



NACCC accredited centre statistics data summary

For the period 1 April 2020 to 31 March 2021

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 318 accredited centres as at 1 April 2021 providing direct contact services (2020=320, 2019=313, 2018= 329, 2017=343). These were as follows:

- 150 providing supported contact only (2020=160, 2019=171, 2018=191, 2017=205)
- 23 providing supervised contact only (2020=23, 2019=15, 2018=14, 2017=24)
- 145 providing both supervised and supported contact (2020=137, 2019=127, 2018=124, 2017=114).

NACCC statistics update

Your yearly update showcasing the numbers of referrals, children and families helped by accredited contact centres

Parenting shouldn't end when relationships do

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

As you will see the pandemic had a substantial impact on referrals, particularly for supported contact which was significantly affected at 33% compared with last year's levels overall. As you can see from the appendices, referrals and capacity increased during the year as centres were able to either reopen and/or provide virtual contact services.

The picture is optimistic for 2021-22. It appears that supported referrals are gradually increasing as centres reopen with supervised referrals back to 2020 levels or even higher due to the increase in local authority 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	36 (127)	39 (14)	0 (0)	0 (0)	75 (141) 53%
Self (direct)	392 (1,651)	332 (739)	80 (89)	1,426 (1,821)	2,230 (4,300) 52%
Cafcass	74 (302)	19 (148)	237 (233)	1205 (2,135)	1,535 (2,818) 55%
Solicitor	187 (1,020)	74 (185)	31 (60)	565 (947)	857 (2,212) 39%
Local authority/ Children's Services	70 (234)	37 (58)	271 (208)	1,846 (1,367)	2,224 (1,867) 119%
Family mediation	7 (65)	10 (15)	0 (0)	22 (36)	39 (116) 34%
Court *	274	66	40	388	768
Other	15 (324)	28 (89)	6 (14)	40 (97)	89 (524)
	1,055 (3,723)	605 (1,248)	665 (604)	5,492 (6,403)	
Total Referrals	1,660 (4,971) 33%		6,157 (7,007) 88%		7,817 (11,978) 65%

2020 figures are shown in brackets followed by the percentage of 2021 compared with 2020.

*Court referrals are a new category for 2020-21. These include self-referrals with a court order or court involvement.

Number of children and families

The number of children and families attending centres during 2020-21 halved with a reduction of 10,000 children using contact services. This is of course due to the closure of centres during the initial pandemic and as some centres had to close again due to the January lockdown. Children having supported contact are at 22% compared with pre covid times. Hopefully as 2021 progresses this will pick-up, but it might take a while to get back to pre-covid levels, particularly for children using supported contact centres.

These figures are 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	1,211 (6,421)	688 (2,213)	1,140 (1,115)	6,469 (9,918)	
Total children	1,899 (8,634) 22%		7,609 (11,033) 69%		9,508 (19,667) 48%

*2020 figures are shown in brackets followed by the percentage of 2021 compared with 2020.

	Supported contact		Supervised contact		Overall
	Supported only	Supported and supervised	Supervised only	Supported and supervised	
Total families using the service	877 (4,316)	502 (1,587)	833 (763)	4,391 (6,487)	
Total families	1,379 (5,903) 23%		5,224 (7,250) 72%		6,603 (13,153) 50%

*2020 figures are shown in brackets followed by the percentage of 2021 compared with 2020.

Number of volunteers and paid staff

Please note that the volunteer and staffing numbers are down due to temporary centre closure and staff furlough caused by the pandemic. It is hoped that this figure will pick up for 2021-22.

	Supported only	Supervised only	Supported and supervised	Overall
Total number of volunteers	750 (2,620)	10 (7)	101 (284)	861 (2,911)
Total number of paid staff	85 (121)	182 (181)	1083 (1,252)	1,350 (1,554)

*2020 figures are shown in brackets.



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 accident forms completed
- Number of incident 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	Court referrals	Other referrals	Total Referrals
Q1	SP	47	6	8	15	10	1	73	7	167
	SV	99	0	85	47	191	7	57	15	501
	Total	146	6	93	62	201	8	130	22	668
Q2	SP	189	20	17	57	18	6	75	13	395
	SV	414	0	403	156	635	8	108	8	1732
	Total	603	20	420	213	653	14	183	21	2127
Q3	SP	265	29	38	91	36	6	90	18	573
	SV	470	0	505	194	600	3	137	16	1925
	Total	735	29	543	285	636	9	227	34	2498
Q4	SP	223	20	30	98	43	4	102	5	525
	SV	523	0	449	199	691	4	126	7	1999
	Total	746	20	479	297	734	8	228	12	2524
Total Referrals	SP	724	75	93	261	107	17	340	43	1660
	%ge	44%	5%	6%	16%	6%	1%	20%	3%	
	SV	1506	0	1442	596	2117	22	428	46	6157
	%ge	24%	0%	23%	10%	34%	0%	7%	1%	
	Overall	2230	75	1535	857	2224	39	768	89	7817
	%ge	29%	1%	20%	11%	28%	0%	10%	1%	

	Q1	Q2	Q3	Q4	Total	
Total Sessions Available	SP Only	699	699	1281	1654	4333
	SP Both	5519	14409	17808	12143	49879
	SP Total	6218	15108	19089	13797	54212
	SV Only	5229	3713	5200	4803	18945
	SV Both	13353.5	30123	45696	43781	132953.5
	SV Total	18582.5	33836	50776	48584	151778.5
	Total	24800.5	48944	69865	62381	205990.5

Total Sessions Booked	SP Only	186	522	962	859	2529
	SP Both	359	1490	1700	2059	5608
	SP Total	545	2012	2662	2918	8137
	SV Only	2744	1620	3397	3231	10992
	SV Both	6276	15704	29166	30844.5	81990.5
	SV Total	9020	17324	32535	34075.5	92954.5
	Total	9565	19336	35197	36993.5	101091.5

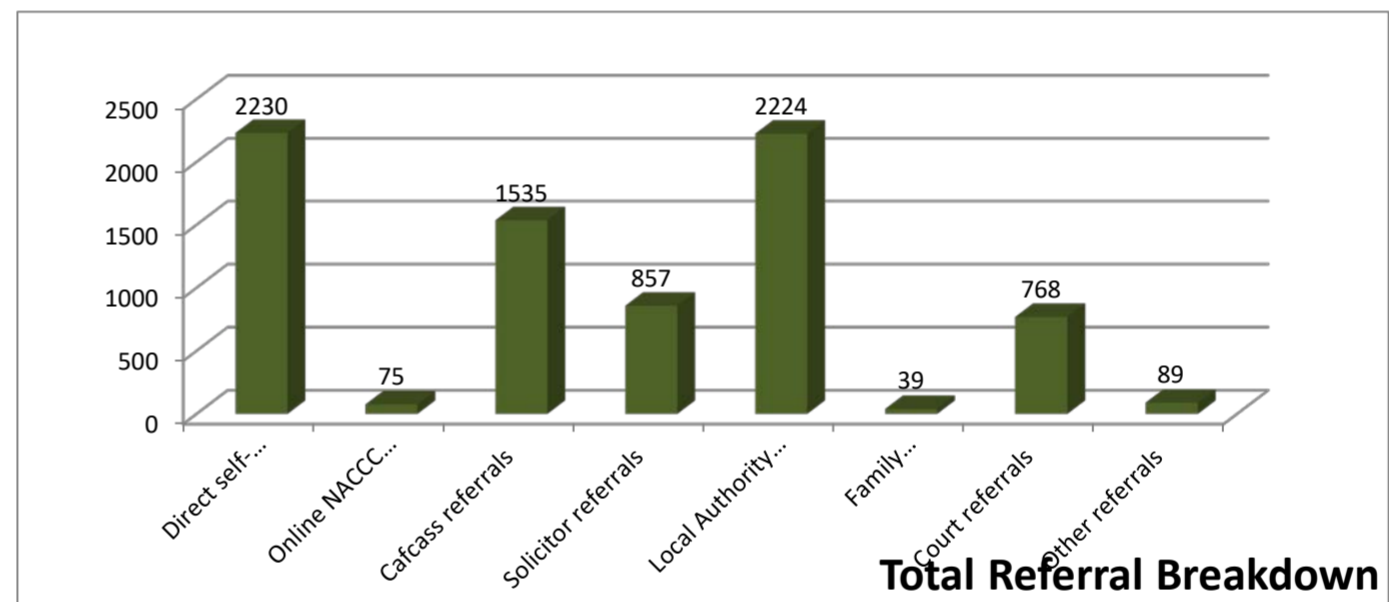
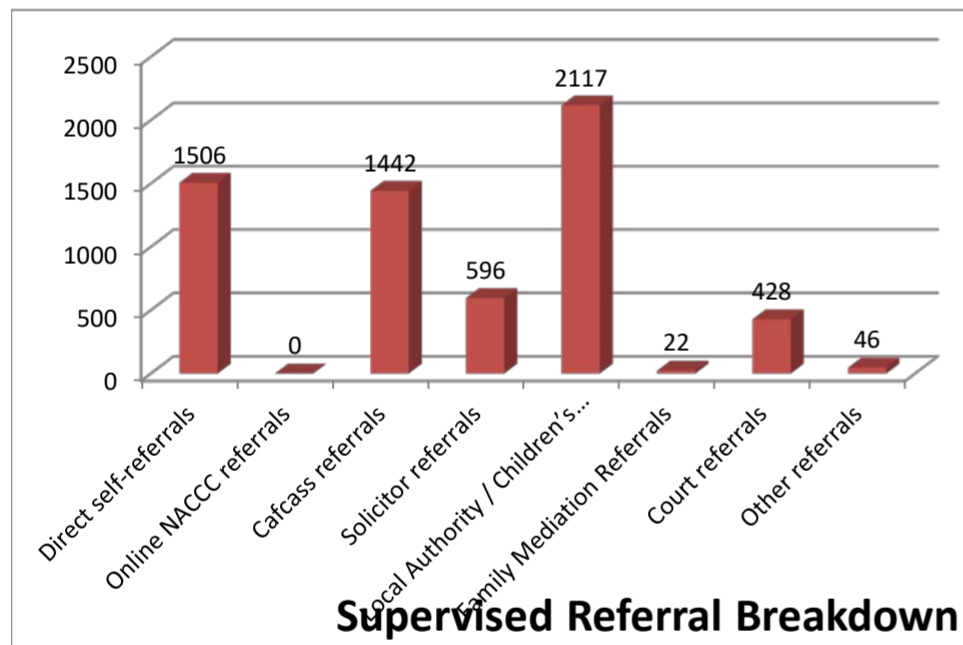
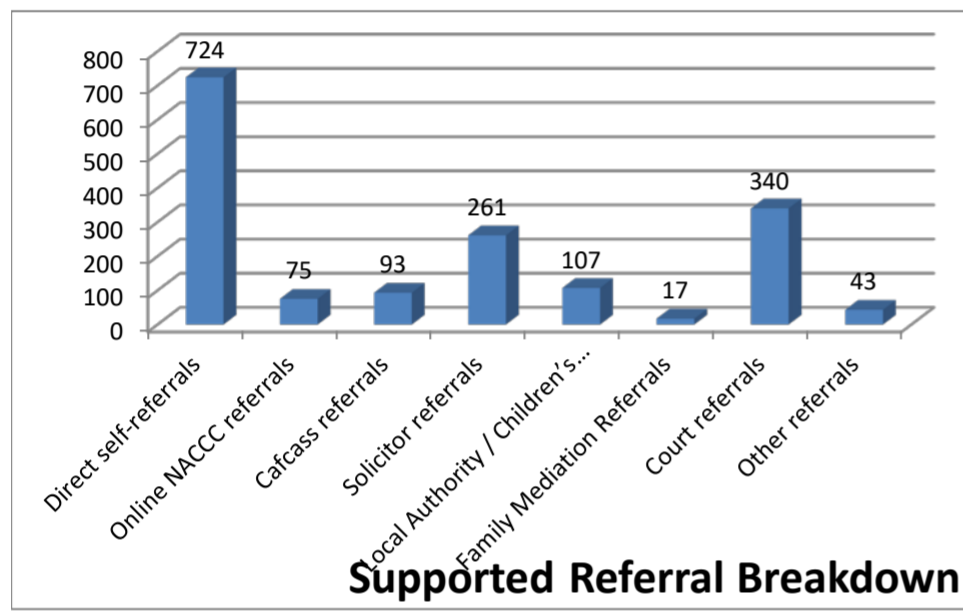
	Q1 (total)	Q2 (new)	Q3 (new)	Q4 (new)	Total	
Total Children	SP Only	299	230	398	284	1211
	SP Both	90	177	219	202	688
	SP Total	389	407	617	486	1899
	SV Only	636	160	186	158	1140
	SV Both	1957	1384	1672	1456	6469
	SV Total	2593	1544	1858	1614	7609
	Total	2982	1951	2475	2100	9508

Total Families	SP Only	228	159	288	202	877
	SP Both	81	146	155	120	502
	SP Total	309	305	443	322	1379
	SV Only	519	101	119	94	833
	SV Both	1027	1050	1185	1129	4391
	SV Total	1546	1151	1304	1223	5224
	Total	1855	1456	1747	1545	6603

Total Paid Staff	SP Only	77	5	0	3	85
	SV Only	148	7	20	7	182
	Both	766	91	82	144	1083
	Total	991	103	102	154	1350

Total Volunteers	SP Only	587	28	77	58	750
	SV Only	0	2	2	6	10
	Both	35	14	27	25	101
	Total	622	44	106	89	861

		Q1	Q2	Q3	Q4	Total
Formal Complaints	Total	35	156	114	88	393
Violent Incidents	SP	1	4	5	4	14
	SV	7	14	16	23	60
	Total	8	18	21	27	74
Number of Accidents Recorded	Total	6	48	108	158	320
Safeguarding Incidents	SP	1	4	5	3	13
	SV	10	61	102	71	244
	Total	11	65	107	74	257
NACCC Safeguarding training	Total	136	106	124	345	711
Non-NACCC Safeguarding training	Total	147	256	333	402	1138
Workbook Training	SP	237	160	81	195	673
	SV	30	85	116	81	312
	Total	267	245	197	276	985
Face to Face Training	Total	238	246	375	277	1136



	Type	Direct self-referrals	Online NACCC referrals	Cafcass referrals	Solicitor referrals	Local Authority / Children's Services Referrals	Family Mediation Referrals	Court referrals	Other referrals	Total Referrals
Q1	SP Only	25	6	8	12	9	0	69	3	132
	SP (Both)	22	0	0	3	1	1	4	4	35
	SP Total	47	6	8	15	10	1	73	7	167
	SV Only	8	0	4	2	40	0	25	4	83
	SV (Both)	91	0	81	45	151	7	32	11	418
	SV Total	99	0	85	47	191	7	57	15	501
	Total	146	6	93	62	201	8	130	22	668
Q2	SP Only	90	8	14	36	12	2	64	5	231
	SP (Both)	99	12	3	21	6	4	11	8	164
	SP Total	189	20	17	57	18	6	75	13	395
	SV Only	20	0	52	11	48	0	4	0	135
	SV (Both)	394	0	351	145	587	8	104	8	1597
	SV Total	414	0	403	156	635	8	108	8	1732
	Total	603	20	420	213	653	14	183	21	2127
Q3	SP Only	161	11	30	73	21	3	70	6	375
	SP (Both)	104	18	8	18	15	3	20	12	198
	SP Total	265	29	38	91	36	6	90	18	573
	SV Only	24	0	103	9	45	0	6	2	189
	SV (Both)	446	0	402	185	555	3	131	14	1736
	SV Total	470	0	505	194	600	3	137	16	1925
	Total	735	29	543	285	636	9	227	34	2498
Q4	SP Only	116	11	22	66	28	2	71	1	317
	SP (Both)	107	9	8	32	15	2	31	4	208
	SP Total	223	20	30	98	43	4	102	5	525
	SV Only	28	0	78	9	138	0	5	0	258
	SV (Both)	495	0	371	190	553	4	121	7	1741
	SV Total	523	0	449	199	691	4	126	7	1999
	Total	746	20	479	297	734	8	228	12	2524
Total Supported Referrals	SP Only	392	36	74	187	70	7	274	15	1055
	%ge	37%	3%	7%	18%	7%	1%	26%	1%	
	SP (both)	332	39	19	74	37	10	66	28	605
	%ge	55%	6%	3%	12%	6%	2%	11%	5%	
Total Supervised Referrals	SV Only	80	0	237	31	271	0	40	6	665
	%ge	12%	0%	36%	5%	41%	0%	6%	1%	
	SV (both)	1426	0	1205	565	1846	22	388	40	5492
	%ge	26%	0%	22%	10%	34%	0%	7%	1%	
Overall (Supported + Supervised)	Overall	2230	75	1535	857	2224	39	768	89	7817
	%ge	29%	1%	20%	11%	28%	0%	10%	1%	