

1 April 2026

Dear ,

### **Request for Information - ATISN 26772**

Thank you for your correspondence received on 02 March which has been processed as a request for recorded information under the Freedom of Information Act (FoIA).

You asked for:

For the period 1 January 2023 to the date of this request:

#### **Part A – Governance and Policy Documents**

Copies of the current written policies, procedures, or formal guidance documents governing:

1. Communication with the service Court Officer and users.
2. The recording, assessment, and implementation of reasonable adjustments under the Equality Act 2010.
3. Declaration and management of conflicts of interest.
4. Quality assurance, audit, and review processes for Safeguarding Enquiries Reports.

#### **Part B – Law Firm Engagement:**

1. An updated version of the dataset previously disclosed under ATISN 17428, showing for each law firm instructed by Cafcass Cymru:
  - The total number of cases assigned (by calendar year: 2023, 2024, 2025, and 2026 to date).
  - The total number of individual solicitors used from each firm (by calendar year).
2. In addition, for the law firm Gomer Williams & Co (including any trading names or associated entities), and other law firms as named in ATISN 17428, please provide:
  - The total number of occasions on which the firm was instructed by Cafcass Cymru during the above period.
  - The capacity category in which the firm was instructed (for example: representation of children in family proceedings; Separate Legal

Representation of Family Court Advisers; or other centrally recorded organisational instruction category).

- The total number of solicitors from that firm engaged in each calendar year.

## Part C – Aggregated Monitoring Data

Please provide any centrally collated, aggregated organisational-level data held for the period 1 January 2023 to date in relation to:

1. Total number of complaints received (broken down by category, if categories are centrally recorded).
2. Total number of reasonable adjustment requests recorded.
3. Total number of conflicts of interest declared.
4. Total number of Safeguarding Enquiries Reports subject to quality assurance review or audit.

## Our response

### Part A – Governance and Policy Documents

1 – The Cafcass Cymru Communication Expectation statement [Cafcass Cymru: statements of expectations | GOV.WALES](#) provides guidance to help service users understand what they can expect in their communication with Cafcass Cymru staff.

2 - We do not hold information matching the description of your request. However, you may wish to know that all Cafcass Cymru practitioners are advised to gather diversity information 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.

3 - This has previously been released under FOI and is published on the Welsh Government website here: [FOI release 20144: Ty Caried | GOV.WALES](#)

4 - We do not hold information matching the description of your request. Since the roll-out of the Pathfinder Model in Wales (now known as the Child Focused Courts Model), private law cases in Wales do not involve the preparation of SERs and so Cafcass Cymru now only completes SERs on those occasions when we are involved in private law cases in England and requested to do so by the court.

### Part B – Law Firm Engagement

**1 & 2** – Our response is enclosed at Annex A. I can confirm the law firm Gomer Williams & Co (including any trading names or associated entities) was not instructed by Cafcass Cymru during the specified period.

### **Part C – Aggregated Monitoring Data**

**1** - 279 complaints were received. We only categorise issues in complaints that proceed to a full investigation and so in respect of the issues within the 15 complaints (of the 279) that proceeded to full investigation, 23 issues related Conduct, 8 to Best interests of the Child, 17 to Communication, one to Delays, and one to Information Clarity.

**2** - We do not hold information matching the description of your request.

**3** - 29 conflicts of interest were declared in line with the Guidance document referred to in the response to A3 above.

**4** - There were no audits of SERs but 162 Safeguarding Enquiries Reports (45 of which were Updated Safeguarding Enquiries Reports) were subject to 'Gatekeeping' (a form of quality assurance) during this period (the information provided in response to **A4** explains the impact on SERs of the introduction and roll-out of the Pathfinder (Child Focused Courts Model) in Wales).

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](mailto: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](http://www.ico.org.uk)

Yours sincerely

