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Your ref: CAF 16-14  
Our ref: Gov/CAF 16-14

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1 March 2016

## Re: Freedom of Information Request

Thank you for your email of 3 February 2016. You made the following requests for information:

1. I am looking for some information relating to the professional qualifications of 2 Family Court Advisors operating in the Southeastern Region (Chatham in Kent).

I am only interested in the professional qualifications of these persons relevant to their work as Family Court Advisors. In particular, I am not asking for a breakdown of any exam results received but an overview of the relevant qualifications relevant to their work as Family Court Advisors is sought.

Please see the [job description for a Family Court Adviser](#), including person specification, which sets out minimum qualification requirements for the role.

These are the qualifications relevant to their work as Family Court Advisors. All Cafcass Family Court Advisors are qualified social workers with a Diploma in Social Work (or recognised equivalent) and at least three years post qualifying experience in social work with children and families at risk. As a condition of employment, Family Court Advisors must maintain their registration with the Health and Care Professions Council (HCPC).

2. Secondly, please provide me with a summary of how many complaints have been received by Cafcass in the South Eastern region [A16 and A17] relating to the quality of work carried out in Private Law Children's Act cases in the past 5 years.

Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive





Please see below for the number of complaints received in service areas A16 and A17 in relation to private law cases. These are separated by calendar year.

Year	A16	A17
2010	58	25
2011	81	34
2012	90	74
2013	72	57
2014	65	50
2015	48	35

3. Thirdly, in internal relocation private law cases, please can you provide a summary of how many Section 7 reports have been produced in the past 5 years by Family Court Advisors based in Kent and, of those, how many times the reports recommended that a parent should be permitted to move with a child (and how many times the recommendation was that the child should not move with the parent).

‘Application type’ is recorded on our electronic case management system. However, no application type of ‘internal relocation’ type is recorded, as this is a subsection of different broader court application types. This information is therefore not recorded centrally. Similarly, individual recommendations within reports are not recorded centrally; these are held within the court reports within each electronic case file.

In order to provide a response, each case file would need to be checked individually; as Cafcass Kent completes hundreds of section 7 reports annually, the cost of compliance would exceed the appropriate limit which for Cafcass is £450. In our estimation the cost (a flat rate of £25 per hour provided by the FOI Act) would exceed the appropriate limit which is 18 hours for Cafcass, in order to complete one or more of the following activities permitted to be accounted for, which are:

- Determining whether the information is held;
- Locating the information, or a document containing it;
- Retrieving the information, or a document containing it; and
- Extracting the information from a document containing it.

A response to this request for the type of recommendations included within reports is therefore exempt under Section 12 of the Freedom of Information Act.

[12 Exemption where cost of compliance exceeds appropriate limit.](#)





1. *Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.*
  2. *Subsection (1) does not exempt the public authority from its obligation to comply with paragraph (a) of section 1(1) unless the estimated cost of complying with that paragraph alone would exceed the appropriate limit.*
  3. *In subsections (1) and (2) “the appropriate limit” means such amount as may be prescribed, and different amounts may be prescribed in relation to different cases.*
  4. *The Secretary of State may by regulations provide that, in such circumstances as may be prescribed, where two or more requests for information are made to a public authority—*
    - (a) by one person, or*
    - (b) by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign,**the estimated cost of complying with any of the requests is to be taken to be the estimated total cost of complying with all of them.*
  5. *The Secretary of State may by regulations make provision for the purposes of this section as to the costs to be estimated and as to the manner in which they are to be estimated.*
4. Fourthly, can you please tell me how many Family Court Advisors in Kent have formal degree level qualifications in Child Psychology.

A qualification in child psychology is not a job requirement for Family Court Advisers; all Family Court Advisers are required to be qualified social workers with a Diploma in Social Work (or recognised equivalent) and at least three years post qualifying experience in social work with children and families at risk. The [job description for a Family Court Adviser](#) has been referenced above.

As the information you have requested is not a requirement, it may not be held and is not centrally collated. It is exempt under Section 12 of the Freedom of Information Act set out above.

5. Fifthly, please provide me with the reporting structure and organisational hierarchy for Cafcass in the Southeastern Region [A17].

Cafcass is a national organisation and therefore has one reporting structure across the organisation and the seventeen local service areas. This is set out within the Cafcass [Operating Framework](#); in particular see Section 11 which contains the Management Structure Map and paragraph 11.9 ‘The area-based structure’. It may also be of interest to see Section 6, which sets out regulation and performance management within Cafcass.





Within A17, there are two offices: Chatham and Canterbury. Business Support staff are accountable to the Office Manager. Family Court Advisers report to their Service Manager. Office Managers and Service Managers report to the relevant Head of Service, Senior Head of Service or Assistant Director (see page 2 of the Cafcass [organisational chart](#)). Assistant Directors and Senior Heads of Service report to the National Service Director, who reports to the Chief Executive (see page 1 of the Cafcass [organisational chart](#)).

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

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Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive

