



Your ref: CAF 16-99
Our ref: Gov/CAF 16-99

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Tel 0300 456 4000

18 July 2016

Re: Freedom of Information Request

Thank you for your email which was received on 17 July 2016. You referenced the recent response to your freedom of information request, and asked for hard copies of the following:

1. [Complaints procedure.](#)
2. [Anti-discrimination policy.](#)
3. [Fair treatment policy](#)
4. [Equality policy.](#)

Please find enclosed:

- The Cafcass Complaints and Compliments Procedure
- The Cafcass Equality and Diversity Strategy 2013-16
- An extract of the Cafcass Operating Framework which relates to diversity and anti-discriminatory practice (paragraphs 2.43-2.47).

Other documents referenced within our previous response which relate to anti-discrimination and fair treatment within the social work profession do not belong to Cafcass but can be accessed at the links previously given. The previous response is also set out for your information.

[Your equality procedures and disability act and anti-discrimination act](#)

Please see our [Equality and Diversity Strategy 2013-16](#) which is available on our website.

Please also see guidance on diversity and anti-discriminatory practice which is set out in paragraphs 2.43 - 2.47 of the [Cafcass Operating Framework](#). Please note in relation to paragraph 2.46 that Cafcass has reintroduced national recording of diversity information about our service users in order to support our workforce to better

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understand and integrate equality and diversity considerations into their working practices.

Anti-discriminatory practice is a core value of the social work profession; all Cafcass practitioners are qualified social workers registered with the Health and Care Professions Council (HCPC). Cafcass Family Court Advisers have a contractual requirement to comply with the [HCPC Standards of Conduct, Performance and Ethics](#). The following may also be relevant:

- The HCPC [Standards of Proficiency: Social Workers in England](#) (sections 5- 6)
- the British Association of Social Workers' [Code of Ethics for Social Work](#) (pages 9, 13, 14)

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 (<https://ico.org.uk/>):

Post

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

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Yours sincerely,

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