



Cafcass National Office
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21 Bloomsbury Street
London
WC1B 3HF

Your ref: CAF 16-9
Our ref: Gov/CAF 16-9

Tel 0300 456 4000

3 February 2016

Re: Freedom of Information Request

Thank you for your email of 29 January 2016. You made the following requests for information:

- 1) The contact details for the immediate Supervisor/Line Manager for Ms Colleen McNamara.

Any line manager can be requested through the Family Court Advisor, or through local resolution in the [complaint process](#):
Customerfeedback@CAFCASS.GSI.GOV.UK

- 2) Can you confirm if Cafcass inform's the Health and Care Professions Council (HCPC) if a Family Court Adviser is the subject of a disciplinary/sanction/investigation or any matter that may bring there fitness to practice and registration into question.

Disciplinary procedures are outlined in Cafcass' [Employee Relations Policy](#) (section 5). Please see paragraph 5.21 in particular which sets out the circumstances in which it might be necessary for Cafcass to notify the Health and Care Professions Council (HCPC) of a practitioner's fitness and ability to practice.

- 3) Can you confirm if Court reports written by the Family Court Advisor are the subject of a periodical audit by quality control/supervisor's or line management.

Every Cafcass report which is filed with the court is subject to a quality assurance check. All practitioners also have at least an annual management observation of practice with service users, whilst the National Improvement Service perform regular case audits on a service area, team and individual level.

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





- 4) Can you confirm if the Family Court Advisers are the subject of regular health checks ie: hearing test in order that they may perform their duties.

Please see our [Supervision Policy](#) for general information on how Cafcass practitioners' work is monitored. Cafcass monitor performance through routine performance management processes, including structured Performance and Learning Review (PLR) meetings between the manager and the individual, management observation of practice, and from feedback from service users and other relevant stakeholders.

As Cafcass is an equal opportunities employer, if a staff member has a disability that impacts on their ability to perform their duty, and which requires a reasonable adjustment to remedy, then Cafcass will make this adjustment.

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):

Post

Information Commissioner's Office
Wycliffe House, Water Lane,
Wilmslow,
Cheshire
SK9 5AF

Fax

01625 524 510

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0303 123 1113

E-mail

casework@ico.org.uk

Yours sincerely,

Governance Team

Cafcass

Governance@cafcass.gsi.gov.uk

