



Victoria Soeder
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Cafcass National Office
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21 Bloomsbury Street
London
WC1B 3HF

Your ref: CAF 18-170
Our ref: Gov/CAF 18-170

Tel 0300 456 4000

05 February 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 (CAF18-170) which was sent to you on 09 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.

I am dissatisfied with your response. You state "your (Cafcass) VISION is to ensure you never 'knowingly act in a way that could give rise to the perception of bias or discrimination' therefore please provide "specific information" on how in real terms and in "actual practice" CAFCAS FCA's avoid being discriminatory and "adhere to specific guidelines/policies & procedures" ensuring they are working in a manner the is anti discriminatory as it stands the information you have provided does not show how Cafcass FCA's practice matches any anti discriminatory guidelines.

Cafcass has previously provided you with links to our various policies that outline our practice in regards to equality, diversity and antidiscrimination, including our Diversity and Inclusion strategy and our Operating Framework, which contains guidance on anti-discriminatory practice. Copies of these documents are attached to this response. Cafcass has customer care standards to make sure we treat everyone we work with fairly and equally in providing a consistently good to outstanding service. We say to service users that we will:

- provide a friendly, helpful professional service and treat you with respect
- treat you fairly and allow you to access our services
- give you the information you need and work hard to get things right for your children
- provide clear information about our services that you can access easily

Edward Timpson CBE Chair
Anthony Douglas CBE Chief Executive





- use plain English, avoid jargon, translate information and put it into other formats when you need it
- use your comments and feedback to improve our services
- make sure that our complaints process is clear, easy to understand and fair, and that we solve problems quickly.

Cafcass has no further specific information on how in real terms and in actual practice FCA's avoid being discriminatory and adhere to specific guidelines/policies & procedures, as the approach to be followed is outlined in our policies.

Please see our [Supervision Policy](#) for general information on how Cafcass practitioners' work is monitored, a copy of which is attached. Noncompliance with Cafcass policies and procedures by staff is handled in line with our [Employee Relations policy](#), a copy of which is attached.

[You refer to the Equality Act in one liner statements in your policies therefore can you provide information guidelines specifically direct/explain to the FCA "how to work within 2010 Equality Act.](#)

Cafcass has previously provided you with links to our various policies that outline our practice in regards to equality, diversity and antidiscrimination, including our Equality and Diversity strategy and our Operating Framework, which contains guidance on anti-discriminatory practice. Copies of these documents are attached to this response. Cafcass has no further guidelines for FCAs which explain how to work within the 2010 Equality Act.

[Also provide details of FCA training Cafcass provide to FCA's on diversity & specifically training on anti discriminatory practice.](#)

Cafcass has a Diversity and Inclusion eLearning module for FCAs. Cafcass also has eLearning modules on diversity issues such as dyslexia awareness and LGBT+ in Cafcass.

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

Edward Timpson CBE Chair
Anthony Douglas CBE Chief Executive





Yours sincerely,

Governance Team

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Anthony Douglas CBE Chief Executive



Cafcass, the Children and Family Court Advisory and Support Service, is a non-departmental body of the Ministry of Justice
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