

Report of an analysis of rule 16.4 appointments considered by the courts in September 2014

1. Background

This research study was commissioned by OMT in July 2014. Its aim is to provide an understanding of the nature and extent of rule 16.4 ('r16.4') appointments across Cafcass, in the context of the new Child Arrangements Programme (CAP).

The following research questions were identified

- To what extent does practice match or depart from the expectations about the making of r16.4 appointments, set out in Practice Direction 16A and the CAP?
- To what extent does practice vary between Cafcass Service Areas, in terms of the extent of considering/making r16.4 appointments?
- In what proportion of cases where r16.4 appointments are contemplated are the appointments made?
- To what extent is Cafcass advice (about the possible making of r16.4 appointments) heeded by the courts?
- To what extent are alternative interventions (and which ones) chosen by the courts in cases where r16.4 appointments are considered, but not made?

Paragraph 7.4 of Practice Direction 16A (Representation of Children) of the Family Procedure Rules specifies that "When a child is made a party and a children's guardian is to be appointed –(a) consideration should first be given to appointing an officer of the Service or Welsh family proceedings officer. Before appointing an officer, the court will cause preliminary enquiries to be made of Cafcass or CAF/CASS CYMRU." In addition, paragraph 7.2 states that "the decision to make the child a party will always be exclusively that of the court, made in the light of the facts and circumstances of the particular case. The following are offered, solely by way of guidance, as circumstances which may justify the making of such an order – (a) where an officer of the Service or Welsh family proceedings officer has notified the court that in the opinion of that officer the child should be made a party...". In this report, cases in which paragraph 7.4 is followed are defined as being cases in which 'enquiries' are made of Cafcass by the court. Cases in which paragraph 7.2 is followed are defined as being cases in which 'recommendations' are made by Cafcass to the court.

Practice Direction 12B (the Child Arrangements Programme) sets out, at paragraph 18.2, the process that is to be followed: "Where the court is considering the appointment of a children's guardian from Cafcass/CAF/CASS Cymru, it should first ensure that enquiries have been made of the appropriate Cafcass/CAF/CASS Cymru manager in accordance with paragraph 7.4, Part 4 of the Practice Direction 16A. This should either be in writing before the hearing or by way of case discussion with the relevant Cafcass service manager... The court should consult with Cafcass / CAF/CASS Cymru, so as to consider any advice in connection with the prospective appointment, and the timescale involved."

2. Methodology

Throughout September 2014 all operational Service Managers (SMs) (excluding those who deal solely with public law cases) were asked to complete a return each week setting out:

a) any enquiries they had received from the court regarding the possible making of a 16.4 appointment; and

b) any recommendations made by Family Court Advisers in their team that the court make a 16.4 appointment.

Service Managers were also asked, in the case of any enquiries identified by them, to provide information about the advice they had offered to the court and, both for enquiries and recommendations, what the outcome was, if known, in terms of whether or not a rule 16.4 appointment had been made.

The response rate from Service Managers was high; with 65 of the 70¹ (92.86%) participating Service Managers returning their form for every week of the five week study period and, in total, only 8 returns² out of 350 (2.29%) not being submitted by five Service Managers.

The returns were entered into a spreadsheet and any missing information (in particular, about whether a r16.4 appointment had been made) was looked up on the relevant electronic case file. A list of all r16.4 appointments made in September 2014 was extracted from ECMS and this list was cross-referenced with the list of enquiries/recommendations notified by SMs. There were 169 r16.4 appointments in the list extracted from ECMS, of which 58 could be matched with 'enquiries' or 'recommendations' cases which had been notified by SMs on their survey returns. In addition, there were 16 r16.4 appointment cases which had been referred to in the SMs' survey returns, but which were not included in the ECMS list³. Adding this 16 to the 169 recorded on ECMS gives a total of 185 cases in which r16.4 appointments were considered (and, in most cases, made) in the period covered by the survey.

As only 58 cases on the ECMS list could be matched with the SMs' survey returns, it was decided to scrutinise the ECMS case records of the 111 cases where there was a record within ECMS of a rule 16.4 appointment having been made but where the relevant Service Manager had not reported in a survey form that an enquiry had been received or a recommendation made. This resulted in a further 45 r16.4 appointment cases, in addition to the 58 cases reported by SMs in their survey returns, being identified as there having been an enquiry or recommendation. A table at Appendix E shows a breakdown of the sources of the data used within the report.

3. Limitations

¹ This does not include two Service Managers who were not at work during the study period

² Excluding those returns for weeks when the Service Manager was absent

³ Reasons for this were either that there was a delay in the order either being made or added to ECMS with this not occurring until after September or the appointment not being properly recorded on ECMS at all though we were confident, either because of the Service Manager's account or other documents on the case file, that it had been made.

Whilst it was possible, by looking at the ECMS case records, to augment the information provided in the Service Managers' survey returns, in respect of cases where an appointment was made, in the cases where information was derived solely from ECMS, we did not record whether these were enquiries or recommendations and, in the case of enquiries, what the SMs' advice to the court had been. This is because this data was not recorded on ECMS for some of the cases and, in the cases where it was not present; it was not as detailed and specific as that provided by the SMs in their survey returns.

4. Context – r16.4 appointments, cases and case duration, pre and post CAP implementation

This section compares a six month period, May to October 2013, before the Child Arrangements Programme (CAP) was implemented with a six month period after the CAP, May to October 2014. CAP implementation took place in April 2014.

The numbers of new rule 16.4 appointments in the individual months in 2014 was higher than those made in the same period in 2013, in all except two of the six months in question (Chart 1). However, the total stock of open r16.4 cases was smaller in 2014, compared to 2013, throughout the entire six month period (Chart 2). This can be explained by the reduction between 2013 and 2014 in the duration r16.4 cases, after the point in time at which the r16.4 appointments were made, as shown in Chart 3. Chart 4 shows that the average duration of cases in which r16.4 appointments are made has also reduced between 2013 and 2014, in respect of the length of time the cases are open, prior to the r16.4 appointment being made.

As part of the research, data was also provided by NYAS on requests for 16.4 appointments made to them: in May 2013-October 2013, 60 new 16.4 appointments were made to NYAS; in the same period in 2014, 68 new appointments were made to NYAS. At only 10 to 11 r16.4 appointments each month, it is clear that NYAS only handles a small minority of the private law cases in which children are made the subject of r16.4 appointments and separately represented.

Chart 1: New appointments

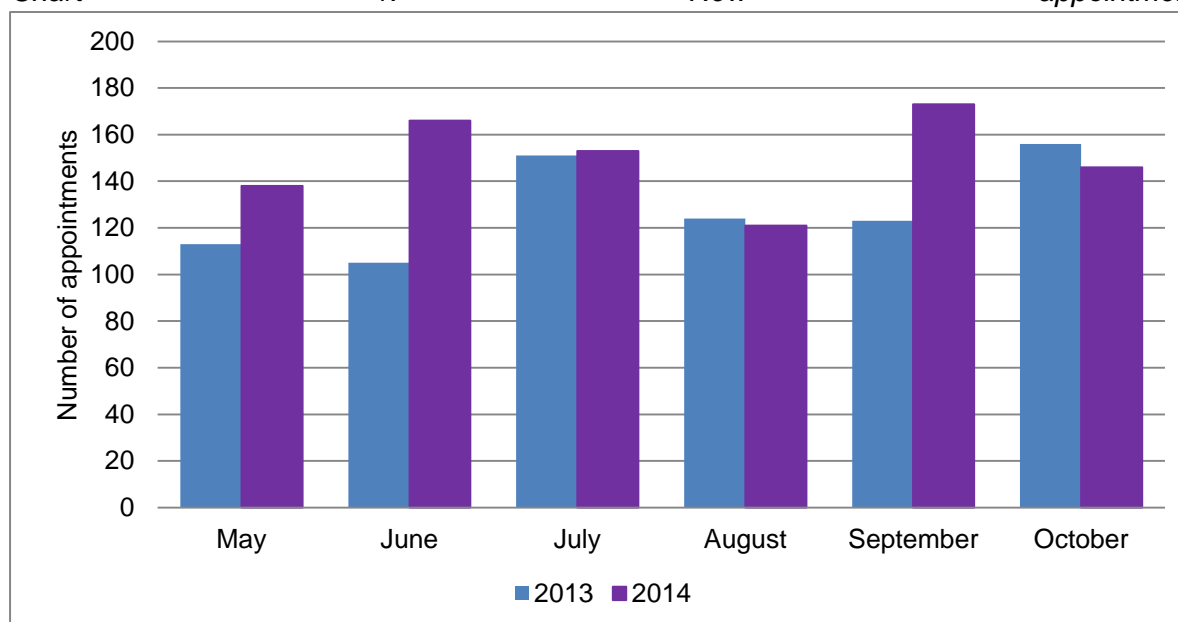


Chart 2: Stock of open r16.4 cases

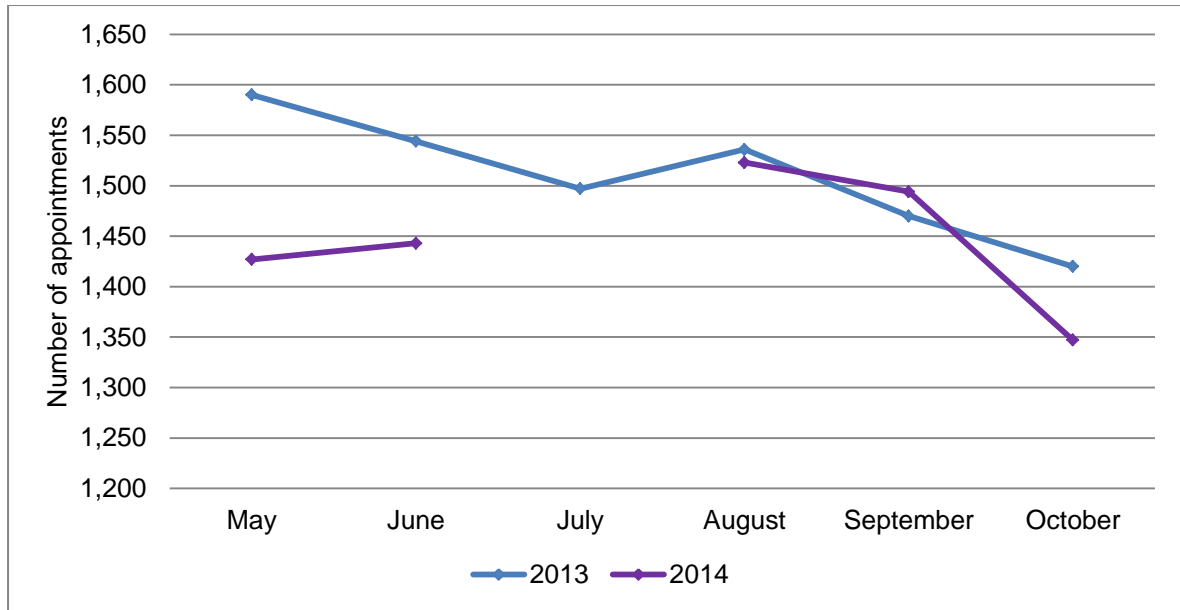
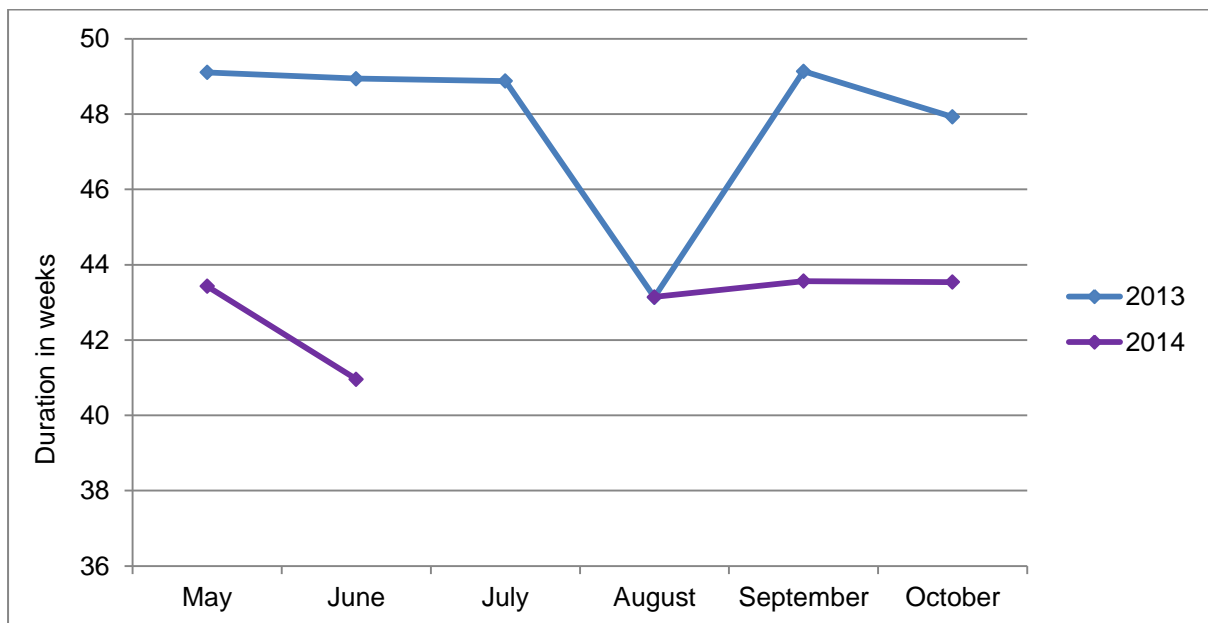
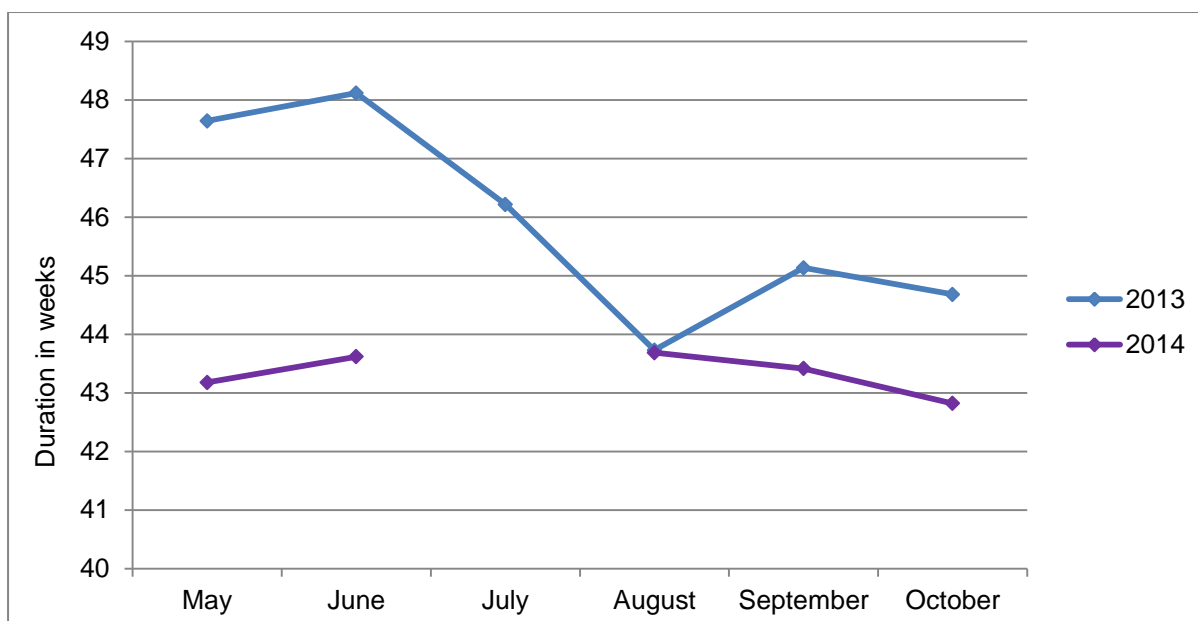


Chart 3: Average duration of r16.4 cases, from making of r16.4 appointment⁴



⁴ Data for July 2014 is not available due to the change in case recording system from CMS to ECMS which took place in that month.

Chart 4: Average duration of r16.4 cases, from case receipt to making of r16.4 appointment



5. Findings

5.1 Appointments made

(Note: This section uses data acquired from r16.4 appointments recorded within ECMS, the scrutiny of case files within ECMS and notifications from Service Managers on survey forms)

Table 1 below shows how many of the r16.4 appointments recorded on ECMS as having been made in September 2014 (or, where a SM reported on a survey form that an enquiry had been made in September and ECMS recorded the r16.4 appointment as having been made, at a later date) had had a prior enquiry made of Cafcass or that a prior recommendation had been made by Cafcass. In total, 64% (119/185) of the orders made had had a prior enquiry or recommendation. Whilst the figure varies considerably at local level, with some areas having a much lower percentage of cases in which r16.4 appointments were preceded by enquiries. This is a feature of the very small case volumes in the individual survey month. Given the small numbers and short timeframe over which the data was collected, caution should be exercised in drawing inferences based on this data alone, particularly in respect of individual DFJ areas and Service Areas.

Table 1: Rule 16.4 appointments made in September 2014 with and without pre-appointment court enquiries of Cafcass or recommendations by Cafcass, by Circuit (see Appendix A for breakdown by DFJ area and Appendix B for breakdown by Service Area)

Circuit	16.4 appointment preceded by enquiry or recommendation	r16.4 appointments not preceded by enquiry or recommendation	Total Number	Total Percentage

	Number	Percentage	Number	Percentage		
High Court	10	83.33%	2	16.67%	12	100.00%
London	3	30.00%	7	70.00%	10	100.00%
Midlands	26	61.90%	16	38.10%	42	100.00%
North East	17	58.62%	12	41.38%	29	100.00%
North West	22	61.11%	14	38.89%	36	100.00%
South East	25	75.76%	8	24.24%	33	100.00%
South West	16	69.57%	7	30.43%	23	100.00%
Total	119	64.32%	66	35.68%	185	100.00%

5.2 Enquiries and Recommendations

(Note: an 'enquiry' is defined as the court contacting Cafcass regarding a potential r16.4 appointment and a 'recommendation' is defined as meaning where, without there having been a prior enquiry from the court, Cafcass actively recommended to the court (for example within a s7 report) that a r16.4 appointment be made.)

Notifications were received from Service Managers about 90 cases in which, during September 2014, enquiries had been received from the courts, and recommendations made to the courts, about possible r16.4 appointments. This part of the report provides information about these 90 cases. As set out in section 3, interrogation of ECMS has revealed that there were 45 appointments made in September 2014, which had been preceded by r16.4-related enquiries by the court to Cafcass or recommendations made to the court by Cafcass, which had not been reported by Service Managers as part of their weekly survey returns. Thus, it is clear that the survey returns did not report the full extent of the enquiries received and the recommendations made. In some cases this was because the enquiry was received or the recommendation was made prior to September 2014, which caused the process of considering a possible r16.4 appointment, at least in part, to fall outside of the survey period, even though the actual r16.4 appointment was made during September 2014. A further explanation, in a smaller number of cases, appears to be that the relevant Service Manager may not have been aware of the enquiry (for example, where the enquiry was dealt with by an Enhanced Practitioner). There also appear to be cases where the Service Manager may, quite understandably, not have viewed the approach from the court as constituting an enquiry, as the approach was not couched in terms that were obviously an enquiry.

By utilising information from ECMS, it has been possible to identify and, to some extent mitigate these factors, which together led to under-reporting of the actual extent of court enquiries, Cafcass recommendations and r16.4 appointments. However, this was only possible in respect of enquiries and recommendations which did lead to an appointment as we could identify such cases through ECMS, in addition to cases identified in SM survey returns. It is possible that there may have been other cases in which r16.4 appointments were not made, especially where non-appointment decisions were made outside the survey weeks, as they would not be identified within ECMS as being r16.4 cases.

Service Managers reported having received 55 enquiries from the court regarding 16.4 appointments in September 2014. They also reported their teams as having made 35 recommendations to court proposing the making of r16.4 appointments.

Table 2: Total enquiries and recommendations (see Appendix C for breakdown by Service Area)

Enquiries	55 (61%)
Recommendations	35 (39%)
Total	90 (100%)

We asked Service Managers to tell us in respect of each enquiry what advice they gave to the court: if they advised that the making of a r16.4 appointment was in their view appropriate; if they advised it was not appropriate and suggested an alternative approach; or if they advised it was not appropriate but did not suggest an alternative approach. The data received in response to this question is set out in table 3. In the majority of cases (n=40, 73%) Service Managers advised that this appointment was appropriate. In the remaining 15 cases, in nine (60%) the service manager suggested an alternative; in three (20%) no alternative was suggested; and in three (20%) other advice was given. The other advice was as follows: court should await outcome of s37 investigation; the local authority should provide a section 7 report or, alternatively, NYAS should be appointed; there should be a specialist risk assessment. This implies that in most cases in which the court is considering making a r16.4 appointment, Service Managers feel this is an appropriate course of action for the court to take.

Tables 3: Advice given in response to enquiry (see appendix D for breakdown by Service Area)

Advice	Count	Percentage
16.4 appointment of Cafcass appropriate	40	72.73%
16.4 appointment not appropriate - alternative suggested	9	16.36%
16.4 appointment not appropriate - no alternative suggested	3	5.45%
Other	3	5.45%
Total	55	100%

In all 40 of the enquiries cases, the Service Manager agreed that the appointment was appropriate and they were made. In the three cases where the Service Manager did not agree that the appointment was appropriate but did not suggest an alternative, no r16.4 appointment was made and an alternative course of action was taken (these all falling into the 'other' category) in each case. In each of the three cases where the advice was 'other', a 16.4 appointment was made. The court outcome by advice given by the Service Manager is shown in table 4.

Table 4: Outcome by advice from Service Manager in response to enquiry

Advice from Service Manager	Outcome				
	16.4 appointment to Cafcass	Family Assistance Order	Other	s7 ordered	Total
16.4 Appointment of Cafcass Appropriate	40	0	0	0	40
16.4 Appointment of Cafcass not appropriate	2	1	3	3	9

- alternative suggested					
16.4 Appointment of Cafcass not appropriate - no alternative suggested	0	0	3	0	3
Other - please specify	3	0	0	0	3
Total	45	1	6	3	55

Where the Service Manager suggested an alternative course of action, we asked them to specify what this was. The options given for SMs were: Section 7 report; Family Assistance Order; Final Order; SPIP; 16.4 to NYAS; DVPP; Fact Finding hearing; other.

Table 5: Alternatives to 16.4 suggested by Service Managers

Alternative suggested	Count	Percentage
Section 7 report	3	33%
Family Assistance Order	2	22%
Final order	1	11%
Other	3	33%
Total	9	100%

Percentages do not add to 100 due to rounding

Section 7 reports were the most commonly suggested alternative course of action, followed by Family Assistance Orders and Final Orders, however, due to the small numbers, no generalisations should be made on the basis of this data only.

In response to these nine suggested alternative courses of action, the court, in five of the cases (three s7 reports; one Family Assistance Order; one 'other') adopted the alternative suggested by the Service Manager. In two of the remaining four cases the court made a r16.4 appointment and in the other two cases the court took a different course of action.

Table 6: Recommendations by outcome

Outcome	Count
16.4 appointment	29
Final order	2
Section 7 report	1
Other	3
Total	35

In 29 of the 35 recommendations (83%) made by Cafcass for a r16.4 appointment, the court made an order for a 16.4 appointment.

6. Answers to the Research Questions and Conclusion

6.1 Preliminary Discussion

In this section of the report the five questions set out in section 1 are addressed. Before doing this, it is important to note that there is a marked discrepancy between the number (74) of prospective r16.4 appointments resulting in appointment that were detailed on SM-completed survey forms as being the subject of enquiries from and recommendations to the courts and the total number of cases identified (both through SM notifications and ECMS) in which r16.4 appointments had been made which were preceded by either an enquiry or recommendation (119). There are several factors which contribute to explaining the discrepancy, the most significant of which are set out in section 5.2 above. Overall, it is clear that, both for Cafcass and the courts, the process of considering making a r16.4 appointment is not in general a brief one, but is instead something that takes place over a period of time. The effect of this is that a one-month survey is, in many cases, able only to capture part of the process. Thus, it has been necessary to use ECMS information to look outside the specific September 2014 period to gain a fuller sense of communication between the courts and Cafcass about the possible making of r16.4 appointments and thus to gain a fuller picture of the wider number of cases being considered by the courts and Cafcass in September 2014.

For some of these cases, the court's approach to Cafcass took forms that were unlike most of the enquiries that were made. In such situations, the case may not have been drawn by Cafcass colleagues to the attention of the Service Manager, or the SM may not have viewed the enquiry as falling within the boundaries of the survey. An example of such a case was where an Enhanced Practitioner (EP) was present at the hearing where the r16.4 appointment was made, but there was no evidence to suggest that the SM had been consulted by the EP. It is possible that in some areas SMs delegate this responsibility to EPs. In another case, the court noted in directions at the previous hearing that a r16.4 appointment would be considered at the next hearing. While this order was sent to Cafcass, no direct request to Cafcass was made. In a further case, the court made a r16.4 appointment, but invited Cafcass to reply in writing if they disagreed with the appointment. These types of cases have been classified as there having been an enquiry, on the basis that in each case Cafcass was given an opportunity to comment on the proposed (or actual) r16.4 appointment.

6.2 Answers to the Research Questions

In addressing the research questions, the above discussions need to be borne in mind. This study has ascertained that the practice of the courts and of Cafcass matches the expectations of Practice Direction 16A in approximately two thirds of the cases identified in the course of this study. Though there appears to be considerable local variation in practice, the small numbers of cases, in particular at the levels of DFJ areas and Service Areas, means that only limited reliance can be placed on the results of the study.

It is clear that Cafcass Service Managers are broadly supportive of court proposals that r16.4 appointments should be made. In every case where Cafcass supported a court proposal, a r16.4 appointment was made. It is also clear that courts generally (in two thirds of the relevant cases (10 out of 15)) heed Cafcass' advice about utilising alternative interventions in cases where the making of a r16.4 appointment is not supported by a Cafcass SM. In similar vein, courts generally (in five-sixths (29 out of 35) of the relevant cases in the study) also heed Cafcass-initiated recommendations about the making of r16.4 appointments.

6.3 Conclusion

The above answers to the research questions combine to paint a picture of Service Managers' responses to court enquiries and Cafcass-initiated recommendations as being highly influential, but not determinative, of court decision-making in relation to the making of r16.4 appointments. While there is room for improved compliance with the requirement of Practice Direction 16A that enquiries be made of Cafcass, it is clear that at least two-thirds of cases in which an appointment was made were the subject of consultation. The proportion of all r16.4 cases in which enquiries are made by the court is likely to be higher than this, as it was not possible in the ECMS cases to ascertain the extent to which enquiries had been received or recommendations initiated.

Having said this, the resource implications, both for Cafcass and the courts, of rule 16.4 cases and the impact on children of lengthy (and often conflicted) r16.4 proceedings point to the importance of the r16.4 appointment process being conducted in all cases as closely as possible to the expectations of Practice Directions 12B and 16A.

Holly Rodger and Bruce Clark

12 March 2015

Appendix A: 16.4 appointments with and without enquiries/recommendations by Circuit and DFJ area

Circuit	DFJ area	Order with enquiry		Order without enquiry		Total Number	Total Percentage
		Number	Percentage	Number	Percentage		
High Court	High Court	10	83.33%	2	16.67%	12	100%
High Court Total		10	83.33%	2	16.67%	12	100%
London	Central London	2	28.57%	5	71.43%	7	100%
	East London	1	33.33%	2	66.67%	3	100%
London Total		3	30.00%	7	70.00%	10	100%
Midlands	Birmingham	5	38.46%	8	61.54%	13	100%
	Coventry	0	0.00%	1	100.00%	1	100%
	Derby	2	40.00%	3	60.00%	5	100%
	Leicester	3	100.00%	0	0.00%	3	100%
	Lincoln	4	100.00%	0	0.00%	4	100%
	Nottingham	0	0.00%	1	100.00%	1	100%
	Stoke-on-Trent	1	100.00%	0	0.00%	1	100%
	Wolverhampton/Telford	8	72.73%	3	27.27%	11	100%
	Worcester	3	100.00%	0	0.00%	3	100%
Midlands Total		26	61.90%	16	38.10%	42	100%
North East	Kingston-upon-Hull	4	100.00%	0	0.00%	4	100%
	Leeds	2	28.57%	5	71.43%	7	100%
	Newcastle/Sunderland	5	71.43%	2	28.57%	7	100%
	Sheffield	6	85.71%	1	14.29%	7	100%
	Teesside	0	0.00%	2	100.00%	2	100%
	York	0	0.00%	2	100.00%	2	100%
North East Total		17	58.62%	12	41.38%	29	100%
North West	Blackburn/Lancaster	4	50.00%	4	50.00%	8	100%
	Carlisle	1	33.33%	2	66.67%	3	100%
	Liverpool/Warrington/Chester	9	64.29%	5	35.71%	14	100%
	Manchester	8	72.73%	3	27.27%	11	100%
North West Total		22	61.11%	14	38.89%	36	100%

South East	Brighton	3	100.00%	0	0.00%	3	100%
	Cambridge/Peterborough	3	60.00%	2	40.00%	5	100%
	Chelmsford/Ipswich	4	80.00%	1	20.00%	5	100%
	Guildford	4	100.00%	0	0.00%	4	100%
	Luton	3	60.00%	2	40.00%	5	100%
	Medway/Canterbury	3	75.00%	1	25.00%	4	100%
	Milton Keynes/Oxford	4	66.67%	2	33.33%	6	100%
	Watford	1	100.00%	0	0.00%	1	100%
South East Total		25	75.76%	8	24.24%	33	100%
South West	Bournemouth	2	66.67%	1	33.33%	3	100%
	Bristol	6	85.71%	1	14.29%	7	100%
	Exeter	1	33.33%	2	66.67%	3	100%
	Plymouth	3	75.00%	1	25.00%	4	100%
	Portsmouth	1	100.00%	0	0.00%	1	100%
	Swindon	1	50.00%	1	50.00%	2	100%
	Taunton	2	66.67%	1	33.33%	3	100%
South West Total		16	69.57%	7	30.43%	23	100%
Total		119	64.32%	66	35.68%	185	100%

Appendix B: 16.4 appointments with and without enquiries/recommendations by Service Area

Service Area	Order with enquiry		Order without enquiry		Total Number	Total Percentage
	Number	Percentage	Number	Percentage		
A1	5	55.56%	4	44.44%	9	100.00%
A2	0	0.00%	3	100.00%	3	100.00%
A3	8	72.73%	3	27.27%	11	100.00%
A4	10	90.91%	1	9.09%	11	100.00%
A5	2	28.57%	5	71.43%	7	100.00%
A6	2	100.00%		0.00%	2	100.00%
A7	9	69.23%	4	30.77%	13	100.00%
A8	9	64.29%	5	35.71%	14	100.00%
A9	14	58.33%	10	41.67%	24	100.00%
A10	8	88.89%	1	11.11%	9	100.00%
A11	9	56.25%	7	43.75%	16	100.00%
A12	10	52.63%	9	47.37%	19	100.00%
A13	0	0.00%	2	100.00%	2	100.00%
A14	12	70.59%	5	29.41%	17	100.00%
A15B	12	70.59%	5	29.41%	17	100.00%
A16	7	87.50%	1	12.50%	8	100.00%
A17	2	66.67%	1	33.33%	3	100.00%
Total	119	64.32%	66	35.68%	185	100.00%

Appendix C: Enquiries and recommendations by service area*

Service area	Enquiries		Recommendations		Total
	Count	Percentage	Count	Percentage	
A1	0	0.00%	1	100.00%	1
A3	3	75.00%	1	25.00%	4
A4	4	66.67%	2	33.33%	6
A5	3	100.00%	0	0.00%	3
A6	3	100.00%	0	0.00%	3
A7	6	85.71%	1	14.29%	7
A8	6	66.67%	3	33.33%	9
A9	8	61.53%	5	38.47%	13
A10	1	25.00%	3	75.00%	4
A11	1	11.11%	8	88.89%	9
A12	3	37.50%	5	62.59%	8
A14	8	66.67%	4	33.33%	12
A15	1	100.00%	0	0.00%	1
A15B	1	100.00%	0	0.00%	1
A16	5	71.42%	2	28.58%	7
A17	2	100.00%	0	0.00%	2
Total	55	61.11%	35	38.89%	90

*Please note that A2 and A13 are not included in the table as we were notified of no enquiries or recommendations in these areas in September

Appendix D: Advice given in response to enquiries*

Service area	16.4 appointment of Cafcass Appropriate		16.4 appointment not appropriate - alternative suggested		16.4 appointment not appropriate - no alternative suggested		Other		Total Count	Total percentage
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage		
A3	2	66.67%	0	0.00%	1	33.33%	0	0.00%	3	100.00%
A4	3	75.00%	1	25.00%	0	0.00%	0	0.00%	4	100.00%
A5	2	66.67%	1	33.33%	0	0.00%	0	0.00%	3	100.00%
A6	1	33.33%	2	66.67%	0	0.00%	0	0.00%	3	100.00%
A7	6	100.00%	0	0.00%	0	0.00%	0	0.00%	6	100.00%
A8	3	50.00%	2	33.33%	0	0.00%	1	16.67%	6	100.00%
A9	8	100.00%	0	0.00%	0	0.00%	0	0.00%	8	100.00%
A10	1	100.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%
A11	1	100.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%
A12	2	66.67%	0	0.00%	1	33.33%	0	0.00%	3	100.00%
A14	5	62.50%	2	25.00%	0	0.00%	1	12.50%	8	100.00%
A15	0	0.00%	1	100.00%	0	0.00%	0	0.00%	1	100.00%
A15B	0	0.00%	0	0.00%	0	0.00%	1	100.00%	1	100.00%
A16	4	80.00%	0	0.00%	1	20.00%	0	0.00%	5	100.00%
A17	2	100.00%	0	0.00%	0	0.00%	0	0.00%	2	100.00%
Total	40	72.73%	9	16.36%	3	5.45%	3	5.45%	55	100.00%

*Please note that A1, A2 and A13 are not included in the table as we were notified of no enquiries in these areas in September

Appendix E: Sources of data

	Both ECMS and notifications from Service Managers	Notifications from Service Managers (SMs) only	ECMS data only	Total
	58 appointments made in September which could be matched to SM enquiries/recommendation notifications			58
		16 enquiries/recommendations which did not lead to appointments		16
		16 enquiries/recommendations which led to appointments, which could not be matched to ECMS list		16
			45 appointments which could not be matched to SM data but on file inspection found that there had been an enquiry/recommendation	45
			66 appointments which could not be matched to SM data and where file inspection did not reveal that there had been an enquiry or recommendation	66
Total	58	32	111	201