

28 November 2017

Dear ,

Request for Information - ATISN 11687

I refer to my letter of 7 November acknowledging your information request and also explaining part of your request falls outside the scope of the Freedom of Information Act (FoIA).

Points 1 to 4 of your letter have been considered under the FoIA and our response to these is set out below.

- 1. How many family court advisors have been trained in parental alienation and when did this training take place?*
- 2. How many family court advisors have been trained in parental alienation and the effects it has on the children and the targeted parent?*

Cafcass Cymru holds no information matching the description of parts 1 and 2 of your request. You may however, wish to note the response to point 5 below.

- 3. How many complaints against family court advisors have been upheld?*

Cafcass Cymru holds no information matching the description of your request. However, you may find it helpful to know that during the period September 2016 to August 2017, we received 52 complaints. These 52 complaints contained 180 individual issues of which 28 issues were upheld.

- 4. How many family court advisors have been referred to the Care Council for Wales in the last five years.*

Cafcass Cymru holds no information matching the description of your request.

The remaining issues you have raised (points 5 – 9) fall outside the scope of the FoIA, but I hope you find the following response helpful:

With regard to point 5 of your letter, Cafcass Cymru recognises some parents can behave in a way that alienates the other parent from their child's life. In this respect, it has a number of evidence based assessment tools to assist its practitioners.

One of the tools relevant to this area is the Cafcass Cymru Child and Adolescent Welfare Assessment Checklist (CC-CAWAC). This is an academically validated tool in which all

Cafcass Cymru practitioners receive accredited training. The CC-CAWAC has been developed to assess the psychological impact on the child of living in a context of inter-parental conflict (i.e. where the conflict is frequent, intense and poorly resolved). The CC-CAWAC also helps to identify situations where a child as evidenced through their responses, has been negatively influenced against a parent.

Further information on CC-CAWAC is available on the Cafcass Cymru website at <http://gov.wales/docs/cafcass/publications/170215CAWACfactsheeten.pdf>. As the use of CC-CAWAC relies on ensuring its integrity, Cafcass Cymru has decided the tool should not be placed in the public domain.

The following information is provided in response to the questions you ask at points 6, 7 and 8 of your letter.

Cafcass Cymru has an established complaints procedure designed to address concerns regarding the standard of service provided. Issues such as the contents and recommendation of court reports fall outside the scope of the complaints process. Such concerns must be raised during the court proceedings when all parties have the opportunity to challenge the evidence being presented. The decisions reached at court are based on the evidence presented and these decisions can only be challenged in the court arena.

The Social Care Wales website <https://socialcare.wales/fitness-to-practice> provides information for members of the public who wish to raise concerns against registered social workers. All Cafcass Cymru Family Court Advisors are registered with Social Care Wales.

With regard to point 9 of your letter, if work ordered by the Court is still being undertaken, it is not usually best practice to change the allocated officer. We would work towards finding a resolution that suits all parties involved. Changing an Officer is only likely if it is ordered by the Court or a line manager feels it is necessary to do so according to the child's best interests on a case by case basis.

Yours sincerely

Rydym yn croesawu gohebiaeth Gymraeg. Cewch ateb Cymraeg i bob gohebiaeth Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome correspondence in Welsh. Correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not involve any delay.

Tîm Cefnogaeth Ganolog ▪ Central Support Team
Cafcass Cymru
Sarn Mynach
Cyffordd Llandudno ▪ Llandudno Junction
Conwy
LL31 9RZ
Ffôn ▪ Tel 03000 625500



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