



Victoria Soeder
request-540577-0449ba39@whatdotheyknow.com

Cafcass National Office
3rd Floor
21 Bloomsbury Street
London
WC1B 3HF

Your ref: CAF 18-172
Our ref: Gov/CAF 18-172

Tel 0300 456 4000

31 January 2019

Dear Ms Soeder,

Re: Freedom of Information Request - Internal Review

Thank you for your email of 10 January 2019. You requested an internal review of the response to your Freedom of Information request (CAF18-172) which was sent to you on 08 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 request for an internal review, you stated the following:

I am dissatisfied with your response. In real terms Cafcass do in fact “redefine” NHS specialist medical guidance therefore your practice ‘must’ match up to some policy or procedure therefore I believe Cafcass must hold information that affords them to redefine medical symptoms.

In your original request, you asked for ‘*the Cafcass policies and procedures that allow the Cafcass CST to deny/invalidate NHS Specialist Medical guidelines or deny/invalidate NHS medical specialist definitions of diagnosis*’ and asked whether ‘*the Cafcass CST have a policy where they have special measures or power in law to refute/invalidate NHS specialist medical guidelines or deny NHS medical specialists definitions of diagnosis?*’ We explained in our response that Cafcass does not have a policies or procedures of this nature and provided a link to our policies page on our [website](#) and to the [Complaints and Compliments Procedure](#) which sets out how complaints are handled at Cafcass and the process followed by the Customer Services Team when handling complaints.

Edward Timpson CBE Chair
Anthony Douglas CBE Chief Executive





Cafcass does not have a policy, procedure or hold any documents or information that permits the Customer Services Team, FCAs or any other Cafcass staff to redefine medical symptoms or to deny/invalidate NHS Specialist Medical guideline or medical specialist definitions of diagnosis.

The response to your Freedom of Information request is therefore upheld.

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

Information Commissioner's Office
Wycliffe House, Water Lane,
Wilmslow,
Cheshire
SK9 5AF

Fax

01625 524 510

Tel

0303 123 1113

E-mail

casework@ico.org.uk

Yours sincerely,

Governance Team

Cafcass

Governance@cafcass.gov.uk

Edward Timpson CBE Chair
Anthony Douglas CBE Chief Executive

