



Victoria Soeder
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Your ref: CAF 18-163
Our ref: Gov/CAF 18-163

Tel 0300 456 4000

31 January 2019

Dear Ms Soeder,

Re: Freedom of Information Request - Internal Review

Thank you for your email of 11 January 2019. You requested an internal review of the response to your Freedom of Information request (CAF18-163) which was sent to you on 03 January 2019. 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 on whether to release the information, has now conducted the internal review. Please see their response below.

In your Freedom of Information request, you asked 'what training are FCA's, Manager, CAFCASS staff and NIS staff provided on on Quality Assurance?'. In our response, we stated that Cafcass does not have training specifically on the issue of Quality Assurance. All training for our staff underpins our focus on being child-centred and looking at the issues from the perspective of the child, taking into account risk factors, evidence-based assessments, and diversity issues. Cafcass has a Quality Assurance and Impact (QAI) Framework which contains guidance on how to assess and quality assure case work. A copy of the QAI Framework is attached. As Cafcass does not have training specifically on the issue of Quality Assurance, this part of the response is upheld.

You asked 'what E-learning modules does Cafcass provide to FCA's on using the QAI framework'. In our response we explained that Cafcass does not have an eLearning module on using the QAI Framework. It was also explained that the QAI Framework itself contains guidance on how to assess and quality assure case work. As Cafcass does not have an eLearning module on using the (QAI) Framework, this part of the response is upheld.

Edward Timpson CBE Chair
Anthony Douglas CBE Chief Executive





You asked was the 'QAI produced by an independent or nationally recognised qualified team'. As stated in our response to your Freedom of Information request, the QAI Framework is an internal document to Cafcass which was produced by the Cafcass National Improvement Service (NIS) and agreed by the Operational Management Team (OMT). The role of NIS was outlined on our response to your request. Therefore this part of the response is upheld.

In your request for an internal review you also asked for the following additional information:

1. FCA's who have started employment with Cafcass month on month year on year since the core modules have been made available to FCA's breaking this down into service areas
2. How many FCA's have left employment from Cafcass month on month year on year broken down into service areas since the core modules have been available to staff in Cafcass.

Please find attached a spreadsheet which contains the number of FCAs who have commenced employment at Cafcass since August 2012, and the number of FCAs who have left Cafcass' employment since August 2012. August 2012 is when the core modules were first launched at Cafcass. This data covers the period 1st August 2012 – 31st December 2018 and broken down by month and service area.

Please note that the data includes Agency FCAs as these staff are also required to complete the core modules.

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/>):

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Wilmslow,
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SK9 5AF

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Yours sincerely,

Governance Team

Edward Timpson CBE Chair
Anthony Douglas CBE Chief Executive





Cafcass

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