



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

Your ref: CAF 16-47  
Our ref: Gov/CAF 16-47

Tel 0300 456 4000

29 March 2016

## Re: Freedom of Information Request

Thank you for your email of 24 March 2016. You made the following requests for information:

- 1 What is the current policy [relating to " a health and safety at work ( risk assessment] ?

The scope of this request is substantially similar to your previous request made recently in CAF 16-44 which Cafcass has already provided an answer to on 24 March 2015. In the short time which has elapsed between these requests there has been no change in the position of Cafcass and a response to this repeated request is therefore exempt under Section 14(2) of the Freedom of Information Act.

### [14 Vexatious or repeated requests.](#)

*(2)Where a public authority has previously complied with a request for information which was made by any person, it is not obliged to comply with a subsequent identical or substantially similar request from that person unless a reasonable interval has elapsed between compliance with the previous request and the making of the current request.*

- 2 Are any concerns recorded and if so how

The scope of this request is substantially similar to your previous request made recently in CAF 16-44 which Cafcass has already provided an answer to on 24 March 2015. In the short time which has elapsed between these requests there has been no change in the position of Cafcass and a response to this repeated request is therefore exempt under Section 14(2) of the Freedom of Information Act.

- 3 why is this form not used now ? And if so why not

Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive





The scope of this request is substantially similar to your previous request made recently in CAF 16-44 which Cafcass has already provided an answer to on 24 March 2015. In the short time which has elapsed between these requests there has been no change in the position of Cafcass and a response to this repeated request is therefore exempt under Section 14(2) of the Freedom of Information Act.

#### 4 How are SAR requests handled and how do you check the information is complete

The [Cafcass SAR Policy](#) sets out how SARs are handled including how information is collected and how responses are quality assured prior to final response (see section 8). This is completed based on available information obtained from the relevant filing system (central case and complaint database) and relevant individuals if any information is held outside of this.

If the information is felt to be incomplete, SAR applicants are able to appeal (see section 9). They can specify what information is deemed to be missing:

- If this has not previously been located, a search will be made for this information. If the information is held, a decision will be made as to whether it falls within information which is discloseable under a SAR and the outcome will be set out within the appeal response.
- If this has previously been withheld under an exemption, this will be reviewed and the exemption will either be upheld or overturned and the reasons for this will be set out within the appeal response. Please see section 10 of the SAR Policy and the [SAR factsheet](#) to see what information may be exempt from disclosure under a SAR.

#### 5 what safeguards are there to prevent staff removing / destroying or changing documents ?

Staff are aware of their obligations under the Data Protection Act 1998 through training and communications. Case information which is required to be kept as a record is set out within the Cafcass [Case Recording Policy](#); other information will have a decision made as to whether it is necessary to keep it as a record in line with the Cafcass [Information Assurance Policy](#).

Cafcass SAR procedures are robust: they were audited by the Information Commissioner's Office in April 2015 and were found to have the highest level of assurance.

#### 6 what departments and informed of a sar request

Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive





The Customer Services Team handle SARs and contact relevant teams, including operational and corporate teams where they are likely to hold personal data of the applicant.

## 7 how is information checked for a SAR request on cafcass laptops ?

Case and complaints information is held on a central electronic database, ECMS, which is checked by SAR processors for personal information; relevant staff are also contacted to request any emails or other information held outside of the central database containing personal information of the SAR applicant.

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,  
Wilmslow,  
Cheshire  
SK9 5AF

### **Fax**

01625 524 510

### **Tel**

0303 123 1113

### **E-mail**

[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)

Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive

