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| Samantha Kerr  [request-537161-5f1799c6@whatdotheyknow.com](mailto:request-537161-5f1799c6@whatdotheyknow.com)  **Our ref: Gov/CAF 18-148** | Cafcass National Office  3rd Floor  21 Bloomsbury Street  London  WC1B 3HF  Tel 0300 456 4000 |
|  | 02 January 2019 |

Dear Ms Kerr,

**Re: Freedom of Information Request - Internal Review**

Thank you for your email of 26 December 2018. You requested an internal review of the response to your Freedom of Information request which was sent to you on 19 December 2018. An internal review involves a review of the decision on disclosure in the original response and the way in which the request was handled. The internal reviewer can either uphold or overturn the original decision.

Melanie Carew, Head of Legal, who was not party to the original decision, has now conducted the internal review. Please see her response below.

The response to the Freedom of Information request is upheld as an appropriate response. The Cafcass Supervision policy (available at <https://www.cafcass.gov.uk/about-cafcass/policies/>) sets out how the recommendations made to the court are quality assured and how the work of Family Court Advisors is supervised. External inspection of the work of Cafcass is undertaken by Ofsted who inspected Cafcass in 2018 and their report can be accessed here <https://www.cafcass.gov.uk/2018/03/29/watershed-moment-for-cafcass-as-inspectors-deliver-outstanding-rating-for-its-child-centred-practice/>

In response to your email sent on 26 December 2018 seeking a summary of the policies of Cafcass; we try to ensure that the documents produced by Cafcass are as accessible as possible and written in plain English and we do not have any documents which represent a summary of policy and are therefore unable to provide any further information.

We hope that you feel your question has been answered effectively. If you are dissatisfied with the way the internal review is handled or with the final decision made at that review about the information released, you are free to contact the Information Commissioner’s Office (<https://ico.org.uk/>):

**Post Fax**  
Information Commissioner's Office 01625 524 510  
Wycliffe House, Water Lane, **Tel**

Wilmslow, 0303 123 1113

Cheshire **E-mail**  
SK9 5AF [casework@ico.org.uk](mailto:casework@ico.org.uk)

Yours sincerely,

Governance Team

Cafcass

[Governance@cafcass.gov.uk](mailto:Governance@cafcass.gov.uk)