

# ContactPoint

## Fact sheet for young people and parents



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[www.everychildmatters.gov.uk/contactpoint](http://www.everychildmatters.gov.uk/contactpoint)

Version 2

**All children and young people should get the best possible start in life. ContactPoint aims to make services better for children and young people by helping people to work together.**

ContactPoint is a contacts list for people who work with children and young people. It will make it easier for them to work as a team.

ContactPoint is part of the Government's Every Child Matters plan, which all local authorities follow.

### Why ContactPoint is needed

Sometimes children and young people need extra help or support. If the people who are helping a child can find each other quickly they can:

- work as a team, which means that a child (or family) doesn't have to explain the same things lots of times to different people
- find the right support quickly.

ContactPoint will provide people who work with children with a quick way to find out who else is working with the same child. This means they won't waste time trying to find out this simple information, or doing work already being done by other services. Which means professionals can spend more time working with and helping children and young people.

### Information held on ContactPoint

Name and contact details for:

- all children in England up to their 18th birthday - plus their date of birth, gender and an ID number
- a child's parents/carers
- services working with a child (for example their school and doctor, plus others such as a youth worker or a social worker)

### Other key facts

- You can ask to see the information that is held about you on ContactPoint, and you can ask to have it corrected if it is wrong.
- ContactPoint uses the latest technology to keep your information safe and up-to-date.
- A young person's information will be removed from ContactPoint when they turn 18 (apart from some young people who can stay on until they are 25 if they want to).
- ContactPoint will only be used by people whose job it is to help children and young people – such as a headteacher, a GP or a social worker. They must be trained and security cleared before they can use ContactPoint.
- There are rules about sharing information that all professionals must follow.

### For further information

To get more information about ContactPoint you can:

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@dcfs.gsi.gov.uk](mailto:info@dcfs.gsi.gov.uk)
- Write to The Department for Children, Schools and Families, Sanctuary Buildings, Great Smith Street, London, SW1P 3BT

OR

- Visit our website – [www.ecm.gov.uk/contactpoint](http://www.ecm.gov.uk/contactpoint) - where you will find *ContactPoint: information for young people and parents* which provides further detail on ContactPoint, along with a range of other materials such as Q&As and examples of how ContactPoint will help improve services for children and young people.

For independent advice about data protection, privacy and data-sharing issues, visit the Information Commissioner's website at: [www.ico.gov.uk](http://www.ico.gov.uk) or write to Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

