

09 January 2026

Dear

Request for Information - ATISN 26497

Thank you for your correspondence received on 10 December, part of which has been processed as a request for recorded information under the Freedom of Information Act (FoIA).

You asked for:

1. Cafcass Cymru's Case Note Recording Policy, or any equivalent operational guidance;
2. Cafcass Cymru policy or instruction that authorises the destruction of handwritten notes;
3. Cafcass Cymru or Welsh Government Digital Services organisation-wide policies on automatic or administrative-level call recording within Microsoft Teams; and
4. Whether there is any telephone recording policy, either internal or Welsh Government-wide.

Our response

Cafcass Cymru's *Electronic Case Planning and Recording Standards / Practice Guidance* provides guidance to Cafcass Cymru practitioners re: case recording and the destruction of handwritten notes - I have attached it to the covering email with this letter.

We do not hold information matching the description of points 3 and 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