



Cafcass National Office
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21 Bloomsbury Street
London
WC1B 3HF

Your ref: CAF 15-13

Our ref: Gov/CAF 15-13

Tel 0300 456 4000

24th February 2015

Re: Freedom of Information Request

Thank you for your email of 6th February 2015. You made the following requests for information:

1. The number of cases dealt with by CAF/CASS each year for the last 5 years
2. The number of complaints received each year for the last 5 years
3. The number of compliments received or satisfied clients (where this has been communicated in writing/email) each year for the last 5 years

Please see below for our response.

The below table shows the number of cases, complaints, and compliments received by calendar year for the past 5 years. Please note the following points regarding the data:

- Information is provided by calendar year based on received data of the case; cases include both private and public law cases.
- The Cafcass complaints procedure changed in February 2012 to be a simpler one-step complaints procedure. This procedure ensures that complaints regarding professional opinion and judgement of FCAs can, wherever possible, be notified to the relevant court while the proceedings are ongoing, so that the judge is aware of these concerns and Cafcass' response to them. There was a mail-out to all current service users about the change in the procedure, following which the first six months of the procedure saw a significant increase in the number of complaint referrals.
- 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

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system (ECMS), one complaint is recorded for each complaint received, which covers all issues the service user has raised within that complaint.

- The compliments data only includes unsolicited positive feedback from service users; Cafcass also collects written feedback from service users locally, this is not collated centrally and is not included in the compliments figures below.
- 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.

Calendar year	Cases received	Complaints received	Compliments received
2010	55,564	1,047	*265
2011	54,230	1,124	367
2012	58,727	1,613	716
2013	61,900	1,449	1,005
2014	50,360	1,476	599

** 2010 compliment data is a part year, as compliment data was collected from April 2010 only.*

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

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0303 123 1113

E-mail

casework@ico.org.uk

Yours sincerely,

Baroness Tyler of Enfield Chair
 Anthony Douglas CBE Chief Executive





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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