



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

Your ref: CAF 15-58
Our ref: Gov/CAF 15-58

Tel 0300 456 4000

13 April 2015

Re: Freedom of Information Request

Thank you for your email of 11 April 2015 which was received by our office on 13 April 2015 and has been dealt with under the terms of the Freedom of Information Act 2000. You made the following requests for information:

I would like a copy of cafcasss policy regarding record keeping and case recording policy and procedures and when recording any data that you would receive on a child during a case and after a case.

I am particularly interested in cafcass policy and procedures regarding the Data protection act and record keeping and in cases that involve children or parents, any information shared would this be kept on file or text messages sent on going when a case was in progress or any phone records of calls and emails shared. how long this would be kept for if sent to a gov.uk email account or by recorded post or by a member of parliament would this data be stored to file and recorded? or would you take no notice of it and destroy it?

Please see below for our response.

Please see the Cafcass [Case Recording and Retention Policy](#) available on our website. For information about what is recorded in the case file, please see Section 2 'The case record' (pages 1-3) and Appendix 1 'Organisation of electronic case record' (pages 11-14); for information on how long this is kept, please see Section 10 'Retention and deletion of ECMS and supplementary paper case information' (pages 9-10).

The Cafcass [Information Assurance Policy](#) is also relevant; please see in particular Section 2 'How to meet information management standards' (pages 1-3). In relation to retention of information which is not case-related (e.g. MP correspondence), please see the [Appendix](#) 'Complaints' section (page 4).

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





No specific information is held in relation to recording and retention of text messages, but the above references cover telephone calls, emails, post and Member of Parliament correspondence as mentioned in your request.

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):

Post

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

Fax

01625 524 510

Tel

0303 123 1113

E-mail

casework@ico.org.uk

Yours sincerely,

Governance Team

Cafcass

Governance@cafcass.gsi.gov.uk

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive

