



NACCC QUARTERLY STATISTICS RETURN HELP SHEET & GUIDANCE FOR CENTRES

NACCC are required to submit quarterly figures to our main funder the Ministry of Justice based on a set of measurable outcomes they have provided (which the Ministry of Justice refer to as metrics).

In December 2016 they issued a new set of metrics covering the main themes of: Workforce, Capacity, Capability, Safeguarding & referrals, Advice & Support, Income & Expenditure, Efficiency and Customer Service.

Luckily most of the new information required we already collect from you, but there is some additional and new information needed so we can evidence the good work and the need for child contact centres.

Therefore, to help explain what is needed and why, and in response to questions we are often asked by centres on a regular basis we have put together the below guidance.

Please select your centre from the drop down list (Q1)

The drop down list is populated with all the centres that are full accredited NACCC members and is updated at the start of each quarter before the statistic e-mails are sent. For example if you are a newly accredited centre or have recently advised us that you are closing you may not appear on the drop down list – if you wish to complete and return stats for your Centre as required as part of accreditation then please contact NACCC at contact@naccc.org.uk

Completed by (Q2)

Please enter the name of the person completing and submitting the statistics for the Centre. Previously we have allowed different e-mail addresses to be entered but due to typing mistakes by the person submitting the form the return of the completed statistics has proved problematic with numerous undeliverable messages so therefore for consistency at the end of the collecting period the e-mail contacting the completed information will be returned to the e-mail address your Centre has provided as the main correspondence.

All Referrals – Rejected, Accepted – Attended, Accepted – No Show (Q3-15)

We now require more detailed information regarding the volume of referrals received, processed by Centres, whether they are suitable and of the families accepted, how many of these families do not attend, taking up valuable places that could be allocated to other families and resulting in waiting lists at some centres.

Rejected referral would be an application that you didn't accept and this could be either at the application stage or after a pre-visit.

Accepted attended would be an application which you were willing to take after the pre-visit and the family then took up their place. If they are placed on a waiting list you wouldn't include them until the quarter they actually started to attend.

Accepted no show is where a place was offered and the family were due to attend but didn't show up, the no show would be reported in the quarter they were actually to start the contact. As we are now using one form to capture statistics, we have added an explanation at the start of the form and also as a prompt/reminder all questions that are for **Supervised Only** are highlighted in red. Enter in the box the number of self-referrals that have been rejected, accepted and attended as well as accepted no show. Enter figures for Supported and Supervised separately. If you don't offer either supported or supervised enter zero in the box.

Our Funders – namely the Ministry of Justice and Cafcass at the moment are only asking us to

report back on the numbers and not the reason why the referrals was rejected or the family did not attend. This is to help showcase the work that centres do, the volume of referrals received and helps to raise awareness etc and identify need.

UPDATE (Published January 2020 and revised May 2020 regarding the annual statistical return 2020-21 onwards)

A new '**court referral**' category (to be introduced for Quarter 1 2020-21) – introduced in response to feedback regarding referrals being sent to centres containing a court order for supported contact.

Definition: A **court referral** is:

1. A referral where the court has ordered that contact take place in a child contact centre and this is specified in a court order. This order could be sent to the centre directly by the court or given to a parent/family member to set up the referral at the centre.

Or

2. A referral made because of a court recommendation or guidance. The contact might not be specifically ordered but court involvement has lead to the service being requested.

Please specify 'Other' types of referral (Q16 - 19)

We have tried to cover the main categories/areas where contact centres receive referrals from, however we appreciate there are other organisations and so we can monitor/evidence an increase in certain areas that may warrant adding them specifically.

How many available sessions could you have offered this quarter – Supported (Q20)

The Ministry of Justice are looking to see if supply meets demand. We have defined a session as a period of time you are open. Eg. You are open 2 Saturdays a months from 10am to 12pm = 2 sessions x 3 months = 6 sessions per quarter.

How many available sessions could you have offered this quarter - Supervised (Q21)

A session is a contact with a family or just one child. Eg. You can accommodate 5 separate families or an individual child with the non-resident parent, you can do this every week in the quarter. Therefore total number of sessions = 5 x 12 = 60

How many of your available sessions were booked this quarter (Q21 & Q22)

In order to answer this you need to see what you could have offered and how many of the sessions were attended.

Supported – You are open 2 days a month, you were actually open 2 days a month so your number of booked sessions = 6.

Supervised – You can see five families a week but only 4 turned up each week so your number of booked sessions = 4 x 12 = 48.

Does your centre have a waiting list? And how long a wait is there? (Q24)

As mentioned in the text at the start of the guidance. One of the themes we are being asked to report on is capacity. We can provide information regarding the amount of referrals centres receive, the number new children and families they see but want to see if you have a waiting list and what the duration of the wait it either weeks or months.

Total number of individual children using the centre this quarter (Q25-Q30)

We have always asked centres to report each quarter regarding the total number of children attending the centre and how many of these are 'new 'this quarter. To try and create a more accurate number of children child contact centres support from the initial need to use a centre to the use of handover services and eventually back to parental managed contact we are also now asking for centres to report on how many children each quarter '**are no longer using the service**'. As mentioned under the All referrals section our Funders are only asking us at this stage to report back on the numbers but in the future more information may be required.

Total number of families using the centre this quarter (Q31- Q36)

As we have mentioned for the total number of children - we have always asked centres to report each quarter regarding the total number of families attending the centre and how many of these are 'new ' this quarter.

To try and create a more accurate number of families centres support from the initial need to use a centre to the use of handover services and eventually back to parental managed contact we are also now asking for centres to report on how many families each quarter **'are no longer using the service'**.

As mentioned under the All referrals section our Funders are only asking us at this stage to report back on the numbers but in the future more information may be required.

Total Number of paid staff employed by your centre (Q37-Q39)

This question has caused some confusion in the past for centres that provided both supervised and supported contact. Traditionally 2 forms were completed and often duplicated the staffing figures on both forms, therefore making it appear that more staff is employed in the centre than there are.

This was one of the reasons we have decided to create just one form with sections being created relevant to the type of contact centre i.e. supported, supervised or both.

Also as with some of the previous questions we are now asking for details of staff **'who have left your employment'** to be able to provide feedback on workforce.

Total Number of Volunteers serving at your centre (Q39-Q42)

Historically, this question has only applied to supported contact centres as they often rely on volunteers to help run their service. It has been fed back to NACCC on numerous occasions how difficult it is to recruit and keep volunteers and has been the reason why some centres have had to close; this information helps us showcase how many volunteers support centres.

Clarification added October 2022: Please also include board members who volunteer their time managing the Centre from behind the scenes.

Number of formal complaints received by your centre (Q43)

By formal complaints, we mean any complaints that have been made in writing to you (as per the complaints process), Centres have often entered a nil return in this section possibly in error as we at NACCC are often involved with a complaint that has been passed to us as the centre has not adhered to their own process. We collect this information not just for our Funders but also to see if there is an increase in complaints and as part of our Standards as an accrediting organisation if there is additional support or training we need to put in place to help centres.

Number of accidents recorded (Q44)

By accidents, we mean anything – including near misses that you have recorded in the centre's accident book, for example, cuts, falls, and bumped heads to more serious accidents. As with the question above, standards and accreditation of centres is to ensure that they are safe and healthy environments – the collection of this figure helps us to see any increases and as with complaints look at if additional support is needed around H&S and risk assessments etc.

Number of incidents recorded, including violent or threatening behaviour (Q45&Q46)

As an example we would consider an incident to be verbal abuse, raised voices or threats to staff or other parents and threats to remove children from the centre etc. As with the previous question, our standards and accreditation of centres is to ensure that they are safe and healthy environments – the collection of this figure helps us to see any increases and as with complaints, looks at if additional support is needed around dealing with conflict, support with pre-visits, risk assessing applications or suggesting the use of the NACCC SRS system etc. You need to record supported and supervised incidents separately.

Number of SAFEGUARDING incidents recorded (Q47&48)

We mean reportable safeguarding incidents, e.g. Something that has arisen and reported to the

Safeguarding Officer on duty that session and following the procedure that person completes a NACCC safeguarding form and returns to NACCC and the appropriate agency. At the moment the forms we receive tend to be for any incidents that happen on a Saturday where a centre has called the dedicated Safeguarding Line and spoken to the person on call. But the above process should be implemented during the week for any incidents and not just at a weekend.

You need to record supported and supervised incidents separately.

Number of Staff/Volunteers undertaking NACCC safeguarding training (Q49)

This is a stand-alone training question and any data entered as the answer to this question should not then be duplicated in Q38 & Q39. Safeguarding in centres is really important and we use this data to ensure that all the staff and volunteers recorded in previous questions have undertaken safeguarding training.

Number of Staff/Volunteers undertaking safeguarding training with an alternative provider (Q50)

This is a stand-alone training question and any data entered as the answer to this question should not then be duplicated in Q39 & Q41.

Number of Staff/Volunteers completing training by WORKBOOKS (Q51&Q52)

As advised in the supporting information, this means working through the workbooks individually at home for example and not as part of group training – that would be classed as FACE TO FACE and should only be recorded in one section to reduce duplication. It also helps us be able to monitor the uptake of WORKBOOK training and incorporate updating the WORKBOOKS to reflect the needs of the services/centres.

Clarification added March 2023: Please also include staff/volunteers who have completed training via the online NACCC training modules. At this time the workbooks have been archived and are therefore not up to date. We hope to update these in due course.

Number of Staff/Volunteers completing training FACE TO FACE (Q53)

As mentioned in Q51/52 if as a group you have attended training or worked through NACCC WORKBOOKS/NACCC online training modules you should only record this in one area – as it will cause duplication of data. The collection of this helps us be able to monitor the uptake of FACE-TO-FACE training and incorporate updating the training to reflect the needs of the services/centres.