

The Family Court Library

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## **This is a Mock Example of the Cafcass Welcome Pack**

This type of welcome pack will be received by family court service users  
prior to their Cafcass Safeguarding Phone Call.

Please scroll down to start the Cafcass Welcome Pack

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**Private and Confidential - Addressee Only**

Mr xxxxxxxxx

Cafcass Post  
PO BOX 5076  
Slough  
SL1 0RX  
Tel: 0300 456 4000  
Email: SEITgeneric@cafcass.gov.uk  
Call Centre Text: 07488 881 600  
Call Centre WhatsApp: 0779 892 6698  
Date Here xxx/xx/xx

**Court reference:** xxxxxxxxxx

Cafcass reference: xxxxxxxxxx

### Welcome Pack

Dear Mr xxxxxxxxx

We are writing to you from the Children and Family Court Advisory and Support Service, also known as Cafcass. We are contacting you because an application has been made to the Court in relation to (Child Name 1) and (Child Name 2). The Court has asked us to find out more about your family situation so that we can help them make decisions that are safe and, in the children's best interest.

### Who we are:

We work with children and their families in family court proceedings. Our responsibilities include making sure that your children are safe, that their welfare is promoted, that their voices are heard, their needs, wishes and feelings are known and are at the heart of what we say to the court in our reports.

Each family and child are guided through this process by a Family Court Adviser, who also makes recommendations to the court about what they consider to be in the best interests of children in proceedings. They gather information by listening to and meeting adults involved in the proceedings to understand the situation for them. They also seek information from the police and local authorities to see if there is any further information available that may help them understand whether children are safe, have been harmed or are at risk of further harm.

### What happens next:

You will receive an Appointment Letter from your Family Court Adviser. The purpose of the appointment will be for the Family Court Adviser to find out more about your family's situation and to answer any questions you might have about the process. This is referred to as a Safeguarding Interview.

They do not need to speak to (Child 1 Name) and (Child 2 Name) at this stage because the child arrangements programme which is set down by the family court does not allow this to happen before the first court hearing.

#### What you need to do now:

#### **1. We need you to confirm your contact details. Please email us today at:**

[missing.information@cafcass.gov.uk](mailto:missing.information@cafcass.gov.uk) or phone us on 0300 456 4000 to provide us with your date of birth, telephone number, address, and email address. Please include your Cafcass reference number which is at the top left-hand side of this page.

#### **2. Sign up to Egress Switch** so that we can send emails to you securely throughout this process. You can read our guide on how to do this here.

[www.cafcass.gov.uk/about-cafcass/policies/privacy-data-protection/egress-switch-faqs/?highlight=egress](http://www.cafcass.gov.uk/about-cafcass/policies/privacy-data-protection/egress-switch-faqs/?highlight=egress)

#### **3. Find out more about Cafcass**, and how we will work with you and your child.

[www.cafcass.gov.uk](http://www.cafcass.gov.uk)

### Everything you need to know

#### Find out more about Cafcass

- Read our Welcome Page on [Home - Cafcass - Children and Family Court Advisory and Support Service](#)
- Read our Privacy Notice, which explains how we use your personal information: [Cafcass Privacy Notice](#)

#### What to expect in the process

- Watch this simple video guide, which has been developed by families for families and explains how Cafcass will work with you through this process [Cafcass - Private Law Explainer Video - YouTube](#)

#### Resources for children

- Read the Family Justice Young People's Board Top Tips to help you think about matters from the child's perspective and access a wealth of useful resources on our website designed by children, for children at [Family Justice Young People's Board - Cafcass - Children and Family Court Advisory and Support Service](#)

### Consider your options

Court proceedings may take many months to resolve and are not the only option.

- Read about the Cafcass Parenting Plan which may support you to make arrangements that are in the child's best interest without the need to go to court [Parenting Plan - Cafcass - Children and Family Court Advisory and Support Service](#)
- You can access family mediation even after an application has been made to court. The Government has set up a Mediation Voucher Scheme which provides families up to £500 towards the costs of mediation. Read more and apply here [Family Mediation Voucher Scheme - GOV.UK](#) (www.gov.uk)

### How are we doing?

We try to provide the best possible service to children and their families. We have included a link to a feedback form. We would be grateful if you could provide feedback on our work, whether that is to tell us what we have done well or let us know what could have been done better.

### Need more help?

Visit our website [www.cafcass.gov.uk](http://www.cafcass.gov.uk) or call us on 0300 456 4000.

If you need information in this leaflet in a different format like accessible PDF, audio recording, or a

different language you can call us on 0300 456 4000 to make a request.

Thank you.

The Cafcass Team.