



NACCC accredited centre statistics data summary

For the period 1 April 2022 to 31 March 2023

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 275 accredited centres as at 1 April 2023 providing direct contact services (2022=271, 2021=319, 2020=320, 2019=313, 2018= 329, 2017=343). These were as follows:

- 129 providing supported contact only (2022=136, 2021=150, 2020=160, 2019=171, 2018=191, 2017=205)
- 12 providing supervised contact only (2022=15, 2021=23, 2020=23, 2019=15, 2018=14, 2017=24)
- 134 providing both supervised and supported contact (2022=120, 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

Supported and supervised contact referrals have continued to pick up following the impact of the pandemic with supported referrals increasing at a slower rate - still down at 69% compared with pre-pandemic levels. This may be due to supported contact centre closures and that families are needing a higher level of support due to lack of intervention during the pandemic. Local authority and self-referral supervised referrals continue to be high compared with pre-covid levels.

	Supported referrals		Supervised referrals		Overall
	Supported only	Supported and supervised	Supervised only	Supported and supervised	
Online	100 (127)	44 (14)	0 (0)	0 (0)	144 (141) 102%
Self (direct)	942 (1,651)	501 (739)	93 (89)	2,865 (1,821)	4,401 (4,300) 102%
Cafcass	163 (302)	84 (148)	471 (233)	1,113 (2,135)	1,831 (2,818) 65%
Solicitor	357 (1,020)	133 (185)	57 (60)	1,030 (947)	1,577 (2,212) 71%
Local authority/ Children's Services	131 (234)	148 (58)	56 (208)	3,391 (1,367)	3,726 (1,867) 200%
Family mediation	19 (65)	9 (15)	0 (0)	43 (36)	71 (116) 61%
Court *	630	78	57	635	1,400
Other	44 (324)	35 (89)	12 (14)	139 (97)	230 (524)
	2,386 (3,723)	1,032 (1,248)	746 (604)	9,216 (6,403)	
Total Referrals	3,418 (4,971)	69%	9,962 (7,007)	142%	13,380 (11,978) 112%

2020 figures are shown in brackets followed by the percentage of 2023 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

Overall, the number of children and families attending centres during 2022-23 has picked up to a point that it has reached pre-pandemic levels. However, the number of children having supported contact is still at 63% compared with pre covid times. Again, this may be due to supported contact centre closures and that risks have increased for families during the pandemic resulting in them needing supervised contact. The number of children having supervised contact continues to be higher than pre-pandemic levels - possibly due to the increase in local authority referrals during this period.

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	3,639 (6,421)	1,771 (2,213)	847 (1,115)	13,282 (9,918)	
Total children	5,410 (8,634) 63%		14,129 (11,033) 128%		19,539 (19,667) 99%

*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	2,600 (4,316)	1,268 (1,587)	608 (763)	9,246 (6,487)	
Total families	3,868 (5,903) 66%		9,854 (7,250) 136%		13,722 (13,153) 104%

*2020 figures are shown in brackets followed by the percentage of 2023 compared with 2020.

Number of volunteers and paid staff

Volunteer numbers have picked up slightly on last year but are still 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 2023-24. Staffing levels appear to have dropped on the last year and perhaps more analysis is needed to work out the reason for this.

	Supported only	Supervised only	Supported and supervised	Overall
Total number of volunteers	1,652 (2,620)	1 (7)	274 (284)	1,927 (2,911) 66%
Total number of paid staff	119 (121)	77 (181)	1,502 (1,252)	1,698 (1,554) 109%

*2020 figures are shown in brackets followed by the percentage of 2023 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 (please note that this figure includes staff/volunteers completing the NACCC training online modules).
- 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	314	27	60	107	54	5	163	11	741
	SV	626	0	456	241	598	9	161	11	2102
	Total	940	27	516	348	652	14	324	22	2843
Q2	SP	361	40	57	122	71	6	149	17	823
	SV	733	0	383	322	861	11	178	28	2516
	Total	1094	40	440	444	932	17	327	45	3339
Q3	SP	393	52	71	138	73	9	161	13	910
	SV	782	0	369	280	853	13	181	83	2561
	Total	1175	52	440	418	926	22	342	96	3471
Q4	SP	375	25	59	123	81	8	235	38	944
	SV	817	0	376	244	1135	10	172	29	2783
	Total	1192	25	435	367	1216	18	407	67	3727
Total Referrals	SP	1443	144	247	490	279	28	708	79	3418
	%ge	42%	4%	7%	14%	8%	1%	21%	2%	
	SV	2958	0	1584	1087	3447	43	692	151	9962
	%ge	30%	0%	16%	11%	35%	0%	7%	2%	
	Overall	4401	144	1831	1577	3726	71	1400	230	13380
	%ge	33%	1%	14%	12%	28%	1%	10%	2%	

		Q1	Q2	Q3	Q4	Total
Total Sessions Available	SP Only	2821	2758	2840	2700	11119
	SP Both	21134	17575	21736	20739	81184
	SP Total	23955	20333	24576	23439	92303
	SV Only	1836	1407	1754	27216	32213
	SV Both	53657	51331	63100	65054	233142
	SV Total	55493	52738	64854	92270	265355
	Total	79448	73071	89430	115709	357658

Total Sessions Booked	SP Only	1906	2063	1940	2030	7939
	SP Both	4082	2908.5	3263	3426	13679.5
	SP Total	5988	4971.5	5203	5456	21618.5
	SV Only	1315	1045.5	1249	9936	13545.5
	SV Both	35506.5	36828.5	43822.5	47418.5	163576
	SV Total	36821.5	37874	45071.5	57354.5	177121.5
	Total	42809.5	42845.5	50274.5	62810.5	198740

		Q1 (total)	Q2 (new)	Q3 (new)	Q4 (new)	Total
Total Children	SP Only	1943	584	523	589	3639
	SP Both	935	236	332	268	1771
	SP Total	2878	820	855	857	5410
	SV Only	376	161	176	134	847
	SV Both	7224	1993	2110	1955	13282
	SV Total	7600	2154	2286	2089	14129
	Total	10478	2974	3141	2946	19539

Total Families	SP Only	1356	414	386	444	2600
	SP Both	652	183	216	217	1268
	SP Total	2008	597	602	661	3868
	SV Only	246	105	141	116	608
	SV Both	4852	1441	1666	1287	9246
	SV Total	5098	1546	1807	1403	9854
	Total	7106	2143	2409	2064	13722

Total Paid Staff	SP Only	101	6	5	7	119
	SV Only	62	4	7	4	77
	Both	1030	172	168	132	1502
	Total	1193	182	180	143	1698

Total Volunteers	SP Only	1399	74	82	97	1652
	SV Only	1	0	0	0	1
	Both	177	26	31	40	274
	Total	1577	100	113	137	1927

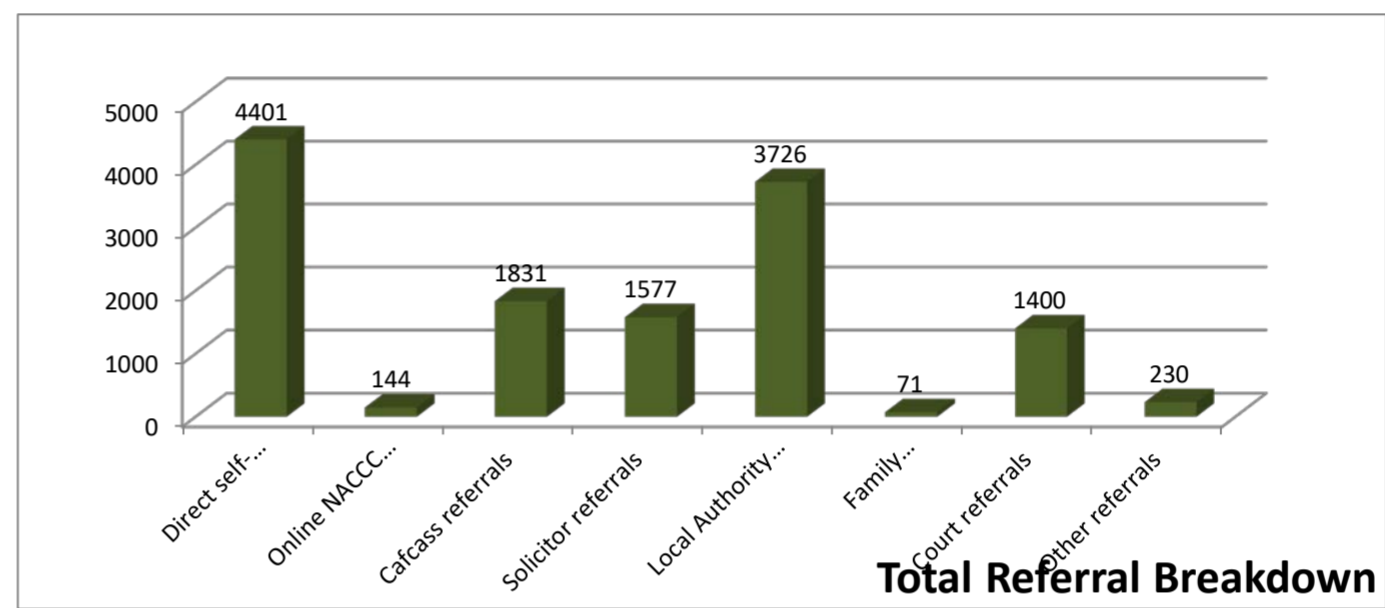
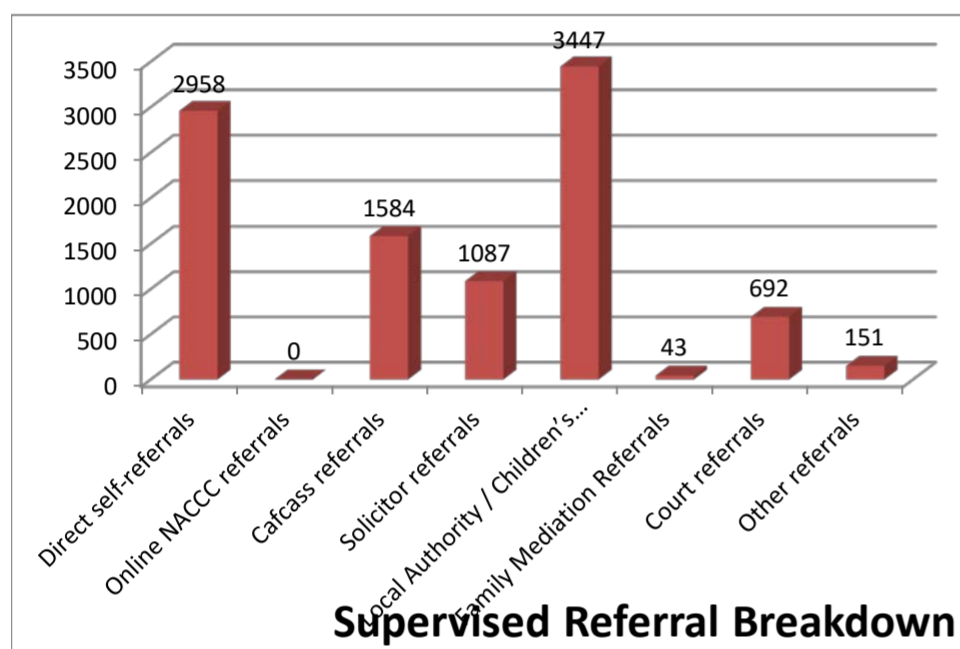
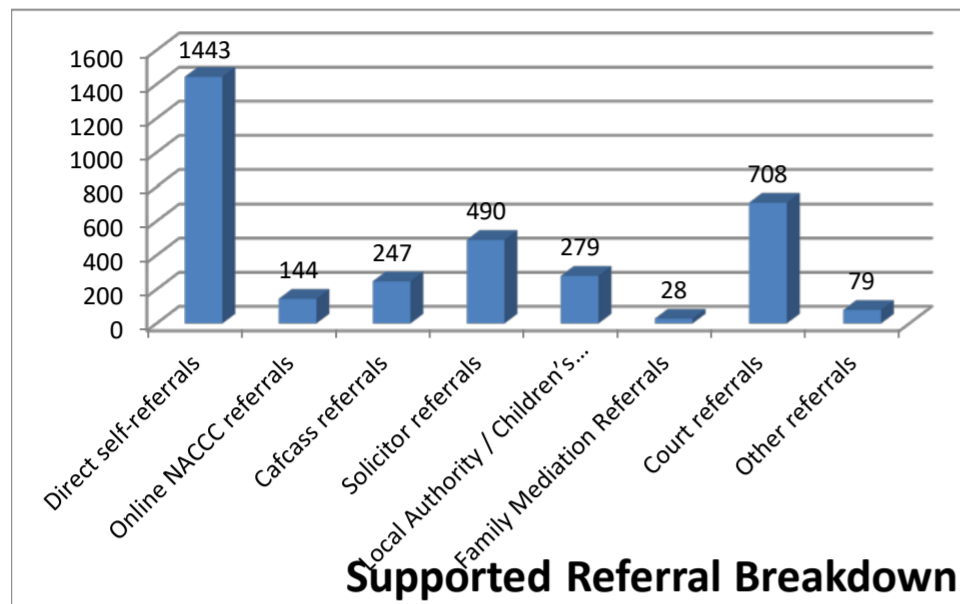
		Q1	Q2	Q3	Q4	Total
Formal Complaints	Total	66	57	44	52	219

Violent Incidents	SP	13	7	18	7	45
	SV	56	18	20	68	162
	Total	69	25	38	75	207

Number of Accidents Recorded	Total	326	205	280	296	1107
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Safeguarding Incidents	SP	8	8	11	10	37
	SV	154	121	115	83	473
	Total	162	129	126	93	510

NACCC Safeguarding training	Total	285	256	391	274	1206
Non-NACCC Safeguarding training	Total	488	405	432	565	1890
Workbook Training	SP	223	146	198	187	754
	SV	114	82	159	223	578
	Total	337	228	357	410	1332
Face to Face Training	Total	719	668	871	856	3114



	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	210	18	51	76	30	4	150	9	548
	SP (Both)	104	9	9	31	24	1	13	2	193
	SP Total	314	27	60	107	54	5	163	11	741
	SV Only	12	0	162	18	7	0	6	3	208
	SV (Both)	614	0	294	223	591	9	155	8	1894
	SV Total	626	0	456	241	598	9	161	11	2102
	Total	940	27	516	348	652	14	324	22	2843
Q2	SP Only	258	33	38	99	32	2	132	9	603
	SP (Both)	103	7	19	23	39	4	17	8	220
	SP Total	361	40	57	122	71	6	149	17	823
	SV Only	8	0	143	16	6	0	17	5	195
	SV (Both)	725	0	240	306	855	11	161	23	2321
	SV Total	733	0	383	322	861	11	178	28	2516
	Total	1094	40	440	444	932	17	327	45	3339
Q3	SP Only	233	26	39	91	37	7	134	5	572
	SP (Both)	160	26	32	47	36	2	27	8	338
	SP Total	393	52	71	138	73	9	161	13	910
	SV Only	26	0	123	14	15	0	26	4	208
	SV (Both)	756	0	246	266	838	13	155	79	2353
	SV Total	782	0	369	280	853	13	181	83	2561
	Total	1175	52	440	418	926	22	342	96	3471
Q4	SP Only	241	23	35	91	32	6	214	21	663
	SP (Both)	134	2	24	32	49	2	21	17	281
	SP Total	375	25	59	123	81	8	235	38	944
	SV Only	47	0	43	9	28	0	8	0	135
	SV (Both)	770	0	333	235	1107	10	164	29	2648
	SV Total	817	0	376	244	1135	10	172	29	2783
	Total	1192	25	435	367	1216	18	407	67	3727
Total Supported Referrals	SP Only	942	100	163	357	131	19	630	44	2386
	%ge	39%	4%	7%	15%	5%	1%	26%	2%	
	SP (both)	501	44	84	133	148	9	78	35	1032
	%ge	49%	4%	8%	13%	14%	1%	8%	3%	
Total Supervised Referrals	SV Only	93	0	471	57	56	0	57	12	746
	%ge	12%	0%	63%	8%	8%	0%	8%	2%	
	SV (both)	2865	0	1113	1030	3391	43	635	139	9216
	%ge	31%	0%	12%	11%	37%	0%	7%	2%	
Overall (Supported + Supervised)	Overall	4401	144	1831	1577	3726	71	1400	230	13380
	%ge	33%	1%	14%	12%	28%	1%	10%	2%	