

## NACCC Candidate Application Form (including Working Agreement)

### Candidate Application Form



If your organisation would like to become a candidate for NACCC accreditation, please complete in CAPITAL letters and post to **NACCC, 2nd Floor, Friary Chambers, 26-34 Friar Lane, Nottingham, NG1 6DQ**

Name of Organisation		
Correspondence address & postcode		
Email address:		Tel:
Type of contact to be offered (please tick as appropriate)		
Supported <input type="checkbox"/>	Supervised <input type="checkbox"/>	Both <input type="checkbox"/>

***I/We have read and fully considered the action points (please tick as you complete each point)***

- The need for a centre                       Staffing  
 Premises     Funding

**You will need to provide evidence of these as they are an essential element of your accreditation process.**

**We agree to work in accordance with the NACCC Working Agreement and have enclosed one signed copy with this application.**

*The cost to become a Candidate Member is as follows:*

**Not for profit**

*£217 Candidate membership for supported contact*

*£217 Candidate membership + £1,000 for supervised contact (paid in 2 instalments of £500 with the first payment of £500 to be paid with the Candidate membership)*

**For profit**

*£450 Candidate membership + £400 for supported contact*

*£450 Candidate membership + £1,200 for supervised contact (paid in 2 instalments of £600 with the first payment of £600 to be paid with the Candidate membership)*

*Membership subscriptions are paid annually and the accreditation costs are paid every 3 years on renewal of accreditation.*

Before beginning on your accreditation we expect you to have read and agreed to work to NACCC's National Standards, Mission Statement, and Values, a copy of which can be found on the NACCC website.

<b>Signed (on behalf of the organisation):</b>			
<b>Name (please print clearly):</b>	<b>Title</b>	<b>Forename</b>	<b>Surname</b>
<b>Date:</b>			

## Candidate Information Mission Statement and Values

### **NACCC Vision Statement**

A child contact service that works better for children.

### **NACCC Mission Statement**

To keep children in touch with parents following separation in a safe environment because parenting shouldn't end when relationships do.

### **Values of NACCC:**

**Improvement:** NACCC will seek continual improvement in our work, to demonstrate leadership in our behaviours and professionalism in our external engagement. We will provide leadership, support and training to all child contact centres and volunteers to improve the quality of services for children.

**Transparency:** NACCC will be transparent in everything we do. In our practices as a charity and in our approach to operations and leadership.

**Neutrality:** NACCC will remain neutral at all times in our work with children, parent and wider family members. We will be non-judgemental in our approach and handling of children and family situations and behaviours.

**Empathy:** We will remain, at all times, empathetic to the children and families we support. We aspire to create a culture, across accredited child contact centres and services, which is sympathetic and sensitive to the backgrounds, behaviours and situations of children and their wider families, while seeking constructive outcomes for each and every case.

### **Membership**

**Membership of the National Association of Child Contact Centres is based upon the NACCC National Standards for Child Contact Centres/Services, originally agreed by the Membership and updated by NACCC in line with legislation and good practice.**

NACCC produces a Guidance Manual that underpins the National Standards and gives Child Contact Centres clear guidelines on all issues that may occur in Centres. The Guidance Manual is available free of charge to Candidates and Full Members.

NACCC has an accreditation process in place for Child Contact Centres and those that are applying for Candidates status. This process requires Child Contact Centres to achieve and then operate in accordance with NACCC's National Standards for Child Contact Centres. Once a Candidates Child Contact Centre obtains accreditation they automatically move to Full Membership.

Any NACCC Child Contact Centre/Service that undertakes Supervised Contact needs to obtain Enhanced Accreditation.

NEW SERVICES  
**NACCC Accreditation of Child Contact Centres**

**A Working Agreement**

**1. Introduction**

The Working Agreement is for new service providers, known as Candidates, providing child contact services and working towards accreditation and membership of NACCC.

**2. Background**

NACCC believes that it is important to have:

- A framework for establishing and running new Child Contact Centres and Services (CCCs).
- An appropriate basis for the safe, successful running of existing CCCs providing contact/services.
- A basis for the successful induction and training of volunteers and staff.
- A means by which centres, their users, referrers and funders can monitor and evaluate the service they are providing or receiving.

**3. NACCC requirements**

Any new child contact centre will therefore be expected to:

- Sign this working agreement saying they will complete accreditation as required by NACCC.
- The accreditation must be achieved within 6 months of becoming a Candidate centre of NACCC. Please be aware your portfolio and visit must have been completed by the end of the 6 months.

If a new centre is unwilling or unable to achieve accreditation within the agreed timescale they will not be able to remain a Candidate centre of NACCC. In such cases there will be no refund of either membership or accreditation fees.

In **exceptional** circumstances where accreditation is not achieved within the 6 months period, NACCC may consider awarding an extension upon receipt of a written application submitted by the Candidate centre.

**4. NACCC support for Child Contact Centres and Services moving towards Accreditation**

NACCC is committed to providing on-going support to its Candidates working towards accreditation. This support will take the form of:

- The provision of access to the NACCC Guidance Manual.
- Telephone support as needed during office hours.
- The appointment of a named Assessor to guide the centre through the accreditation process.

**5. Length of Accreditation**

NACCC accreditation is valid for three years. However NACCC reserves the right to carry out additional checks to ensure a centre is being well managed and run.

At the end of the three-year period the CCCs will be expected to enter into and complete NACCC's re accreditation process for CCCs to maintain its membership status.

**6. Suspension of Accredited Status**

Accreditation will be suspended in the following circumstances:

- Non-payment of annual membership subscription or other required sums on time.
- Failure to provide contact details.
- A complaint against the centre is upheld after a full investigation by NACCC where the complaint evidences a breach of NACCC standards that has not been rectified.

- Failure to meet the accreditation timetable.
- Failure to cooperate with the assigned NACCC Assessor or NACCC staff.

**6.1 Consequences of suspension**

1. The CCCs status will be amended in the NACCC Directory of Child Contact Centres and the NACCC website
2. The NACCC information line will not give out its details to referrers or enquirers.
3. Where CAF/CASS/CAF/CASS CYMRU/NI Trust is a funder or referrer it will be notified

**7. Termination of Accreditation**

Accreditation will be terminated in the following circumstances;

1. The CCCs ceases to exist.
2. The CCCs cancels its membership of NACCC.
3. The centre/service fails to respond to warning letters from NACCC.
4. The CCCs refuses to reasonably implement changes required by NACCC in order for it to meet/maintain national standards and accredited status requirements.

**Consequences of Termination**

1. The CCC's status will be deleted from the NACCC Directory of Child Contact Centres and the NACCC website
2. The NACCC information line will not give out its details to enquirers other than to confirm termination of its membership, if asked specifically
3. Where CAF/CASS/CAF/CASS CYMRU/NI Trust is a funder or referrer to the centre they will be notified
4. The local Family Justice Council will be notified

In order to re-join NACCC the centre will have to apply to be a Candidate again and meet first accreditation standards and payments.

**8. Appeals Procedure**

If the centre/service does not agree with a decision taken by a member of NACCC's staff in respect of its accreditation it should request a copy the Appeals Procedure. This will be sent to the centre/service by the NACCC office within five working days of the request being made.

**Please note that until the signed form is received by the NACCC office, we are unable to process your application.**

AGREEMENT:

I agree to abide by and work within this agreement.

***Please sign two copies of this agreement, return one to NACCC and keep one for your records.***

Name of Child Contact Centre:.....

Name:.....

Position within centre:.....

Date:.....

**Elizabeth Coe**  
NACCC Chief Executive

Date:.....