



Cafcass National Office
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21 Bloomsbury Street
London
WC1B 3HF

Your ref: CAF 16-30
Our ref: Gov/CAF 16-30

Tel 0300 456 4000

29 March 2016

Re: Freedom of Information Request

Thank you for your email of 1 March 2016. You made the following requests for information:

[Do cafcass operate a warning list of cafcass service uses that is circulated among cafcass staff ?](#)

No; Cafcass does not operate a warning list of service users which is circulated among staff.

As set out to you in previous responses, Cafcass may limit or end communication with service users in order to deal with unacceptable behaviour; this is set out in the [Cafcass Operating Framework](#), paragraphs 8.17 – 8.19. If these arrangements have been put in place, this may be recorded within their individual case files. They are also recorded within a database used by the Cafcass Call Centre so that call handlers are aware of communication arrangements.

[If so how many are currently or have been on the list in the last 5 years](#)

As set out above, there is no 'warning list' of service users. However, within the database of communication arrangements used by the Cafcass Call Centre there are currently 16 individuals listed with 'unacceptable/abusive behaviour' (paragraph 8.17 of the Operating Framework); 24 individuals listed as having a single point of contact (paragraph 8.18); and 14 individuals listed as Cafcass having ended communication with (paragraph 8.19). This is a current database to inform current needs and therefore no historical data is held.

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

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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

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01625 524 510

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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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