



Cafcass National Office
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London
WC1B 3HF

Your ref: CAF 15-102
Our ref: Gov/CAF 15-102

Tel 0300 456 4000

25 June 2015

Re: Freedom of Information Request

Thank you for your email of 29 May 2015. You made the following requests for information:

Can you please advise me of the number of family court advisors employed by Cafcass at their Birmingham Office [A12]? and who have had complaints made about their work.? and have left Cafcass or moved back to Social Work from 2010 until 2015.

I would like this information by year ending for the past five years [by calendar year].

Please see the below table for the total number of Family Court Advisors employed by Cafcass in Service Area A12 (Birmingham and the Black Country Area), as well as the number of Family Court Advisors who left Cafcass from the same region in the same period; please note Cafcass does not hold information in relation to those who have 'moved back to social work'.

	2010	2011	2012	2013	2014	2015 to date (as of 15 Jun)
Employed Family Court Advisors	60	68	72	74	71	69
Family Court Advisor leavers	9	1	3	5	7	1

Please see the below table for the total number of complaints made about Family Court Advisors in Service Area A12. Please note the following about the data:

- Before July 2014, a complaint was recorded for each member of staff about whom a service user complained. Therefore if a service user complained about more than one member of staff, each would be logged as a separate complaint. From July 2014 in the new case recording system (ECMS), one complaint is recorded for each complaint received, which covers all issues the service user has raised within that complaint.
- Data is given per calendar year; due to a change in the complaints reporting system, information relating to complaints against Family Court Advisors is

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currently unavailable for this financial year; therefore the figure for 2015 only represents those complaints made during January, February and March.

- This data provided is as recorded in both:
 - The old Cafcass case management system (CMS) which from July 2014 is a static database where no further updates will be made. The data included here is a snapshot on the closing data of the database.
 - The current Cafcass case management system (ECMS) which is a live system and is therefore subject to change.

	2010	2011	2012	2013	2014	2015 (Jan-Mar)
Number of complaints made about Family Court Advisors	57	47	48	52	72	9

Would it not be classed as unlawful for a Cafcass member of staff to be seen as a professional when in fact they are not registered with the Health Care Professional Council? this could be classed as misleading the public and any boards they sit on?

Freedom of Information responses cannot create new views or opinions which are not already recorded, and Cafcass does not hold recorded information in relation to this specific query.

However, as has been confirmed to you previously in CAF 15-70, it is a condition of employment that Cafcass Family Court Advisors (including Service Managers) must maintain their registration with the Health and Care Professions Council (HCPC).

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
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Yours sincerely,

Governance Team

Cafcass

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Cafcass, the Children and Family Court Advisory and Support Service, is a non-departmental body of the Ministry of Justice
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