



Cafcass National Office
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21 Bloomsbury Street
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WC1B 3HF

Your ref: CAF 16-88
Our ref: Gov/CAF 16-88

Tel 0300 456 4000

22 June 2016

Re: Freedom of Information Request

Thank you for your email of 22 June 2016. You made the following requests for information:

Have you got any resources in British Sign Language please? This request is linked to the Equality Act 2010, making reasonable adjustments to remove barriers and ensure equal access to services.

Please see below for our response.

Cafcass does not have any readily available resources in British Sign Language. However, we are able to provide an interpreter/translator for any service users who require this.

Cafcass is committed to compliance with the Equality Act as well as to providing a high standard of service to all of the children and families we work with. Our Customer Service Standards set out that we will treat everyone fairly and allow everyone access to our service; this means communicating with all service users in a way which they will understand. This includes providing an effective and efficient interpreting and translating service and providing information in alternative formats where necessary. The HCPC Standards of Conduct, Performance and Ethics (No 7) also place a duty on practitioners' to "communicate properly and effectively with service users and other practitioners".

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.ico.org.uk):

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





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Yours sincerely,

Governance Team

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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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