

CAFCASS Cymru 2022

People Survey - parents and carers

How well are Cafcass Cymru helping children and families?



This document was written by **Care Inspectorate Wales**.



It is an easy read version of their document '**People Survey**'.

About this survey



We are **Care Inspectorate Wales**.



We are checking how well Cafcass Cymru is helping children and families.



CAFCASS is the Children and Family Court Advisory and Support Service



This survey is for parents and carers of a child who has had a service from Cafcass Cymru.



We want to find out what parents and carers think. This is a very important part of our work.



This survey should take 5 to 10 minutes to complete.

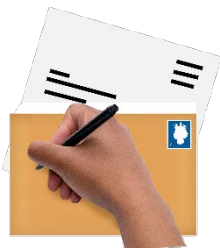


Please ask someone you know to help you if you don't understand.



We will only ask where you live in Wales.

This is so we know which services you are talking about.



Once we have checked Cafcass Cymru services we will write a letter about what we have found.



You can read this report at:

careinspectorate.wales



If you have any questions about this survey please email us at:

CIWLocalAuthority@gov.wales



or you can call us on:

0300 7900 126



1. Where in Wales do you live?

Blaenau Gwent		Merthyr Tydfil	
Bridgend		Monmouthshire	
Caerphilly		Neath Port Talbot	
Cardiff		Newport	
Carmarthenshire		Pembrokeshire	
Ceredigion		Powys	
Conwy		Rhondda Cynon Taff	
Denbighshire		Swansea	
Flintshire		Torfaen	
Gwynedd		Vale of Glamorgan	
Isle of Anglesey		Wrexham	



2. Are you a parent or carer for a child who has had a service from Cafcass Cymru?

Parent

Carer



3. Are you still getting a service from Cafcass Cymru?

Yes I am having a service now

No I had a service in the past



4. When did you have a service from Cafcass Cymru:

**In the last
year**

**Over a year
ago**



5. Did Cafcass Cymru help make you or the child you care for feel safe?

Yes

No



6. Did Cafcass Cymru explain and help you understand what they do?

No



Not really



Some



Yes, a bit



Yes, a lot



I do not know



7. Was it easy for you to get in touch with Cafcass Cymru when you needed to?

No



Not really



Some




No, I have not needed to make contact









Yes, a lot








I do not know

		8. Did Cafcass Cymru ask you what language you wanted to speak?	
Yes		No	
Not sure			

		9. Did Cafcass Cymru treat you with respect?		
No	Not really	Some	Yes, a bit	Yes, a lot
				
I do not know				








10. How well did Cafcass Cymru listen to you?

<p>I did not feel listened to at all</p> 	<p>I did not feel listened to all the time</p> 	<p>Some</p> 	<p>Yes, I felt listened to a little</p> 	<p>Yes, I felt listened to all the time</p> 
<p>I do not know</p>				



11. Did Cafcass Cymru include you in the decisions?

<p>I did not feel included at all</p> 	<p>I did not feel included some of the time</p> 	<p>Some</p> 	<p>I felt included some of the time</p> 	<p>Yes, I felt included all the time</p> 
<p>I do not know</p>				



12. Were you able to see someone from Cafcass Cymru in person?

Yes

No



13. If you were not able to see them, how did that make you feel?

It affected me a lot

It affected me a little

Not sure

It did not affect me at all





14. Did you get to see them enough times?

Yes

No

Not sure



15. How helpful was Cafcass Cymru?

Not helpful at all

Not very helpful

A little helpful

Helpful

Very helpful





16. Please tell us in the box below what you think Cafcass Cymru did well and what they could do better in future.

What do they do well?

What can they do better?



Thank you for your views.