



Your ref: CAF 16-157
Our ref: Gov/CAF 16157

Cafcass National Office
3rd Floor
21 Bloomsbury Street
London
WC1B 3HF

Tel 0300 456 4000

25 January 2017

Re: Freedom of Information Request

Thank you for your email of 6 January 2017. You made the following requests for information:

1. [Who provides the organisations BACS payments and Direct Debit collection software?](#)

Cafcass does not have any BACS software and do not process BACS ourselves. Cafcass has outsourced the processing of BACS payments to BACS Bureau: Eagle Consulting Ltd.

2. [Please provide a list of your suppliers of the above software.](#)

Please see answer to question 1.

3. [How you came to the decision to choose these companies?](#)

N/A

4. [Are these solution\(s\) hosted on premise or cloud hosted?](#)

N/A

5. [Please provide expenditure on computer software used for Bacs payment processing and Direct Debit collection. For financial years 2014/2015 and 2015/2016.](#)

Please see answer to question 1.

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





6. When does your current contract(s) with BACs payment and direct debit collection software expire?

N/A

7. Will this service(s) be tendered and if so where?

N/A

8. What is the total value of your current BACS payment and Direct Debit collection software contract(s) and over what period?

N/A

9. With whom does the organisation hold its primary bank account?

Natwest

10. Does the organisation, acting as a Bureau, provide Bacs processing on behalf on any other organisation?

Cafcass does not provide BACS processing on behalf of any other organisations.

11. What payments types does the organisation use? (e.g Bacs (Direct Credit), Direct Debit, Faster Payments, etc.).

BACS DC, CHAPS, Faster Payment, Cross border, payable orders.

12. Who is the person responsible for BACS processing and Direct Debit collection software?

Name

Position

Telephone Number

Email





Individual names are exempt from disclosure under Section 40 of the Freedom of Information Act, as these constitute personal information of Cafcass staff. The Finance Team can be contacted at WebEnquiries@cafcass.gsi.gov.uk

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

Fax

01625 524 510

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0303 123 1113

E-mail

casework@ico.org.uk

Yours sincerely,

Governance Team

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Governance@cafcass.gsi.gov.uk

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
Cafcass National Office, 3rd Floor, 21 Bloomsbury Street, London, WC1B 3HF