



Cafcass National Office  
3rd Floor  
21 Bloomsbury Street  
London  
WC1B 3HF

Your ref: CAF 16-19  
Our ref: Gov/CAF 16-19

Tel 0300 456 4000

1 March 2016

## Re: Freedom of Information Request

Thank you for your email of 9 February 2016. You made the following requests for information:

1. Can you break down in the last 5 years ( year by year ). How many service users phone numbers have been blocked from calling cafcass?

This information is held by our telephone service supplier, who do not record the dates on which numbers were blocked.

The total number of phone numbers which have been barred is 15.

2. Who makes this decision?

The relevant Head of Service.

3. And what reasons are used to prevent service users contacting cafcass?

As set out in a previous response to you (CAF 15-194, 17 December 2015), the Cafcass [Operating Framework](#) (paragraphs 8.17–8.19) sets out the circumstances in which it may be necessary to consider limiting communication with a service user.

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)):

Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive





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Yours sincerely,

Governance Team

Cafcass

[Governance@cafcass.gsi.gov.uk](mailto:Governance@cafcass.gsi.gov.uk)

Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive



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