



NACCC accredited centre statistics data summary

For the period 1 April 2023 to 31 March 2024

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.

Please see overleaf for details of the number of accredited centres as at 1 April 2024. This has been broken down by supported and supervised contact and whether the service has their own venue or if they are community based. Also included is information relating to referrals received by these centres during the year, the number of children and families using the service and the numbers of volunteers and paid staff running these centres.

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

Number of accredited centres

There were **279** accredited centres as at 1 April 2024 providing direct contact services (2023=275, 2022=271, 2021=319, 2020=320, 2019=313, 2018= 329, 2017=343) as described below:

Supported contact only services

These tend to be not-for-profit organisations, with a voluntary or paid co-ordinator, run with a volunteer team and provided in a community venue. As at 1st April 2024 there were **119** services providing supported contact only (2023=129, 2022=136, 2021=150, 2020=160, 2019=171, 2018=191, 2017=205).

Supervised services provided in a venue

These will either be not-for-profit organisations or commercial ventures providing supervised services in their own venue. As at 1st April 2024 there were **140** services providing either just supervised contact, or supervised and supported contact:

- 12 services providing supervised contact in a venue setting (2023=9, 2022=13, 2021=23, 2020=23, 2019=15, 2018=14, 2017=24).
- 128 services providing both supervised and supported contact in a venue setting (2023=125, 2022=117, 2021=145, 2020=137, 2019=127, 2018=124, 2017=114).

Supervised services provided in the community

During 2021-22 a new type of enhanced accreditation was introduced (CCS) for services providing supervised contact in the community. These will either be not-for-profit organisations or commercial ventures using local community venues or outdoor facilities to deliver their service. In some cases, residential properties might be used including family members' homes, where this is safe and appropriate.

As at 1st April 2024 there were **20** services providing either just supervised contact, or supervised and supported contact in the community:

- 3 CCS services providing supervised contact in the community (2023=3, 2022=2).
- 17 CCS services providing both supervised and supported contact in the community (2023=9, 2022=3).

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 been consistent throughout the year but we can still see the impact of the pandemic with supported referrals still down at 64% 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**	88 (127)	28 (14)	0 (0)	0 (0)	116 (141) 82%
Self (direct)	846 (1,651)	465 (739)	128 (89)	2,969 (1,821)	4,408 (4,300) 103%
Cafcass	140 (302)	73 (148)	188 (233)	1,361 (2,135)	1,762 (2,818) 63%
Solicitor	287 (1,020)	123 (185)	55 (60)	951 (947)	1,416 (2,212) 64%
Local authority/ Children's Services	102 (234)	116 (58)	376 (208)	3,051 (1,367)	3,645 (1,867) 195%
Family mediation	15 (65)	6 (15)	3 (0)	28 (36)	52 (116) 45%
Court *	652	125	114	692	1,583
Other	65 (324)	32 (89)	1 (14)	328 (97)	426 (524)
	2,195 (3,723)	968 (1,248)	865 (604)	9,380 (6,403)	
Total Referrals	3,163 (4,971) 64%		10,245 (7,007) 146%		13,408 (11,978) 112%

2020 figures are shown in brackets followed by the percentage of 2024 compared with 2020.

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

**Online referrals came from NACCC's Safe Referral System which was decommissioned during the period 1/1/24 and 31/3/24. New referrals were not possible after 23/24 which may account for the decrease in referrals received.

Number of children and families

Overall, the number of children and families attending centres during 2023/24 has picked up to a point that it has just exceeded pre-pandemic levels. However, the number of children having supported contact is at 62% 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	3,370 (6,421)	2,006 (2,213)	1,201 (1,115)	15,089 (9,918)	
Total children	5,376 (8,634) 62%		16,290 (11,033) 148%		21,666 (19,667) 110%

*2020 figures are shown in brackets followed by the percentage of 2023/24 compared with 2019/20.

	Supported contact		Supervised contact		Overall
	Supported only	Supported and supervised	Supervised only	Supported and supervised	
Total families using the service	2,364 (4,316)	1,456 (1,587)	930 (763)	10,147 (6,487)	
Total families	3,820 (5,903) 65%		11,077 (7,250) 153%		14,897 (13,153) 113%

*2020 figures are shown in brackets followed by the percentage of 2023/24 compared with 2019/20.

Number of volunteers and paid staff

Volunteer numbers continue to pick up but are still significantly down following the pandemic. The figures now include volunteers serving in other roles at the centre, such as on the management committee. Staffing levels have picked up on the last year.

	Supported only	Supervised only	Supported and supervised	Overall
Total number of volunteers	1,792 (2,620)	14 (7)	296 (284)	2,102 (2,911) 72%
Total number of paid staff	101 (121)	131 (181)	1,962 (1,252)	2,194 (1,554) 141%

*2020 figures are shown in brackets followed by the percentage of 2023/24 compared with 2019/20



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	322	45	62	112	48	5	192	20	806
	SV	723	0	491	255	718	6	195	13	2401
	Total	1045	45	553	367	766	11	387	33	3207
Q2	SP	353	29	69	104	58	8	195	23	839
	SV	856	0	443	283	777	8	201	30	2598
	Total	1209	29	512	387	835	16	396	53	3437
Q3	SP	347	29	37	113	63	5	183	26	803
	SV	805	0	349	247	1154	7	187	152	2901
	Total	1152	29	386	360	1217	12	370	178	3704
Q4	SP	289	13	45	81	49	3	207	28	715
	SV	713	0	266	221	778	10	223	134	2345
	Total	1002	13	311	302	827	13	430	162	3060
Total Referrals	SP	1311	116	213	410	218	21	777	97	3163
	%ge	41%	4%	7%	13%	7%	1%	25%	3%	
	SV	3097	0	1549	1006	3427	31	806	329	10245
	%ge	30%	0%	15%	10%	33%	0%	8%	3%	
	Overall	4408	116	1762	1416	3645	52	1583	426	13408
%ge	33%	1%	13%	11%	27%	0%	12%	3%		

		Q1	Q2	Q3	Q4	Total
Total Sessions Available	SP Only	2961	2680	2550	2555	10746
	SP Both	23568	23808	21881	23633	92890
	SP Total	26529	26488	24431	26188	103636
	SV Only	7035	4810	3543	3655	19043
	SV Both	63231	56658	64303	73256	257448
	SV Total	70266	61468	67846	76911	276491
	Total	96795	87956	92277	103099	380127

Total Sessions Booked	SP Only	2142	1925	1909	1821	7797
	SP Both	3891	3367.5	3862	3470	14590.5
	SP Total	6033	5292.5	5771	5291	22387.5
	SV Only	4260	2916	4256	2718	14150
	SV Both	43873.5	36201.5	44529	49527	174131
	SV Total	48133.5	39117.5	48785	52245	188281
	Total	54166.5	44410	54556	57536	210668.5

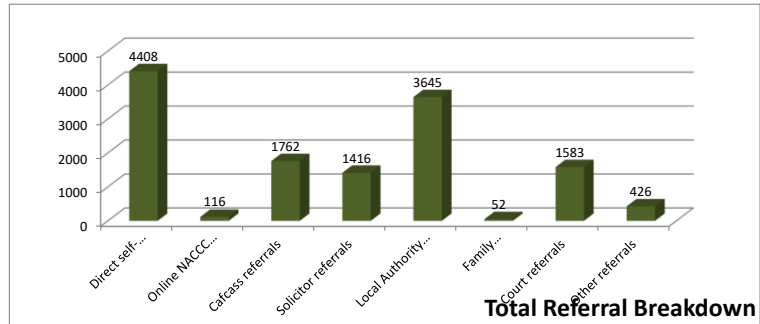
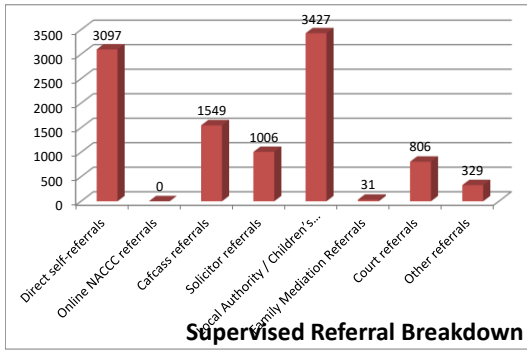
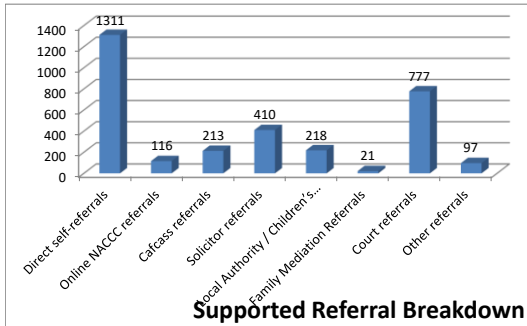
		Q1 (total)	Q2 (new)	Q3 (new)	Q4 (new)	Total
Total Children	SP Only	1881	540	496	453	3370
	SP Both	1121	269	311	305	2006
	SP Total	3002	809	807	758	5376
	SV Only	654	173	225	149	1201
	SV Both	8208	2078	2202	2601	15089
	SV Total	8862	2251	2427	2750	16290
	Total	11864	3060	3234	3508	21666

Total Families	SP Only	1264	410	364	326	2364
	SP Both	815	193	215	233	1456
	SP Total	2079	603	579	559	3820
	SV Only	429	124	256	121	930
	SV Both	5330	1557	1584	1676	10147
	SV Total	5759	1681	1840	1797	11077
	Total	7838	2284	2419	2356	14897

Total Paid Staff	SP Only	94	3	3	1	101
	SV Only	101	13	13	4	131
	Both	1331	237	193	201	1962
	Total	1526	253	209	206	2194

Total Volunteers	SP Only	1496	99	93	104	1792
	SV Only	2	3	1	8	14
	Both	210	22	33	31	296
	Total	1708	124	127	143	2102

		Q1	Q2	Q3	Q4	Total
Formal Complaints	Total	78	89	71	79	317
Violent Incidents	SP	24	7	6	5	42
	SV	66	58	72	42	238
	Total	90	65	78	47	280
Number of Accidents Recorded	Total	409	397	329	303	1438
Safeguarding Incidents	SP	10	9	6	12	37
	SV	170	123	119	165	577
	Total	180	132	125	177	614
NACCC Safeguarding training	Total	304	431	473	369	1577
Non-NACCC Safeguarding training	Total	534	531	570	494	2129
Workbook Training	SP	127	292	424	261	1104
	SV	63	172	250	147	632
	Total	190	464	674	408	1736
Face to Face Training	Total	1018	883	1089	901	3891



Referral Breakdown

Appendix 2

	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	212	25	36	83	22	4	165	18	565
	SP (Both)	110	20	26	29	26	1	27	2	241
	SP Total	322	45	62	112	48	5	192	20	806
	SV Only	42	0	38	18	36	0	20	0	154
	SV (Both)	681	0	453	237	682	6	175	13	2247
	SV Total	723	0	491	255	718	6	195	13	2401
	Total	1045	45	553	367	766	11	387	33	3207
Q2	SP Only	216	26	40	71	26	5	170	13	567
	SP (Both)	137	3	29	33	32	3	25	10	272
	SP Total	353	29	69	104	58	8	195	23	839
	SV Only	22	0	61	9	36	0	29	1	158
	SV (Both)	834	0	382	274	741	8	172	29	2440
	SV Total	856	0	443	283	777	8	201	30	2598
	Total	1209	29	512	387	835	16	396	53	3437
Q3	SP Only	218	24	31	73	25	3	147	21	542
	SP (Both)	129	5	6	40	38	2	36	5	261
	SP Total	347	29	37	113	63	5	183	26	803
	SV Only	34	0	51	16	262	3	25	0	391
	SV (Both)	771	0	298	231	892	4	162	152	2510
	SV Total	805	0	349	247	1154	7	187	152	2901
	Total	1152	29	386	360	1217	12	370	178	3704
Q4	SP Only	200	13	33	60	29	3	170	13	521
	SP (Both)	89	0	12	21	20	0	37	15	194
	SP Total	289	13	45	81	49	3	207	28	715
	SV Only	30	0	38	12	42	0	40	0	162
	SV (Both)	683	0	228	209	736	10	183	134	2183
	SV Total	713	0	266	221	778	10	223	134	2345
	Total	1002	13	311	302	827	13	430	162	3060
Total Supported Referrals	SP Only	846	88	140	287	102	15	652	65	2195
	%ge	39%	4%	6%	13%	5%	1%	30%	3%	
	SP (both)	465	28	73	123	116	6	125	32	968
	%ge	48%	3%	8%	13%	12%	1%	13%	3%	
Total Supervised Referrals	SV Only	128	0	188	55	376	3	114	1	865
	%ge	15%	0%	22%	6%	43%	0%	13%	0%	
	SV (both)	2969	0	1361	951	3051	28	692	328	9380
	%ge	32%	0%	15%	10%	33%	0%	7%	3%	
Overall (Supported + Supervised)	SV (total)	3097	0	1549	1006	3427	31	806	329	10245
	%ge	30%	0%	15%	10%	33%	0%	8%	3%	
Overall (Supported + Supervised)	Overall	4408	116	1762	1416	3645	52	1583	426	13408
	%ge	33%	1%	13%	11%	27%	0%	12%	3%	