

# NACCC accredited centre statistics data summary

For the period 1 April 2017 – 31 March 2018



**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 statistics. 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.**

## **Number of accredited centres**

There were 329 accredited centres as at 1 April 2018 (2017=343), with 191 providing supported contact only (2017=205), 14 providing supervised contact only (2017=24) and 124 providing both supervised and supported contact (2017=114).

## 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	193	0	<b>193</b>
Self (direct)	2383	1349	<b>3732</b>
Cafcass	374	2356	<b>2730</b>
Solicitor	1755	904	<b>2659</b>
Local authority/Children's Services	452	1959	<b>2411</b>
Family mediation	85	8	<b>93</b>
Other	403	274	<b>677</b>
<b>Total Referrals</b>	<b>5645</b>	<b>6850</b>	<b>12495</b>

### Number of children, volunteers and paid staff

	Supported centres	Supervised centres	Overall
Total children using the service	10366	7461	<b>17827</b>
Total number of volunteers	2381	1174	<b>3555</b>
Total number of paid staff	693	351	<b>1044</b>

**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).

		Direct self-referrals	Online NACCC referrals	Cafcass referrals	Solicitor referrals	Local Authority/ Children's Services Referrals	Family Mediation Referrals	Other referrals	Total Referrals
Q1	SP	658	63	107	479	124	25	167	1623
	SV	426	0	462	279	632	4	36	1839
	Total	1084	63	569	758	756	29	203	3462
Q2	SP	571	51	88	440	112	24	82	1368
	SV	287	0	1341	248	459	1	187	2523
	Total	858	51	1429	688	571	25	269	3891
Q3	SP	669	54	96	487	150	21	110	1587
	SV	363	0	343	226	459	2	28	1421
	Total	1032	54	439	713	609	23	138	3008
Q4	SP	485	25	83	349	66	15	44	1067
	SV	273	0	210	151	409	1	23	1067
	Total	758	25	293	500	475	16	67	2134

Total Referrals	SP	2383	193	374	1755	452	85	403	5645
	%ge	42%	3%	7%	31%	8%	2%	7%	
	SV	1349	0	2356	904	1959	8	274	6850
	%ge	20%	0%	34%	13%	29%	0%	4%	
	Overall	3732	193	2730	2659	2411	93	677	12495
%ge	30%	2%	22%	21%	19%	1%	5%		

		Q1	Q2	Q3	Q4	Total
Total Sessions Available	SP	15661	19754	22931	21284	79630
	SV	14017	25140	30764	36134	106055
	Total	29678	44894	53695	57418	185685

Total Sessions Booked	SP	7523	8119	7084	5713	28439
	SV	9081	16390	19503	19708	64682
	Total	16604	24509	26587	25421	93121

		Q1(total)	Q2(new)	Q3(new)	Q4(new)	Total
Total Children	SP	7330	1079	1128	829	10366
	SV	1966	2137	1964	1394	7461
	Total	9296	3216	3092	2223	17827

Total Families	SP	4586	722	799	580	6687
	SV	1333	1328	1291	946	4898
	Total	5919	2050	2090	1526	11585

Total Paid Staff	SP	664	15	10	4	693
	SV	94	82	84	91	351
	Total	758	97	94	95	1044

Total Volunteers	SP	1912	167	181	121	2381
	SV	1040	42	34	58	1174
	Total	2952	209	215	179	3555

		Q1	Q2	Q3	Q4	Total
Formal Complaints	SP	35	13	18	6	72
	SV	4	24	28	22	78
	Total	39	37	46	28	150

Incident/Accident Forms	SP	83	58	58	45	244
	SV	46	56	75	61	238
	Total	129	114	133	106	482

Violent Incidents	SP	16	29	12	0	57
	SV	21	8	25	11	65
	Total	37	37	37	11	122

Internal Training	SP	457	414	533	323	1727
	SV	95	152	112	128	487
	Total	552	566	645	451	2214

External Training	SP	289	230	218	130	867
	SV	100	203	236	175	714

	Total	389	433	454	305	1581
<b>Workbook Training</b>	SP	220	219	188	223	850
	SV	84	104	102	101	391
	Total	304	323	290	324	1241
<b>Face to Face Training</b>	SP	883	177	935	8	2003
	SV	317	961	417	743	2438
	Total	1200	1138	1352	397	4441
<b>Total Training All 4 training sections above</b>	SP	1849	1040	1874	684	5447
	SV	596	1420	867	1147	4030
	Overall	2445	2460	2741	1831	9477