

NACCC accredited centre statistics data summary

For the period 1 April 2018 – 31 March 2019



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 313 accredited centres as at 1 April 2019 (2018= 329, 2017=343), with 171 providing supported contact only (2018=191, 2017=205), 15 providing supervised contact only (2018=14, 2017=24) and 127 providing both supervised and supported contact (2018=124, 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	123	0	123
Self (direct)	2369	1510	3879
Cafcass	410	1955	2365
Solicitor	1466	909	2375
Local authority/Children's Services	316	1371	1687
Family mediation	61	21	82
Other	248	66	314
Total Referrals	4993	5832	10825

Number of children, volunteers and paid staff

	Supported centres	Supervised centres	Overall
Total children using the service	8518	8977	17495
Total number of volunteers	N/A	N/A	3331
Total number of paid staff	N/A	N/A	1276

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).

	Type	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	617	27	112	348	81	15	59	1259
	SV	373	0	653	196	401	6	14	1643
	Total	990	27	765	544	482	21	73	2902
Q2	SP	610	34	118	367	80	17	88	1314
	SV	348	0	361	254	196	6	17	1182
	Total	958	34	479	621	276	23	105	2496
Q3	SP	604	32	82	364	90	19	44	1235
	SV	440	0	446	229	444	2	20	1581
	Total	1044	32	528	593	534	21	64	2816
Q4	SP	538	30	98	387	65	10	57	1185
	SV	349	0	495	230	330	7	15	1426
	Total	887	30	593	617	395	17	72	2611
Total Referrals	SP	2369	123	410	1466	316	61	248	4993
	%ge	47%	2%	8%	29%	6%	1%	5%	
	SV	1510	0	1955	909	1371	21	66	5832
	%ge	26%	0%	34%	16%	24%	0%	1%	
	Overall	3879	123	2365	2375	1687	82	314	10825
%ge	36%	1%	22%	22%	16%	1%	3%		

		Q1	Q2	Q3	Q4	Total
Total Sessions Available	SP	20673	25423	20754	23265	90115
	SV	67615	31618	38317	39966	177516
	Total	88288	57041	59071	63231	267631

		Q1	Q2	Q3	Q4	Total
Total Sessions Booked	SP	6929	6931	11623.5	6530	32013.5
	SV	24537	17870	22466	21709.5	86582.5
	Total	31466	24801	34089.5	28239.5	118596

		Q1 (total)	Q2 (new)	Q3 (new)	Q4 (new)	Total
Total Children	SP	4850	1285	1210	1173	8518
	SV	4811	1231	1466	1469	8977
	Total	9661	2516	2676	2642	17495

Total Paid Staff	Total	947	105	124	100	1276
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Total Volunteers	Total	2795	198	159	179	3331
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		Q1	Q2	Q3	Q4	Total
Formal Complaints	Total	149	134	96	124	503

Violent Incidents	SP	19	20	17	10	66
	SV	27	20	19	14	80
	Total	46	40	36	24	146

Number of Accidents Recorded	Total	117	76	86	122	401
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Safeguarding Incidents	SP	15	16	20	6	57
	SV	72	187	198	193	650
	Total	87	203	218	199	707

NACCC Safeguarding training	Total	484	423	1290	585	2782
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Non-NACCC Safeguarding training	Total	324	413	770	455	1962
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Workbook Training	SP	313	387	506	300	1506
	SV	121	189	146	58	514
	Total	434	576	652	358	2020

Face to Face Training	Total	1088	1137	2568	1159	5952
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