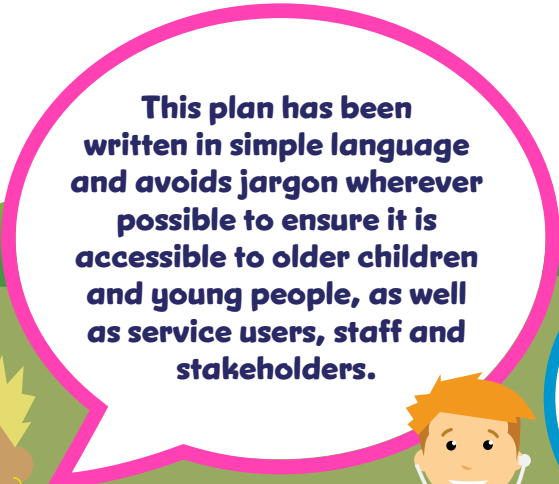
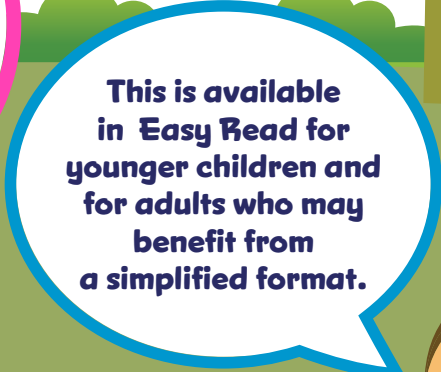


# Cafcass Cymru Strategic Plan

2026-2031



**This plan has been written in simple language and avoids jargon wherever possible to ensure it is accessible to older children and young people, as well as service users, staff and stakeholders.**



**This is available in Easy Read for younger children and for adults who may benefit from a simplified format.**



# Our Vision



Putting children at the heart of all we do

## About us

**Cafcass Cymru works with children, young people and their families when they are involved with the family court, and the court asks us to help.**

Our job is to give the court independent social work advice about what we think is best for each child, based on their unique needs, wishes and feelings, and situation.

We always put the child first. Their safety and welfare are our top priorities.

We listen to their parents and carers to help us understand children's lives and we listen carefully to each child through their words, actions, or feelings, so their voice can be heard in the family court.

At Cafcass Cymru, the [United Nations Convention on Rights of a Child \(UNCRC\)](#) guides the work we do.

It helps us put children and their rights at the heart of our work.

[This link will take you to a list which explains some of the words we are using.](#)





# Our values and guiding principles



**Our values describe what is important to us. They guide how we work with children, families, professionals and each other:**

## **Putting Children First:**


- We listen to children’s voices to understand their individual needs.
- We ask children about the people and things that are important to them.
- We make recommendations to the court to ensure children and young people’s safety and welfare come first.

## **Respect:**

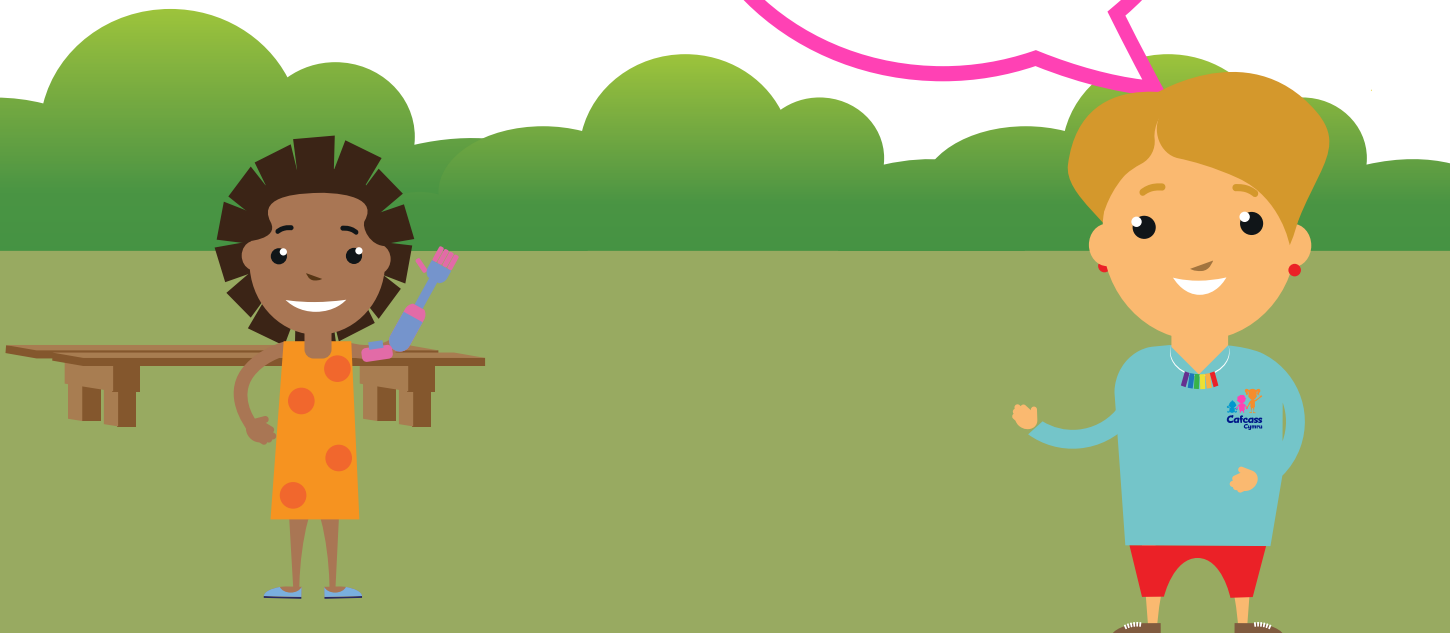
- We value everyone’s dignity and right to be heard.
- We treat people kindly and fairly.
- We embrace differences in background, identity and beliefs: valuing each person’s uniqueness.

## **Professional:**

- We act with honesty, transparency and accountability.
- We make recommendations that are fair, impartial and based on evidence.
- We reflect on our practice and feedback, so we can improve and build our skills to provide the best possible service to children and young people.



**More information about our guiding principles can be found in our [Practice Framework: Putting Children First](#)**



# Our Ambitions for 2026-2031

We have worked together with our staff to create a plan that sets out what we want to do over the next five years and how we will do it.

This plan guides our work so we can keep making a real difference for children, young people and families who we work with.

To shape this plan, we listened to ideas from our staff, the organisations we work with, and children and young people on the [Family Justice Young People's Board \(FJYPB\)](#).

Our aim is to keep developing and improving how we work with children and families, making sure our services are always fair, consistent and focused on what children need most.

## For the next 5 years we will focus on three main goals:

### Our Service: Putting Children First

**We want to give the best possible service to children, young people, and their families who we work with.**

### Our Staff: Supporting Our Team

**We want the people who work in Cafcass Cymru to feel connected to their work, valued, respected and supported to do their best for children and families.**

### Our Stakeholders: Working Together with Others

**We want to share what we know and learn from other organisations to make the family justice system better for everyone.**



# How We Will Reach Our Goals

Over the next five years, we will keep building on our work and continue improving the service we give to children, young people and families. Each year, we will check how well we are doing and make changes where needed, so we stay focused on what matters most: making sure children's voices are heard in the family court.



# Our Service: Putting Children First



**We want to give the best possible service to children, young people, and their families who we work with**

## **Putting Children's Voices and Safety First**

- We will support our staff to consistently use our [Practice Framework: Putting Children First](#) in their day to day work so we can deliver on our "Promises to Children".
- We will help children take part in their court case by making information on our website easier to find, guiding them to advocacy services, and speaking with them directly using different tools so their voices are heard. We will do this as quickly as possible, work to reduce delays in the court process, and keep children informed at every stage.
- We will use our Practice Review arrangements to evidence children's voices are clearly heard, included in our reports, and that our recommendations are safe and meet each child's individual needs.

## **Seek out and learn from Feedback**

- We will improve how we collect feedback from children, young people and adults, and use it to learn and make changes.
- We will continue to work with the Family Justice Young People's Board to shape and inform our services and ways of working.
- We will learn from Practice Reviews and Case Reviews and use what we learn to improve our work.

## **Working with Children and Families affected by Domestic Abuse**

- We will train all our staff to help them understand how domestic abuse can affect both children and adults, so they can work in a way that helps everyone feel safe and supported.
- We will give our practitioners training so they can build even more skills and confidence when working with children and families affected by domestic abuse, supported by our [Domestic Abuse practice guidance](#).

## Our Staff: Supporting Our Team



**We want the people who work in Cafcass Cymru to feel connected to their work, valued, respected and supported to do their best for children and families**

### **Build Confidence in our team members to provide impactful services to children and families**

- We will update our Welsh language framework so we can support and promote the Welsh language and culture.
- We will support our staff to understand the diverse needs of children and their families by sharing quarterly Diversity Newsletters with helpful information, real examples and tips to help staff think about inclusion in their daily work. We will continue to run Diversity Champion Groups where staff can learn together, share ideas and support one another.
- We will help staff grow their skills and confidence by directing them to, and providing, training and learning opportunities that suit their specific roles.
- We will offer reflective supervision for practitioners to help them learn, develop and improve their practice.
- We will provide Leadership Development opportunities so managers can lead with empathy, clarity and consistency.

### **Support our teams to use digital tools confidently and effectively, so they can improve the way we work with children and families**

- We will make full use of digital systems and explore how AI can help us work more efficiently and effectively.
- We will make our website easier to use, with helpful information for children and their families about who we are and what we do, keeping it up to date and easy to understand.

### **Investing in the health and wellbeing of our workforce**

- We will promote Welsh Government wellbeing initiatives such as access to mental health support and flexible working.
- We will provide a dedicated Teams channel to provide hints, tips and webinars to help staff maintain their Health & Wellbeing.
- We will continue to work with our social partnership groups to support staff wellbeing and professional development.



### **We want to share what we know and learn from other organisations to make the family justice system better for everyone**

#### **Strengthening Relationships and Influence**

- We will make the most of opportunities to engage with and strengthen relationships with key stakeholders, including local authorities, the judiciary, His Majesty's Courts and Tribunals Service, Third Sector, Cafcass England, MOJ and our Advisory Committee, to increase our influence and work together more effectively.
- We will continue to play an active role in the Family Justice Board, Family Justice Council, Family Justice Network, and local Family Justice Boards.
- We will keep advocating for children and families in Wales within the wider family justice system.
- We will continue to work with Welsh Government Departments to ensure services are focused on delivering excellent services in Wales for children and families.

#### **Sharing Knowledge to Drive System Improvement**

- We will make sure we follow all data protection rules so that any information we share is safe, appropriate, and lawful.
- We will continue to work with the Nuffield Family Justice Observatory and Cafcass England to strengthen research and understanding of outcomes in the family justice system.
- We will look for opportunities to contribute to research that informs our understanding of the needs of children and young people involved in the family justice system and improves the service and support they receive.
- We will encourage and support stakeholders to take part in data sharing initiatives that help improve practice and understanding.

#### **Improve Transparency and Public Confidence**

- We will share anonymised learning from case reviews and safeguarding audits to help improve understanding and practice.
- We will involve people who use our service in co designing changes ensuring their experiences shape how we work.