

1 April 2026

Dear ,

**Complaint in respect of Request for Information – reference ATISN 26497**

I refer to your email of 5 March complaining about the response to your recent information request.

I have considered your complaint in accordance with the procedure outlined in the [Welsh Government's Practical Guide for Making Requests for Information](#) which is available by post on request or via the internet.

You say your request asked Cafcass Cymru to confirm whether the following documents are held; whether they were in force at the relevant time; and whether they can be provided:

- Case Planning / Recording Desk-Top Guidance
- Key Tips for Effective Recording
- Case Planning and Recording Expectation Statement.

You said that our response stated that the documents were previously provided, but it does not confirm whether the above referenced documents are held by Cafcass Cymru, nor does it provide them or identify any exemption relied upon under the Freedom of Information Act 2000. You asked that the review should consider whether Cafcass Cymru holds the additional guidance documents referenced within the *Cafcass Cymru Case Planning and Recording Practice Guidance* and, if so, whether they should be disclosed. You also asked us to clarify whether any of the referenced guidance documents were in force at the time relevant to the case in which you were involved.

I have reviewed all the correspondence in relation to this matter, and my findings are as follows.

The Freedom of Information Act (FoIA) provides a right of access to what is held as recorded information by a public authority at the time the request is made. The public authority is required to inform a requester as to whether it holds the information requested, at that point in time, and to provide that information, subject to any exemptions provided by the Act. The FoIA does not require public authorities to

answer questions. An FoI Internal Review will look at whether the public authority correctly complied with its obligations under the FoIA.

You originally requested information which was processed and provided under ATISN 26497, including the *Cafcass Cymru Case Planning and Recording Practice Guidance*. You then sent a follow-up request dated 23 January 2026 in which you asked for the documents referenced in the *Cafcass Cymru Case Planning and Recording Practice Guidance*, specifically the *Case Planning / Recording Desk-Top Guidance*; *Key Tips for Effective Recording*; and *Case Planning and Recording Expectation Statement*.

Your follow-up request contained a valid request under the FoIA in that it asked for copies of recorded information. We provided the requested information to you in an email dated 5 February which contained the three documents as pdfs. You then replied to that email the same day to say the information was not included. We responded to you on 5 March and told you that our previous response dated 5 February included the documents you requested, and attached a copy of our previous response which included the requested information.

I am therefore satisfied we did provide the recorded information (twice) in response to your original request, and I do not therefore uphold your complaint.

Whilst there is no requirement for us to address this question under the FoIA, I can confirm the referenced guidance documents were in force at the time relevant to the case in which you were involved.

If you remain dissatisfied with this response you have the right to 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)





Also, if you think that there has been maladministration in dealing with your request, you have the option to make a complaint to the Public Services Ombudsman for Wales who can be contacted at:

Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae  
Pencoed  
Bridgend  
CF35 5LJ

Telephone: 0845 6010987 (local rate)  
Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

Yours sincerely

**Ceryl Williams**  
**Head of Corporate Services and Governance**  
**Cafcass Cymru**

**Rydym yn croesawu gohebiaeth Gymraeg. Cewch ateb Cymraeg i bob gohebiaeth Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.**

**We welcome correspondence in Welsh. Correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not involve any delay.**

