



OFFICIAL

Our Ref:

Date:

Dear

Court Ref:

Why are you receiving this letter?

The Court has sent Cafcass Cymru an application that involves you. It is Cafcass Cymru's role to help the Court make sure that decisions made about your child/ren are safe and in their best interests. We want to make sure that you know what you need to do before the Court hearing and what will happen next.

We are missing some important information that we need in order to make sure that you are fully involved with what happens next. Please contact our office as soon as possible by email or telephone and provide us with:

- Your contact telephone number
- Your date of birth

E-mail: cafcasscymrusouthwales@gov.wales

Telephone: 03000 628877

What will happen next?

1. We will telephone you to ask you about any safety issues that might be affecting the wellbeing of your child/ren. By this, we mean whether you are worried that you or your child/ren are at risk of harm.
2. You will get a text message at least one day ahead of the call, to let you know the date and time that we will call you.
3. We will ask for information from police and social services to help with the information we give to the Court.
4. During the telephone interview we will ask you about any information that police and children's services have provided.
5. We will write a report for the Court called a Safeguarding Enquiries Report. This will summarise what the Court needs to know about any risk to the child/ren.

Ffôn • Tel: 03000 628877
Ffacs • Fax:
cafcasscymrusouthwales@gov.wales
Gwefan • Website:
<http://cafcass.gov.wales>

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CF48 1UZ



6. If there are no welfare or safety concerns it is likely that the involvement of Cafcass Cymru will end at the next Court hearing.

Other points to note

Your telephone interview may last around 30-45 minutes, so if you are not going to be available at the time and date of your call it is important to contact us as soon as possible to arrange a different appointment. If you do not do this the report may be filed without us speaking to you.

Please do not send us any documents or other information (e.g. statements) unless you are ordered to do so by the Court.

As an organisation, we ask that service users do not record the discussions which take place, without having consulted with us beforehand.

A copy of the report will usually be sent to each party before the First Hearing Dispute Resolution Appointment (FHDRA). In response to the coronavirus outbreak, we will email reports to parties who have been able to verify their email addresses. We cannot currently send reports by post. Hopefully we will have been in contact with you to verify your email address but if not please urgently contact your Cafcass Cymru office, by phone, to do this. There are some circumstances when a report will only be sent to the Court; this will be explained to you during the telephone interview.

We understand that the coronavirus pandemic has had a significant impact on children and their families and that arrangements previously in place for the children may have been affected or disrupted. Cafcass Cymru and the Court will want to move matters on and find a way forward. It is usually better for your child/ren if you are able to do this by agreement with the other parent, therefore preventing your child/ren becoming unnecessarily involved.

Our website <https://gov.wales/cafcass-cymru> has useful information for separated parents, which can help you think about how proceedings can affect children, along with information for adults and children about the Court process. It also contains the most up to date information about the coronavirus pandemic and the service you can expect from us. You might also find it helpful to look at a website called [Co-Parent Hub](#), developed and hosted for an English audience by Cafcass England, nevertheless there are tips and principles that you will find useful and information to help support you to manage arrangements for your child/ren during the coronavirus pandemic.

If you feel that you are at risk of or have experienced domestic abuse, you can contact the Live Fear Free Helpline on 0808 80 10 800 or visit the website at <https://gov.wales/live-fear-free> This service is offered to both women and men and also provides advice to family members who may be concerned about someone.

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Your information

In order to comply with the General Data Protection Regulation, Cafcass Cymru has produced a Privacy Notice that explains what personal information we collect, why we collect it, where we collect it from, what we do with it, who we share it with, how long we keep it and how we keep it secure. The Privacy Notice also sets out your rights under the UK GDPR with regard to your personal information. You can find the Privacy Notice on our website at

<https://gov.wales/cafcass-cymru/how-we-use-your-information> or if you would like a copy in a different format, you can contact your local Cafcass Cymru office and we will provide you with a copy.

You will need to contact the office to advise us of any change of address, contact details or legal representation and **if you have not already done so, you must verify your e-mail address in order to receive your copies of court reports electronically.**

Please inform us if you need assistance with communication or language interpretation so that the necessary arrangements can be made for you.

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

Yours sincerely

Cafcass Cymru

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