

NACCC accredited centre statistics data summary

For the period 1 April 2019 – 31 March 2020



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 can 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 quarterly statistics is an accreditation requirement and failure to submit will affect a centre's re-accreditation.

Number of accredited centres

There were 320 accredited centres as at 1 April 2020 providing direct contact services (2019=313, 2018= 329, 2017=343). These were as follows:

- 160 providing supported contact only (2019=171, 2018=191, 2017=205)
- 23 providing supervised contact only (2019=15, 2018=14, 2017=24)
- 137 providing both supervised and supported contact (2019=127, 2018=124, 2017=114).

Analysis

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

Referrals

These figures are now broken down by type of contact centre providing the service (supported only, supervised only and those providing both supported and supervised).

	Supported referrals		Supervised referrals		Overall
	Supported only	Supported and supervised	Supervised only	Supported and supervised	
Online	127	14	0	0	141
Self (direct)	1651	739	89	1821	4,300
Cafcass	302	148	233	2135	2,818
Solicitor	1020	185	60	947	2,212
Local authority/Children's Services	234	58	208	1367	1,867
Family mediation	65	15	0	36	116
Other	324	89	14	97	524
	3,723	1,248	604	6,403	
Total Referrals	4,971		7,007		11,978

Number of children, families, volunteers, and paid staff

These figures are now broken down by type of contact centre providing the service (supported only, supervised only and those providing both supported and supervised).

	Supported contact		Supervised contact		Overall
	Supported only	Supported and supervised	Supervised only	Supported and supervised	
Total children using the service	6,421	2,213	1,115	9,918	
Total children	8,634		11,033		19,667

	Supported contact		Supervised contact		Overall
	Supported only	Supported and supervised	Supervised only	Supported and supervised	
Total families using the service	4,316	1,587	763	6,487	
Total families	5,903		7,250		13,153

	Supported only	Supervised only	Supported and supervised	Overall
Total number of volunteers	2,620	7	284	2,911
Total number of paid staff	121	181	1,252	1,554

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

- Number of sessions available
- Number of sessions booked
- Number of children and families using centres
- Number of paid staff and volunteers running centres
- 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).

Appendix 2 (overleaf) gives a breakdown of referrals by type of contact centre

The following key applies:

SP only = provider of supported contact only

SP (both) = provider of supported and supervised contact

SV only = provider of supervised contact only, and

SV (both) = provider of supported and supervised contact

This gives an indication of the type of contact centre providing the service for these children and families.

	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	657	46	154	353	64	14	131	1419
	SV	538	0	499	291	380	29	35	1772
	Total	1195	46	653	644	444	43	166	3191
Q2	SP	633	36	107	313	69	27	73	1258
	SV	453	0	517	214	423	4	30	1641
	Total	1086	36	624	527	492	31	103	2899
Q3	SP	667	42	112	322	92	16	108	1359
	SV	573	0	618	294	466	3	25	1979
	Total	1240	42	730	616	558	19	133	3338
Q4	SP	433	17	77	217	67	23	101	935
	SV	346	0	734	208	306	0	21	1615
	Total	779	17	811	425	373	23	122	2550
Total Referrals	SP	2390	141	450	1205	292	80	413	4971
	%ge	48%	3%	9%	24%	6%	2%	8%	
	SV	1910	0	2368	1007	1575	36	111	7007
	%ge	27%	0%	34%	14%	22%	1%	2%	
	Overall	4300	141	2818	2212	1867	116	524	11978
	%ge	36%	1%	24%	18%	16%	1%	4%	

		Q1	Q2	Q3	Q4	Total
Total Sessions Available	SP Only	4777	4773	4396	3736	17682
	SP Both	21106	19897	19543.2	17355	77901.2
	SP Total	25883	24670	23939.2	21091	95583.2
	SV Only	3919.5	3963	4530	4807	17219.5
	SV Both	41468	42809	42222	38349	164848
	SV Total	45387.5	46772	46752	43156	182067.5
	Total	71270.5	71442	70691.2	64247	459718.2

Total Sessions Booked	SP Only	3286	3093	3261	2502	12142
	SP Both	4674	3754	3348.5	2767	14543.5
	SP Total	7960	6847	6609.5	5269	26685.5
	SV Only	1987.9	2220	2338	3042	9587.9
	SV Both	20782	25120	25157.5	20669	91728.5
	SV Total	22769.9	27340	27495.5	23711	101316.4
	Total	53499.8	61527	34105	28980	178111.8

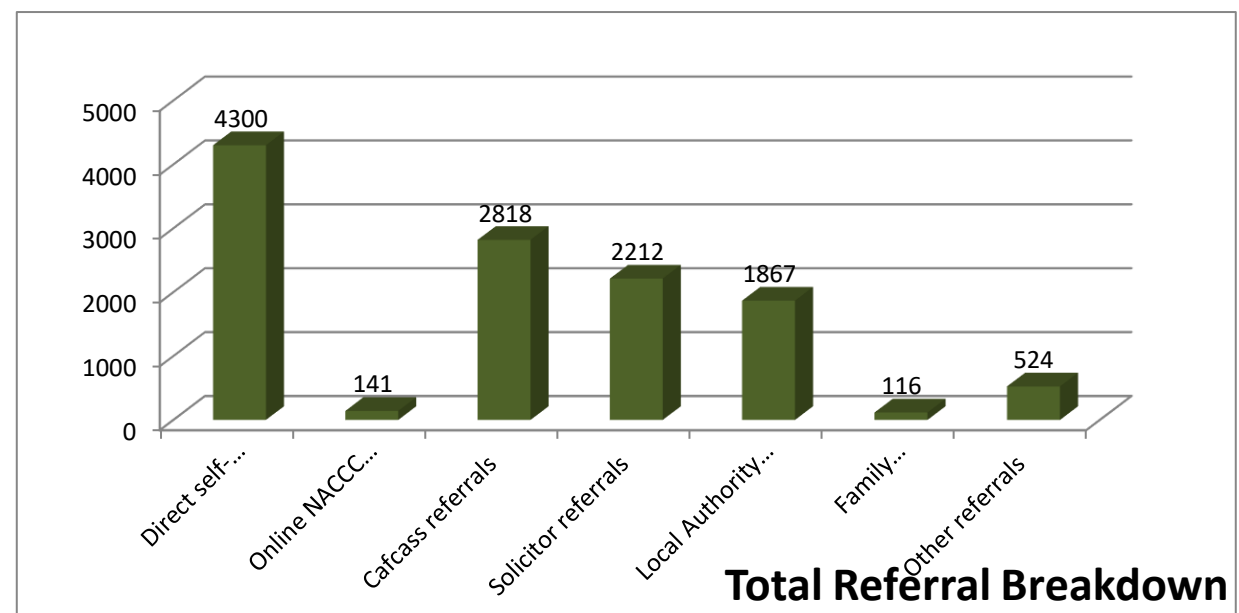
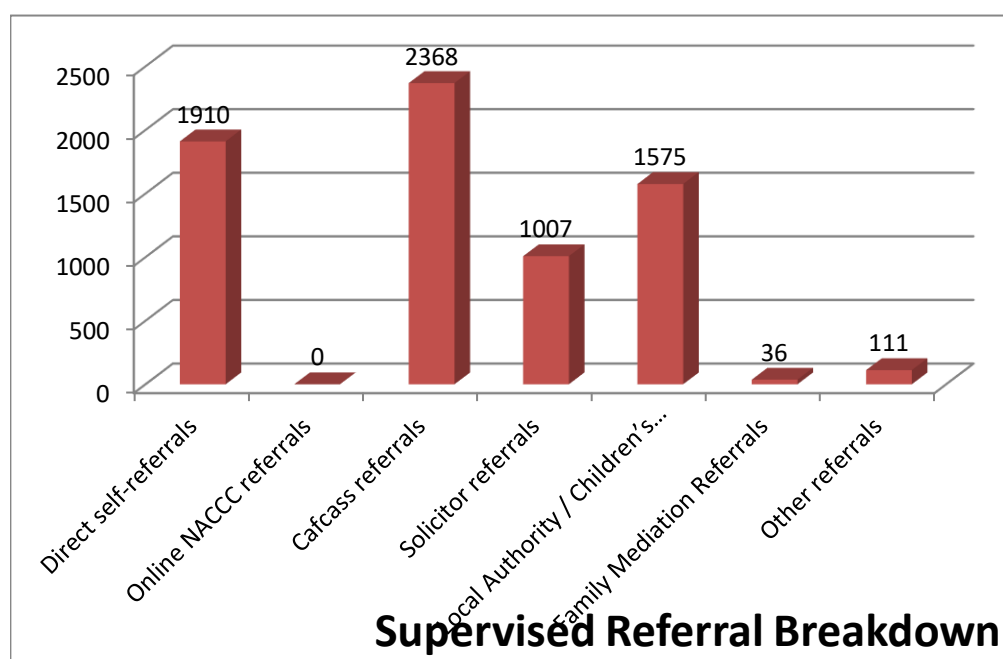
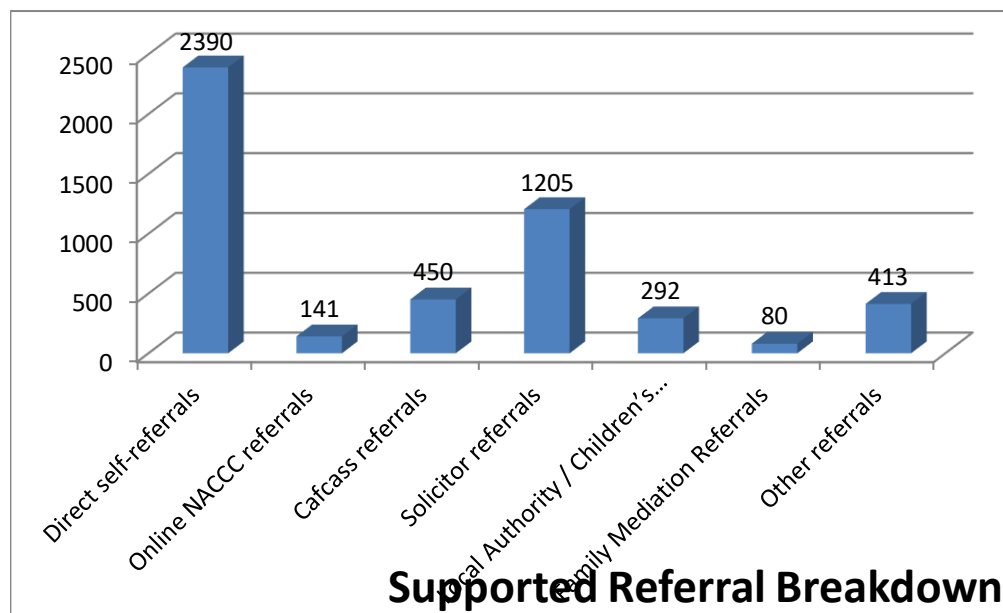
		Q1 (total)	Q2 (new)	Q3 (new)	Q4 (new)	Total
Total Children	SP Only	3761	964	1005	691	6421
	SP Both	1194	377	400	242	2213
	SP Total	4955	1341	1405	933	8634
	SV Only	539	167	198	211	1115
	SV Both	5120	1691	1881	1226	9918
	SV Total	5659	1858	2079	1437	11033
	Total	10614	3199	3484	2370	19667

Total Families	SP Only	2401	685	711	519	4316
	SP Both	783	334	317	153	1587
	SP Total	3184	1019	1028	672	5903
	SV Only	362	115	129	157	763
	SV Both	3119	1165	1319	884	6487
	SV Total	3481	1280	1448	1041	7250
	Total	6665	2299	2476	1713	13153

Total Paid Staff	SP Only	106	3	9	3	121
	SV Only	124	1	18	38	181
	Both	971	94	125	62	1252
	Total	1201	98	152	103	1554

Total Volunteers	SP Only	2279	130	127	84	2620
	SV Only	5	1	0	1	7
	Both	196	29	33	26	284
	Total	2480	160	160	111	2911

		Q1	Q2	Q3	Q4	Total
Formal Complaints	Total	149	117	140	95	501
Violent Incidents	SP	20	9	12	8	49
	SV	37	18	31	32	118
	Total	57	27	43	40	167
Number of Accidents Recorded	Total	151	149	190	61	551
Safeguarding Incidents	SP	17	17	14	145	193
	SV	187	191	120	360	858
	Total	204	208	134	505	1051
NACCC Safeguarding training	Total	409	296	388	335	1428
Non-NACCC Safeguarding training	Total	528	504	431	320	1783
Workbook Training	SP	196	186	236	195	813
	SV	57	73	103	61	294
	Total	253	259	339	256	1107
Face to Face Training	Total	1180	1035	1098	766	4079



	Type	Direct self-referrals	Online NACCC referrals	Cafcass referrals	Solicitor referrals	Local Authority / Children's Services	Family Mediation Referrals	Other referrals	Total Referrals
Q1	SP Only	437	39	93	289	54	9	98	1019
	SP (Both)	220	7	61	64	10	5	33	400
	SP Total	657	46	154	353	64	14	131	1419
	SV Only	23	0	53	8	65	0	3	152
	SV (Both)	515	0	446	283	315	29	32	1620
	SV Total	538	0	499	291	380	29	35	1772
	Total	1195	46	653	644	444	43	166	3191
Q2	SP Only	425	35	78	269	56	25	56	944
	SP (Both)	208	1	29	44	13	2	17	314
	SP Total	633	36	107	313	69	27	73	1258
	SV Only	19	0	70	17	39	0	0	145
	SV (Both)	434	0	447	197	384	4	30	1496
	SV Total	453	0	517	214	423	4	30	1641
	Total	1086	36	624	527	492	31	103	2899
Q3	SP Only	461	36	81	277	69	12	84	1020
	SP (Both)	206	6	31	45	23	4	24	339
	SP Total	667	42	112	322	92	16	108	1359
	SV Only	37	0	56	19	46	0	2	160
	SV (Both)	536	0	562	275	420	3	23	1819
	SV Total	573	0	618	294	466	3	25	1979
	Total	1240	42	730	616	558	19	133	3338
Q4	SP Only	328	17	50	185	55	19	86	740
	SP (Both)	105	0	27	32	12	4	15	195
	SP Total	433	17	77	217	67	23	101	935
	SV Only	10	0	54	16	58	0	9	147
	SV (Both)	336	0	680	192	248	0	12	1468
	SV Total	346	0	734	208	306	0	21	1615
	Total	779	17	811	425	373	23	122	2550
Total Supported Referrals	SP Only	1651	127	302	1020	234	65	324	3723
	%ge	44%	3%	8%	27%	6%	2%	9%	
	SP (both)	739	14	148	185	58	15	89	1248
	%ge	59%	1%	12%	15%	5%	1%	7%	
	SP (total)	2390	141	450	1205	292	80	413	4971
%ge	48%	3%	9%	24%	6%	2%	8%		
Total Supervised Referrals	SV Only	89	0	233	60	208	0	14	604
	%ge	15%	0%	39%	10%	34%	0%	2%	
	SV (both)	1821	0	2135	947	1367	36	97	6403
	%ge	28%	0%	33%	15%	21%	1%	2%	
	SV (total)	1910	0	2368	1007	1575	36	111	7007
%ge	27%	0%	34%	14%	22%	1%	2%		
Overall (Supported + Supervised)	Overall	4300	141	2818	2212	1867	116	524	11978
	%ge	36%	1%	24%	18%	16%	1%	4%	