



Directorate of Children's Services
Director **Steve Beynon**

ContactPoint Project

Local Practitioner Training Strategy

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I. Document History

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1. Purpose of Document

The purpose of this document is to define a practitioner training strategy to support the implementation of ContactPoint on the Isle of Wight. It sets out the objectives, deliverables, scope, constraints, risks and training schedule for ContactPoint. It will enable the management and roll out of ContactPoint training.

It is a requirement of ContactPoint that all training for ContactPoint is 'face to face' and that the standard nationally developed training course is completed.

2. Intended Audience

This Training Strategy is intended to provide the Project Board, Project Sponsor and all Isle of Wight partners with a clear strategy and plan for the training of identified users of ContactPoint across the children's workforce.

The Project Board is the Integrated Working Board, which is responsible to the Children's Trust Executive. The Project Sponsor is Steve Beynon, Director of Children's Services.

3. Background

The national ContactPoint Project is part of the Every Child Matters Programme and is managed by the Department for Children, Schools and Families. Implementation of ContactPoint is being led by the National Implementation Team who will coordinate the deployment of the solution to 150 Local Authorities and National Partners.

The Children Act 2004 Information Database (England) Regulations 2007 provide for the establishment and operation of ContactPoint and place duties on local authorities to participate in this.

4. Objectives

The objectives of this strategy are to:

- Define a clear training plan in time for the proposed deployment date of 17th March 2009.
- Train and rollout access to ContactPoint to the agreed target number of local users within the DCSF's timescale.
- Plan for ongoing training when steady state is achieved.

The short term objectives are to:

- Revisit the original workforce analysis (WFA) and work with line managers in the identified services to refine the number of potential ContactPoint users, discuss and record how they fulfil the prerequisites, identify and plan to resolve any deficiencies.
- Identify the delivery methods and resources required to deliver the training.

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- Identify appropriate facilities and schedule training sessions that will start in April 2009.
- Promote the courses locally
- Monitor and evaluate the training

The long term objectives are to:

- Embed ContactPoint awareness and training as a requirement for specific roles within each partner organisation.
- Identify resources to deliver ongoing training after the initial deployment phase, that is in 'steady state'.

4.1 Scope

Level 1 (Deployment) training

Initial training on ContactPoint will be delivered by a national training sub-contractor as part of deployment. This is termed Level 1 training. It will focus on training the ContactPoint team members in the skills necessary to administer national data sources on ContactPoint, connect local data sources, begin to set up user accounts and to train practitioners and other end users. In addition to providing Level 1 training the national training sub-contractor will also develop the materials for training local practitioners and other end-users. This is outside the scope of the local training strategy.

Level 2 training

Local trainers will manage and deliver the training of local practitioners and other end users. This is termed Level 2 training. Local trainers will use the training materials produced by the national training sub-contractor to roll-out ContactPoint to practitioners, mediators and other end users.

This training strategy covers Level 2 training activities, in order to:

- Ensure that partners are aware of the timetable for ContactPoint roll-out on the Isle of Wight, and committed to the training of their users.
- Inform line managers of the prerequisites of ContactPoint training and gain agreement on how they will be met.
- Select the most desirable training method.
- Complete the detailed user analysis.
- Identify the resources to deliver training (venues, people, equipment).
- Prepare a training schedule.
- Promote, deliver, manage and evaluate Level 2 ContactPoint training.
- Link with the Children's Services Workforce Development Strategy to ensure ContactPoint training is embedded within the induction / common core programmes.

5. Stakeholders

Training is required for a wide range of potential users in organisations across the Isle of Wight to ensure the successful implementation and benefits realisation of ContactPoint. The key local partners are:

- Isle of Wight Council Children's Services Directorate
- Isle of Wight Independent and non-maintained special Schools – Ryde School, Priory School, St.Catherine's School
- Isle of Wight College
- Isle of Wight NHS Primary Care Trust
- Isle of Wight Fire and Rescue Service
- Isle of Wight Voluntary Sector Network

Cross Border Partners:

- Hampshire Police
- Wessex Youth Offending Team

The Isle of Wight Children's Services officer with responsibility for the local implementation of ContactPoint has been able to discuss ContactPoint with, and/or gather workforce data from, most of these partners and will work with all of them over the coming months on the detailed user analysis and preparation for deployment and training.

6. Training

6.1 Pre-requisites

The following pre-requisites for all practitioners and end users will be checked, as part of the detailed analysis, and recorded on the training schedule template provided by the DCSF.

- Enhanced Criminal Records Bureau (eCRB) check, less than 3 years old.
- Information technology competence.
- Information Sharing training.

Potential trainees who have not done any Information Sharing training will be required to complete the free Isle of Wight eLearning module that covers this prior to attending ContactPoint training.

The identity of a trainee and the validity of the eCRB will be checked at the ContactPoint training session. ContactPoint training is itself a prerequisite for access to ContactPoint.

6.2 Training Modules

The Level 2 training modules defined by the DCSF are shown in Table 1 below.

Role	Module	Duration
Practitioners and End Users	01 Introduction to ContactPoint	½ day
	02 Using ContactPoint via a CMS	
	03 Using ContactPoint via the Browser interface	
	04 ContactPoint in Professional Practice	
	05 Mediated Access to ContactPoint	

Table 1: Training Modules

6.3 Training Model

The basic training must be delivered face to face in a classroom environment. The DCSF has proposed three possible models for providing ContactPoint training:

1. Small groups (<12) in dedicated ICT training rooms, with individual access for supported log-in and practice.
2. Larger groups (12 - 30) based on trainer walkthrough of deliverables.
3. Very large groups (up to 50) based on trainer walkthrough of deliverables.

It is proposed that the Isle of Wight adopts model 1. The postulated benefits are:

- Attendees from a multi-disciplinary or multi-agency background will be able to learn together.
- Trainer can give individual attention.
- Users will be able to spend time practising in a supported environment.
- The administration/registration processes will be easier as appropriately authorised trainers may complete user administration tasks in the training session.
- Possibility of integrating the ContactPoint training into other training, such as access to an organisation's case management system.
- Low level of after training support will be required.

7. Resources

7.1 Budget

The following provisional budget has been forecast to support the Local Training Strategy:

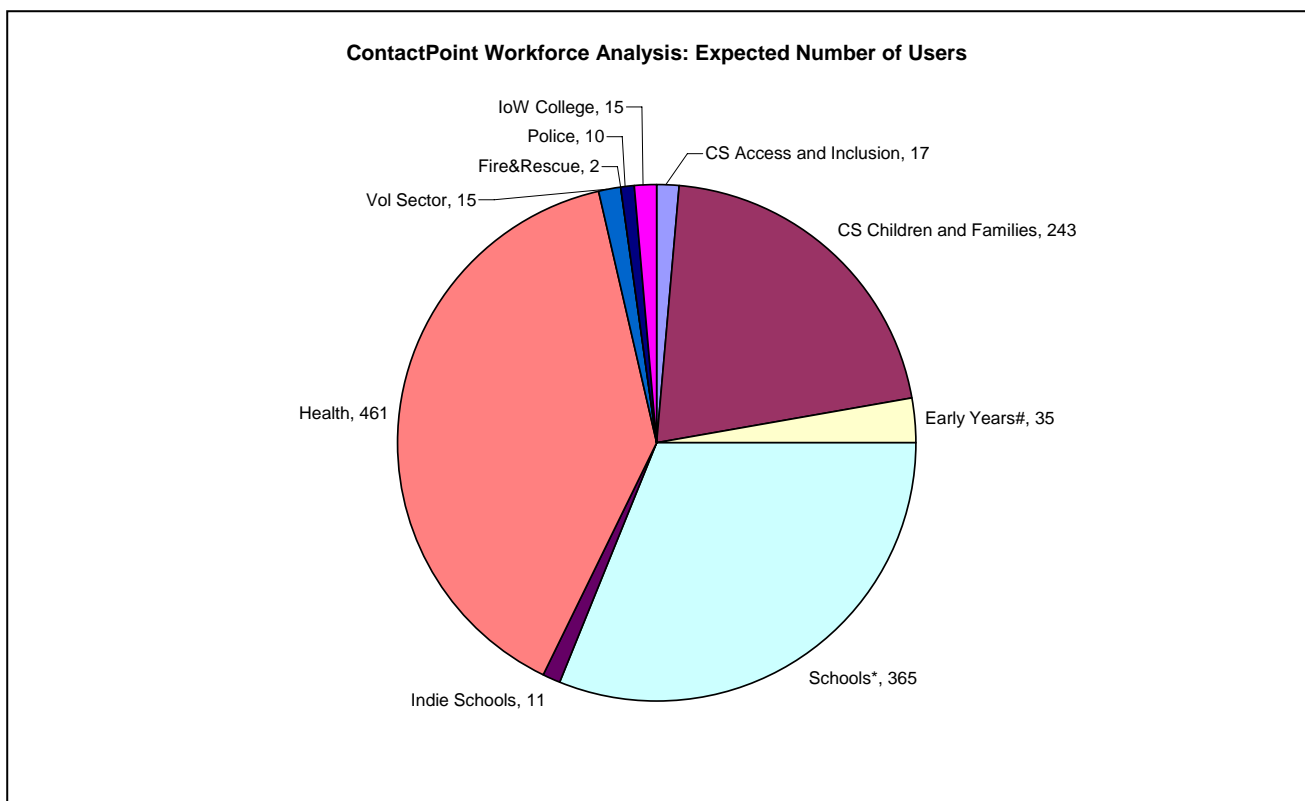
Item	Note	Projected Cost
Training facilities	Training Room with required IT and connectivity	Expected to be cost free as will use Council ICT Applications training room – currently at Carisbrooke Rd, but due to re-locate
Training materials	Printing costs	Difficult to project cost current as we are not in receipt of the national training materials
Trainers	Employment of additional staff within Council's ICT Application Team (One FTE at Scale 5)	£24,000 (inc on costs)

eCRB checks	Payment for checks for users where cost is an issue (e.g. VCS?)	£?
TOTAL		£

Table 2: Training Budget

These costs are based on workforce analysis figures. It is expected that in the region of 1000-1250 practitioners will require training. This estimate will be refined during 2008 through more detailed workforce analysis. It is unclear at the moment what training materials will need to be reproduced locally from nationally supplied training manuals.

Training costs will be met from the Isle of Wight's ContactPoint Grant from the DCSF.



7.2 Initial Training Schedule

The schedule shown in Table 3 below is based on the following assumptions:

- Isle of Wight Children's Services has a Service Level Agreement with the ICT Applications Team who will ensure there is sufficient capacity to train the estimated number of users.
- There is capacity for a maximum of 1,500 users to be trained.
- Training will start in the month following deployment.
- Training will be undertaken in groups of up to 8, two sessions per day
- Training will be available for 4 days a week at the agreed venue from April 08

- A graduated number of users will be trained until training capacity is reached, estimated at 256 per month.

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8
Half day Sessions	8	16	24	32	32	32	32	32
Trainees	64	128	192	256	256	256	256	256
Cumulative users	64	192	384	640	896	1152	1408	1664

Table 3: Training Schedule

7.3 Other factors

- The ContactPoint Implementation Manager will work with the Children's Workforce Development to ensure ContactPoint training is embedded within the induction / common core programmes for practitioners on the Isle of Wight where their role requires access.

8. Dependencies

The following ContactPoint tools and aspects of readiness assessment are all relevant to the successful implementation of this training strategy:

- Workforce analysis prepared in 2007, version 2 to be completed by 30th May 2008
- Final high level roll-out plan to be agreed by the Board by 30th May 2008
- User analysis to be completed for high priority users by 17th Dec 2009
- User administrator to be in place by 17th Dec 2009
- Training schedule to be signed off by the Board by 18th Feb 2009
- Help desk and support resources to be in place by 18th Feb 2009.

Within the sub-regional group, (Hampshire, IOW, Portsmouth and Southampton) there are some co-dependencies, notably the enablement under Hampshire's control of systems to be used by Connexions and Youth Offending teams. The timescale for these aspects may impact on the training of Isle of Wight users in those teams.

9. Risks and Issues

Any risks or issues which could jeopardise the successful training of users will be recorded in the risks and issues log and reported in line with the ContactPoint project process. This includes monthly reporting to the South East Regional Implementation

Co-ordinator and escalation of risks / issues to the Integrated Working Board and Children's Services Director's Project Board board.

Risks that may impact on training are:

- The requirement for 3 year renewal of enhanced CRBs will put a huge strain on the Police checking system, partner budgets and LA user administration aspects of ContactPoint implementation.
- Local partner organisations will not release practitioners in a timely manner for training on ContactPoint
- Local practitioners will not meet the targets for take-up of ContactPoint, because they do not understand the benefits
- Children's Services restructuring and establishment of locality teams may deflect the interest of managers and practitioners

10. Evaluation

It is expected that the national team will give guidance on the following aspects of evaluating the Level 2 training:

- Methods of evaluation
- Frequency of evaluation
- Roles and responsibilities for evaluation
- Feedback and action plans
- Links to performance and benefits.

Adherence to any such guidelines, when published, will be part of the detailed training schedule to be prepared over the coming months and signed off by the Integrated Working Board by mid-April 2009.

11. Further Information

Further information about ContactPoint can be found online via the

- Every Child Matters website - www.ecm.gov.uk
- www.iwight.com/council/departments/childrens_services/integrated_working

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