

Family Forum overview of model

- When a learning opportunity has been identified from a complaint/feedback, the parent or child is invited to have a 'Listen and Learn' conversation, with the purpose being to listen to understand. A 'What Needs to Change' letter is shared with the parent or child, summarising the restorative conversation and includes an apology, learning points and agreed actions with timescales.
- In summer 2021, we successfully recruited 14 Family Forum founder members. These are parents/carers and extended family members who were either nominated from our Partners or previously attended a Listen and Learn conversation.
- To date the Family Forum members have attended three Family Forum meetings and their influence on our practice is beginning to take shape. This can be seen through their involvement with the SPIP consultation, completing storyboards with NIS to better understand their journey with us and having a Family Forum member sitting on the Learning and Improvement Board.
- Family Forum members are now working on their three chosen priorities. These priorities are based on the learning from Listen and Learn conversation and are the areas of practice which the members would like Cafcass to improve. In addition to the Family Forum priorities, the Family Forum members will input into the transformation project and the complaints review.



Family Forum Priorities

Family Forum Priority	Work plan 2021-2022	What difference will this make?
Early Intervention	<ul style="list-style-type: none"> • Contribute to the design of the Cafcass website. • Contribute to the Cafcass Transformation Project • ‘Top Tips’ for parents on the impact separation and family court proceedings has on children 	<ul style="list-style-type: none"> • Improve the information provided on the website and ensure that it is more ‘parent friendly’. • The ‘parents’ voice’ is heard when designing private law reforms • Parents to first consider other interventions to resolve difficult family matters.
Welcome Packs	<ul style="list-style-type: none"> • Short videos to explain Cafcass services and specific court orders e.g. Special Guardianship Orders. • Success stories from parents and children • Produce a leaflet on the roles and responsibilities of Cafcass which is clear and jargon free 	<ul style="list-style-type: none"> • Parents are clearer on our role within the family courts. Transparent information improves trust • Demonstrating how we are doing ‘with’ rather than doing ‘to’.
Sharing Our Recommendations	<ul style="list-style-type: none"> • Contribute to a ‘Sharing our recommendations with children and families’ guidance for parents 	<ul style="list-style-type: none"> • Children and families will have a better understanding of when & how recommendations will be shared • Demonstrates our commitment to ensuring that our decision making is clear and reasoned.

Next steps

- Feedback from the Family Forum to inform the content for national learning across Cafcass through events and learning opportunities for practitioners.
- Through the Learning Review Panel, we are beginning to evidence how the feedback from the Listen and Learn conversations and the Family Forum are improving our practice. The implementation of the actions from the Learning Review Panel are undertaken by relevant teams and colleagues across the organisation. We can point to the changes we make and the impact that has on children and families, e.g. influencing a change in the Managing Attendance policy will assist in reducing the delay in proceedings which families can experience

