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Your ref: CAF 15-70  
Our ref: Gov/CAF 15-70

Tel 0300 456 4000

15 May 2015

## Re: Freedom of Information Request

Thank you for your email of 21 April 2015. Please see below for our responses to your requests for information:

1. I am keen to know what requirements does a Service Manager at Cafcass have to have to be a service manager at Cafcass do they have to be a member of the Health Care Professional Council and registered Social Worker in order to gain employment at Cafcass as a Service Manager and do they have to remain on the HCPC while working as a Service Manager?

Please see our website for the [job description for Cafcass Service Managers](#). All Cafcass Service Managers must be qualified social workers and be registered with the Health Care Professional Council (HCPC). They must also have supervisory or practice management experience gained in a children services setting.

2. What ethics would they adhere to when working with children and what Cafcass policy would they adhere to and record keeping policy during and after a case has been before the court.

It is a contractual requirement for all Cafcass social workers, including Service Managers, to comply with the [Health Care Professional Council \(HCPC\) Standards of Conduct, Performance and Ethics](#). Expectations of staff conduct are also detailed through the [Employee Relations policy](#).

As detailed in the response to your previous request in CAF 15-58, the requirements for record keeping both during and after an open case can be seen in the Cafcass [Case Recording and Retention Policy](#) and [Information Assurance Policy](#). For more details please see our previous response to CAF 15-58.

Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive





3. What is the duty of a Service Manager and job description at Cafcass?

Please see our response to question 1 and our website for the [job description for Cafcass Service Managers](#).

4. And what sort of pay would they receive and contract is it self employed contract or full time contract.

Service Managers are paid between £43,335 and £47,286 per year, with London Weighting of £4,293 per year for staff with a permanent work base in Greater London. Contracts will be issued on either a full time or fixed term basis

5. How many Officers would they over see during any given time in one month ?

6. Who would over see the Service Manager role and work at Cafcass?

As detailed in the [job description](#), Service Manager are required to support up to 20 practitioners at any one time, and are accountable to the Senior Service Manager of that region.

7. What is Cafcass safeguarding policy on reporting to the court and if any child may be at risk of emotional harm or other risk of harm during a case and after a case.

As confirmed in response to your previous request in CAF 15-59, the Cafcass [Child Protection Policy](#) sets out how we will respond to allegations of significant harm (for more details, please see our previous response). When Cafcass is involved in an open case we can include concerns about emotional abuse in our overall assessment of the case where appropriate. Cafcass practitioners, under S16A of the Children Act 1989, have a duty to undertake a risk assessment at any stage of family proceedings if they have cause to suspect a subject child is at risk of harm.

The role of Cafcass is to safeguard and promote the welfare of children when a practitioner has been appointed by the court to the case. Cafcass can only become involved and complete work on a case at the request of the court.

8. How long do you keep data records on file in line with the new Government rules on children and record keeping?





As confirmed in response to your previous request in CAF 15-58, retention of information within case files can be seen in the Cafcass [Case Recording and Retention Policy](#) (section 10.1); case information is held until the youngest child involved in the proceedings would be 22 years old (unless the case relates to adoption, in which case it may be kept for longer).

9. [Would you destroy any Data on file or on record by electronic means or by post if it was about a child?](#)

Please see the response to question 8 which sets out the retention of case information, after which point the information will be securely destroyed.

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,  
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SK9 5AF

**Fax**

01625 524 510

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0303 123 1113

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

Yours sincerely,

Governance Team

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Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive

