

Easy Read Letter

To: Mr Nigel Brown
Chief Executive
Cafcass Cymru



This is a letter from **Care Inspectorate Wales (CIW)**.



It is about what we found when we checked **Cafcass Cymru** between 13 and 17 June 2022.



It was called an **Assurance Check**. It was to check how well Cafcass Cymru does their work.

The **Assurance Check** looked at these main things:



- How well Cafcass Cymru makes sure children and young people are kept safe and well.



- How well Cafcass Cymru makes sure children's needs and views are heard.

We also looked at:



- How well Cafcass Cymru is run.
- How Cafcass Cymru has learnt lessons from their experience.
- And how lessons learnt are used to improve the service.

These are some of the main things we found out:



Cafcass Cymru has been working in new ways because of the COVID-19 pandemic.



Many staff find the new ways of working better. For example, having some court hearings online.



The work has been difficult for many staff. Partly because the needs of the people they support were not fully met during the pandemic.



Children's mental health has got worse, and this has been a challenge for staff.

Cafcass Cymru help make sure children are cared for well. And they are protected from:

- violence



- **abuse**

Abuse is when someone hurts you or treats you badly. There are different types of abuse.

- **neglect**



Neglect is when someone is not being looked after or cared for properly. It is a type of **abuse**.



Cafcass Cymru make sure children get the help they need if they have been **abused** or **neglected**.



We think Cafcass Cymru staff give good quality support.



The reports Cafcass Cymru staff write are good quality and show children's views.



The reports show that the children they support are listened to. And what they want is valued.



Cafcass Cymru make sure their staff know what is happening. Staff feel like they can talk to managers.

These are some of the best things we found out about Cafcass Cymru:



The people in charge have a lot of experience.



They care a lot about the well-being of children and young people.



Cafcass Cymru try and find new ways to work to improve services.



Cafcass Cymru talks with other organisations. And works well with them.



Other professionals spoke highly of Cafcass Cymru and the work they do.



Cafcass Cymru staff have the right skills needed to do their jobs well.



New staff are trained well.



Some staff have been employed to check the quality of the work of Cafcass Cymru.



The care and support plans are checked well, to make sure children and their families are safe and supported.



A lot of thought is given to the well-being of children and young people.



They tell the courts what the children's support needs are.



Staff have a good understanding of the risks children may face. They make sure how children may be impacted is thought about.



Children and young people felt listened to.



Staff try and make sure the rights of the children are supported.



We found examples of good work done with children.



Children and adult's views were listened to and respected.



Cafcass Cymru can provide services in Welsh.



They use translators for other languages when needed.

These were some of the things that need to improve:



Cafcass Cymru staff said they often had too much work.



Some staff felt they needed more training.



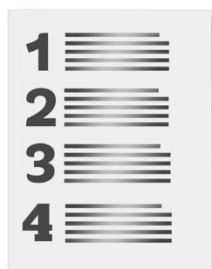
Some records and reports need to be improved. Sometimes there was not enough information in them.



It would be helpful if information was always given to families when Cafcass Cymru get involved.



We will continue to check the work of Cafcass Cymru to make sure they improve where needed.



We would like to see our suggestions for improvements included in Cafcass Cymru's plans.



We would like to thank everyone who spoke to us.

Lou Bushell-Bauers

Head of Local Authority Inspection

Care Inspectorate Wales