



Cafcass National Office
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Your ref: CAF 15-68
Our ref: Gov/CAF 15-68

Tel 0300 456 4000

14 May 2015

Re: Freedom of Information Request

Thank you for your email of which was received by our office on 16 April 2015. You made the following requests for information:

Please provide the following information for your Birmingham and Midlands office.
For the years 2012, 2013 & 2014

1. The number of case workers employed including case managers but excluding administrative staff
2. The percentage of females and males employed in these categories
3. The percentage of White and Black ethnic case workers employed in these two gender categories
4. The total number of complaints logged by the office
5. The total number of complaints dealt with under the provisions of Principles for Remedy
6. The number of complaints rejected
7. The number of complaints accepted
8. The broad categories within which such complaints fall ie poor communication; delays in responding to clients, availability of case works; or such other categories that Cafcass determines appropriate.

Please see below for our responses.

1. The number of case workers employed including case managers but excluding administrative staff
2. The percentage of females and males employed in these categories
3. The percentage of White and Black ethnic case workers employed in these two gender categories

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





Please see the table below for data on the above questions for the respective calendar years:

Family Court Advisors & Service Managers in the Birmingham Service Area			
	2012	2013	2014
Total number of Staff	87	87	88
% of Female Staff	82.76%	82.76%	84.09%
% of Male Staff	17.24%	17.24%	15.91%
Number of White Staff	55	52	50
Number of Black Staff	21	22	21
% White Female Staff	80.00%	80.77%	84.00%
% White Male Staff	20.00%	19.23%	16.00%
% Black Female Staff	85.71%	81.82%	80.95%
% Black Male Staff	14.29%	18.18%	19.05%

4. The total number of complaints logged by the office
5. The total number of complaints dealt with under the provisions of Principles for Remedy
6. The number of complaints rejected
7. The number of complaints accepted
8. The broad categories within which such complaints fall ie poor communication; delays in responding to clients, availability of case works; or such other categories that Cafcass determines appropriate.

Please see the table below for information relating to complaints received in Cafcass Service Area 12 (which covers the requested offices).

Please note:

- Complaints are dealt with according to the Cafcass Complaints Policy
- Complaints are not rejected/accepted; all complaints are handled according to the Cafcass complaints policy, and there are no complaint outcomes recorded. In February 2012 the complaints procedure was changed, and the number of stages involved was reduced from three to one and the classification of complaints as 'upheld' was ended. The focus of the complaints system is now on putting things right for service users while their case is ongoing so that any necessary remedial action can be taken.
- 'Complaint type': formal complaint categories were introduced in September 2012 (1-10); some complaints fall into more than one category, the following is based on the primary complaint category.

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- Data is taken from the Cafcass national databases (Case Management System (CMS) and ECMS). ECMS is a live system, continually updated and is subject to change when further updates are made. Data from CMS is a static snapshot on the day it ceased to be a live database, 11th July.

Years	Complaints Received
2012	65
2013	61
2014	90

Complaint Type	2012	2013	2014
1. Friendly, professional and respectful service	3	22	23
2. Fairness of service	5	25	43
3. Accessibility of service	2	2	1
4. Working in children's best interests		5	16
5. Provision of clear information		4	2
7. Translation of information		1	1
8. Listening to feedback		1	2
9. Clear complaints process			1
10. Solving problems quickly		1	1
Case Planning	8		
Children's Active Involvement	1		
Customer Care	11		
Quality of Service	34		
Safeguarding raised – assessment complete	1		
Grand Total	65	61	90

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):

Baroness Tyler of Enfield Chair
 Anthony Douglas CBE Chief Executive





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Yours sincerely,

Governance Team

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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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