

Case Recording and Retention Policy

Overview of policy

This policy sets out the requirements placed by Cafcass on its staff and contractors relating to case recording and retention.

1.0 Introduction

1.1 This policy includes:

- the requirements for case recording, using Cafcass' Electronic Case Management System (ECMS).¹ The policy also applies when using ECMS mobile.
- the requirements for maintaining the security of information; and
- the roles and responsibilities for the creation, maintenance, access, storage, closure and destruction of case records.²

1.2 This policy must be complied with by everyone who is working for Cafcass, including on a contracted basis, unless there are exceptional reasons which justify a variation. In such situations a clear explanation must be provided in the electronic case file, and a manager notified as soon as possible.

1.3 This policy should be read in conjunction with the Cafcass Reporting to Court policy, for expectations in relation to the sharing of records and transparency of case recording and reporting.

2.0 The case record

2.1 The case record is held on ECMS, consisting of the folders set out in the appendix. Where two Guardians are appointed in the same case, there will be two separate case files on ECMS.

2.2 Practitioners are responsible for:

- Ensuring that each case is reviewed within 48 hours of allocation and the outcome recorded on the ECMS case record.
- Ensuring that case recording in ECMS creates a comprehensive and consistent case record, with information recorded contemporaneously³ whenever appropriate;
- Ensuring that the case record reflects the uniqueness of the child and their family. The record or report should not state that there are 'no diversity issues' or 'no relevant diversity issues' as child centred practice will by its very nature always consider the uniqueness of each child, and be reflected in the recording;
- Updating ECMS with information pertaining to their allocated cases, such as the recording of diversity information, the recording of 'child needs' information and that information in all cases and all law types (e.g. hearing dates, filing dates) is accurate and complete;

¹ Information for staff on using ECMS is available [on the intranet](#)

² A moratorium was introduced in March 2015, during which time no files containing case related data should be destroyed. This remains in place until further notice.

³ For the purposes of case recording in Cafcass, contemporaneous recordings means those made either at the time of the event, or so shortly afterwards that the facts are fresh in the memory of the author. For the purposes of this policy this must be within three working days of the event.

- Clearly marking on the case file any information (including addresses) that is confidential, specifying who it can and cannot be shared with;
- Ensuring that all relevant actions on cases relating to their analysis, planning and intervention are contemporaneously recorded on ECMS;
- Ensuring that relevant information received by them from individuals or agencies external to Cafcass is scanned and saved onto ECMS;
- Ensuring that the case file is updated when Cafcass is made aware of a service user's new address, and recording professional judgement about whether a new local authority check is required;
- Setting up the Outlook auto-forwarding rule to forward ECMS alert notifications to the locally agreed business services mailbox, when out of the office; and
- Setting up an auto-forward for business services staff, so that business services staff are alerted to incoming correspondence.

2.3 Business services managers are responsible for:

- having systems in place so that all case related communication and information processed by Cafcass is recorded in the contact log by the recipient and, within one working day, scanned to ECMS. This includes information received from any source (e.g. telephone message, letter or personal caller) with date, time, information or message and any action required, to alert the practitioner or manager responsible; and
- arranging for any paper court bundles or items belonging to service users, in the care of Cafcass as part of indirect contact arrangements, to be stored securely on Cafcass premises for as long as required.

2.4 Service managers are responsible for:

- ensuring there is a duty system in place so that information from any source is recorded on the contact log by its recipient, and that the SM or allocated practitioner is alerted;
- ensuring the correct allocation of work in ECMS;
- overseeing quality of casework, decisions and case closure in ECMS;
- entering on the case record: case-related information prior to allocation; case related actions arising from supervision or complaints; case-related information if the practitioner has an extended absence from work;
- ensuring that the approval process is carried out in ECMS for each report or letter filed. Only FCAs having been assessed to 'self-file' by the Service Manager within the Cafcass PLR system have the permission to opt to self-approve in ECMS. All other reports should be approved by a Practice Supervisor or Service Manager;
- not approving any report where any changes are needed to bring it up to a good standard;
- ensuring that the approver does not make track changes or amendments to the report; any changes required should be noted using the Microsoft Word 'Comments' facility or, if extensive, in an attached Word document or Quality Assurance & Impact (QAI) tool.

2.5 Paper court bundles are not to be scanned or saved to ECMS. They are to be kept in paper form in a secure office location throughout the life of the case and shredded at the point of case closure. When documents that make up the court bundle are received electronically and saved to ECMS, these should be added to the 'court bundle' folder in ECMS, which is automatically deleted following case closure.

2.6 A paper file will only ever be created and held to store documents that cannot be scanned (for example a child's drawing that is too large to be scanned). Most documents can be

scanned, and originals returned to source or destroyed, once the quality of the scan has been checked.

- 2.7 In private law cases the Cafcass Intake Team will set up the file on ECMS and will be responsible for transferring cases to local teams when the screening stage is complete. In public law cases this is done locally. ECMS is organised into separate sections as set out in the appendix.

3.0 Cafcass Associates and ECMS

- 3.1 When a case is allocated to a Cafcass Associate the case will also be created in ECMS. Associates are required to ensure all their case work is completed on Cafcass current templates, apart from the completion of the electronic contact log. Associates must submit a completed activity log which can serve the same purpose as a contact log as it includes all relevant data to enable business services to update ECMS.

4.0 Security of information in all cases

- 4.1 Documents saved to ECMS must follow this standard file naming convention: case name, Cafcass case number, document name.
- 4.2 Reports must be filed as PDF files, and the filed version saved as a PDF in ECMS, so that the document can no longer be amended. The date on which a report is filed at court must be recorded in the contact log. Any earlier draft version(s) should be deleted from ECMS at the point at which finalised reports are saved as a PDF and filed, apart from one Word version of the court report, to allow for future submissions that require additions to the original. When sending the report for approval, it is automatically created into a PDF on approval. On initiating the process, FCAs must not tick the box to delete the Word document.
- 4.3 Any other documents to be sent externally, including letters, must be saved as a PDF file prior to emailing so they cannot be amended and track changes cannot be viewed by the recipient. The letter must be uploaded and saved to the ECMS correspondence section, with the sending recorded on the contact log.
- 4.4 Third party paper documents that are scanned to ECMS as part of the case record (e.g. a child's drawing, correspondence from third parties) must be scanned and saved to ECMS within seven days of receipt of the document by Cafcass. The scanned image must be checked for legibility and the original then destroyed or returned to source (as deemed appropriate by the FCA).
- 4.5 If a paper file is necessary for items that cannot be scanned, the items must be stored in locked cabinets when not being actively worked on, and a record of the location completed in the contact log. No case-related information may be left unsecured. Workstations must be cleared of case-related material when the worker using the material completes the work or leaves the office for more than a brief period. Any member of staff finding unsecured case-related information must take action to secure it.⁴

⁴ See the [Cafcass Information Assurance Policy](#) for more detailed guidance about the security of all (i.e. not just case related) information.

- 4.6 Hard copies of Cafcass case related documents containing personal/sensitive personal information (e.g. safeguarding letters and court reports) should not be printed or removed from Cafcass offices (including home-based offices). All documents contained within ECMS can be accessed and worked on offline and should not be printed from ECMS for reference. Court bundles received in paper form from local authorities should be used throughout the life of the case and shredded at case closure (see paragraph 2.5). In situations where staff or Associates must carry case-related paper information away from its secure base all necessary steps must be taken to ensure its location is always known, its security, and its later destruction.⁵
- 4.7 The printing of personal/sensitive personal information provided by third parties (e.g. police, health bodies and local authorities) about service users is prohibited in all circumstances.
- 4.8 All Cafcass case related data is at the security classification level OFFICIAL and will usually contain sensitive personal information of service users. It therefore needs to be sent securely when it is shared or transferred to avoid unauthorised disclosure, which could breach the Data Protection Act 2018 and the Family Procedure Rules 2010. For guidance on how to share and transfer case related data by post or by email please refer to appendix 3.
- 4.9 When case-related paper information is being moved between offices, the business services managers at the initiating and receiving office must be informed so that the movement of the file can be tracked. The office that sends the document or file retains responsibility for the file until it is signed for by the receiving office.
- 4.10 The receiving office must be informed, by the initiating office, of the expected arrival time of case-related paper information. Its receipt must be confirmed by email and its location recorded in ECMS.
- 4.11 Neither paper documents nor the case-related data that is stored on a laptop or other electronic device are to be left unattended, for example in a car, on public transport or in any other public place. Laptops and tablets should always be locked when not in use. The person responsible for the information should always know its location.
- 4.12 When ECMS is accessed offline away from a Cafcass office e.g. in court or at home, the practitioner is responsible for its safety. The screen must be kept out of view of others to ensure the information is kept safe.
- 4.13 The case record may only be accessed for the purposes of case work (such as quality assurance) including recording case-related messages; and for research or other corporate reporting needs (e.g. aggregation for inspections, reports for Ministers).
- 4.14 When a case needs to be sealed for a serious case review, an electronic copy of the file must be taken immediately by the Head of Practice and saved outside ECMS in a zipped file, with the date copied in the file name. This serves as the 'sealed' record of the case at that point in time.

⁵ This requirement applies irrespective of employment status or work-base. For those who are home-based, the secure base will be the home office rather than a Cafcass office.

5.0 Shielding cases in ECMS

- 5.1 In some high-risk cases that meet the criteria set out in paragraph 5.2 it may be necessary to hide, by shielding, all case related information held by Cafcass to prevent sharing information that could increase the risk of harm to a child, adult, staff member or Associate.
- 5.2 A decision to shield a case may only be taken by an Assistant Director following a recommendation made by an FCA and supported by a Service Manager. Once this decision has been made it is for the Service Manager to decide who should have access to the case information once it has been shielded (i.e. FCA/BS/SM/Cafcass lawyer). Shielding decisions will be made on a case by case basis, at any point during the case, to prevent the following:
- placing a child at risk of a serious incident;
 - putting a child's adoption/placement at risk;
 - placing an adult at risk of a serious incident;
 - prejudicing the prevention or detection of a serious crime;
 - risk to staff or associates;
 - prejudicing a high-profile case (including radicalisation);⁶ or
 - accessing of case information when a staff member is also a party.
- 5.3 The FCA is responsible (with assistance from business services) for locating and shielding case related information (including any associated closed cases) on all case recording systems: ECMS, ECF Archive, CMS retrieval and G drive. Please see appendix 2 to view a step by step checklist to be followed when shielding cases.
- 5.4 Examples of when an individual (and therefore any relevant cases) could be shielded are:⁷
- A child's placement or location is to remain secret and there are perceived risks to this information being elicited by deceit or threat;
 - There is a court order preventing the disclosure of the child and/or their parent/carer's whereabouts and there is a perceived risk of this being elicited by deceit or threat;
 - A child and/or their parent/carer or family member are subject to witness protection;
 - To protect the well-being of children and their adult family members where there is a high risk of publicity, causing distress, should the security of the system be breached;
 - When there may be a risk to an allocated worker or other member of staff working on the case if their name is known;
 - Staff members are themselves a party to proceedings; or
 - The need to shield may also arise in a very limited number of unique circumstances not covered by the above categories, such as siblings of children in the above categories, and all should be assessed on a case-by-case basis.

6.0 Secure emails

- 6.1 Cafcass uses Egress secure email. Cafcass staff are not authorised to send protected information to agencies and service users via non-secure email. Cafcass staff must use Egress Switch to send case-related information to agencies and service users where secure email is not available. No case-related material must ever be sent to a staff member's

⁶ Cafcass' Corporate Management Team will be alerted to any case that is shielded due to high profile or likely media interest.

⁷ A confidentiality request on the c100 does not of itself warrant a shield request unless reinforced by one of the categories.

personal/non-Cafcass email address (for further information about email security, refer to the [Information Assurance Policy](#)).

6.2 When receiving case-related information via email, staff must ensure that agencies and professionals working with us understand that sending emails to Cafcass is secure and they are not required to password protect documents. More information on Egress Switch is available on the [Cafcass website](#) for Egress email recipients and Associates, and on the Intranet for Cafcass staff.

6.3 System generated emails are optional at different points within a case, for example to inform:

- Local authority of closure of a case;
- Court of allocation or closure of a case and appointment of a solicitor; or
- Solicitor of closure of a case.

Check boxes are to be selected when the generated emails are appropriate and are automatically sent to the agency email addresses stored in the database.

7.0 Monitoring the case record

7.1 The Service Manager is responsible for:

- reviewing management information reports and data compliance reports on a regular basis to ensure that data is accurate and complete in all cases;
- regularly reviewing the quality of case recording and case planning, and recording this in the case plan at appropriate intervals; case plan reviews appear in the Service Manager ECMS dashboard;
- accessing reports for audit as required under the Quality Assurance & Impact (QAI) Framework from ECMS and recording in the contact log when a QAI tool has been completed. QAI tools must be completed and logged on the electronic QAI system (SharePoint) in line with the QAI Framework unless the reviewing of a report is through the ECMS approval process;
- Approving reports through the ECMS approval process (section 2.4) and recording points for improvement or amendment appropriately; and
- reviewing cases of non-self-regulators for closure within ECMS and recording the closure authorisation within the electronic case plan, prior to Business Services changing the case status to closed.

7.2 The Business Services Manager is responsible for:

- the oversight of team data quality and integrity on ECMS;
- reviewing management information reports and data compliance reports monthly to ensure that data is accurate and complete in all cases.

7.3 The National Improvement Service Managers are responsible for:

- when requested or when appropriate, completing QAI tools in SharePoint;
- undertaking the approval process in ECMS when requested;
- periodic audits of ECMS information and reporting any recommendations for action to the Head of Practice/Assistant Director, as commissioned by the National Service Director; and
- undertaking regular audits of business services responsibilities, ECMS accuracy and data integrity, as commissioned or agreed within internal audit schedules.

7.4 The Cafcass National Service Director, as 'Information Asset Owner' in respect of case records, is responsible for:

- carrying ultimate responsibility for the quality and security of case related information throughout Cafcass' operational areas; and
- commissioning periodic audits to monitor the quality of case recording and compliance with this policy.

7.5 The Heads of Practice and Assistant Directors are responsible for:

- implementation of this policy and any associated guidance that may from time to time be issued within their area;
- ensuring that Service Managers monitor case recording as set out above, and recording this in the performance management system;
- ensuring that management information data compliance is achieved to reflect accurate performance information in each service area; and
- undertaking periodic audits to monitor the quality of case recording and compliance with this policy.

8.0 The case plan

8.1 The ECMS case plan tool must be completed in all public law and private law WAFH cases. [Guidance is available](#) on the use of the tool.

8.2 The purpose of the case plan is to set out the planning, reflection, analysis and management oversight that is undertaken throughout the life of the case.

8.3 The case plan must be commenced in private law upon Cafcass being directed to undertake work after first hearing, and at the initiation of Cafcass' involvement in public law. It is reviewed by a manager or practice supervisor within 10 working days of being initiated and is to be updated at stages relevant to developments in the individual case. A set of automated triggers on ECMS will prompt further reviews, as set out in the case plan guidance.

8.4 Completed elements of the plan must be marked as such and dated. The outcomes of court hearings are recorded on the case plan and the SM/PS will sign the case plan on completion of the work undertaken, either at a review trigger point or prior to case closure.

9.0 Case closure

9.1 For both private and public law cases, self-regulating employed practitioners, practice supervisors and service managers may close cases on ECMS, provided that the case closure checklist has been completed (appendix 4). Business services may also be instructed to close a case on ECMS provided that the case closure checklist has been completed prior to the instruction being sent. Where practice staff are closing cases on ECMS in private law, they must ensure that business services are instructed to send closure letters or generate and send the closure letters to parties themselves.

9.2 Where employed practitioners do not have authority to sign off cases for closure, they must inform their Service Manager by email when the case is ready for closure in ECMS, to enable

closure to be completed by business services within the timescales set out below. The cases due for closure will appear in the Service Manager ECMS dashboard.

- 9.3 At the end of Associates cases and at the point of closure, the Associate must email all case documents via secure email to business services. When receipt is confirmed, all case information must be securely deleted from the Associate's hard drive. Business services will upload the documents to ECMS and inform the Service Manager that the case is ready to be reviewed and closed.

9.4 Private law cases:

A Work to First Hearing case is closed when:

- the FHDRA outcomes form is completed by the practitioner with confirmation of the outcome of the first hearing, and that the case is ready for closure. Outcomes are to be submitted by the end of the working day following the hearing. In some circumstances, the final legal outcome may be obtained by teams rather than the practitioner, and it may be necessary to record an 'unknown legal outcome' in certain cases; and
- safeguarding checks have been completed, or it is recorded on the case file that checks are not required;⁸ and
- the outcome is recorded by the FCA or a member of business services; and
- the case is registered as closed on ECMS.

A Work after First Hearing case is closed when:

- the outcome section of the case plan is completed, either with final legal outcome or 'unknown legal outcome'; and
- there are no future hearings for Cafcass; and
- it is authorised for closure via the local management process; and
- the outcome is recorded, or logged as unknown; and
- the case is registered as closed on ECMS.

- 9.5 The allocated practitioner must complete the case closure section of the case plan (except in WTFH cases), including confirmation that Cafcass safeguarding responsibilities have been completed, and inform the Service Manager that the case is ready for closure in ECMS (or self-close if applicable) within two weeks of: either the filing of the s7 report if the practitioner has not been ordered to attend the final hearing or; a hearing where no further work is ordered. There is no expectation to upload an order received on a closed case, unless this is an order for further work to be completed by Cafcass.

- 9.6 If there has been commissioned work in the case (e.g. child contact interventions, SPIPs), all work must be uploaded into the correct section of the ECMS folder (see appendix 1) and the case plan section updated. Sign off procedures must have been followed by the FCA and service provider, according to [National Commissioning Team guidance and procedures](#).

⁸ If parties have not been spoken to, or safeguarding checks are required but not complete, the case is referred to the Service Manager or Practice Supervisor for a decision on closure. In any event, cases that remain open to Cafcass due to an inability to complete safeguarding, and where no future hearing has been set, should be closed two months after the FHDRA.

9.7 Public law cases:

- 9.8 The allocated practitioner must complete the case closure section of the case plan and inform the Service Manager the case is ready for closure (or self-close if applicable), within four weeks of the final hearing date.
- 9.9 If the practitioner was not present at the final hearing they are responsible for ascertaining the outcome and for undertaking any final work that may be needed with the child, other family members, the Independent Reviewing Officer (IRO) or other local authority staff. This includes formal handover to the IRO as per the national joint protocol.
- 9.10 The case may be closed without a copy of the order, but the court decision must be noted by the practitioner. If the order is received from the court within four weeks of the final hearing, it must be scanned and saved in ECMS.

9.11 Public and private law cases:

- 9.12 Where a Service Manager has authorised a practitioner to close their case, the Service Manager is also responsible for periodically assessing the quality of the practitioner's closure practice, to be satisfied that the continuing delegation of closure authority is justified. This assessment must be carried out at least annually and discussed/recorded in supervision, as set out in the [Quality Improvement and Assurance Framework](#).
- 9.13 Where practitioners have been assessed as not meeting proportionate case closure or other service standards or are within their first six months of employment with Cafcass, the Service Manager must review the file before closure, and electronically countersign the closure in the case plan.
- 9.14 Business services must ensure that systems are in place so that cases can be closed promptly.
- 9.15 Business services must ensure that such paper files as appropriately exist are boxed in accordance with the Cafcass storage and labelling protocol, with a note of the contents of each box filed electronically in a local Archive Register for easy retrieval. As ECMS is implemented, the Governance team is maintaining a centrally held spreadsheet of changes to location of closed paper files. Business services must ensure that any changes to location of a closed case paper file (previously recorded on CMS) is provided to Governance as soon as the file location is changed.
- 9.16 The closed case will remain in My Teams Closed Cases for one month, at which point it is automatically archived by ECMS.

10.0 Retention and deletion of ECMS and supplementary paper case information⁹

- 10.1 Information arising from Cafcass' involvement in a case is to be retained until the youngest child who is the subject of the proceedings in the case has reached the age of 25 years. In

⁹ A moratorium was introduced in March 2015, during which time no files containing case related data should be destroyed. This remains in place until further notice.

cases where the child dies before the age of 25 years, the information is to be retained until the 25th anniversary of the child's birth. At this point, the entire case record is to be deleted.¹⁰ Support is provided to people who have been the subject of family proceedings (as children) who wish to access their records.

- 10.2 Within four weeks of the date of the final hearing, paper court bundles must be destroyed unless a decision is made that they need to be retained. Such a decision, and the reasons for it, must be recorded in ECMS.
- 10.3 In cases of exceptional sensitivity, including those where a future public interest issue may arise, the Head of Practice/Assistant Director and the National Service Director may jointly decide that the information must be retained for a longer period.
- 10.4 In A13 only any public law applications issued under section 31 of the Children Act 1989 that are allocated to practitioners between 9 September 2019 – 9 November 2019, and any public law applications that are open and were allocated prior to that date, an alternative case recording policy will apply as a result of in the 'Third Party Document Upload Pilot'. During that period practitioners in A13 appointed in these cases will not be expected to upload documents to ECMS where the document was created and is owned by a third party. This alternative policy applies - but is not limited – to the following documents: local authority initial evidence; LA final evidence; personal education plans; LA parenting assessments; position statements not created by Cafcass or on behalf of a Cafcass Guardian; PNC information; police disclosures; psychology assessments; school reports; health assessments; drug and alcohol testing results; medical records; linked criminal proceedings court bundles and evidence; or the court bundle. These documents should not be uploaded to ECMS but will instead be held within practitioners' Microsoft Office inboxes during the lifetime of the case. Upon case closure, these third-party documents will be deleted. Following the conclusion of the pilot (9 November) all practitioners will revert to standard case recording protocol.
- 10.5 The Business Services Manager is responsible for monitoring the archive and ensuring that files are deleted once the retention period has expired.¹¹

11.0 Police information

- 11.1 Police information must always be retained for three months from the date of receipt, even if a WTFH case concludes earlier than that. This is because repeat checks may not be undertaken if a new application is received within three months of the date when a case is closed, unless there is reason to believe that there has been police involvement in the meantime.
- 11.2 When police documents are received electronically and saved to ECMS, these should be added to the 'police information' folder. Information provided by the police, including international and military police, will be automatically deleted 18 months after its receipt, or when the case is closed to Cafcass, whichever is the earlier. WTFH police documents will be automatically deleted three months from the date of receipt, even if a WTFH case concludes earlier than that.

¹⁰ Detailed guidance of the deletion of all confidential information (not just case recording) is provided in the Information Assurance Policy.

¹¹ A moratorium was introduced in March 2015, during which time no files containing case related data should be destroyed. This remains in place until further notice.

11.3 As set out in paragraph 4.7, the printing of third-party information about service users is prohibited.

12.0 Continuity of business planning for case recording

12.1 In the unlikely event of ECMS failure, case documents must be stored temporarily on local G drives until ECMS is restored. The Head of IT will issue a directive for the appropriate continuity process, depending on the type of failure being experienced.

Owned by	Anji Owens, Director of Operational Performance
Approved by	OMT
Approved on	15 July 2015
Implemented	30 July 2015
Amended	13 February 2020 – updated terminology re the Cafcass PLR system and QAI tool. Revised bullet point in 7.1 re accessing reports for audit.
Version	3.11 (February 2020)
Review date	February 2021

Appendix 1: Organisation of electronic case record

ECMS document folders
<p>Case information</p> <p>This section should include the contact log report, the WTFH outcome form, and any detailed contact recording.</p> <p>Pre-14 July 2014 contact logs are saved as PDFs in the case information section.</p> <p><u>Detailed contact recording</u></p> <p>More detailed recordings should be stored separately from the contact log.</p> <p>The following is important:</p> <ul style="list-style-type: none">• Detailed recordings (such as the notes of interviews) can be stored separately from the contact log. A contemporaneous note has to be kept of meetings, including direct work with the child.• Handwritten notes can be scanned into ECMS if they are legible or, if they are not legible, they should be typed up. Once scanned or typed, the handwritten version can be destroyed.• Where handwritten notes are taken using OneNote or Word, using a tablet, they can be converted to text. The original handwritten copy (either in OneNote, Word, or converted to pdf) should not be saved in ECMS and can be deleted once the text transcription has been proofread by the author to ensure that it is an accurate copy of the handwritten note.• Notes should be saved under date of activity and type of contact. The use of the general term 'interview' should be avoided, unless it is also made clear whether it was conducted on a face-to-face basis or by telephone.• Detailed recordings should always include information about the date/time of the work; name of worker; name/role of every person involved; nature of contact; venue; brief outline of what happened; next steps agreed; and actions taken afterwards.
<p>The contact log</p> <p>The contact log is a running record of all actions in the case and should be cross referenced to other documents (detailed recording/case plans/Safeguarding letters/ position statements etc.).</p> <p>Pre-14 July 2014 contact logs are saved as PDFs in the case information section. From 14 July 2014, the contact log is built into ECMS and is both automatically and manually populated. A Word document can be generated with the content of the contact log, either to view as a document or to save as a PDF in response to a SAR. This document is not to be edited or updated or used as a running record or secondary contact log and is to be deleted from the case record when no longer needed.</p> <p>If amending previous contact log entries, the reason for amendment is to be recorded. The modified date will be visible on ECMS and who modified the log, however the previous version will no longer be available.</p> <p>Manually entered contact log entries will include an automatic entry of the name of the staff member completing the entry and their role. A suitable contact log heading should be selected, a summary of any information received and/or provided including the name/role of person spoken to or seen; and a note of any actions agreed should be included. In the record. If editing or amending previous contact log entries, the reason for amendment is to be recorded.</p> <p>Where items belonging to a service user are being stored on Cafcass premises, as part of arrangements for indirect contact, their location should be recorded on the contact log.</p> <p>Pre-allocation:</p> <p>The contact log can be started before allocation if any work is done by the service manager, business services staff, or duty practitioner (if applicable) if any work is done at that stage. In Private law, this commences on receipt of the C100 at the Cafcass Intake Team and should</p>

<p>include the recording of screening requests, the requesting/receipt of screening information from LAs and Police, and the issuing of welcome letters.</p> <p>In WAFH and public law care cases, when a decision is made for the practitioner not to see a child as part of the work, the professional basis for this decision must be recorded in the case file.</p>
<p>Correspondence</p> <p>Scan or save here all case-related correspondence, including the welcome letter and letter to parties, <u>with the exception of</u>:</p> <ul style="list-style-type: none"> • Correspondence from any lawyer instructed by the Cafcass practitioner (saved in legal advice); and • Cafcass correspondence to the court if this is in place of a report (saved in reporting to court). <p>Where case information is contained in emails, these must be saved into ECMS and must not be kept in Outlook. Emails must only be embedded into the contact log where they add to the case narrative and do not contain extraneous non-case related information.</p>
<p>Case plan</p> <p>The ECMS case plan tool must be completed in all public and private law WAFH cases.</p>
<p>Risk and safety process</p> <p>Scan and/or save here:</p> <ul style="list-style-type: none"> • Information received in response to screening checks, e.g. from local authorities, with the exception of information from the police which should instead be saved in the police information folder; Safety assessment documentation. For meetings you should still make a note on the contact log and cross-refer where appropriate to the detailed notes in this section; • any welfare referral; • any referral to the local authority designated officer (LADO) about a person who works with children • notice to Children’s Social Care of completion of case (where a referral has been made); and • Any tools used with parties (tools used with children are saved in Direct Work) <p>Where no risk is identified from screening or during initial work, but is identified later, it must be recorded on the case plan and drawn to the attention of a manager either as part of formal supervision or ad hoc discussion.</p>
<p>Reporting to court</p> <p>All templates are available in ECMS and should be accessed from ECMS Reports each time a new report is recorded.</p> <p>Scan or save here:</p> <ul style="list-style-type: none"> • Reports, including Safeguarding Letter; and • Any correspondence to the court by the allocated practitioner, which is provided in place of a report, such as a letter to the court at the end of a Family Assistance Order for placing on the court file, advising of developments during the FAO.
<p>Direct work</p> <p>Scan or save here: all work done directly with the child or young person, including if the child met with the judge. Drawings, letters, and any other documents may require scanning to save in this section of the file. The use of any tools in direct work with children should be saved here.</p>
<p>Court orders</p> <p>Scan or save all orders and directions made by the court. If these are contained within the separate court bundle, cross-refer in this section.</p>

Court papers

Scan or save here:

- Court papers including applications and statements; and
- Any Cafcass information from a previous case.

Electronic bundles, including court information that does not need to be retained as part of the case file, should be saved to the court bundle folder, which is automatically deleted following case closure.

Experts & agency info

Scan or save here:

- Letters of instruction;
- Notes of meetings with experts (if handwritten, must be legible); and
- Experts' reports
- All correspondence, notes, referral forms and reports from commissioned service providers
- Other agency documentation such as copies of papers from the child's file; minutes of child protection conference.

Legal advice

This is privileged legal advice to Cafcass that is not to be disclosed. The purpose of storing this information in a separate section is to limit the risk of inadvertent disclosure, should a subject access request be received.

Save or scan here:

- Correspondence to and from Cafcass Legal;
- Correspondence to and from the child's solicitor or other lawyer, who is instructed by the Cafcass practitioner; and
- Notes of meetings and telephone calls with Cafcass legal, the child's solicitor or any other lawyer who is instructed by the Cafcass practitioner.

Do not store here correspondence from the child's solicitor if there has been a formal separation between the young person and the children's guardian. In these circumstances, the correspondence will relate to the case but will not have the status of privileged legal advice.

Further information

Save or scan here any additional information, for example, any informal contact e.g. a thank-you card.

QAI tools should be stored outside of ECMS as they relate to the quality of work and performance of an individual. Decisions made during QAI should be recorded in the case plan or contact log, whichever is more appropriate.

Court bundle

Save here any electronic documents not retained as part of the case file. This folder will be automatically deleted following case closure.

Police information

Save here any information received from the police e.g. PNC record. In accordance with the Case Recording and Retention Policy, the 'police information' folder will be automatically deleted on case closure; unless this includes WTFH police documents which will be automatically deleted three months from the date of receipt, even if a WTFH case concludes earlier than that.

Appendix 2: Shielding case information check list

This checklist must be followed by FCAs (supported by business services staff), when shielding case information on Cafcass case recording systems, in accordance with the Case Recording and Retention Policy.

Checklist	Action completed?
How do I shield case information in CMS retrieval?	
<ul style="list-style-type: none"> ➤ Run a person search on CMS retrieval, to find any associated cases in the legacy system. ➤ If there is case information in CMS retrieval, inform Analytics about what CMS data needs to be shielded by sending the case number and the names of people to be shielded to the Analytics mailbox. ➤ Please note: All people related to a case should be shielded. ➤ Analytics will manually shield the person/s and case record from CMS retrieval reports. ➤ The case will be marked as shielded and the only information that will appear on the report is the case number, the last allocated practitioner and the last allocated team. This information is to remain confidential within Cafcass, the existence of the case and all related information should not be disclosed to anyone external to Cafcass. 	
How do I shield case information in ECMS Archive?	
<ul style="list-style-type: none"> ➤ If a person search on CMS retrieval indicates that there is a related case/s, you need to then search ECMS archive for the case/s. ➤ If the case is on ECMS Archive, this needs to be shielded by dragging and dropping all documents from the ECMS archive folders to the shielded ECMS case. If an ECMS case does not exist please follow the below instructions to create one: <ol style="list-style-type: none"> 1. Create a new case on ECMS using the original application dates 2. On the Manage Case > Properties and Applications screen select the Case Factors drop down > Shielded Archive Case 3. Create a new manual contact log entry, select the Case Update heading to capture the original archived Case ID 4. Move all the documents from archive to the new case 5. Add a new contact log document to the archive that just has the Case ID number of the new case 6. Shield the new case (follow instructions below on how to shield a case) 	
Is there any action I need to take before shielding case information on ECMS?	
<ul style="list-style-type: none"> ➤ Managers and/or business services and/or Cafcass lawyers and/or policy team will need to be co-allocated to a case, should they require access to the case when it is shielded for oversight or case administration.¹² ➤ The decision about who should have access to view a shielded case should be made by the Service Manager. 	
How do I shield case information in ECMS?	
<ul style="list-style-type: none"> ➤ On ECMS you shield the individual rather than the case. You therefore need to ensure that you shield every person associated with the case. ➤ To do this: Click into each <i>'person homepage record'</i> and on the far right click <i>'shield.'</i> <p>Please note: This will automatically shield every associated case on ECMS with this person.</p>	
How do I shield case information in G-drive?	
<ul style="list-style-type: none"> ➤ Any associated casework on the G-drive must also be moved across to the shielded ECMS case folder (create a case folder using above instructions if there isn't one) and delete from G drive. ➤ Ensure you add a note to the ECMS contact log that this has been done. 	
FCAs are also responsible for recording on the contact log:	
<ul style="list-style-type: none"> ➤ the reason for shielding, ➤ the date of this action, and ➤ the persons who are to have access to the case. ➤ All actions taken to shield the case across all recording systems. 	
Ask a colleague (who isn't allocated to the case on ECMS) to run a search on all systems to check that all case related information is shielded.	

¹² To allow a member of business services and/or a Cafcass Lawyer to be allocated (on ECMS) to a shielded case, this needs to be approved and requested by their manager by emailing the [I-trent inbox](#) and asking the person to be assigned an 'ECMS Champion' user role. You will then be able to co-allocate them to the case in ECMS.

Appendix 3: How to share and transfer case related data

Common information type	How information is generated	How information is received	Transfer reason	Transfer method
Other agency check requests (e.g. police/LA)	Internally	N/A	To request information from other agency for safeguarding check	Email via Egress*
Case information taken from files e.g. Subject Access Request (SAR) and complaints file	External case documents plus Cafcass generated casework	Cafcass holds this information.	SAR and Complaints file information requested by service users and possibly other organisations.	1) Email via Egress* 2) If no email address is available use Royal Mail Signed For
Case file	External case documents plus Cafcass generated casework	External information received by email and post	Case transfer between offices and handover to/from Associate.	Transfer between teams using ECMS. For hard copy files use Royal Mail Special Delivery Guaranteed or hand delivery
Service user correspondence including Welcome Pack, Safeguarding Letters and Court Reports	Both internally and externally		Correspondence with service user	1) Email via Egress*. Emails should only be sent to one verified email address to avoid disclosing email addresses to other parties (or use BCC). 2) If no verified email address is available: <ul style="list-style-type: none"> • Welcome Packs, allocation letters and appointment letters can be sent by standard Royal Mail but they must have a return address stamped on the envelope. • Where physical addresses have been confirmed with the parties by the EIT FCA, safeguarding letters can be sent by standard Royal Mail with a return address; this is an accepted risk due to the need for quick turnaround. If there is concern over the sensitivity of the contents, these can be sent by secure/recorded methods. If the parties have not been spoken to or not had their addresses confirmed, safeguarding Letters should not be sent to unverified physical addresses. This prevents the risk of sensitive information being sent to an incorrect address. • Other court reports and any other correspondence which gives detailed information of the case may only

				<p>be sent to parties via a verified email address or by Recorded Delivery to a confirmed physical address (confirmed by the allocated WAFH FCA and recorded on the contact log). Where a physical address is confirmed at EIT stage, WAFH FCAs should still confirm the physical address of parties prior to the filing of any subsequent or addendum report.</p> <ul style="list-style-type: none"> If the service user wishes, documents can be collected in person provided their identity is confirmed
Court correspondence	Both internally and externally	Email and post	Sharing information with courts	Email via Egress*
Solicitors/local authorities correspondence	Both internally and externally	Post/email	Sharing information	Email via Egress*
HMCTS forms e.g. C100/C1A	Externally	Email from Courts/DX	Movement of case information between offices	Scan in document (National Business Centre/DCS at Slough) and place on ECMS. Cases are transferred between teams via ECMS.
Other agency checks	Externally	Secure email	N/A: Checks should not be printed or shared in their original form.	

Notes & Glossary:

- * Egress encryption will:
 - send Egress secure emails to non-secure addresses: this includes .gov.uk.
 - send plain text emails to secure email addresses: these include addresses containing gsi, gcsx, cjsm, pnn or nhs.
- Cafcass staff are not authorised to send protected information to agencies and service users via non-secure email. Egress must be used for non-secure email addresses. 'Protected information' refers to safeguarding letters, court reports, case documents, and any other personal information relating to a service user.
 - Guidance on Egress for Cafcass staff can be found [here](#) on the Intranet.
 - Guidance for external recipients is [here](#) on the Cafcass website.
- Post options:
 - Royal Mail Signed For provides a secure postal method as it requires a signature of the recipient. 2nd class delivery is preferred as it has a higher successful delivery rate (99%), although if short timescales apply please use 1st class (93% successful delivery rate).
 - For particularly sensitive information, please use Royal Mail Special Delivery Guaranteed which provides a tracked service and consider double envelope.
 - For items over 2kg and under 20kg use Royal Mail Special Delivery; for larger items use an approved courier where necessary.
 - Please note DX is now only available in these offices:
- Bloomsbury (incoming and outgoing) subscription is to remain to assist the Legal Team
- Warrington (incoming only) is to remain enabling the courts to continue to send the standard documents currently received into Warrington to be digitised and uploaded onto ECMS.

- Cafcass staff are prohibited from printing personal/sensitive personal information provided by third parties (e.g. police, health bodies and local authorities) in all circumstances [see Section 4.7 Case Recording Policy].
- Cafcass case related documents containing personal/sensitive personal information (e.g. safeguarding letters and court reports) should not be printed or removed from Cafcass offices (including home-based offices) [see Section 4.6 Case Recording Policy].

GSI = Government Secure Intranet
GCSX = Government Connect Secure Extranet
CJSM = Criminal Justice System email
WTFH = Work to first hearing
DX = Document Exchange mail network
HMCTS = Her Majesty's Courts & Tribunals Service

Appendix 4: case closure checklist

Self-regulator case closure checklist

Reports	All reports/position statements uploaded to ECMS?	
	Reports workflowed?	
	All reports reflected as filed on ECMS?	
Tools	Uploaded where completed?	
Legal output	Legal output added?	
	BS to add legal output?	
	If yes, legal output detail to be added:	
Safeguarding	Safeguarding complete?	
	Opt out?	
	Opt out reason:	
S47 referrals	If s47 referral made, outcome recorded?	
IRO letter (public)	IRO closure letter sent	
Diversity	Diversity complete	
Case plan	Case plan complete	
Contact log	Contact log updated	

Non self-regulator case closure checklist

Reports	All reports/position statements uploaded to ECMS?	
	Reports workflowed?	
	All reports reflected as filed on ECMS?	
Tools	Uploaded where completed?	
Legal output	Legal output added?	
	BS to add legal output?	
	If yes, legal output detail to be added:	
Safeguarding	Safeguarding complete?	
	Opt out?	
	Opt out reason:	
S47 referrals	If s47 referral made, outcome recorded?	
IRO letter (public)	IRO closure letter sent	
Diversity	Diversity complete	
Case plan	Case plan reviewed and signed off for closure by Service Manager	
Contact log	Contact log updated	