



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

Your ref: CAF 15-32  
Our ref: Gov/CAF 15-32

Tel 0300 456 4000

11<sup>th</sup> March 2015

## Re: Freedom of Information Request

Thank you for your email which was received on 2<sup>nd</sup> March 2015. You made the following requests for information in blue; please see our responses in black:

- 1) How long are court bundles retained by CAF/CASS, in terms of time, when the case is finished in family court.

Paper court bundles are usually destroyed within four weeks of the date of the final hearing; please see sections 10.2 – 10.3 in the Cafcass [Case Recording Policy](#) for more information. Information from the court bundles held electronically by Cafcass as part of case information is retained for a longer period of time; please see the response to question 2.

- 2) How long do CAF/CASS retain reports and documentation in whatever format including but not limited to electronic and paper on a service user, in terms of time, when the case is finished in family court.

Case information is held until the youngest child involved in the proceedings would be 22 years old. Please see more information in section 10.1 of the Cafcass [Case Recording Policy](#).

- 3) If the aforementioned documents are kept and there is no time-frame to destroy the files, how and where do CAF/CASS store the documentation/paperwork per case.

Before information reaches the end of its retention period, paper files are sent to be archived, under a Cafcass contract with TNT (please see section 9.14 in the Cafcass [Case Recording Policy](#)), and electronic files are archived on our Electronic Case Management System (please see section 9.15 in the Cafcass [Case Recording Policy](#)).

Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive





- 4) If the aforementioned documents or electronic files are destroyed by whom and by what method?

Paper documents are securely shredded; Cafcass has a master contract with Banner to complete this destruction of documents. Electronic files are destroyed by deleting the information, which after 28 days cannot be retrieved.

We hope that you feel your question has been answered effectively. If you are unhappy with the decisions made in relation to your request, you may ask for an internal review to be undertaken. If you are dissatisfied with the way the internal review is handled or with the final decision made at that review about the information released, you are free to contact the Information Commissioner's office ([www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)):

**Post**

Information Commissioner's Office  
Wycliffe House, Water Lane,  
Wilmslow,  
Cheshire  
SK9 5AF

**Fax**

01625 524 510

**Tel**

0303 123 1113

**E-mail**

[casework@ico.org.uk](mailto:casework@ico.org.uk)

Yours sincerely,

Governance Team

Cafcass

[Governance@cafcass.gsi.gov.uk](mailto:Governance@cafcass.gsi.gov.uk)

Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive

