project Management

National roll-out of ContactPoint announced

On the 6 November, Ed Balls the Children's Secretary and Children's Minister Delyth Morgan confirmed that ContactPoint is starting to be rolled out across England. This statement followed the completion of the "Train the Trainer" programme at the end of October, which means that all Local Authorities could in principle begin to train their practitioners to use ContactPoint.

Whilst this is a significant milestone in the project nationally, roll-out of ContactPoint in Nottinghamshire will be determined locally when we are satisfied that the data quality displayed by the system can meet the needs of our practitioners. The successful resumption of the national data feeds is therefore a key activity which we are monitoring closely, and the Corporate Director for Children & Young People's Services Anthony May has written to DCSF advising them of our position.

However, we are identifying service areas like Children Missing Education and Social Care Referral & Assessment which may find the national data displayed on ContactPoint useful now in their work, and are prioritising those staff for training before March 2010.

Ring-fenced funding for ContactPoint extended for 2010-11

DCSF has agreed with HM Treasury and the Department for Communities and Local Government a case to extend the ring-fence around the ContactPoint implementation grant for 2010-11, as it has done in previous years.

Funding for ContactPoint has been reduced by 45% in 2010-11, from £27.4 million to £15 million nationally. DCSF will now follow this up with a detailed funding circular, which will set out individual grant allocations for local authorities as well as the terms of grant.



Communications & Stakeholders

Activity Summary

The following table shows the communications/stakeholder activities that have taken place during November and December 2009, and those that are planned for January 2010:

Date	Location	Focus	Target Group	By:
03-Nov-09	Beaumanor Hall	East Mids Regional Meeting	Local Implementation Team	Sean Kelly
05-Nov-09	Manchester	Accreditation Planning	Police Forces	Sean Kelly
09-Nov-09	Kent	Local Implementation Planning	Large Local Authoritys	Sean Kelly
26-Nov-09	South Base	Training development	ICT Services	Sean Kelly
27-Nov-09	South Base	Accreditation Planning	Social Care R&A Mgt Team	Sean Kelly
08-Dec-09	Beaumanor Hall	East Mids Regional Meeting	Local Implementation Team	Sean Kelly
14-Dec-09	North Base	Accreditation Planning	Children Missing Education Officer	Sean Kelly
15-Dec-09	Thoresby House	CMS Adaptation	Youth Offending Team	Sean Kelly
13-Jan-10	Kegworth	Accreditation Planning	NHS East Midlands	Sean Kelly
22-Jan-10	County Hall	Training development	ICT Services	Sean Kelly

Association of Chief Police Officers (ACPO)

ACPO held a seminar in November to share the experience of Salford City Council and their accreditation of Greater Manchester Police (GMP). The Metropolitan Police Force also spoke about their planning to become a national partner and proposed use of ContactPoint.

Accreditation is the process by which an organisation evidences that it has the policies and processes in place to assure the secure use of ContactPoint.



Accreditation must be achieved before any organisation can provide users for training or supply data to ContactPoint.

Both the GMP and MET forces identified that ContactPoint would be useful in certain roles, but the system would not be made available to all Police Officers. The learning from GMP has been shared with Nottinghamshire Police who attended the seminar, and will inform our own accreditation planning locally.

Maintained schools

DCSF issued a letter and fact sheet about ContactPoint to Heads of all maintained schools in England in November, advising them how ContactPoint may be of benefit to staff and support their work with children.

All schools need to be accredited individually, although some concessions are available where schools take the same local authority HR or ICT services. We have been working with a family of schools in Mansfield to develop a manageable accreditation process for our schools so that they can provide staff for training in the future.

Data Sources & Case Management Systems (CMS)

National data loads

The refresh of child birth information from the General Registers Office (GRO) was completed just before Christmas, and the data feed is now established on a daily basis so that each day ContactPoint is up-to-date with the births registered on the previous day.

The load of DCSF data commenced on the 11th January 2010, and will be completed one authority at a time. This data is based on the school census from summer 2009, as the autumn census is still being processed by another DCSF department.



As per the GRO load, the rate at which the DCSF data is loaded into the system will be limited but DCSF estimate that the full load will take around one month to complete.

The resumption of data loads presents the local data management team with a high volume of ContactPoint records which require some form of action. This issue has been highlighted to DCSF with a request that some automated routines be developed and applied to help address some of the data issues and make the volumes of records more manageable.

Local data loads

The VisionWare Adapter which we are planning to use to supply local data to ContactPoint has now received Type Accreditation. This means that it is proven to work as a product. The software can now be loaded onto our local infrastructure in preparation of Instance Accreditation, which will prove that it works in our local environment with our own data.

Other software suppliers such as Corelogic (Frameworki) and Careworks (Raise) continue to achieve Type & Instance Accreditation for their products, but annual maintenance charges for these direct adaptations are not sustainable outside the period of grant funding.

Our approach therefore remains to connect a number of data sources through the Adaptor solution, and monitor the performance and value for money of direct CMS adaptations as they become more established.

Training & Support

Training Development

Meetings to develop our local training approach for ContactPoint took place in December and will continue during January, with the aim of delivering pilot training sessions before the end of March 2010.



As mentioned above, staff who might find ContactPoint useful in its current form will be targeted for accreditation and training in this phase of limited roll-out.

Benefits

Lessons Learned from the Early Adopter Phase

Alongside the announcement of national roll-out in November, DCSF also published the report *ContactPoint - Lessons Learned from the Early Adopter Phase*.

The report summarises the key achievements of Early Adopter authorities and national partners since ContactPoint was made available to them in January 2009. The key message promoted by the report is that ContactPoint does what it was designed to do, is working, and there is evidence that it is already making a positive difference.

Throughout the Early Adopter phase a process was in place to capture the lessons learnt by authorities in the North West and a number of documents, including case studies and hints & tips were routinely shared with all authorities. These outputs have often been helpful in our own planning to roll-out ContactPoint locally.

Change Management

Security Tokens

ContactPoint has its own Identity Provider (IdP) which authenticates users via a token. This is small piece of hardware which generates a unique access code when the user enters their PIN number.



The ContactPoint token can only be used to access ContactPoint (and National eCAF when available) though, which means that users are required to carry an increasing number of tokens to access various systems. As this kind of identity authentication is increasingly the minimum standard for sensitive data, a single token which can access multiple systems would be a more efficient and desirable solution.

To this end, DCSF has been piloting the use of Employee Authentication Services (EAS) to access ContactPoint. EAS tokens are in use to access other government systems, and could be developed to access local systems as well. In this model, a practitioner would only need a single token for all the systems enrolled with EAS.

DCSF needs to prove the full requirement for this type of solution before being able to commit to a wider rollout of EAS. In the short term roll out of EAS will be extended to ContactPoint only, and for the limited number of authorities who had previously committed to the project. Although we are not one of these authorities, we will be monitoring progress with interest.

Contact Us

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