



Cafcass National Office  
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**Your ref: CAF 15-192**  
**Our ref: Gov/CAF 15-192**

Tel 0300 456 4000

4 December 2015

## Re: Freedom of Information Request

Thank you for your email of 15 November 2015. You made the following requests for information:

1. How many social worker posts and Managers does CAF/CASS have? Please provide any management information on recruitment and retention; turnover rates, split between directly employed and agency social workers etc.

Please see the table below in response to question 2.

2. How many agency social workers work for you and what is the additional cost involved?

Please see the below table detailing information on the recruitment, turnover and numbers of Family Court Advisors and Service Manager, split by permanently employed staff and agency workers. Also included is the salary of a full time member of staff for both Family Court Advisor and Service Manager positions, alongside the average per hour rate based on the average cost from suppliers on Cafcass' preferred supplier list. Please note the per annum salary excludes London Weighting but includes on-costs of 27%.

	As of 25/11/2015	As of July-September 2015/16 (Q2)
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Grade	Employed Head Count	Agency Head Count	Per Annum Salary of Employed Staff (including 27% on-costs)	Average Hourly Charge Rate for Agency Workers outside of London	Average Hourly Charge Rate for Agency Workers within London	Average Tenure in Years	Turnover in Past 12 Months	Completed Recruitment Campaigns in Past 12 Months
Service Manager	97	0	£52,002 - £56,743	£43.11	£44.46	9.3	6.1%	0
Family Court Advisor	1197	64	£43,819- £48,863	£32.12	£33.53	6.9	9.0%	40

3. Have you considered recruitment from countries other than the UK? Is UK experience a prerequisite to working for CAF/CASS?

Frontline social workers at Cafcass are required to have at least three years' experience post-qualification, and must be registered with the Health and Care Professions Council as a condition of their employment. If both these conditions are met, any individual is eligible to apply for a frontline vacancy at Cafcass.

4. Who takes lead responsibility for social worker recruitment?

The HR Directorate is responsible for the processes and systems used for Cafcass' social worker recruitment.

5. Please provide any data you have on the ethnicity(or citizenship) of your clients.

Diversity monitoring, which includes ethnicity, was re-introduced to Cafcass on 1st July 2015. The below data shows recorded information from that date. Diversity is monitored for all participants on a case, which includes subjects, applicants, respondents and other parties.

Data Source: data has been taken from the Cafcass national database ECMS which is a live system, continually updated and is subject to change when further updates are made. This data is correct as at 4/12/15. As with any figures drawn from large scale recording systems, these are subject to possible errors with data entry and processing.

**Ethnicity** **Case Participants**

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Asian/Asian British: Bangladeshi	186
Asian/Asian British: Chinese	40
Asian/Asian British: Indian	529
Asian/Asian British: Pakistani	783
Asian/Asian British: Other Asian	210
Black/African/Caribbean/Black British: African	776
Black/African/Caribbean/Black British: Caribbean	384
Black/African/Caribbean/Black British: Other Black	122
Eastern: European	268
Mixed/multiple ethnic group: White and Asian	278
Mixed/multiple ethnic group: White and Black African	202
Mixed/multiple ethnic group: White and Black Caribbean	457
Mixed/multiple ethnic group: Other Mixed	427
Other ethnic group: Any other ethnic group	225
Other ethnic group: Arab	115
White: English/Welsh/Scottish/Northern Irish/British	18,509
White: European	448
White: Gypsy/Roma/Irish Traveller	61
White: Irish	61
White: Other White	519
Refused	715
Unknown	96
None Recorded	61,505

6. How much does CAF/CASS spend on a. interpreters and b. translators? Please break this down according to language.

Cafcass spent £365,000 on both interpreters and translators during financial year 2014-15 and £226,000 during the first 7 months of financial year 2015-16.

Cafcass records do not break down this information between interpreter/translator, or by language.

7. Do you have any difficulty in finding linguists and does your policy ensure that they are properly registered and have a subject-specific Diploma in Public Service interpreting?

Cafcass uses a preferred supplier for interpreter/translation services, 'TheBigWord'. All interpreters must be registered with the International School of Linguists and must be qualified to NVQ Level 3 or above in interpreting/translation



to work on a Cafcass assignment. All interpreters must also have a DBS check at enhanced level.

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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Cheshire  
SK9 5AF

**Fax**

01625 524 510

**Tel**

0303 123 1113

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[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)

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