



## Children and Family Court Advisory and Support Service

Paper for the Cafcass Board meeting on 10<sup>th</sup> December 2010

### Performance report: October 2010

<b>1</b>	<b>Aim &amp; purpose</b>
1.1	To provide the Board with an overview of the operational service position as at 31 October 2010.
<b>2</b>	<b>Action for the Board</b>
2.1	This report is for information and discussion only.
<b>3</b>	<b>Recommendation</b>
3.1	For the Board to note the report and key issues.

Key Performance Indicator (KPI)	Target	Performance	Trend
1: Public allocated workload	97%	97.8% (Green)	↑
2: Private allocated workload	97%	94.9% (Amber)	↑
3: Safeguarding assessments rated as satisfactory or higher	97%	96.5% (Amber)	↔
4: Service users expressing overall satisfaction	65%	59.2% (Amber)	↓
5: Risk assessment duty rated as satisfactory or higher	Tbc		
6: Care cases allocated by CMC date	97% (by Mar-11)	75.3%	↑
7a: Multiple issue section 7 reports filed by agreed date	tbc	64.1%	↑
7b: Single issue section 7 reports filed by agreed date	tbc	65.7%	↑
7c: Risk assessment section 7 reports filed by agreed date	tbc	77.6%	↑
7d: Wishes & feelings section 7 reports filed by agreed date	tbc	73.8%	↑

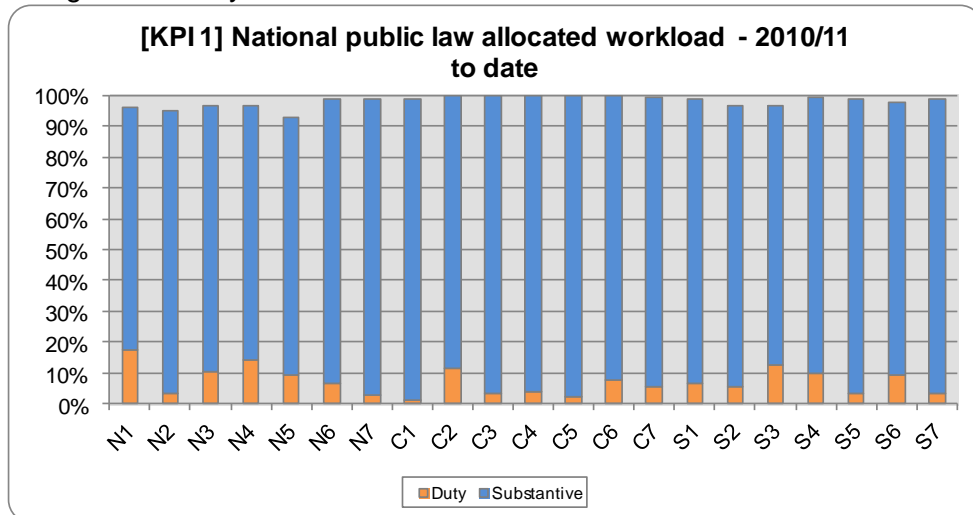
**Bruce Clark** – Director of Policy

**Andrew Thorpe** – Senior Research & Data Analyst

**Public law - KPI 1: Public law workload allocated at month end**

<b>Target:</b>	<b>97%</b>
<b>Performance:</b>	<b>97.8% (Green)</b>
<b>Trend:</b>	<b>↑</b>

This indicator measures all public law cases, received and ongoing, as a snapshot at the end of the month. All public law cases should be allocated upon receipt either on a duty or substantive basis. Cases should remain allocated until the case is closed, though this may involve reallocation or changes from duty allocation to substantive allocation.



For this measure a year to date average is reported to build a picture of performance for the year as it progresses. Performance for this indicator has increased from the previous month's figure of 97.5% to 97.8%.

All three operational areas have been able to maintain performance in the amber range of above 90%, with the South and Central areas exceeding the target with 97.5% and 99.6% respectively, despite the continuing care demand increases (see page 4 for further details), in diminishing part through the use of duty advice arrangements.

**Best performance:** C5 is achieving 99.9% this year to date.

**Service area hotspots:** All service areas are within or higher than the amber range of above 90% for the year to date.  
Cafcass performance report: October 2010 (year to date)

**Comparison:** Performance last year to the end of October for this indicator was 92.1%.

**Unallocated:** At end of Oct 2009 = 937 cases (709 care cases)  
At end of Sept 2010 = 183 cases (130 care cases)  
At end of Oct 2010 = **88** cases (**45** care cases)

There are several different stages in which a public law care case can have the status of 'unallocated' in Cafcass' Case Management System (CMS):

- **Stage 1:** Of the 45 unallocated care cases, **4** (8.8%) cases are at the beginning of a case before the Case Management Conference (CMC) has taken place, typically 45 calendar days (6 weeks) from the application issue date.
- **Stage 2:** **9** (20%) cases are beyond CMC, but without a final hearing or final legal output entered on CMS, and between 6 weeks and 29 weeks old, **1** (2.2%) case is between 50 and 79 weeks old, and **1** (2.2%) case is more than 79 weeks old.
- **Stage 3:** **30** (66.7%) cases are beyond final hearing and/or have a final legal output entered in CMS. These will be cases awaiting notice of final legal output from the court, or awaiting administrative closure on CMS.

**Duty:** At end of Oct 2009 = 559 cases (443 care cases)  
At end of Sept 2010 = 903 cases (727 care cases)  
At end of Oct 2010 = **725** cases (**568** care cases)

- Of the 568 duty allocated care cases, **264** (46.5%) cases are at Stage 1.
- **217** (38.2%) cases are at Stage 2 and between 6 and 29 weeks old, **24** (4.2%) are between 30 and 49 weeks old, **12** (2.1%) cases are between 50 and 79 weeks old, and **6** (1.1%) cases are more than 80 weeks old.
- **45** (7.9%) cases are at Stage 3.

The definitions of public law case statuses and stages can be seen on page 14 of this document.

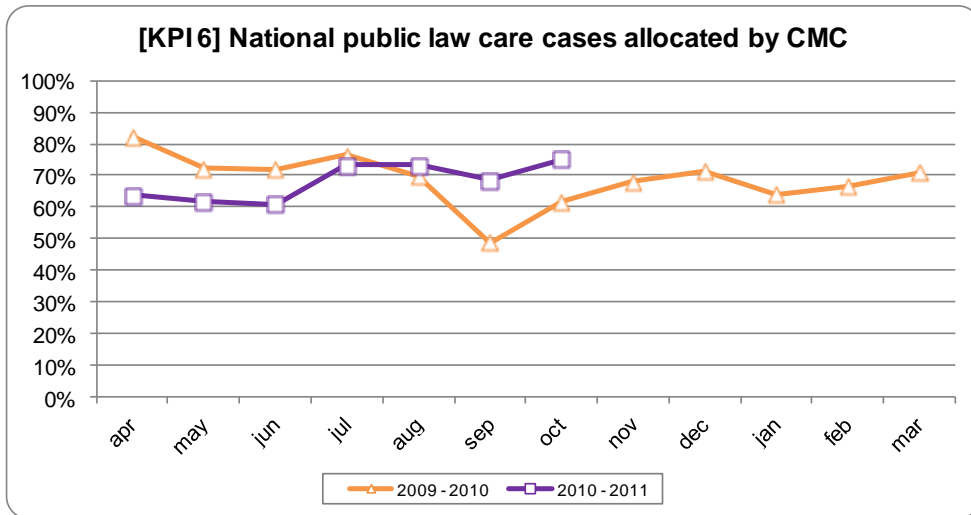
**Public law - KPI 6: Care cases allocated by CMC date**

<b>Target:</b>	<b>97% (by Mar-11)</b>
<b>Performance:</b>	<b>75.3%</b>
<b>Trend:</b>	<b>↑</b>

This indicator is a measure of the ability to allocate, on a substantive basis, a Cafcass Family Court Advisor or self-employed contractor as a Children’s Guardian to all public law care cases by point in time which the Public Law Outline (PLO) specifies that the Case Management Conference (CMC) is to take place.

The purpose of the CMC is to enable the case management judge or case manager, with the co-operation of the parties, actively to manage the case and, at the earliest practicable opportunity, to identify the relevant and key issues and give full case management directions including confirming the Timetable for the Child.

The CMC is expected by the terms of the PLO to take place no later than 45 calendar days of the application issue date, and the precise measurement of the indicator is defined on this basis.



For this measure only the most recent month is reported because the target of 97% is only to be achieved by the end of March 2011. This date

Cafcass performance report: October 2010 (year to date)

has been selected to give time for teams across the country to establish sustainable models of intervention in public law care cases.

In October 2010, 776 care cases were allocated for the first time on a substantive basis, with 75.3% (584 cases) being allocated within 45 calendar days of the issue date of the court application. This is an increase on the previous month’s figure of 68.7%.

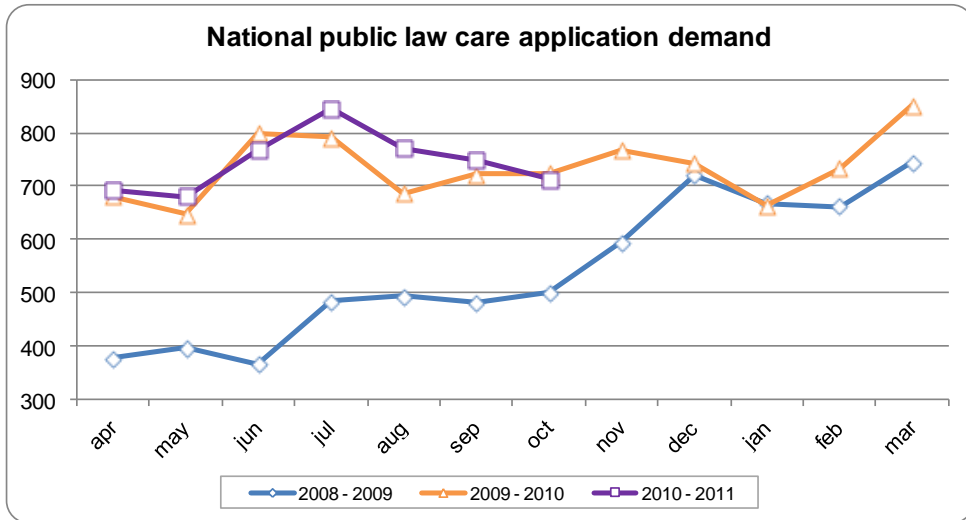
The table below details the number of first time substantive allocations in each individual month of 2010/11 to date, and the average calendar days taken to allocate. A significant number of cases that were initially allocated on a duty basis have been moved to a first substantive allocation in recent months, which has slowed improvement in the level of this KPI.

Month	Number of first substantive care allocations	Average calendar days to allocate
Mar-10	723	26
Apr-10	627	33
May-10	780	34
Jun-10	867	39
Jul-10	849	26
Aug-10	817	27
Sep-10	970	33
Oct-10	776	25

**Best performance:** In October 2010, 100% of Care cases in C1, C3, C4, C6, C7, S2, S5, and S7 were allocated within 45 calendar days of the application issue date.

**Comparison:** National performance in October 2009 for this indicator was 61.6%.

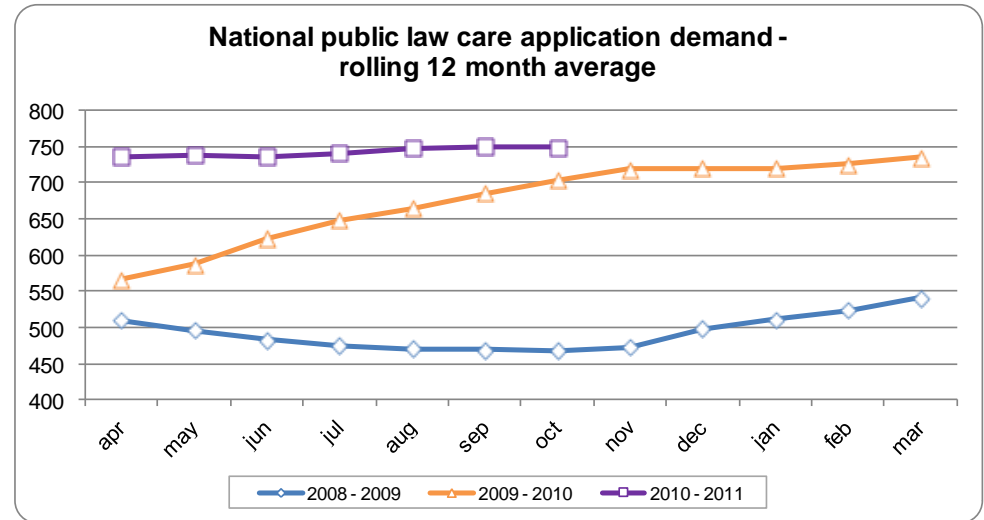
Public law – Care application demand



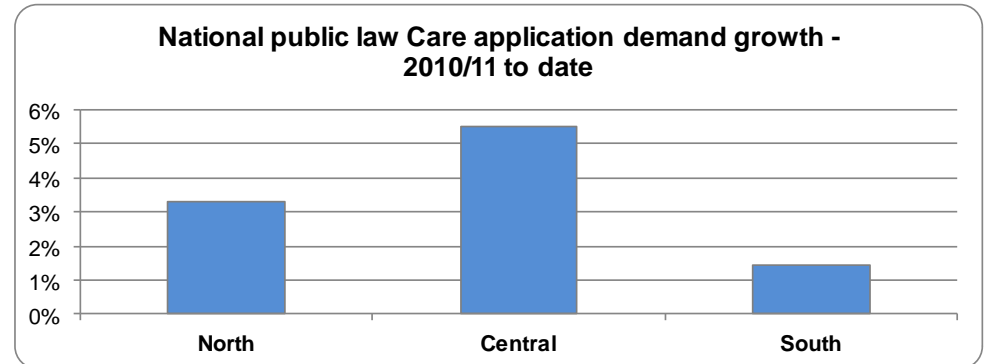
**2008-09** - Following the implementation of the Public Law Outline (PLO) in April 2008, Cafcass experienced a 27.3% drop in demand for care cases across the country from April to June 2008, in comparison to the same period in 2007. Demand levelled off for the period of July to October 2008 but then rose sharply resulting in a significant increase in applications, coinciding with the Baby Peter case. The second half of the 2008-09 year saw nearly 50% more care applications than the first half. Overall, care demand for 2008-09 was up 4% compared to the previous year.

**2009-10** – Care demand remained at unprecedentedly high levels throughout the year. During the year, Cafcass received 8,813 care applications. March 2010 saw the highest ever number of care applications recorded in an individual month, with 851 applications. As a whole, 2009-10 saw a 35.8% increase in public law care applications when compared to 2008/09.

**2010-11** – Comparing April-October 2010 against the same period in the previous year, care demand is up by 3.3% (169 applications), from 5,053 to 5,222 applications. A total of 714 care applications were received in the month of October 2010, a decrease of 1.5% (11 applications) from the 725 applications received in October 2009. Care application demand for all months in the current year have, with the exception of June and October, been the highest ever recorded by Cafcass for those individual months.

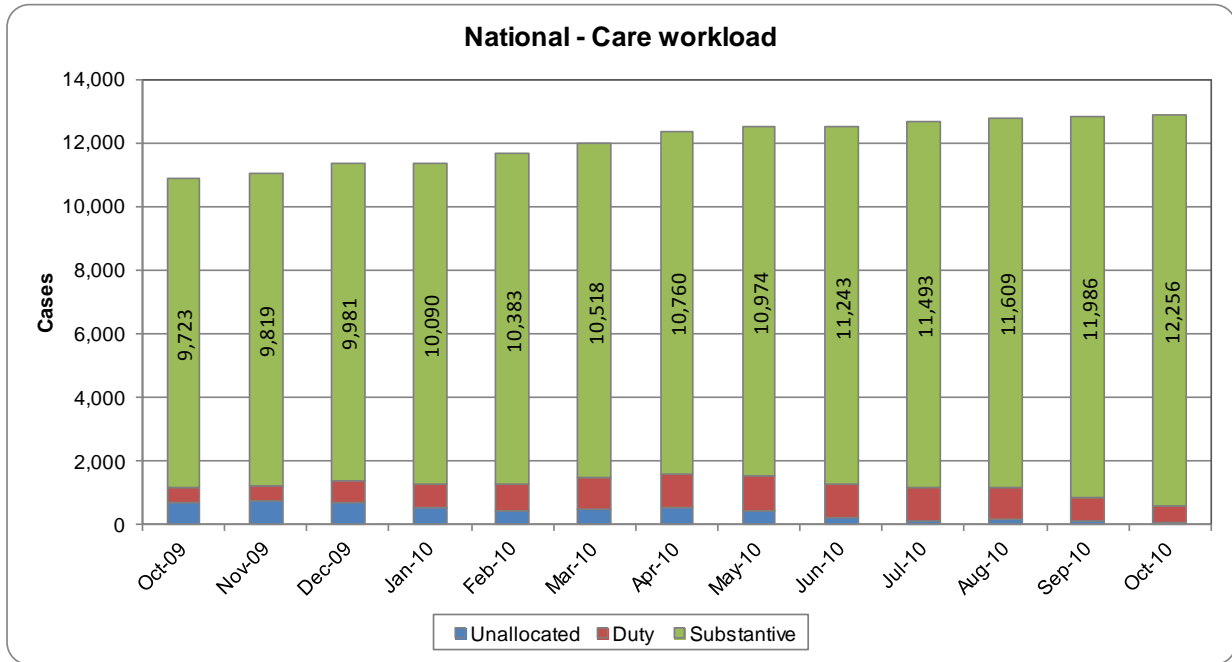


The above graph displays rolling 12 month average for care application demand, as a supplement to the individual month figures. The rolling 12 month average smoothes out the seasonal variations and helps to highlight longer term trends.



Comparing April-October 2010 against the same period in the previous year, care demand is up by 3.3% in the North area from 1,519 to 1,569 applications. Care demand is up by 5.5% in Central area from 1,664 to 1,756 applications. Care demand is up by 1.4% in the South area from 1,870 to 1,897 applications.

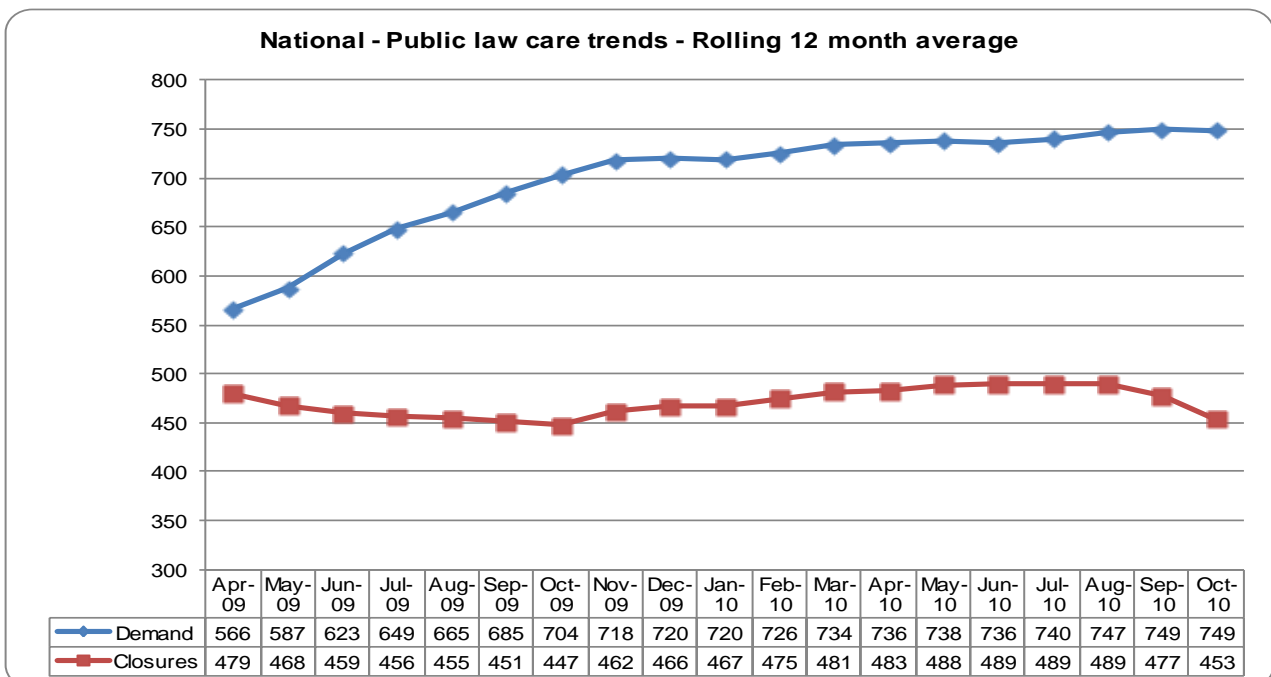
**Public law – Care workload**



	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
Substantive	9,723	9,819	9,981	10,090	10,383	10,518	10,760	10,974	11,243	11,493	11,609	11,986	12,256
Duty	443	439	676	716	850	991	1,061	1,121	1,049	1,049	1,017	727	568
Unallocated	709	774	689	549	430	474	551	422	210	143	159	130	45
<b>Total workload</b>	<b>10,875</b>	<b>11,032</b>	<b>11,346</b>	<b>11,355</b>	<b>11,663</b>	<b>11,983</b>	<b>12,372</b>	<b>12,517</b>	<b>12,502</b>	<b>12,685</b>	<b>12,785</b>	<b>12,843</b>	<b>12,869</b>

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
Substantive	89.4%	89.0%	88.0%	88.9%	89.0%	87.8%	87.0%	87.7%	89.9%	90.6%	90.8%	93.3%	95.2%
Duty	4.1%	4.0%	6.0%	6.3%	7.3%	8.3%	8.6%	9.0%	8.4%	8.3%	8.0%	5.7%	4.4%
Unallocated	6.5%	7.0%	6.1%	4.8%	3.7%	4.0%	4.5%	3.4%	1.7%	1.1%	1.2%	1.0%	0.3%

As a result of the continuing rise in Care application demand since November 2008, Cafcass has seen a steady increase in the size of the overall national Care case workload, as evidenced in the above graph. The graph shows the reduction of unallocated cases, from 709 in October 2009 to 45 in October 2010, and the decreased number of cases allocated on a duty basis, from 1121 in May 2010 to 568 in October 2010. On the whole, Cafcass is now dealing, on a substantively allocated basis (Children’s Guardian appointed), with around 26% (or 2,500) more Care cases in October 2010 compared to October 2009.



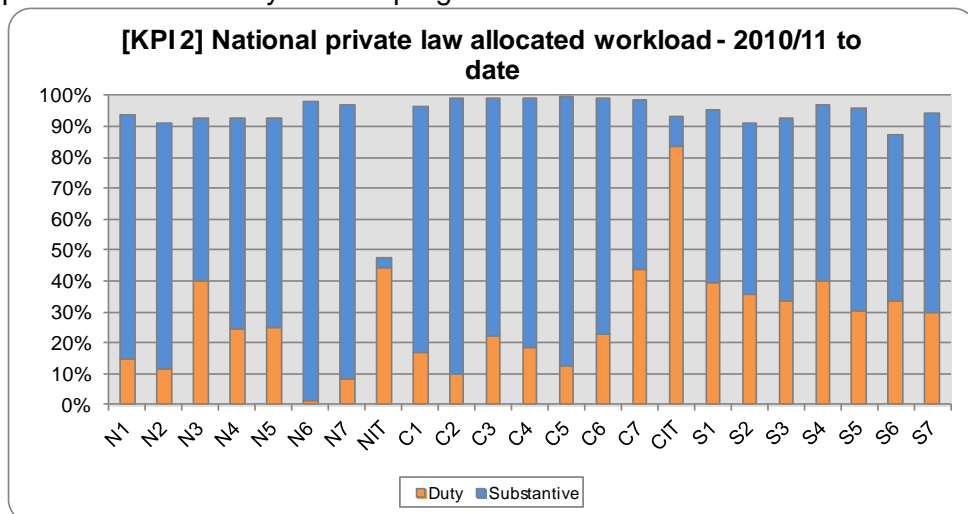
NB. Care closures in the most recent (2-3) months are not all concluded due to closure procedures and awaiting court orders.

**Private law - KPI 2: Private law workload allocated at month end**

<b>Target:</b>	<b>97%</b>
<b>Performance:</b>	<b>94.9% (Amber)</b>
<b>Trend:</b>	<b>↑</b>

This indicator measures all private law cases received and ongoing, as a snapshot at the end of the month. It is expected that all private law cases will be allocated upon receipt, and that they will remain allocated, either on a duty or substantive basis, until the case is closed.

For this measure a year to date average is reported to build a picture of performance for the year as it progresses.



Performance for this indicator has increased from the previous month's figure of 94.6% to 94.9%.

**Best Performance:** C5 is achieving 99.5% this year to date.

**Unallocated:** At end of Oct 2009 = 9,177 cases  
 At end of Sept 2010 = 1,120 cases  
 At end of Oct 2010 = **849** cases

There are several different stages in which a private law case can have the status of 'unallocated' in the CMS. Of the seven sub-categories below, Stage 3 b & c are particularly problematic:

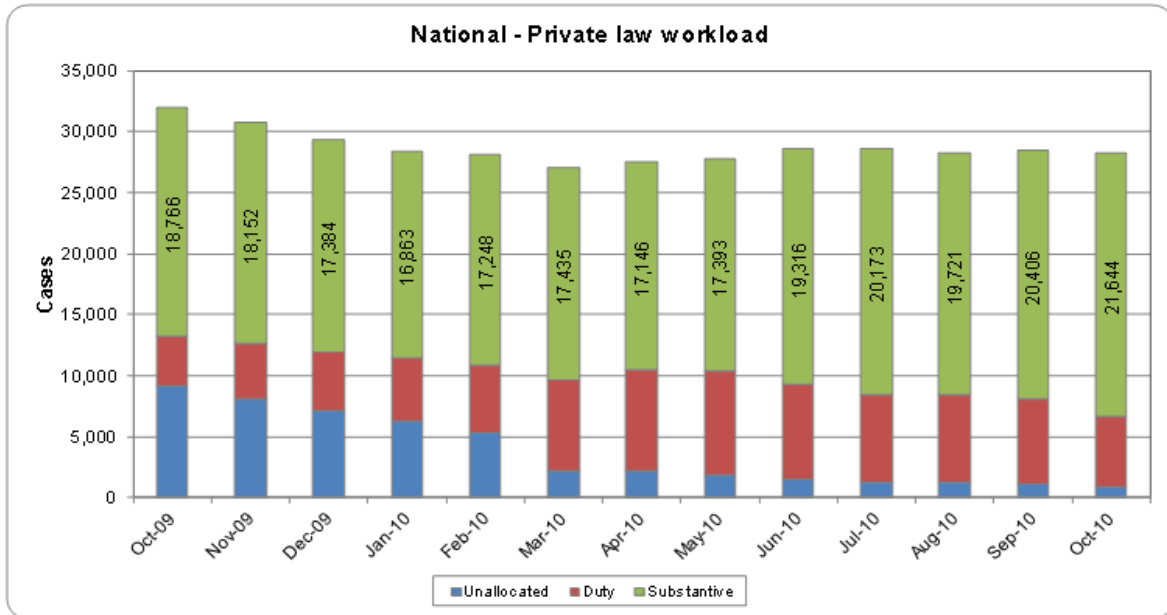
- **Stage 1:** Of the 849 unallocated cases, **111** (13.1%) cases have yet to reach the first hearing.
- **Stage 2a:** **181** (21.3%) cases are after a court hearing at which further Cafcass work has not yet been requested, but a further hearing may have been scheduled, or safeguarding checks are outstanding.
- **Stage 2b:** **173** (20.4%) cases are after a court hearing at which further Cafcass work has not yet been requested, no further hearing has yet been scheduled, and all safeguarding checks are complete.
- **Stage 3a:** **54** (6.4%) cases have a report which has more than 10 weeks until the filing date.
- **Stage 3b:** **71** (8.4%) cases have a report which has less than 10 weeks until the filing date.
- **Stage 3c:** **109** (12.8%) cases have a report which has gone beyond the filing date.
- **Stage 4:** **150** (17.7%) cases have had all reports filed and are awaiting notification of the final outcome.

**Duty:** At end of Oct 2009 = 4,040 cases  
 At end of Sept 2010 = 6,924 cases  
 At end of Oct 2010 = **5,784** cases

- Of the 5,784 duty allocated cases **1,364** (23.6%) cases are at Stage 1.
- **1,594** (27.6%) cases are at Stage 2a.
- **1,021** (17.7%) cases are at Stage 2b.
- **435** (7.5%) cases are at Stage 3a.
- **544** (9.4%) cases are at Stage 3b.
- **356** (6.2%) cases are at Stage 3c.
- **470** (8.1%) cases are at Stage 4.

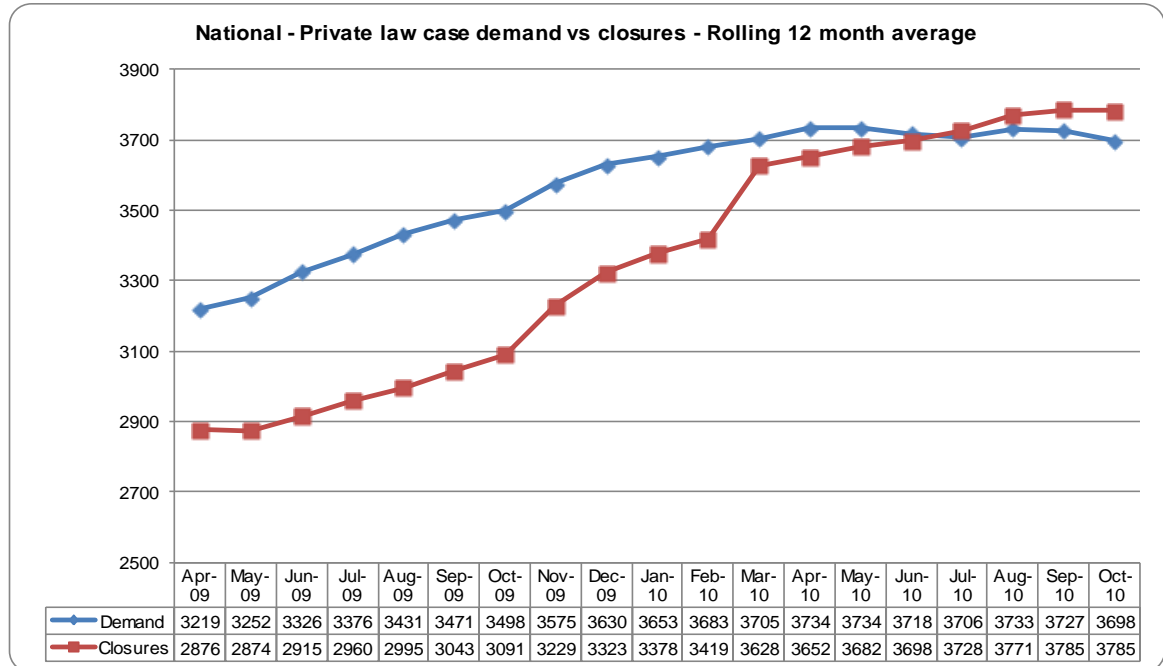
The definitions of private law case statuses and stages can be seen on page 14 of this document.

**Private law – Workload**



	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
Substantive	18,766	18,152	17,384	16,863	17,248	17,435	17,146	17,393	19,316	20,173	19,721	20,406	21,644
Duty	4,040	4,535	4,824	5,245	5,604	7,406	8,192	8,499	7,800	7,153	7,220	6,924	5,784
Unallocated	9,177	8,056	7,083	6,251	5,272	2,180	2,229	1,852	1,431	1,292	1,252	1,120	849
<b>Total workload</b>	<b>31,983</b>	<b>30,743</b>	<b>29,291</b>	<b>28,359</b>	<b>28,124</b>	<b>27,021</b>	<b>27,567</b>	<b>27,744</b>	<b>28,547</b>	<b>28,618</b>	<b>28,193</b>	<b>28,450</b>	<b>28,277</b>

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
Substantive	58.7%	59.0%	59.3%	59.5%	61.3%	64.5%	62.2%	62.7%	67.7%	70.5%	69.9%	71.7%	76.5%
Duty	12.6%	14.8%	16.5%	18.5%	19.9%	27.4%	29.7%	30.6%	27.3%	25.0%	25.6%	24.3%	20.5%
Unallocated	28.7%	26.2%	24.2%	22.0%	18.7%	8.1%	8.1%	6.7%	5.0%	4.5%	4.4%	3.9%	3.0%

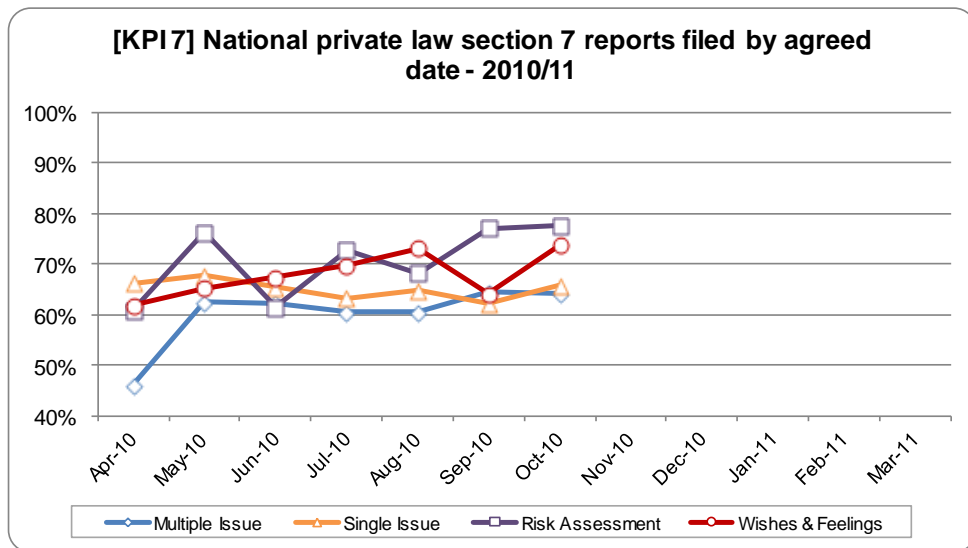


The above graphs clearly show the progress that has been made in reducing the private law unallocated cases, from 9,177 in October 2009 to 849 in October 2010. The main contributing factors to this are that of the increase in duty allocation schemes (first graph), and the acceleration of case closures (second graph). The revised model of private law work, combined with the increased administrative efficiency in closing completed cases, has enabled Cafcass to ensure that case closure levels are now running in line with the number of new incoming cases. The continuing development of specialist early intervention private law services, working alongside the National Business Centre, is now resulting in the increased use of the full allocation status from the outset of private law cases.

**Private law - KPI 7: Section 7 reports filed by agreed date**

KPI	7a – Multiple Issue	7b – Single Issue	7c – Risk Assessment	7d – Wishes & Feelings
<b>Target:</b>	<b>tdc</b>			
<b>Performance:</b>	<b>64.1%</b>	<b>65.7%</b>	<b>77.6%</b>	<b>73.8%</b>
<b>Trend:</b>	↑	↑	↑	↑

Since 1 April 2010, Cafcass has recorded the four distinct types of welfare report that can be ordered under section 7 of the Children Act 1989: multiple issue, single issue, risk assessment, and wishes & feelings. These categories of report are set out in schedule I of the President’s Private Law Programme 2010. This indicator measures the rate of each the four types of section 7 report that are filed by the date agreed between the Court and Cafcass.



Performance against this indicator improved for all types of section 7 reports from the previous month’s figures.

In October 2010, Cafcass filed 507 multiple issue reports, with 325 (64.1%) meeting the filing date. The average time to file was 16.8 weeks, against an average agreed filing time of 16.6 weeks. 505 single issue Cafcass performance report: October 2010 (year to date)

reports were filed, with 332 (65.7%) meeting the filing date. The average time to file was 14.1 weeks, against an average agreed filing time of 13.8 weeks. 49 risk assessment reports were filed, with 38 (77.6%) meeting the filing date. The average time to file was 10.2 weeks, against an average agreed filing time of 10.6 weeks. 263 wishes & feelings reports were filed, with 194 (73.8%) meeting the filing date. The average time to file was 9.3 weeks, against an average agreed filing time of 9.4 weeks.

**Best Performance (October 2010)**

**7a:** N5 and S1 filed 100% of multiple issue reports by the agreed date.

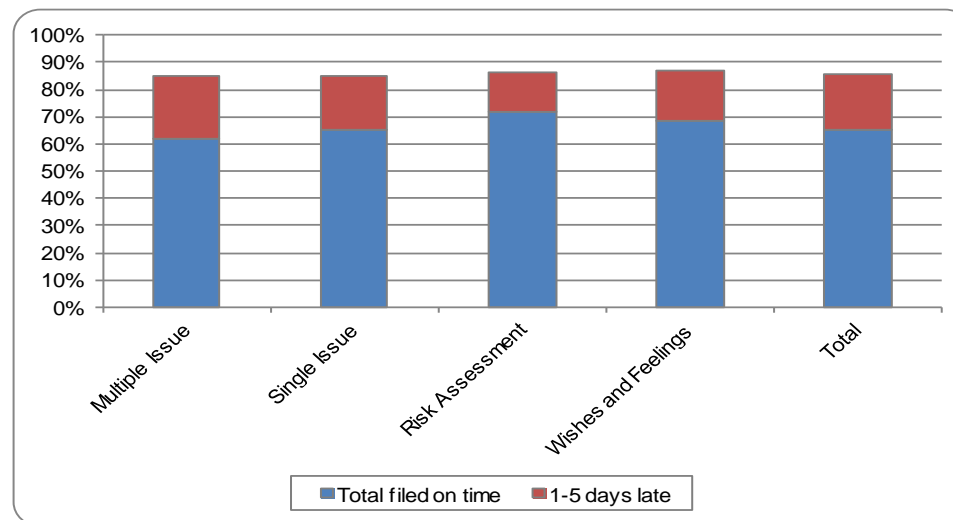
**7b:** N5 filed 100% of single issue reports by the agreed date.

**7c:** N1, N4, N5, C2, C7, and S1 filed 100% of risk assessment reports by the agreed date.

**7d:** N4, N5, N6, and C6 filed 100% of wishes & feelings reports by the agreed date.

**Late reports**

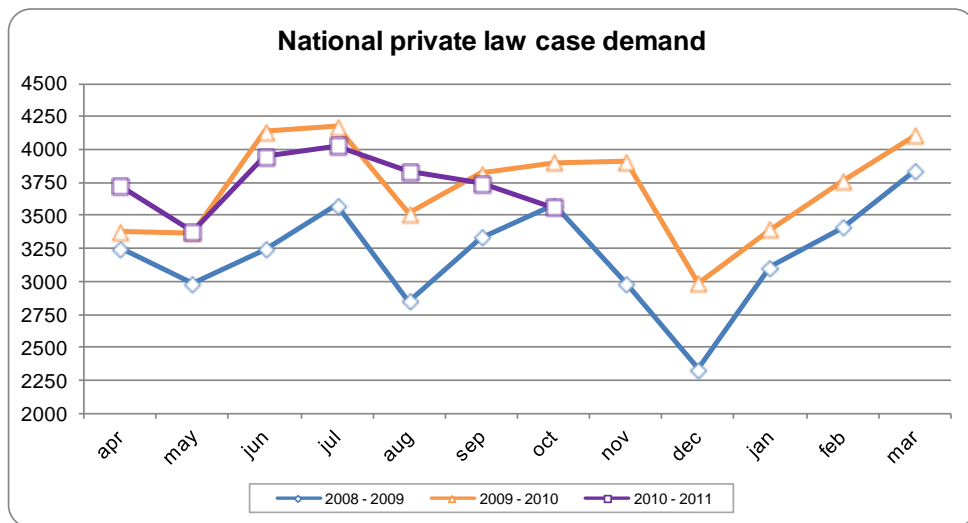
Of the reports that are filed late, more than half are filed within 5 working days of the agreed filing date, and therefore in time for the hearing. The below graph displays the percentage of reports filed on time, and 1 to 5 working days late, for each report type.



**Private law – Case demand**

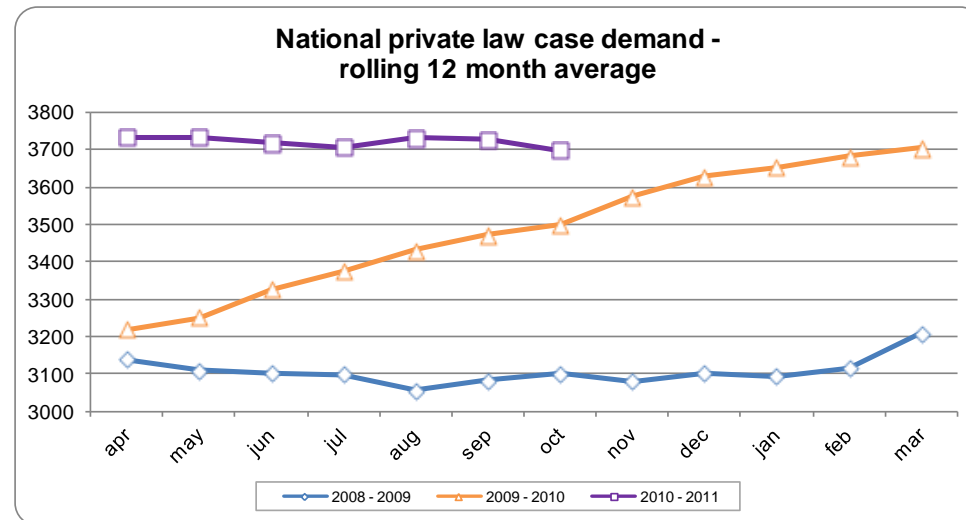
**Private Law Cases**

All court application forms received by Cafcass are screened for possible risks to the child or other family members. Depending on the level of identified safeguarding and welfare issues involved, some cases result in no further work for Cafcass beyond the first court hearing, while some others are dealt with by local authority children’s services.

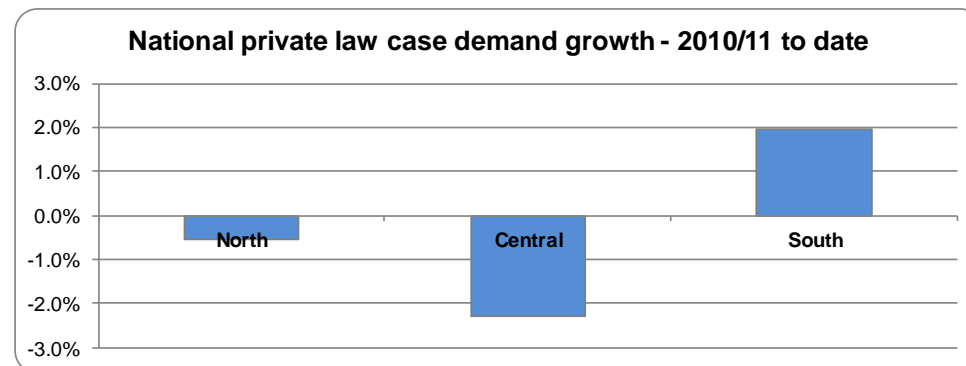


**2009-10** – Comparing the whole year of 2009-10 to the previous year, private law case demand was up by 15.5% (5,959 cases), from 38,501 cases to 44,460 cases. A total of 4,173 cases were received in July 2009, which is the highest private law case demand figure ever recorded for a single month.

**2010-11** - Comparing April-October 2010 against the same period in the previous year, Private law case demand is down 0.3% (79 cases), from 26,295 cases to 26,216 cases. A total of 3,562 cases were received in the month of October 2010, a decrease of 8.7% (338 cases) from the 3,900 cases received in October 2009.



The above graph displays rolling 12 month average for private law case demand, as a supplement to the individual month figures. The rolling 12 month average smoothes out the seasonal variations and helps to highlight longer term trends.

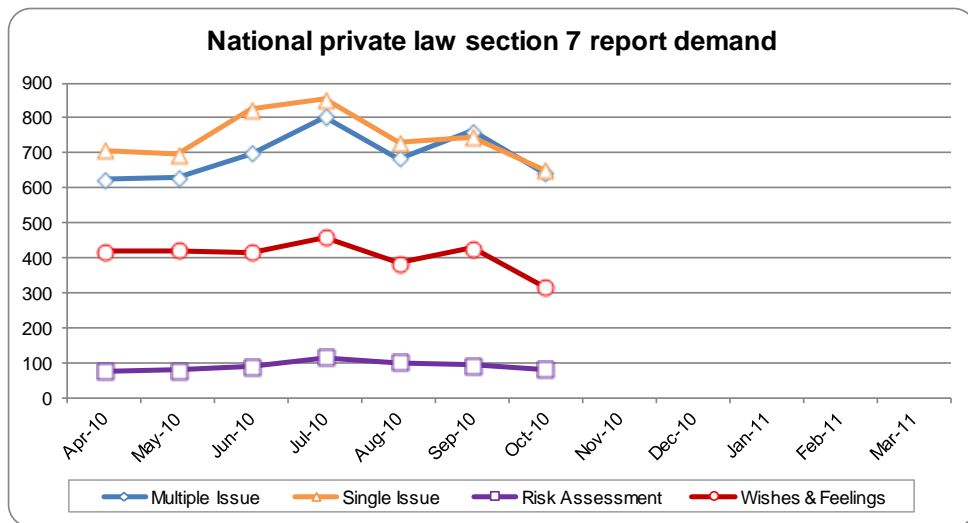


Comparing April-October 2010 against the same period in the previous year, private law case demand is down by 0.5% in the North area, from 7,559 to 7,519 cases. Demand is down by 2.3% in the Central area from 9,537 to 9,319 cases. Demand is up by 1.9% in the South area from 9,199 to 9,378 cases.

**Private law – Further work demand**

**Section 7 Reports**

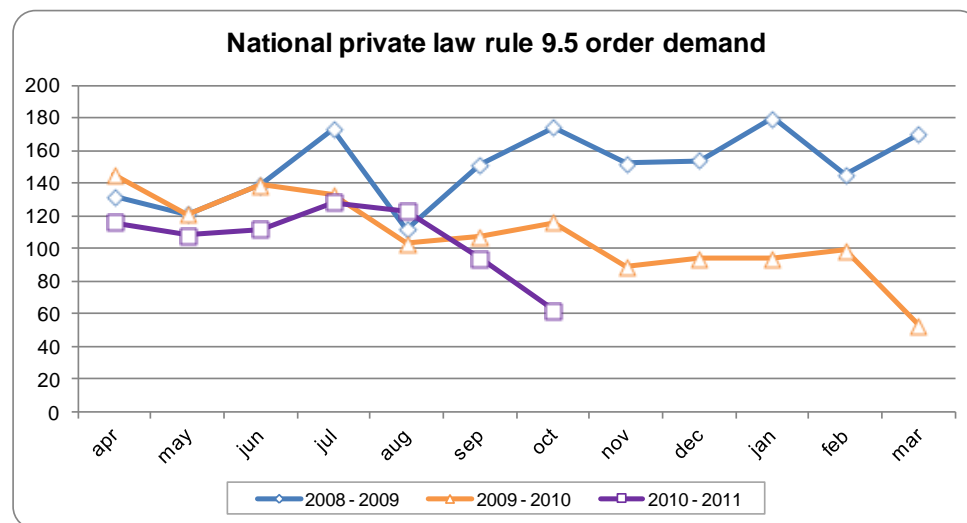
Where the courts request further work by Cafcass, this can take one or more of a number of forms – the most usual type of work is the preparation of a section 7 report.



For the period of April to October 2010, Cafcass has been requested to prepare a total of 13,352 section 7 reports. Single Issue reports have been the most frequent, with 5,209 requests, whilst there have been 4,843 requests for multiple issue reports, 2,845 requests for wishes and feelings reports, and 635 requests for risk assessment reports.

**Rule 9.5 appointments**

Rule 9.5 appointments are ordered where the court decides, in more complex cases, that the child should become party to the proceedings and be separately represented by a guardian ad litem and a solicitor.



**2009-10**

Comparing the whole year of 2009-10 to the previous year, rule 9.5 demand was down by 28.3% (510 orders), from 1,803 orders to 1,293 orders.

**2010-11**

Comparing April-October 2010 against the same period in the previous year, rule 9.5 demand is down by 14.0% (121 orders), from 864 orders to 743 orders.

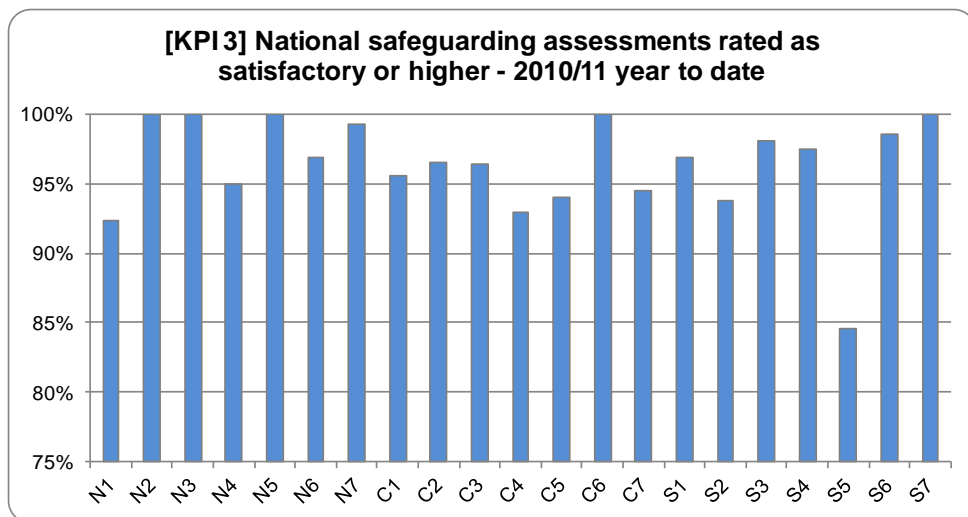
A total of 62 orders were received in the month of October 2010, a decrease of 46.6% (54 orders) from the 116 orders received in October 2009.

**Safeguarding - KPI 3: Safeguarding assessments rated as satisfactory or higher**

<b>Target:</b>	<b>97%</b>
<b>Performance:</b>	<b>96.5% (Amber)</b>
<b>Trend:</b>	↔

Safeguarding is monitored through routine supervision, audits and appraisal using the Quality for Children (Q4C) performance management system. Q4C contains a standardised toolkit that line managers and quality improvement specialist managers use as the basis for their assessment of the quality of staff work.

All Cafcass practitioners will have a sample of their case files assessed through supervision at least twice within the financial year by their line manager. Staff members with a safeguarding assessment rated as inadequate are supervised in accordance with the performance and conduct policy.



Performance for this indicator has remained at the same level as the previous month's figure of 96.5%.

**Best Performance:** N1, N2, N3, N5, and S7 are achieving 100% this year to date.

**Service Area Hotspots:** S5 are achieving 83.5% this year to date (71 of 84 assessments rated as satisfactory).

**Supporting Information**

Nationally, 1,723 safeguarding assessments of practitioners have been carried out this year to date, with 1,663 or 96.5% rated as satisfactory or higher.

**Safeguarding Checks**

Requests for Local Authority checks in private law have been sent by Cafcass for 99.1% of service users in private law cases received in the year to date. The average time for Cafcass to send for Local Authority checks has reduced from 7.6 working days from receipt of the case in April 2010 to 2.5 working days in October 2010. The year to date average is 4.6 working days.

Requests for Police checks have been sent by Cafcass for 99.2% of service users on private law cases received in the year to date. The average time for Cafcass to send for Police checks has reduced from 11.3 working days in April 2010 to 2.6 working days in October 2010. The year to date average is 6.5 working days.

**Safeguarding - KPI 5: Risk assessment duty rated as satisfactory or higher**

KPI 5 will measure the quality of practice in fulfilling Cafcass' section 16A Children Act 1989 risk assessment duty. The commencement for recording of this indicator is to be confirmed.

**Service User Engagement - KPI 4: Service users giving feedback express overall satisfaction with the service they have received from Cafcass**

<b>Target:</b>	<b>65%</b>
<b>Performance:</b>	<b>59.2% (Amber)</b>
<b>Trend:</b>	↓

Cafcass launched HearNow in December 2007 as a mechanism for collecting service user feedback. It is an electronic feedback questionnaire that is completed online.

From 1<sup>st</sup> December 2007 to 31<sup>st</sup> October 2010, we received 1,681 responses complete enough to be included in this analysis of overall satisfaction with Cafcass’ service. Of these responses, 283 children, aged 5-8 years, 531 young people aged 9-17 years and 867 adults completed the survey.

Of the 1,681 responses collected, 1,629 answered questions about their overall satisfaction with Cafcass’ service and of these 964, or 59.2% expressed a positive overall opinion. The confidence interval for this analysis is 4.0%, which is within the desired level of 5%. The confidence interval tells us that if the exercise were repeated one hundred times under the same conditions, the results would fall within 5% either side of our stated result on ninety-five of those one hundred occasions. A confidence interval of 5% is the standard point at which results can be considered universally representative.

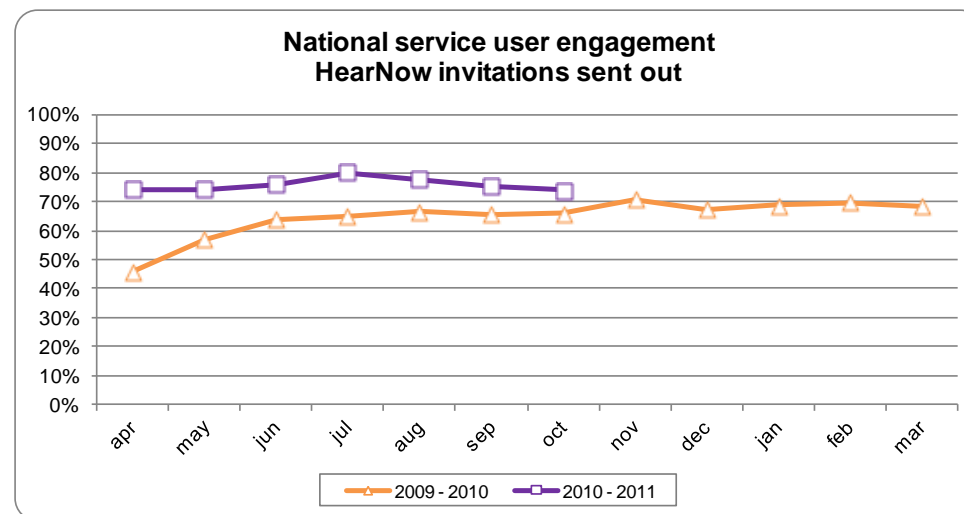
21.6% of services users were either “not sure” or “didn’t know” their level of satisfaction with the level of work performed by their Cafcass practitioner. 19.2% of service users expressed dissatisfaction with Cafcass’ services.

**5 – 8 Years Old:** Younger children (aged 5-8 years) who responded to the survey were most satisfied with Cafcass’ work, with 79.9% (226 children) reporting that their Cafcass workers’ were either “great” (57.2%, 162 children) or “ok” (22.6%, 64 children).

**9 - 17 Years Old:** Among young people (aged 9-17 years), 62.0% (322 young people) have reported being either “very satisfied” (37.0%, 192 young people) or “fairly satisfied” (25.0%, 130 young people) with the service Cafcass provided since the survey began.

**Adults:** Among adults, 49.1% (417 adults) have expressed satisfaction with our service, with 29.0% (247 adults) stating that they were “very satisfied” with our work and 20.1% (170 adults) being “fairly satisfied”.

The graph below displays the percentage of service users who are being given the opportunity to record their feedback via HearNow. The introduction of welcome packs in April 2009 initially increased the number of HearNow invitations sent to service users, although this has levelled off in recent months. Following feedback from staff, the contents of the welcome packs have been revised into a more simplified format, which was introduced in November 2009. The revised packs are expected to have a positive impact on the number of questionnaires that will be completed in the future.



**APPENDIX 1 – Cafcass service area map 2010-11**



**North operational area**

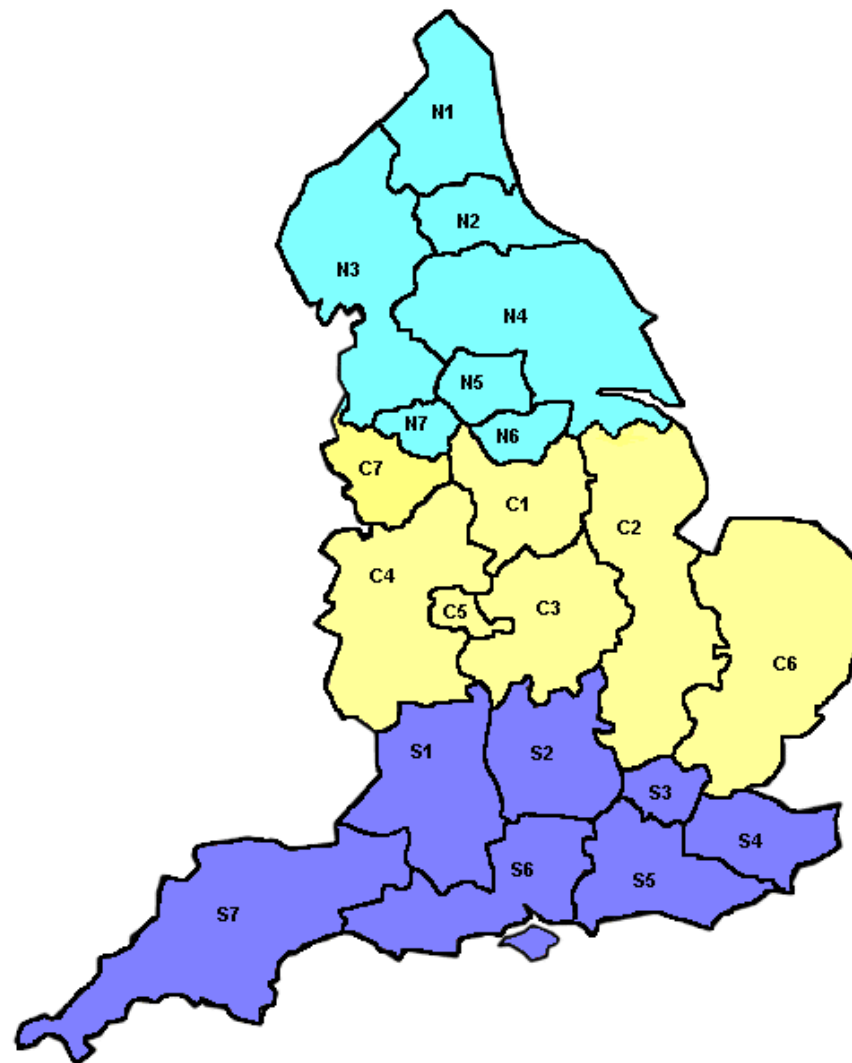
- N1:** North & South of Tyne
- N2:** Durham & Tees Valley
- N3:** Blackburn, Cumbria, Lancaster/Blackpool, & Preston
- N4:** Hull, South Humberside, & York
- N5:** Batley, Bradford, Leeds, & Wakefield
- N6:** Barnsley, Doncaster, Rotherham, & Sheffield
- N7:** Bolton, Manchester, Rochdale, & Stockport
- NIT:** North Intake Team

**Central operational area**

- C1:** Derbyshire & Nottinghamshire
- C2:** Bedfordshire/Hertfordshire, Lincolnshire, & Cambridgeshire
- C3:** Coventry, Leicestershire, & Northamptonshire
- C4:** Shropshire, Staffordshire, Stoke, & Worcestershire
- C5:** Birmingham & Black Country
- C6:** Chelmsford, Colchester, Norfolk, & Suffolk
- C7:** Cheshire, Liverpool, Southport, & St Helens
- CIT:** Central Intake Team

**South operational area**

- S1:** Avon, Gloucestershire, & Wiltshire
- S2:** Berkshire, Milton Keynes, & Oxford
- S3:** Greater London & High Court Team
- S4:** East & West Kent
- S5:** East & West Sussex, & Surrey
- S6:** Dorset, Isle of Wight, North Hampshire, Portsmouth, & Southampton
- S7:** Cornwall, Exeter, Plymouth, & Somerset



## APPENDIX 2 – Cafcass case status and stage definitions

### Case status

**Unallocated** – This category should only comprise brand new cases.

**Duty allocated** – This category comprises where we will both react to incoming information and also will take pro-active steps at appropriate points in time to review the status, needs and level of priority of the case.

**Allocated** – (substantive or fully allocated) cases where the named worker will both react to incoming information and take appropriate pro-active steps and, in addition, will undertake the work that is set out in the case plan, and also in accordance with the courts' requests/directions. A substantive allocation includes the production of the case plan and any required reports for the case. A substantive allocation is also allocation to an appointment of Children's Guardian by the court in s31 care, supervision and other relevant Public Law cases.

### Case stages

#### Private law

**Stage 1** – 'work to first hearing' (WTFH)

**Stage 2** – 'work after first hearing' (WAFH), but where no report (further work) has been ordered.

- **2a** – Outstanding safeguarding checks and/or hearings      **2b** – All safeguarding checks received and no outstanding hearings

**Stage 3** – Post-first hearing private law cases where further work/reports have been requested

- **3a** – Report is due in more than 10 weeks      **3b** – Report is due in less than 10 weeks      **3c** – Report is overdue

**Stage 4** – Post-first hearing private law cases where further work/reports have been requested, and where all reports have been filed. These will be cases awaiting the outcome and where the need for active work has ended.

#### Public law (Care)

**Stage 1** – Pre-CMC hearing public law care cases. 45 calendar days from application date will be used as a proxy as not all CMC hearings are currently being added.

**Stage 2** – Post CMC hearing (45 calendar days) but pre-final hearing and/or final legal output (outcome)

- **2a** – 45 calendar days to 29 weeks      **2b** – 30 weeks to 49 weeks      **2c** – 50 weeks to 79 weeks      **2d** – 80 weeks or more

**Stage 3** – Past final hearing and/or final legal output (outcome) entered in CMS. These will be cases awaiting final legal output (outcome) and/or administrative closure.

- **3a** – less than 4 weeks from last hearing entered in CMS      **3b** – more than 4 weeks from last hearing entered in CMS

#### Public law (Non Care)

**Stage 2** – Post CMC hearing (45 calendar days) but pre-final hearing and/or final legal output (outcome)

- **2a** – 0 days to 29 weeks      **2b** – 30 weeks to 49 weeks      **2c** – 50 weeks or more

**Stage 3** – Past final hearing and/or final legal output (outcome) entered in CMS. These will be cases awaiting final legal output (outcome) and/or administrative closure.

- **3a** – less than 4 weeks from last hearing entered in CMS      **3b** – more than 4 weeks from last hearing entered in CMS