NACCC Fact Sheets

Visit us online - www.naccc.org.uk

NACCC - A brief introduction

The National Association of Child Contact Centres is a national charity providing training, accreditation and membership services to child contact centres.

NACCC works with child contact centres in England, Wales, Northern Ireland, the Isle of Wight and the Isle of Man. Our mission is that 'Parenting Shouldn't End When Relationships Do'. We meet our mission by helping contact centres to meet the needs of families when they are no longer able to live together in ways that are safe and meet the emotional needs of children and young people.

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BY POST

5 Russell Place,
Nottingham, NG1 5HJ

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BY PHONE

Why not drop us a line on 0115 948 4557

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ONLINE

Email us on contact@naccc.org.uk

Does a centre have to be accredited?

Cafcass, the Courts and many local authorities will only work with centres able to evidence accreditation.

What does membership include?

Accreditation.
Service Helpline
Families Helpline
Find A Centre
Peer Support.
Training.
Template forms and documents.

NACCC Accreditation

Provides reassurance that a service is safe.

naccc

Accreditation and Membership.

The process to become an accredited member of NACCC is one that evidences expertise and experience.

NACCC Membership is only offered to contact services that have achieved accreditation. The accreditation process involves a number of checks completed via application forms, portfolio's and inspection by a trained assessor.

NACCC only offers accreditation to organisations with an evidenced organisational structure. This enables services to be able to have appropriate oversight of their practice and to be able to function in a competent and safe way. This practice will always be in the best interests of children, lawful and in accordance with NACCC requirements.

NACCC requires supervised contact services to be run by experts, these people will have Social Work (or equivalent) qualifications and those supervising contact will be qualified to Level 3.

Those running services are required to have attended a NACCC training course and to ensure that all staff undertake ongoing training.

Services will have a range of robust policies and procedures outlining the way that they practice. These policies and procedures will meet with best practice and be lawful.

Contact services operate in a range of locations, sometimes this might include a physical contact centre, sometimes this service might be delivered in the community. Where appropriate contact sometimes happens in peoples homes, but a contact centre will never be a residential property.

Services offering supervised contact undertake direct observations and provide written reports, support contact centres do not provide direct observations or write reports. Supported Child Contact Centres are entirely independent and are protected from being called to give evidence in Court Proceedings.

MEMBERSHIP AND ACCREDITATION PROCESS

1. Visit the NACCC Website, complete and submit the 'Candidate Application, including Working Agreement' form. Return this too NACCC. Pay initial fee. Co-ordinator training booked by centre.
2. NACCC Allocates an Assessor and provides the information needed for a centre to commence working toward accreditation. Centre works with NACCC to complete financial checks.
3. The service submits portfolio to assessor. The assessor will then complete accreditation visit. The assessor will write a report and complete an action plan, if required. The service then works to complete the action plan.
4. Service completes working agreements and pays remaining fee, and becomes an accredited member.

This process is time limited and must be completed within 6 months from the 'Candidate Application, including Working Agreement' form being submitted.