

NACCC accredited centre statistics data summary

For the period 1 April 2016 – 31 March 2017



NACCC began to collect statistical data from accredited centres on a quarterly basis in 2014. This process was refined during the period 2014-2016. Information is collected using an online method which allows us to store and analyse information from the centres that submit their statistic. We are able to provide information for the Ministry of Justice, Cafcass and media requests. This information is also used by centres to support their own funding bids.

Submission of statistics is a part of the accreditation process and centres who do not submit the information will be lapsed until which time they have been received or fail to not gain re-accreditation in the future.

Submission results

There were 343 accredited centres as at 1 April 2017, with 205 providing supported contact only, 24 providing supervised contact only and 114 providing both supervised and supported contact. Please see below the percentage of eligible centres that provided data for all four quarters for the period 1/4/16 – 31/3/17¹.

	Supported centres only	Supervised centres only	Supervised & Supported	Overall
Total number of centres as at 1/4/17	205	24	114	343
%ge centres providing data for all 4 quarters	90%	73%	34%	52%

¹ This data summary represents the data supplied by centres submitting for all four quarters for the period. Please note that although there were 343 accredited centres as at 1st April 2017, not all of these centres would have necessarily been required to submit for all four quarters if they had their first accreditation in the period. The percentage return has been adjusted to reflect this. Centres providing both supervised and supported contact are required to report separately on each activity.

Analysis

Please see information below relating to referrals received by NACCC accredited centres during the year, the number of children using the service and the numbers of volunteers and paid staff running these centres.

Referrals

	Supported centres	Supervised centres	Overall
Online	145	0	145
Self (direct)	2871	1357	4228
Cafcass	559	1440	1999
Solicitor	2114	841	2955
Local authority/Children's Services	495	1475	1970
Family mediation	102	44	146
Other	307	153	460
Total Referrals	6589	5310	11903

Number of children, volunteers and paid staff

	Supported centres	Supervised centres	Overall
Total children using the service	11502	5842	17344
Total number of volunteers	3624	129	3753
Total number of paid staff	779	721	1500

Appendix 1 (overleaf) gives a breakdown of the above details and results on the following:

- Number of formal complaints received
- Number of accidents forms completed
- Number of incidents recorded including violent or threatening behaviour
- Number of staff/volunteers undertaking NACCC safeguarding training (internal)
- Number of staff/volunteers undertaking safeguarding training with an alternative provider to NACCC (external)
- Number of staff/volunteers completing training by NACCC WORKBOOKS and not as part of a training group
- Number of staff/volunteers completing training FACE TO FACE (in a course or group setting).

ANALYSIS 2016/2017

	<i>Supported Centres Only</i>	<i>Supervised Centres Only</i>	<i>Supervised & Supported</i>	<i>Overall</i>
Total Number of Centres	205	24	114	343

	<i>Direct self-referrals</i>	<i>Online NACCC referrals</i>	<i>Cafcass referrals</i>	<i>Solicitor referrals</i>	<i>Local Authority/ Children's Services Referrals</i>	<i>Family Mediation Referrals</i>	<i>Other referrals</i>	<i>Total Referrals</i>
Total Referrals	2871	145	559	2114	495	102	307	6593
%ge	44%	2%	8%	32%	8%	2%	5%	
SV	1357	0	1440	841	1475	44	153	5310
%ge	26%		27%	16%	28%	1%	3%	
Overall	4228	145	1999	2955	1970	146	460	11903
%ge	36%	1%	17%	25%	17%	1%	4%	

		<i>Q1(total)</i>	<i>Q2(new)</i>	<i>Q3(new)</i>	<i>Q4(new)</i>	<i>Total</i>
Total Children	SP	5532	1550	1498	2922	11502
	SV	3410	1127	1305	0	5842
	Total	8942	2677	2803	2922	17344

Total Families	SP	3974	1101	1073	2013	8161
	SV	2168	838	990	0	3996
	Total	6142	1939	2063	2013	12157

Total Paid Staff	SP	594	34	55	96	779
	SV	552	87	82	0	721
	Total	1146	121	137	96	1500

Total Volunteers	SP	3151	132	153	188	3624
	SV	91	17	21	0	129
	Total	3242	149	174	188	3753

		<i>Q1</i>	<i>Q2</i>	<i>Q3</i>	<i>Q4</i>	<i>Total</i>
Formal Complaints	SP	190	132	11	31	364
	SV	14	17	22	0	53
	Total	204	149	33	31	417

Incident/Accident Forms	SP	17	9	73	134	233
	SV	17	15	35	0	67
	Total	34	24	108	134	300

Violent Incidents	SP	83	59	24	52	218
	SV	40	29	12	0	81
	Total	123	88	36	52	299

Internal Training	SP	25	21	500	736	1282
	SV	19	13	37	0	69
	Total	44	34	537	736	1351

External Training	SP	623	328	434	421	1806
	SV	61	52	140	0	253
	Total	684	380	574	421	2059

Workbook Training	SP	335	232	272	320	1159
	SV	122	102	63	0	287
	Total	457	334	335	320	1446

Face to Face Training	SP	348	258	1128	1168	2902
	SV	60	60	207	0	327
	Total	408	318	1335	1168	3229

Total Training All 4 training sections above	SP	1331	839	2334	2645	7149
	SV	262	227	447	0	936
	Overall	1593	1066	2781	2645	8085