



NACCC accredited centre statistics data summary

For the period 1 April 2021 to 31 March 2022

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 271 accredited centres as at 1 April 2022 providing direct contact services (2021=319, 2020=320, 2019=313, 2018= 329, 2017=343). These were as follows:

- 136 providing supported contact only (2021=150, 2020=160, 2019=171, 2018=191, 2017=205)
- 15 providing supervised contact only (2021=23, 2020=23, 2019=15, 2018=14, 2017=24)
- 120 providing both supervised and supported contact (2021=145, 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 referrals have picked up significantly on last year as centres were able to reopen following the pandemic. However, supported contact referrals are still down at 63% compared with pre-pandemic levels, particularly from family self-referring and those from Cafcass and family solicitors. This will have been impacted by centre closures but hopefully as 2022-23 progresses this situation will improve.

	Supported referrals		Supervised referrals		Overall
	Supported only	Supported and supervised	Supervised only	Supported and supervised	
Online	82 (127)	76 (14)	0 (0)	0 (0)	158 (141) 112%
Self (direct)	867 (1,651)	517 (739)	169 (89)	2,429 (1,821)	3,982 (4,300) 93%
Cafcass	126 (302)	38 (148)	346 (233)	1,174 (2,135)	1,684 (2,818) 60%
Solicitor	354 (1,020)	135 (185)	78 (60)	1129 (947)	1,696 (2,212) 77%
Local authority/ Children's Services	140 (234)	93 (58)	106 (208)	2,354 (1,367)	2,693 (1,867) 144%
Family mediation	12 (65)	9 (15)	0 (0)	24 (36)	45 (116) 39%
Court *	495	116	134	956	1,701
Other	49 (324)	19 (89)	27 (14)	150 (97)	245 (524)
	2,125 (3,723)	1,003 (1,248)	860 (604)	8,216 (6,403)	
Total Referrals	3,128 (4,971)	63%	9,076 (7,007)	130%	12,204 (11,978) 102%

2020 figures are shown in brackets followed by the percentage of 2022 compared with 2020.

*Court referrals were 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 2021-22 has picked up significantly on last year as centres were able to reopen following the pandemic. However, although the number of children having supervised contact has increased on pre-pandemic levels (possibly due to the increase in local authority referrals during this period), the number of children having supported contact is still at 53% compared with pre covid times. Hopefully as 2022 progresses this will continue to pick-up.

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	2,913 (6,421)	1,680 (2,213)	856 (1,115)	12,102 (9,918)	
Total children	4,593 (8,634) 53%		12,958 (11,033) 118%		17,551 (19,667) 89%

*2020 figures are shown in brackets followed by the percentage of 2022 compared with 2020.

	Supported contact		Supervised contact		Overall
	Supported only	Supported and supervised	Supervised only	Supported and supervised	
Total families using the service	2,064 (4,316)	1,182 (1,587)	709 (763)	7,995 (6,487)	
Total families	3,246 (5,903) 55%		8,704 (7,250) 120%		11,980 (13,153) 91%

*2020 figures are shown in brackets followed by the percentage of 2022 compared with 2020.

Number of volunteers and paid staff

Please note that the volunteer numbers are significantly down following the pandemic possibly due to centre closures or that volunteers have been unable to return as centres have reopened. Hopefully this will pick up during 2022-23. Staffing levels have picked up as furloughed staff have returned, and supervised services have taken on more staff.

	Supported only	Supervised only	Supported and supervised	Overall
Total number of volunteers	1,397 (2,620)	11 (7)	235 (284)	1,643 (2,911) 56%
Total number of paid staff	114 (121)	195 (181)	1,619 (1,252)	1,928 (1,554) 124%

*2020 figures are shown in brackets followed by the percentage of 2022 compared with 2020



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	327	45	44	151	73	11	158	23	832
	SV	579	0	380	280	551	4	345	22	2161
	Total	906	45	424	431	624	15	503	45	2993
Q2	SP	362	28	49	127	51	2	157	13	789
	SV	672	0	465	384	667	4	202	71	2465
	Total	1034	28	514	511	718	6	359	84	3254
Q3	SP	338	30	24	98	41	4	141	13	689
	SV	666	0	302	272	624	5	250	47	2166
	Total	1004	30	326	370	665	9	391	60	2855
Q4	SP	357	55	47	113	68	4	155	19	818
	SV	681	0	373	271	618	11	293	37	2284
	Total	1038	55	420	384	686	15	448	56	3102
Total Referrals	SP	1384	158	164	489	233	21	611	68	3128
	%ge	44%	5%	5%	16%	7%	1%	20%	2%	
	SV	2598	0	1520	1207	2460	24	1090	177	9076
	%ge	29%	0%	17%	13%	27%	0%	12%	2%	
	Overall	3982	158	1684	1696	2693	45	1701	245	12204
%ge	33%	1%	14%	14%	22%	0%	14%	2%		

		Q1	Q2	Q3	Q4	Total
Total Sessions Available	SP Only	1504	1823	1945	2466	7738
	SP Both	18650	17495	20397	19693	76235
	SP Total	20154	19318	22342	22159	83973
	SV Only	4320	2825	1425	1526	10096
	SV Both	41729	56766	51161	58298	207954
	SV Total	46049	59591	52586	59824	218050
	Total	66203	78909	74928	81983	302023

Total Sessions Booked	SP Only	1191	1359	1517	1664	5731
	SP Both	3227	3143	3121.5	3554	13045.5
	SP Total	4418	4502	4638.5	5218	18776.5
	SV Only	2970	1949	693	727	6339
	SV Both	22331	39745	33853	41773	137702
	SV Total	25301	41694	34546	42500	144041
	Total	29719	46196	39184.5	47718	162817.5

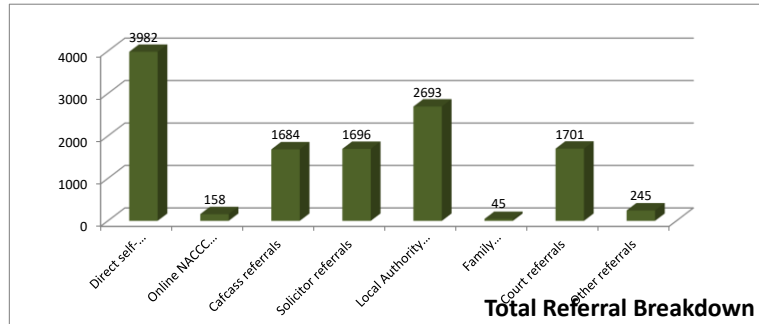
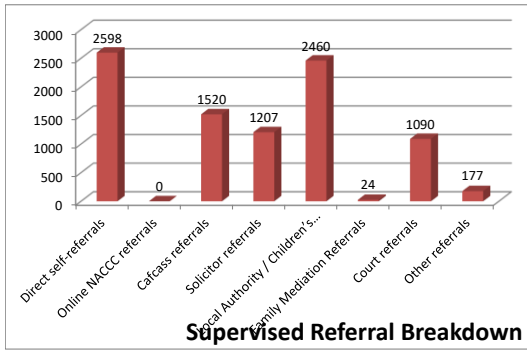
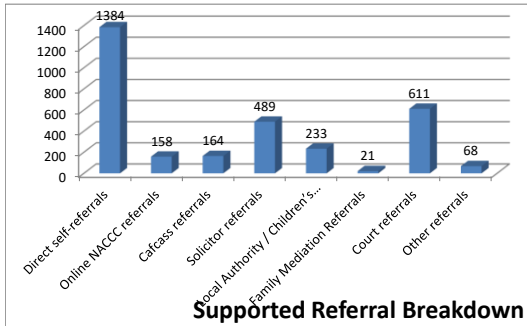
		Q1 (total)	Q2 (new)	Q3 (new)	Q4 (new)	Total
Total Children	SP Only	1302	475	597	539	2913
	SP Both	839	331	230	280	1680
	SP Total	2141	806	827	819	4593
	SV Only	450	177	149	80	856
	SV Both	6000	1933	1928	2241	12102
	SV Total	6450	2110	2077	2321	12958
	Total	8591	2916	2904	3140	17551

Total Families	SP Only	916	353	396	399	2064
	SP Both	612	180	171	219	1182
	SP Total	1528	533	567	618	3246
	SV Only	427	125	100	57	709
	SV Both	3932	1335	1320	1408	7995
	SV Total	4359	1460	1420	1465	8704
	Total	5887	1993	1987	2083	11950

Total Paid Staff	SP Only	94	4	7	9	114
	SV Only	159	19	11	6	195
	Both	1148	199	108	164	1619
	Total	1401	222	126	179	1928

Total Volunteers	SP Only	1129	81	90	97	1397
	SV Only	5	6	0	0	11
	Both	145	23	35	32	235
	Total	1279	110	125	129	1643

		Q1	Q2	Q3	Q4	Total
Formal Complaints	Total	104	92	85	70	351
Violent Incidents	SP	8	5	7	5	25
	SV	29	44	34	39	146
	Total	37	49	41	44	171
Number of Accidents Recorded	Total	157	133	103	178	571
Safeguarding Incidents	SP	6	12	6	10	34
	SV	122	236	237	348	943
	Total	128	248	243	358	977
NACCC Safeguarding training	Total	293	262	293	415	1263
Non-NACCC Safeguarding training	Total	354	373	333	398	1458
Workbook Training	SP	137	154	159	179	629
	SV	66	67	85	176	394
	Total	203	221	244	355	1023
Face to Face Training	Total	452	568	547	844	2411



	Type	Direct self-referrals	Online NACCC referrals	Cafcass referrals	Solicitor referrals	Local Authority / Children's Services	Family Mediation Referrals	Court referrals	Other referrals	Total Referrals
Q1	SP Only	181	20	42	106	49	7	114	18	537
	SP (Both)	146	25	2	45	24	4	44	5	295
	SP Total	327	45	44	151	73	11	158	23	832
	SV Only	22	0	111	19	39	0	19	0	210
	SV (Both)	557	0	269	261	512	4	326	22	1951
	SV Total	579	0	380	280	551	4	345	22	2161
	Total	906	45	424	431	624	15	503	45	2993
Q2	SP Only	216	15	32	94	30	2	124	9	522
	SP (Both)	146	13	17	33	21	0	33	4	267
	SP Total	362	28	49	127	51	2	157	13	789
	SV Only	94	0	104	30	45	0	44	20	337
	SV (Both)	578	0	361	354	622	4	158	51	2128
	SV Total	672	0	465	384	667	4	202	71	2465
	Total	1034	28	514	511	718	6	359	84	3254
Q3	SP Only	229	21	21	80	27	2	122	7	509
	SP (Both)	109	9	3	18	14	2	19	6	180
	SP Total	338	30	24	98	41	4	141	13	689
	SV Only	25	0	66	16	16	0	41	5	169
	SV (Both)	641	0	236	256	608	5	209	42	1997
	SV Total	666	0	302	272	624	5	250	47	2166
	Total	1004	30	326	370	665	9	391	60	2855
Q4	SP Only	241	26	31	74	34	1	135	15	557
	SP (Both)	116	29	16	39	34	3	20	4	261
	SP Total	357	55	47	113	68	4	155	19	818
	SV Only	28	0	65	13	6	0	30	2	144
	SV (Both)	653	0	308	258	612	11	263	35	2140
	SV Total	681	0	373	271	618	11	293	37	2284
	Total	1038	55	420	384	686	15	448	56	3102
Total Supported Referrals	SP Only	867	82	126	354	140	12	495	49	2125
	%ge	41%	4%	6%	17%	7%	1%	23%	2%	
	SP (both)	517	76	38	135	93	9	116	19	1003
	%ge	52%	8%	4%	13%	9%	1%	12%	2%	
	SP (total)	1384	158	164	489	233	21	611	68	3128
	%ge	44%	5%	5%	16%	7%	1%	20%	2%	
Total Supervised Referrals	SV Only	169	0	346	78	106	0	134	27	860
	%ge	20%	0%	40%	9%	12%	0%	16%	3%	
	SV (both)	2429	0	1174	1129	2354	24	956	150	8216
	%ge	30%	0%	14%	14%	29%	0%	12%	2%	
	SV (total)	2598	0	1520	1207	2460	24	1090	177	9076
	%ge	29%	0%	17%	13%	27%	0%	12%	2%	
Overall (Supported + Supervised)	Overall	3982	158	1684	1696	2693	45	1701	245	12204
	%ge	33%	1%	14%	14%	22%	0%	14%	2%	