

18 September 2026

Dear

Request for Information - ATISN 27395

I refer to your correspondence dated 23 August which has been processed as a request for recorded information under the Freedom of Information Act (FoIA).

You asked, for each financial year from 2015/16 to 2025/26:

1. The number of cases in which a financial payment was made by the government to an individual arising from a complaint, identified failing, claim or other concern relating to Cafcass Cymru.

2. The total monetary value of such payments in each financial year.

3. The highest and lowest individual payment made in each financial year.

4. Where this information is held, a breakdown of the number and value of payments arising from:

- * Cafcass Cymru's internal complaints process;
- * recommendations or findings of the Public Services Ombudsman for Wales;
- * data protection complaints or Information Commissioner's Office involvement;
- * civil claims or threatened civil proceedings;
- * ex-gratia or goodwill payments;
- * settlements; and
- * any other form of financial redress.

5. Where recorded, an anonymised breakdown of the nature of the failing giving rise to each payment, for example:

- * complaint-handling failures;
- * failure to obtain or consider relevant evidence;
- * inaccurate information or factual inaccuracies;
- * delay;
- * data protection or information-handling failures;
- * professional conduct;
- * failure to follow policy or procedure; or
- * any other administrative or service failure.

6. Copies of any policy, guidance, procedure, criteria or decision-making framework used by Welsh Government when determining:

- * whether financial redress should be offered;
- * the appropriate amount of financial redress; and
- * the circumstances in which compensation, ex-gratia payments, goodwill payments or settlements may be authorised.

7. Please confirm whether financial redress relating to Cafcass Cymru is paid from a Cafcass Cymru Government budget or another Welsh Government budget or cost centre and, where such payments appear in published accounts, identify the relevant accounts and expenditure category.

8. Please provide the number and aggregate value, by financial year, of payments made following civil claims or threatened civil proceedings concerning the actions or omissions of Cafcass Cymru or its staff. I am seeking aggregate/anonymised information only and do not require personal information about individual claimants.

If any of the requested information is not held centrally or cannot be separated specifically for Cafcass Cymru from wider Welsh Government expenditure, please confirm this and explain how such payments are recorded.

Our response

We hold financial records for seven years, so our responses are provided for financial years 2018/19 - 2025/26.

1. 12 cases.

2. Total monetary value of such payments for each financial year:

2018/19 - £3,554
 2019/20 - £853
 2020/21 - £0
 2021/22 - £15,144.40
 2022/23 - £4,472
 2023/24 - £5,000
 2024/25 - £737.10
 2025/26 - £0

3. The highest and lowest individual payments made in each financial year:

Year	Highest	Lowest
2018/19	£2,054	£1,500
2019/20	£500	£353
2020/21	N/A	
2021/22	£5,250	£1,394
2022/23	£1,440	£500
2023/24	£3,000	£2,000
2024/25	£737.10 – There was only one individual payment for this financial year	
2025/26	N/A	

4. Breakdown of the number and value of payments arising from the categories you determined:

	2018/19	2019/20	2021/22	2022/23	2023/24	2024/25
Cafcass Cymru's internal		1 payment				

complaints process		totalling £353				
recommendations or findings of the Public Services Ombudsman for Wales		1 payment totalling £500				
data protection complaints or Information Commissioner's Office involvement			5 payments totalling £15,144.40			
civil claims or threatened civil proceedings	2 payments totalling £3,554					
ex-gratia or goodwill payments				5 payments totalling £4,472	1 payment totalling £2,000	1 payment totalling £737.10
any other form of financial redress					1 payment totalling £3,000	

5. Breakdown of the nature of the failing giving rise to each payment being made:

Year	Nature
2018/19	2 payments for legal costs as a result of case being adjourned due to a potential conflict
2019/20	1 payment following a complaint 1 payment following an investigation by the Ombudsman
2020/21	N/A
2021/22	5 payments as a result of a data breach
2022/23	5 payments as a result of non-attendance at court
2023/24	1 payment for compensation 1 payment as a result of non-attendance at court
2024/25	1 payment as a result of non-attendance at court
2025/26	N/A

6. We do not hold information matching the description of your request.
7. Financial redress relating to Cafcass Cymru is paid directly from the Cafcass Cymru budget. Individual losses of less than £300,000 are included as part of the total losses figure in the Welsh Government's Annual Accounts.
8. Please refer to the table in response to question 4.

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