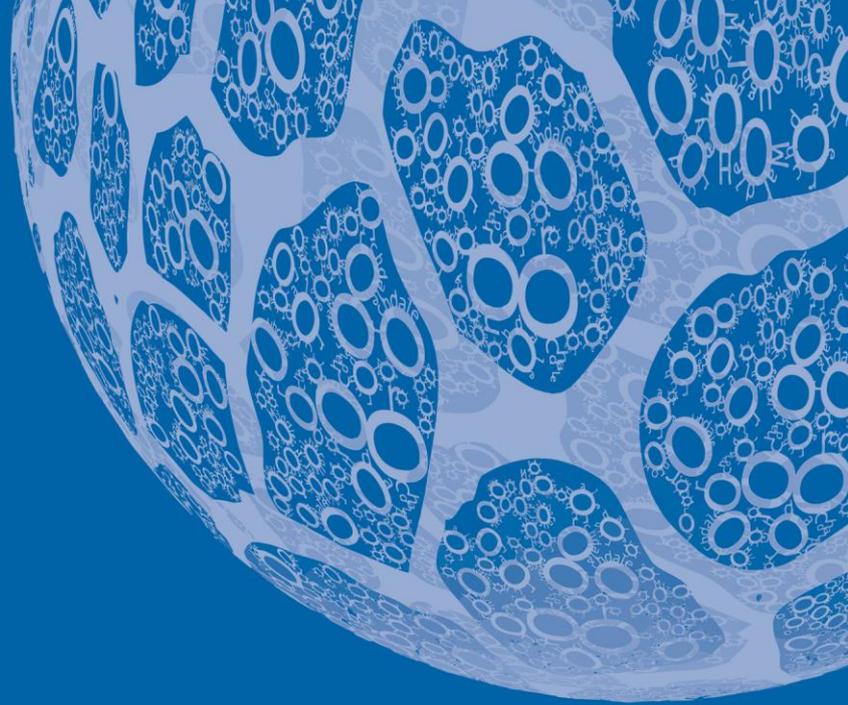
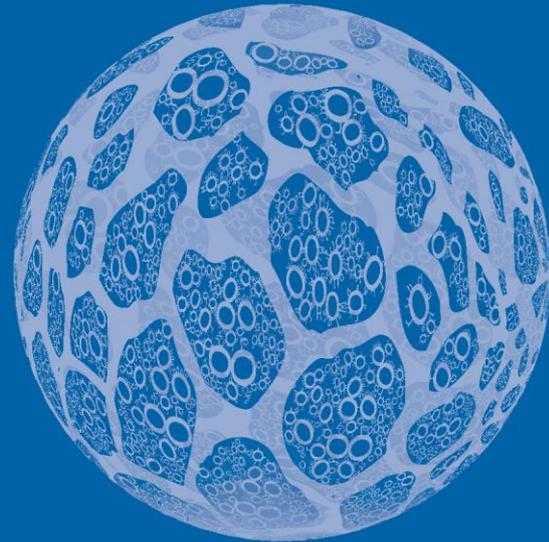
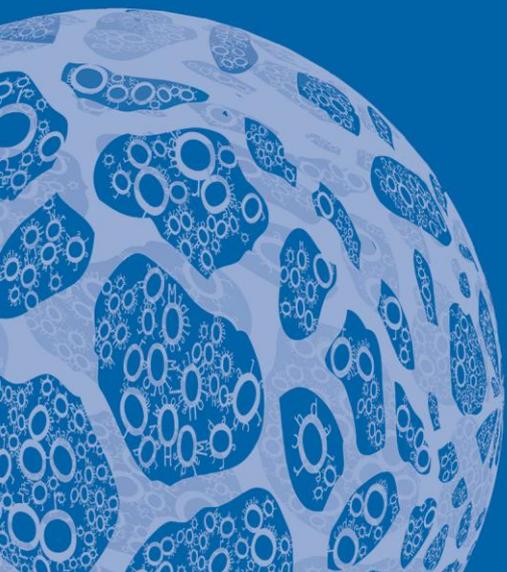




ROCHDALE
BOROUGH COUNCIL

Guidance Document

EPO OUT OF HOURS INBOX SERVICES



Document Control

Document Title:

Summary

Publication Date	1/1/16
Related Legislation / Applicable Section of Legislation	
Related Policies, Strategies, Guideline Documents	
Replaces	
Joint Guidance Document (Yes/No)	YES
Name of Partner(s) if joint	CAFCASS
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Guidance Document Author (Name/Position)	PAUL MARSHALL/HELEN DELAMARE

Review of Guidance Document

Last Review Date	N/A
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Next Review Date	JANUARY 2017

Document Approvals

This document requires the following approvals.

Name	Title	Date of Issue	Version Number
CSC SMT			V0.01

EPO Out of Hours Inbox Service **Guidance for Courts and Local Authorities**

When does the new inbox go live?

With effect from **Monday 1st February** there will be a new email inbox for **out of hours** EPO applications.

Why are Cafcass introducing this new inbox?

We want to ensure all EPO applications received outside of our normal operational hours are processed as quickly as possible. This system will ensure we identify these out of hour requests and alert the local team promptly.

What is the email address?

The email address is EPO@cafcass.gsi.gov.uk

When should this email address be used?

This inbox should be used outside of normal working hours for example

- Before 9am weekdays
- After 5pm weekdays
- Saturday and Sundays
- Bank Holidays

Will I receive a confirmation of receipt?

Yes – there is an automated response attached to the inbox which states the following message
Thank you for your email. This inbox should only be used for submitting EPO applications to Cafcass outside of normal working hours. If you are emailing within the hours of 9am to 5pm Monday to Friday then please forward your EPO application to the local Cafcass team in your area.

Please note Cafcass does not operate an emergency out of hours service therefore any applications received outside of these times will be processed as quickly as possible the next working day.

If your email is not related to an EPO please follow the guidance below

- *All court orders should be emailed to inboundpost@cafcass.gsi.gov.uk*
- *All general public law enquiries should be emailed to the local Cafcass team via their generic email*
- *All new private law applications should be emailed to either Central.intake@cafcass.gsi.gov.uk or Northintake@cafcass.gsi.gov.uk*
- *All general private law enquiries should be emailed to the local Cafcass team via their generic email*

Who do I contact if I have a query or concern about this new inbox service?

The first point of contact for the new inbox will be Natalie Jackson or Thomas McGovern. Their email addresses are below for your reference

Natalie.jackson@cafcass.gsi.gov.uk

Thomas.mcgovern@cafcass.gsi.gov.uk

If Natalie or Thomas are not able to resolve your query or you still have concerns please contact Julia Dark on the email address below.

Julia.dark@cafcass.gsi.gov.uk



Guidance Document EPO OUT OF HOURS INBOX SERVICES

What will happen to emails received into this inbox?

Each email will be reviewed as quickly as possible on the next working day. The team will start to review emails from 7am Monday to Friday.

- If the email relates to an EPO application received outside of normal working hours, the EPO out of hours team will identify any previous involvement (both public and private law previous case history) and forward the email to the local team for processing.
- If the email received is not an EPO application then the Out of Hours EPO team will reply to the sender and copy in the local team. They will advise the sender that they should not be sending these type of emails to this email address
- If an EPO application is received within working hours, the team will forward the email to the local Cafcass team but will alert the sender not to use this email address during normal operational hours, which are Monday to Friday 9am to 5pm

Julia Dark
January 2016

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