

11 September 2026

Dear

Request for Information - ATISN 27372

I refer to your correspondence received on 14 August which has been processed as a request for recorded information under the Freedom of Information Act (FoIA).

You asked for:

1. The identity of the person responsible for decisions on allocation and reallocation of Family Court Advisors, and the policy or procedure governing those decisions.
2. The safeguarding rationale relied on in the remark at item 4, and the policy, framework or guidance said to support it.
3. Cafcass Cymru's policy and guidance on reasonable adjustments for parties to proceedings.
4. Cafcass Cymru's policy and guidance on the allocation and reallocation of Family Court Advisors.
5. Cafcass Cymru's policy and guidance on communication needs, including the use of interpreters, communication support and intermediaries in work with parties.
6. Cafcass Cymru's guidance on the identification and analysis of safeguarding concerns, including any guidance addressing culture, ethnicity, religion or national origin in safeguarding analysis.
7. The Cafcass Cymru Child Impact Report practice guidance, including the document "CIR Top Tips" (V1, October 2024), previously disclosed under reference ATISN 26281, together with any later version.
8. Any equality impact assessment carried out in relation to the Child Impact Report process.
9. Cafcass Cymru's policy on the recording of interviews with parties and on the provision of interview notes to parties.

Our response

1 & 4. We do not hold information matching the description of your request. However, you may wish to know that allocations are undertaken by Cafcass Cymru Practice Managers, and our standard practice for returning cases (i.e. one in which a Cafcass Cymru practitioner has previously been involved) is in the first instance that the previous practitioner (where possible) be considered for continuity.

2 & 6. Our [Privacy Notice](#) explains we collect this information in line with our legal obligations under the Children Act 2004 and in line with Practice Direction 36Z: both can be found on the [gov.uk](https://www.gov.uk) website. The following documents on our website also support our practice:

[Cafcass Cymru Practice Framework: Putting Children First](#)
[Cafcass Cymru domestic abuse guidance for practitioners](#)
[Working with Children and Families](#); and
[Writing for Children and Families](#).

3. This was responded to under FOI in our response to you in ATISN 26772.

5. We do not hold information matching the description of your request. However, there are references to these issues in some of the documents referred to in our response to question 2 above; and you may wish to know that all Cafcass Cymru practitioners are advised to gather diversity information from users of our service including asking about literacy, mental health, disability, language and neurodivergence – to do that early on and then take the information gathered into account when working with people to check they understand and have their needs / any challenges taken into account.

7. In addition to the information released under ATISN 26281, you may find useful the Writing for Children and Families guidance on our website which has replaced the CIR Top Tips.

8. We do not hold information matching the description of your request.

9. Cafcass Cymru's *Service Users recording meetings with Cafcass Cymru staff* provides guidance to Cafcass Cymru practitioners re: where a party wishes to record their own interview with a Cafcass Cymru practitioner. This is attached to the covering email with this letter. Interview notes are not routinely provided but can be requested, including through a Subject Access Request.

If you are dissatisfied with our handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to:

Nigel Brown
Chief Executive
Cafcass Cymru
cafcasscymru@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. Normally, however, you should pursue the matter through our internal procedure before you complain to the Information Commissioner.

The Information Commissioner can be contacted at:

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

Telephone: 0303 123 1113
Website: www.ico.org.uk

Yours sincerely