



Every Child Matters
Change For Children

ContactPoint Project

CMS Analysis Guide

v2.0

department for
education and skills


ContactPoint
because every child matters

Doc. Ref. Guide	Page 1 of 21	Version: 2.0 Status: Final
File: CMS Analysis Guide_v2.0.doc		Issue Date: 14/09/07

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1 Introduction

Welcome to the Case Management System (CMS) Analysis Guide.

The term CMS is used within the ContactPoint project to describe any computerised system that holds details about children (name, date of birth, gender, address, carer details), or any practitioner involvements with children as specified in the Children Act 2004. Regulations are due to come into force in the summer of 2007. To view the Act, see:

<http://www.opsi.gov.uk/acts/acts2004/20040031.htm>.

The guide's purpose is to help Local Implementation Teams (LIT) and their internal and external partners complete a questionnaire in the Local Authority Readiness Assessment (LARA) toolkit which will collect information on the various CMS in use in each local area.

The information will be used by Local Implementation Teams to gauge the scope of moving to ContactPoint enabled CMS, data cleansing and providing access for and training practitioners. This will inform local detailed deployment plans.

The overall picture provided by responses will be used to inform the CMS funding allocation and ensure that resources are being utilised appropriately.

The responses will also be used by the National ContactPoint project Team to provide an overall and up to date picture of the CMS landscape. This will enable any gaps in coverage of CMS adaptation projects to be identified and addressed.

This document and any updates will be available via the (LARA) toolkit.

2 Intended Audience

The intended audience for this document includes Local Implementation Managers, members of the LIT and organisations both within and external to the Local Authority that operate Case Management Systems. For the purposes of implementation, these organisations will be referred to as partners.

The guide will also be used by Implementation Coordinators and members of the National ContactPoint Project team.

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3 Scope of CMS Analysis

The guide will:

- Advise a Local Authority Implementation Team how to set up a number of partners in LARA so that the CMS Analysis questionnaire can be accessed by those areas;
- Provide explanation and support to partner teams in completing the questionnaire in LARA.

3.1 Data Source priority

The priority (**High, Medium, Low**) for obtaining data from partner systems is identified in the Partner Engagement Guide (PEG) available within the Data Sources and CMS category in the LARA toolkit. This priority should also be used to inform the order in which CMS Analysis is undertaken.

Within the PEG, guidance is also provided as to whether or not LAs should proceed with CMS Analysis at present. LAs will be informed of any changes to this status.

Where the CMS Analysis status in the PEG is **Wait** or **No**, this means that no action is required by LAs or their partners at this time.

The PEG will be updated regularly and will be the master reference for the priorities.

3.2 Timetable for completion of CMS Analysis

Date	Action
12 March-2 April 2007	CMS Analysis launch at regional workshops.
30 March 2007	CMS Analysis questionnaire and guide live on LARA.
30 April 2007	First CMS Analysis completed by EAs and their partners for all High and Medium priority partners with low priority ones on a best endeavours basis.
31 May 2007	First CMS Analysis completed by all LAs and their partners for all High and medium priority partners with low priority ones on a best endeavours basis.
10 September 2007	Revised CMS Analysis question set live on LARA

Date	Action
5 October 2007	Updated CMS Analysis completed by EAs and their partners for all High and Medium priority partners with low priority ones on a best endeavours basis.
30 November 2007	Updated CMS Analysis completed by all LAs and their partners for all High and medium priority partners with low priority ones on a best endeavours basis.

Partners will normally update the questionnaire but LITs will also be able to edit the information, if required.

4 Questionnaire

An initial CMS Analysis question set was published on LARA on 30 March 2007.

A revised CMS Analysis question set was published on LARA on 13 September 2007. The changes from the previous version include:

- Additional picklists to capture supplier and product. Where possible these will be prepopulated with your previous selection but some will need to be reselected where a prepopulation was not possible;
- Additional questions to capture information on data accuracy, numbers of child records, practitioner involvements and the currency of data held;
- All text boxes will now accept up to 4000 characters.

As more accurate information may now be available since CMS Analysis was originally completed, LAs and Partners are asked to review all the existing analysis data and update as required.

The complete questionnaire and associated guidance is provided in Appendix A.

5 Guidance for Local Implementation Teams

Local Implementation Teams will add internal and external partners using the [Add a Partner](#) link on the LARA homepage. Once a partner has been added, those partners or the LIT will be able to access the CMS Analysis Questionnaire.

6 Guidance for Partners

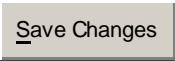
Partners will receive notification when they have been setup to access LARA and be provided with login details. On successful login, the partner home

page will be displayed.

The CMS Analysis questionnaire can be accessed by clicking on the **Add new system** link on the home page.

The first few questions will then be displayed. Some questions contain a number of options in a drop down box that are displayed by clicking on the arrow to the side of the box. Scroll down the options and select the appropriate one by clicking on it.

Other questions have an associated box where free text can be added to answer the question.

There is a  button located at the end of the questionnaire. This should be used regularly to ensure entered information is retained.

7 Additional support

Additional support is available from the following areas:

- Implementation Coordinators will be available to support Local Implementation Teams in their regions.
- The LARA user guide will provide support on the general use of the web tool.
- Questions can be emailed to: lara.support@dcf.gov.uk

A Questionnaire in LARA

A complete list of questions with applicable options and guidance on each is provided below:

Question	Drop down options	Guidance
<p>Q1</p> <p>Who is the supplier for this system?</p> <p>What is the product name of this system?</p>	<ul style="list-style-type: none"> Select from 2 Picklists <p>If a suitable supplier or product is not available in the picklists, select "Other" and enter the supplier name in the associated box provided.</p>	<p>Scroll down the lists of supplier and product names and click on the most appropriate one each category. Enter any further details such as modules used in Q2.</p> <p>If a list does not contain a suitable name, select Other and provide further details in the associated text box. Please only do this if there is no possible alternative in the list.</p>
<p>Q2</p> <p>Please list each module you have, and the version number.</p>		<p>Enter the software version number of the product and any modules that you are using - your CMS vendor should be able to supply this information. Please also add a summary of the hardware and operating system environments used.</p> <p>This free text field will accept up to 4000 characters.</p>

Question	Drop down options	Guidance
<p>Q3 If the system was purchased from a supplier, has it been customised?</p>	<ul style="list-style-type: none"> • Yes • No 	<p>Select Yes if the supplier has made modifications to their core product just for your organisation or if it is a bespoke application.</p> <p>Select No if the supplier has not made any modifications or if the changes are only cosmetic to configure the standard product. E.g., provide a startup screen branded with your Local Authority logo.</p>
<p>Q4 Are any of the ContactPoint required data fields used in a non-standard way? (e.g., populating a standard field e.g., 2nd given name with data not related to name)</p>	<ul style="list-style-type: none"> • Yes • No 	<p>Select Yes if you are using any data field in a different way than was intended by the CMS vendor.</p> <p>Select No if you are using all data fields in a standard way.</p> <p>The Data fields that can be sent to ContactPoint are specified in Chapter 7 of the Detailed Integration Specification</p>
<p>Q5 Do you plan to replace this system?</p>	<ul style="list-style-type: none"> • In the next 6 months • 6-12 months • 12-18 months • 18 months • No plans 	<p>Scroll down the list of options using the slider and click on the one that is appropriate.</p> <p>If you click on No Plans go to Q9.</p>
<p>Q6 If you do have plans to replace the system, what system are you planning to</p>	<ul style="list-style-type: none"> • Select from 2 Picklists <p>If a suitable supplier or product is not available in the picklists, select "Other" and enter the</p>	<p>Scroll down the lists of supplier and product names and click on the most appropriate one each category.</p>

Question	Drop down options	Guidance
<p>move to?</p> <p>Who is the supplier for this system?</p> <p>What is the product name of this system?</p>	<p>supplier name in the associated box provided.</p> <ul style="list-style-type: none"> • 	<p>If a list does not contain a suitable name, select Other and provide further details in the associated text box. Please only do this if there is no possible alternative in the list.</p>

Question	Drop down options	Guidance
<p>Q7</p> <p>Do you currently have plans to upgrade your system?</p>	<ul style="list-style-type: none"> • Yes • No 	<p>Enter Yes if you intend to upgrade your existing product to a new version irrespective of the ContactPoint project.</p> <p>Enter No if you have no current plans to upgrade your system.</p>
<p>Q8</p> <p>When do you intend to start to provide regular data from your system to ContactPoint?</p>	<ul style="list-style-type: none"> • At the same time as ContactPoint deployment slot • Within 6 months of deployment • Within a year of deployment • 12-18months after deployment • 18-24 months after deployment • More than 2 years after deployment • No plans to provide data (go to Q22) 	<p>Click to select the appropriate option.</p> <p>If you select No plans to provide data, move directly to Q22</p>

Question	Drop down options	Guidance
<p>Q9</p> <p>Do you have XML resources or tools available to generate data extracts for LDQT?</p>	<ul style="list-style-type: none"> • Yes • No • N/a 	<p>Enter Yes if you have XML resources or tools available to extract data</p> <p>Enter No if your organisation does not have XML resources or tools available.</p> <p>Enter N/a if your system will be able to provide data in the required format</p>
<p>Q10</p> <p>How frequently do you expect to send XML data from this system to ContactPoint?</p>	<ul style="list-style-type: none"> • Real time • Daily • Weekly • Monthly • 3 or 4 times per year • Annually 	<p>Click to select the appropriate option.</p> <p>Real time means that as a record is changed in the CMS, relevant details of that change will be immediately sent to ContactPoint.</p>
<p>Q11</p> <p>Taking an average across all active records held by the system, how frequently are the names and contact details reconfirmed?</p>	<ul style="list-style-type: none"> • Daily • Weekly • Monthly • 3 or 4 times per year • Annually 	<p>Click to select the appropriate option.</p> <p>This question is looking to identify how up to date the data is. Reconfirmation may occur after a practitioner visit for example.</p>

Question	Drop down options	Guidance
<p>Q12</p> <p>How would you rate the quality of data in your system?</p>	<ul style="list-style-type: none"> • Good • Average • Poor 	<p>Select Good if you believe that most of the data held in the CMS is accurate and that the data held in each field is in the correct format e.g., date of birth.</p> <p>Select Average if there are a number of known problems with either the accuracy of the data or the format of that data.</p> <p>Select Poor if the accuracy of the data is known to be unreliable or out of date or if there are recognised problems with data in incorrect format or in the incorrect fields.</p>
<p>Q13</p> <p>Roughly what percentage of records contain accurate data about the child (name, date of birth, gender)?</p>		<p>Enter any whole number between 0 and 100. Do not enter the % symbol.</p> <p>For example if you believe 10% of records may have an error in the date of birth or name or gender, enter 90 in the box.</p>

Question	Drop down options	Guidance
<p>Q14</p> <p>Roughly what percentage of records contain accurate data about the child's address?</p>		<p>Enter any number between 0 and 100. Do not enter the % symbol.</p> <p>For example if you believe 20% of records may have an error in any part of the address, enter 80 in the box.</p>
<p>Q15</p> <p>Roughly what percentage of records contain accurate data about the service or practitioner (name, address, phone, email, start and end dates of involvement)?</p>		<p>Enter any number between 0 and 100. Do not enter the % symbol.</p> <p>For example if you believe 5% of records may have an error in the contact details for the service or practitioner, enter 95 in the box.</p>
<p>Q16</p> <p>Roughly what percentage of records contain accurate data about the parent or carer details?</p>		<p>Enter any number between 0 and 100. Do not enter the % symbol.</p> <p>For example if you believe 40% of records may have an error in the contact details for the parent or carer, enter 60 in the box.</p>

Question	Drop down options	Guidance
<p>Q17 What is the unique identifier for a child record</p>	<ul style="list-style-type: none"> • CMS system generated • Child reference Number • National Insurance Number • Unique Pupil Number • NHS Number • Other (Please specify) 	<p>Scroll down the list of options click to select the appropriate one for your CMS.</p> <p>CMS generated number is a unique reference that the CMS holds for each child and this will not normally be available outside your CMS.</p> <p>If you select Other, please complete Q18 otherwise move to Q19.</p>
<p>Q18 If you cannot find your answer to Q17 in the list or your system can use more than one identifier, please specify.</p>		<p>Please use this field to provide details about any identifiers in your system that do not appear in the list above or if your system can use multiple identifiers (please specify).</p> <p>This free text field will accept up to 4000 characters.</p>

<p>Q19 Does this system hold data on children whose identities need to be “shielded” from most practitioners E.g., children in a witness protection programme?</p>	<ul style="list-style-type: none"> • Yes • No 	<p>Enter Yes if the system holds data that needs to be shielded and answer Q20.</p> <p>Enter No if the system does not hold data that needs to be shielded. Move to Q21.</p>
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Question	Drop down options	Guidance
<p>Q20 If yes, how is this recorded in your CMS? e.g., by a flag being set against those records.</p>		<p>Enter how the system identifies this as data that needs to be shielded. This may be by a tick box in the record.</p> <p>This free text field will accept up to 4000 characters.</p>
<p>Q21 Are there processes in place to correct duplicate records and/or errors once they are entered?</p>	<ul style="list-style-type: none"> • Yes, Manual Processes • Yes, System-Assisted Processes (e.g. a system utility) • None 	<p>Select Manual processes, if there is a documented process for human intervention to identify and rectify duplicates and errors in the data.</p> <p>Select System assisted processes if there is a documented process for automatic system identification or correction of duplicates and errors with human intervention where necessary.</p> <p>Select None if there is no mechanism to correct duplicates or errors in the data held.</p>

<p>Q22 If there are no plans to upload data from this system to ContactPoint, please explain why?</p>		<p>Examples of reasons why a system will not be connected to ContactPoint include: data is covered by a national source, data quality is poor or difficult to extract.</p> <p>This free text field will accept up to 4000 characters.</p>
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Question	Drop down options	Guidance
<p>Q23 How often do practitioners use this system to do their work?</p>	<ul style="list-style-type: none"> • Daily • Weekly • Less than weekly • Not at all (used for statistics and reporting only) 	<p>Click to select the appropriate frequency of access for the majority of Practitioners.</p>
<p>Q24 How many people have access to the system?</p>		<p>Please entire the total maximum number of users of the CMS system.</p> <p>This field will accept any whole number from 1-250000.</p>
<p>Q25 Of the people in Q21, how many do you expect will become users of ContactPoint via the CMS?</p>		<p>Enter the number of users who will either load data from the system to ContactPoint or query ContactPoint for information.</p> <p>This field will accept any whole number from 1-250000.</p>
<p>Q26 How many live records do you expect to upload as an initial data load to ContactPoint?</p>		<p>Enter the number of child records – the collection of information held in a CMS that is known by the CMS to be related to a single child (where child is defined as an individual child or young person (from 0 up to 18th birthday).</p> <p>This field will accept any whole number</p>

<p>Q27</p> <p>How many distinct children or young people are represented by the records you intend to load after allowing for any duplicate records?</p>		<p>Enter the number of unique children recorded in the CMS (where child is defined as an individual child or young person (from 0 up to 18th birthday).</p> <p>This field will accept any whole number</p>
<p>Q28</p> <p>How many of these children or young people are thought to be unknown to any other system e.g., recent immigrants or travellers?</p>		<p>Most children will be recorded on education or GP systems but this question attempts to identify the systems that hold those that do not e.g., where a child has just moved to England from abroad or is part of a traveller family.</p> <p>This field will accept any whole number</p>
<p>Q29</p> <p>How many service or practitioner involvements relate to children or young people in your initial upload?</p>		<p>Enter the total number of recorded service or practitioner involvements with all children or young people from 0 up to 18th birthday. A single involvement is likely to be an individual visit to A&E rather than all the individual treatments associated with that visit.</p> <p>This field will accept any whole number</p>

Question	Drop down options	Guidance
<p>Q30 To what extent do you plan to integrate query access to ContactPoint into this system?</p>	<ul style="list-style-type: none"> • No plans – query access to ContactPoint will be via a link to the website; • Partial - query access to ContactPoint will be provided at appropriate points in the workflow; • Full – query data will be used to populate CMS screens at appropriate points in the workflow. 	<p>Select No Plans if you only expect to be able to query ContactPoint from a web link either external or internal to the CMS.</p> <p>Select Partial if you expect to be able to query ContactPoint from within the CMS at appropriate points in the workflow. ContactPoint Information will be displayed by ContactPoint and not by the CMS.</p> <p>Select Full if you expect to be able to query ContactPoint from within the CMS at appropriate points in the workflow and for the CMS to display ContactPoint Information on CMS screens.</p>
<p>Q31 When do you plan to achieve this level of integration? (from Q30 above)</p>	<ul style="list-style-type: none"> • At the same time as ContactPoint deployment slot • Within 6 months of deployment • Within a year of deployment • 12-18months after deployment • 18-24 months after deployment • More than 2 years after deployment 	<p>Click to select the appropriate option.</p> <p>Your deployment slot is the date notified to you by the ContactPoint project when you will be able to connect your system to ContactPoint</p>

Question	Drop down options	Guidance
<p>Q32 Do you expect users of your CMS to be able to access ContactPoint directly, without having to enter a separate set of login credentials? (Single Sign On)</p>	<ul style="list-style-type: none"> • Yes • No 	<p>Select Yes if you expect that you will be able to sign on to the CMS and this will automatically give you appropriate access rights to the CMS and ContactPoint.</p> <p>Select No if you expect to logon to your CMS and ContactPoint separately, using different login details.</p>
<p>Q33 Do you intend to use a data hub to connect your CMS to ContactPoint? If so, please provide details in Q34.</p>	<ul style="list-style-type: none"> • Yes • No 	<p>Data hubs are available from vendors to allow multiple CMS to connect to ContactPoint.</p> <p>Enter Yes if you expect to use a data hub and provide details in the box in Q34.</p> <p>Select No if you do not expect to use a data hub.</p>
<p>Q34 Please enter your comments or notes in the space provided.</p>		<p>This box will allow up to 4000 characters to be entered. Please use this space to provide further details on any of the above questions.</p>

Please remember to click the  button to save your changes.