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21 Bloomsbury Street
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Your ref: CAF 16-75
Our ref: Gov/CAF 16-75

Tel 0300 456 4000

22 June 2016

Re: Freedom of Information Request

Thank you for your email of 2 June 2016. You made the following requests for information:

Regarding your recent survey "Cafcass survey shows where parents are at after family proceedings" -

1. Please supply the questionnaire, as it was given to participants, along with any supplied supporting information.

The survey questions are set out in Appendix A of the report which is available on our website: [What happened next? A study of interim outcomes following private law proceedings as reported by parents six to nine months on.](#)

Service users within the sample were sent a letter with the following supporting information:

Re: Cafcass National Service User Feedback Survey – what happened next

Cafcass is committed to providing the best possible service to children and their families. In order to help us to continually improve, we are carrying out a telephone survey to ask for your views on how arrangements made at court have worked out for you and your child(/ren) in practice.

You have been selected as someone who has had contact with Cafcass and whose case ended between 6-9 months ago. We would like to telephone you during November and early December 2015 to undertake this short survey. This will involve mainly multiple choice questions and should take around 15 minutes. We will be looking at the following experiences of service users:

- *Child arrangements before the court proceedings took place;*

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- Satisfaction with court orders for child arrangements;
- Whether the child arrangements ordered by the court worked in practice;
- Any changes made to arrangements since then.

The survey will be used for information only and is independent of those who were involved in your case. Any information you give to us will be treated confidentially and any views you express will not be linked to your name. We will not share your personal data with any third parties. Your views from the survey will be included within a report which may be published on the Cafcass website, but you will not be able to be identified in any way. The report will be used for information across Cafcass in order to help improve our service for others who are going through similar proceedings to you.

We would be able to set up any special arrangements for speaking with you on the telephone, such as a translation service, so please let us know if you would like to complete the survey and this is required. We are also able to offer paper survey alternatives on request.

*You may prefer to complete this survey **online** rather than by telephone; please find below the link to an online version of the survey, and further information on the following page. Further information regarding completing the survey online can be found at the end of this letter.*

We hope that you will be able to complete this survey as we would appreciate your views. However, if you would prefer not to take part please let us know by contacting us using the details provided in the top right hand corner of this letter. In addition, you will be given another opportunity to tell us if you don't want to take part when we telephone you. If we don't hear from you, we will contact you on the following mobile number, the last 3 digits of which are: . Please let us know if this number is no longer correct. If you would like any further information to help you decide please contact XX at the Cafcass National Office.

Thank you for taking the time to read this letter. We look forward to speaking to you in due course unless you contact us to let us know otherwise.

If completing the survey online

- You will be asked to input your **Survey number** which you will find on the top right hand side of the 1st page of this letter, written underneath the date.
- In the online copy of the survey we have asked questions about 'the other parent', but appreciate that you and/or the other party might not be the parent of the child. If this is the case, we would still like to hear

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from you, please just think of questions about the 'other parent' as meaning the other party in the proceedings.

2. Please detail who undertook the research (internal staff or external consultants).

Internal staff (see section 2.1).

3. If internal staff please give qualifications and previous research experience.

The research was devised and implemented by staff drawn from the Policy team, all of whom have previously contributed to Cafcass research. They were supported by colleagues from other departments within Cafcass who assisted with the telephone calls, some of whom had participated in similar internal research projects and some of whom had not.

4. If external consultants please detail the tendering and selection process for consultants and contract fee.

N/A

5. Please detail on what basis questions were identified. Please detail what was the outlined aim and purpose of the study.

Aims are set out within section 2.2 of the report.

6. Please detail the methodology for participant selection, and the means by which the survey was undertaken (interview, questionnaire or whatever).

Methodology is set out in section 3 of the report.

7. Please detail, where known, the length of time participants had been involved with Cafcass at the point of questionnaire completion.

This information is not held; all cases had closed between 6 – 9 months previously, although the length of their proceedings is not recorded.

8. Please supply research questionnaire answers, anonymised as appropriate.

Responses (survey results) are set out in section 4 and Appendix B.

9. Please detail the methodology used for result analysis.





The numbers and percentages of participants providing responses to each question are set out in section 4.

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

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01625 524 510

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Yours sincerely,

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