



Victoria Soeder
request-540279-984e5e4b@whatdotheyknow.com

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

Your ref: CAF 19-036
Our ref: Gov/CAF 19-036

Tel 0300 456 4000

18 February 2019

Dear Ms Soeder,

Re: Freedom of Information Request

Thank you for your email of 25 January 2019. You made the following requests for information:

1. For the benefit of the disabled reader & disabled SU can you simply provide "the procedure Cafcass makes available to the FCA to decide whether or not the FCA will or will not provide a reasonable adjustment."

Cafcass does not have a procedure for FCA to decide whether or not they will or will not provide a reasonable adjustment.

We have previously provided you with Cafcass policies on anti-discriminatory practice. Cafcass does not have separate policies and procedures in regards to FCAs deciding whether or not they will or will not provide a reasonable adjustment. The duty of the Cafcass officer is to provide the court with a recommendation which is based in part on their professional assessment of the circumstances as presented and/or as provided to the court. The focus for Cafcass practitioners when making their recommendations to the court is the needs of individual children.

As stated in [Cafcass' Complaints and Compliments Procedure](#), 'reasonable adjustments are made for complainants with disabilities or those who otherwise need help in submitting their complaint, under Cafcass' Diversity and Inclusion Strategy' (paragraph 1.4). Such reasonable adjustments would include alternative means of communicating with the complainant and this could include a Cafcass Customer Services Manager meeting with the complainant if practicable and if other options to progress the complaint were not possible. Cafcass expects that every complainant will be treated equally and allows the Customer Service team the discretion to make

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any necessary adjustments to achieve this. Please find a copy of the Cafcass' Complaints and Compliments Procedure attached.

2. Please supply the "decision making process" that the FCA follows to make or not make reasonable adjustments.

Cafcass does not have a decision making process that FCA follows to make or not make reasonable adjustments. We have previously provided you with Cafcass policies on anti-discriminatory practice.

We hope that you feel your question has been answered effectively. If you are unhappy with the decisions made in relation to your request, you may ask for an internal review to be undertaken. 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

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