

# NACCOM

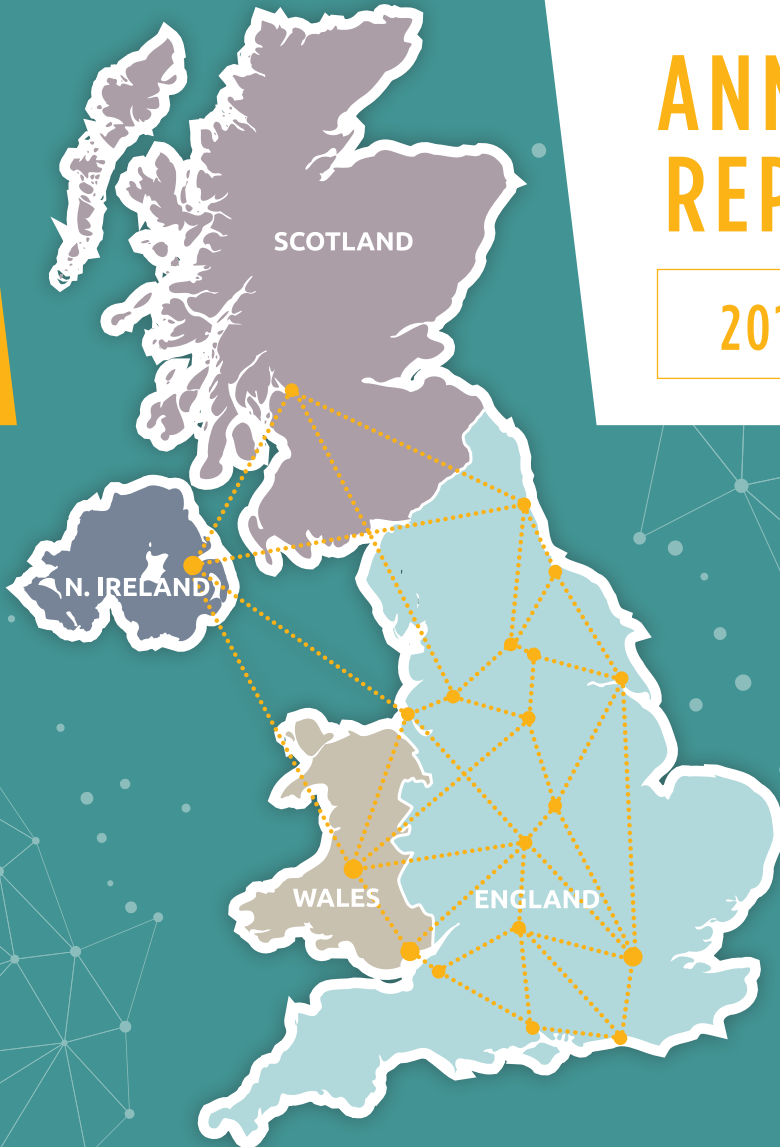
THE NO ACCOMMODATION NETWORK

CIO no 1162434



## ANNUAL REPORT

2016-17



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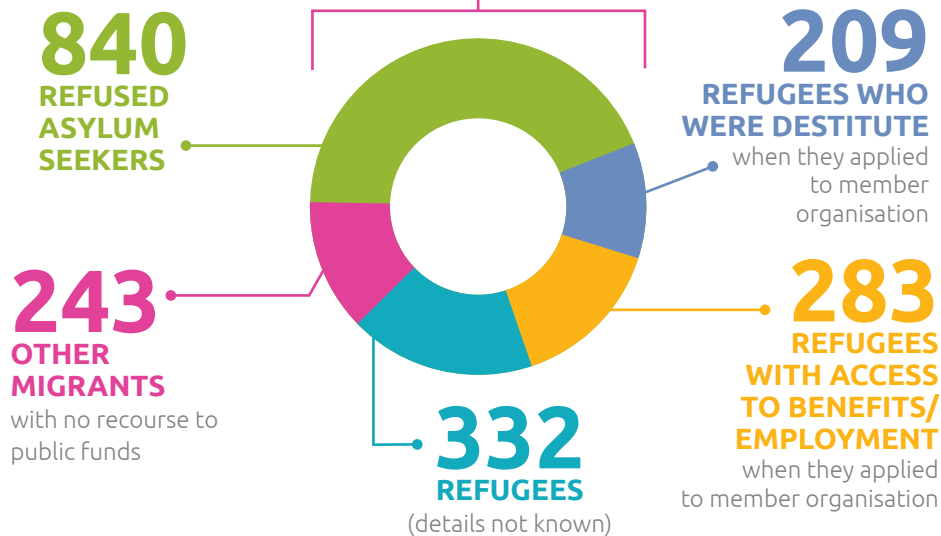
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# HEADLINE ACCOMMODATION FIGURES 2017

TAKEN FROM 2016 - 2017 ACCOMMODATION SURVEY  
(FOR FULL ANALYSIS SEE PAGES 9-12)

 **1,907 ACCOMMODATED OVER THE YEAR** *(estimated)*

14% increase from 2015-16



 **869 PEOPLE ACCOMMODATED ON AN AVERAGE NIGHT**  
12.5% increase from 2015-16



**19 MEMBERS PROVIDING HOUSES/FLATS**

**4 NIGHT SHELTERS**  
2 x permanent  
2 x winter only



  
**24 HOSTING SCHEMES**  
14% increase from 2015-16

 **X 691 ACTIVE HOSTS** over the year


 **X 833 GUESTS HOSTED** over the year




**272,931 NIGHTS OF ACCOMMODATION**  
33% increase from 2015-16

**79 DIFFERENT NATIONALITIES**  
Main ones are: Eritrea (320), Sudan/South Sudan (257), Iran (253), Syria (139), Iraq (98), Ethiopia (74)



**34%**  
  
**FEMALE**

**66%**  
  
**MALE**

  
**38 FULL MEMBER ORGANISATIONS (OUT OF 41) TOOK PART IN THE SURVEY IN 2016-17**

# FOREWORD

## CHAIR OF TRUSTEES

In the last twelve months we have seen growth, both in terms of our membership and within our core activities, which have engaged more members than ever before. In December 2016 we held our first AGM, marking our first year as a registered charity and ten years as a network. It was a great reminder that we can be more effective together than we can apart.

2016-17 has also been a busy and productive year for our members who remain as resourceful and inspiring as ever, reflected in the rise in accommodation provision once again. One particular change to highlight has been the continued growth in hosting schemes, now the primary accommodation source across the membership (representing a 118% rise in the last two years). To support such growth, we launched the sector's first 'Hosting Toolkit' earlier this summer, and I'd like to thank NACCOM staff, Members and Patrick Duce at Homeless Link for their work on this.

Another change has been the number of refugees being accommodated in the network, which has increased again significantly since last year. Furthermore, we know that at least 25% of the refugees accessing services were destitute. Such data highlights both the incredible efforts of our members to meet needs effectively, and the urgency of need for reform within the system. Indeed, these are the two 'sides' of every story that are interwoven in this report. For every example of community support and compassion that exists within our network- and there are many- there is both a story of injustice that needs to be heard and a gap in provision that should be recognised and resolved.

Towards this end, in addition to supporting members to develop more capacity and meet more need, we have been working closely with partner agencies to develop an advocacy strategy that recognises NACCOM's unique place in the sector to call for change. We look forward to implementing this in the year ahead with the support and input from our members.

Fundraising has been a significant focus over the last year and I am thrilled to report that this has been successful, enabling us to double the number of days that we can employ Lucy Smith (from 2 to 4 days per week) and we have raised the money to recruit a National Director to lead the network for the foreseeable future. This will release Dave Smith to focus on capacity building and increasingly supporting our members.

Finally, I would like to express my heartfelt thanks to all of our trustees and particularly to Heather Petch, who has provided invaluable support to the Board during this period of transition to becoming a more strategic and influential organisation.



**Julian Prior**

# OUR NETWORK

In 2016-17 we supported 41 Full Member organisations and 9 Associate Members (organisations supportive of our aims but not providing accommodation to those with NRPF).

Between July 2016 and June 2017, we gained 5 new Full Members:

Warm Hut

Swindon City of Sanctuary

Thousand For 1000

St Monica's Housing

City of Sanctuary Bolton

And 2 new Associate Member organisations:

Participation and the Practice of Rights (PPR)

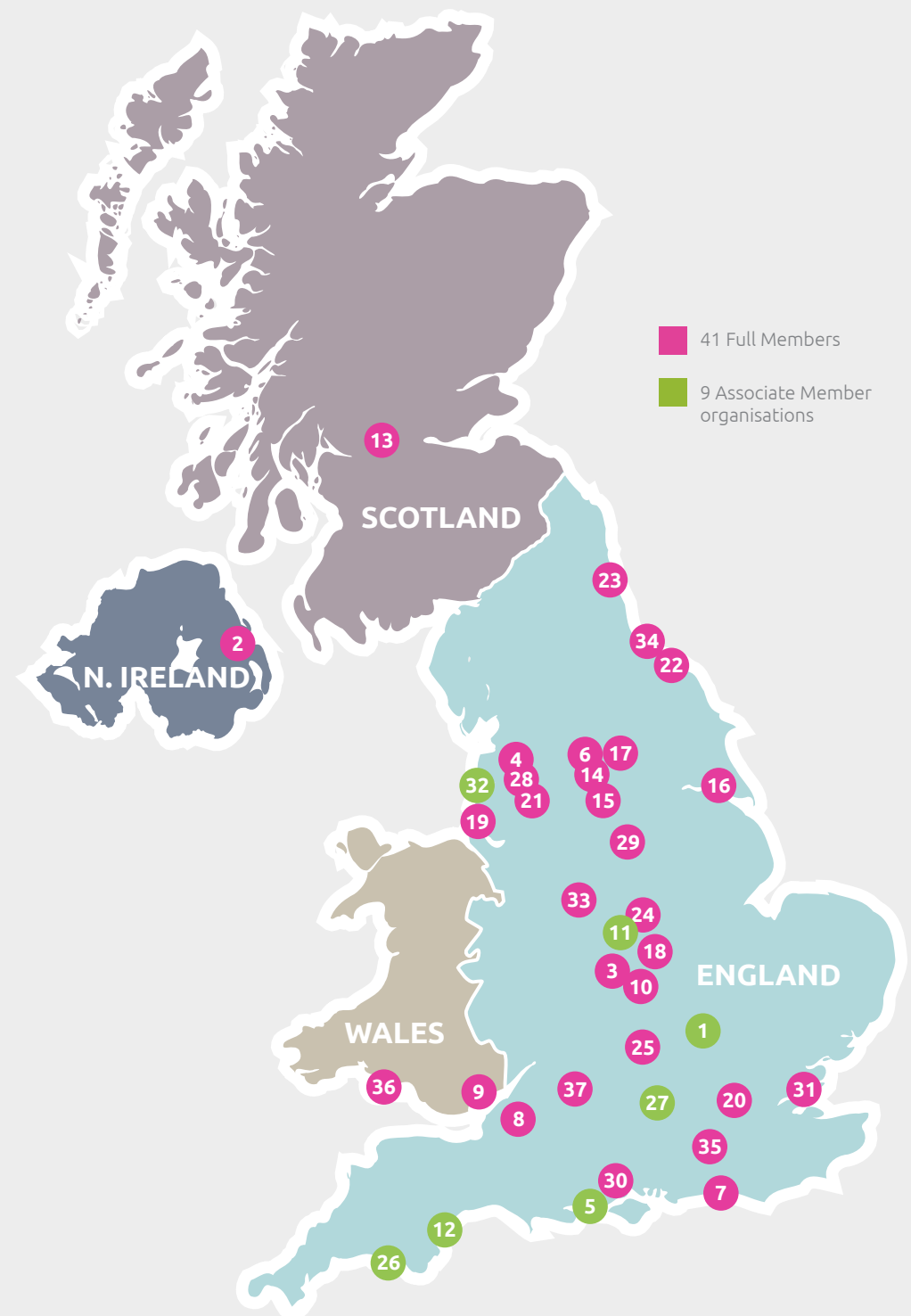
Refugee Support Devon

Welcome to all our members and a huge thanks again for all that you do and contribute to the network.

*Please see overleaf for a full list of all our Members in 2016-17 and visit our Project Directory at [www.naccom.org.uk/projects](http://www.naccom.org.uk/projects) for an up-to-date version.*



NO.	CITY	MEMBER
1	Bedford	King's Arms Project
2	Belfast	Embrace / Participation and the Practice of Rights (PPR) / NICRAS
3	Birmingham	Austin Smith House / Birmingham Community Hosting Network (BIRCH) Hope Projects (West Midlands) / Fatima House
4	Bolton	Bolton City of Sanctuary
5	Bournemouth	International Care Network
6	Bradford	Abigail Housing / BEACON
7	Brighton	Brighton Voices in Exile / Thousand 4 1000
8	Bristol	Bristol Hospitality Network
9	Cardiff	Home4U
10	Coventry	Coventry Peace House / Coventry Refugee and Migrant Centre
11	Derby	Upbeat Communities
12	Exeter	Refugee Support Devon
13	Glasgow	DASS Project (Refugee Survival Trust)
14	Halifax	St. Augustine's Centre
15	Huddersfield	Destitute Asylum Seekers Huddersfield (DASH)
16	Kingston-Upon-Hull	Open Door Hull
17	Leeds	Abigail Housing / Leeds Asylum Seekers' Support Network / St Monica's Housing
18	Leicester	One Roof Leicester
19	Liverpool	Asylum Link Merseyside
20	London	Giuseppe Conlon House / London Hosting Network (Housing Justice) Praxis Community Projects / Just Homes Charity
21	Manchester	The Boaz Trust
22	Middlesbrough	Open Door North East
23	Newcastle	Action Foundation
24	Nottingham	Host Nottingham / Nottingham Arimathea Trust
25	Oxford	Sanctuary Hosting
26	Plymouth	Open Door International Language School (ODILS)
27	Reading	Reading Refugee Support Group
28	Salford	Warm Hut
29	Sheffield	ASSIST Sheffield
30	Southampton	Southampton and Winchester Visitors Group
31	Southend on Sea	Communities and Sanctuary Seekers Together (CAST)
32	Southport	Green Pastures
33	Stoke on Trent	Sanctus St. Marks
34	Sunderland	Nightstop North East
35	Surrey	Refugees at Home (UK-wide network)
36	Swansea	Share Tawe
37	Swindon	Swindon City of Sanctuary



# NACCOM 2020 VISION AND STRATEGY

NACCOM is committed to bringing an end to destitution amongst asylum seekers, refugees and migrants with no recourse to public funds living in the UK. We exist to promote best practice in and support the establishment of accommodation projects that reduce destitution amongst asylum seekers. In addition, they may also support migrants with no recourse to public funds (NRPF) and/or refugees facing barriers to accessing affordable housing.

## We do this by:

- Providing networking opportunities to encourage, empower and connect members
- Sharing knowledge and promoting best practice to provide pathways out of destitution
- Working with others (including those with lived experience) to raise awareness of destitution and campaign for a just and humane asylum system
- Gathering and disseminating data on the scale of destitution and positive outcomes achieved by members

## OBJECTIVES 2017 – 2020:

- Enable members' capacity to increase in order to accommodate more clients and encourage growth of NACCOM membership particularly in dispersal areas where there are no NACCOM members. We aim for members to be collectively housing at least 1,000 residents with NRPF a year by 2020 and at least 2,250 homeless asylum seekers, refugees and other migrants with NRPF a year.
- Develop support to member organisations, to become more sustainable and professional, by encouraging and sharing good practice promoting and supporting partnership working.
- Improve data gathering from members to provide key stakeholders, influencers and decision makers information that highlights the extent and effects of destitution as well as the success of NACCOM members in achieving routes out of destitution.
- Empower members' clients to tell their story so that, working in partnership with other organisations, the human face and consequences of destitution has a raised profile.

For a full copy of our 2020 Vision and Strategy, visit: [www.naccomm.org.uk/vision](http://www.naccomm.org.uk/vision)

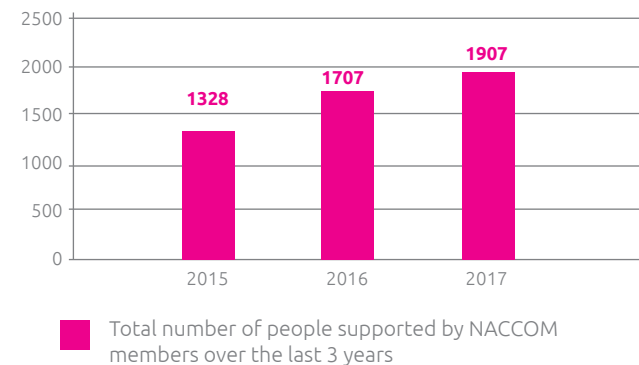
# ANALYSIS OF THE 2016-17 ANNUAL SURVEY

This year the survey was structured in two parts, both of which were undertaken online. The first part, in which 24 projects participated, focused on income, expenditure and service activities. The second part, in which 38 projects participated, focused on accommodation provision and outcomes. Across such a wide range of projects we know information gathering is not always easy, so our thanks to all who were able to share their data this year.

## Who do NACCOM members accommodate?

- Destitute refused asylum seekers – these are people who have not been granted leave to remain but are left at the end of the asylum process with no recourse to public funds (NRPF).
- Refugees – these include people who are destitute at the end of the 28 day 'move on' period, and those who have access to benefits/employment.
- Other migrants with NRPF – these include people who are either preparing to make an asylum claim or had been unable to access accommodation at the point of application; victims of trafficking; victims of domestic violence on spousal visas; non EEA Nationals seeking Leave To Remain on other grounds, and EEA Nationals with NRPF.

For the headline figures from the survey, please see pages 2-3.



This represents a 14% increase from last year, taking into account the rise in membership as well as capacity, and reflects a fantastic achievement by our member organisations.

## WHAT THE RESULTS TELL US ABOUT CAPACITY AND SERVICE DELIVERY AMONGST OUR MEMBERS

### 1. Hosting is now the primary source of accommodation across the network

63% of members (24 respondents) now run hosting schemes, making this the most common form of accommodation provision across the network. Of new members in 2016-17, 3 operated as hosting schemes, including hosting for newly recognised refugees who are struggling to access housing after move on. Collectively, schemes engaged an estimated 833 guests and 691 hosts in 2016-17, with placements ranging from less than one week to over 6 months.

### 2. 19 projects providing houses and flats for residents.

50% of members (19 respondents) provided properties (houses or flats) in the last year, with almost all reporting an average 90%+ capacity.

7 projects offered accommodation for refused asylum seekers only, whilst the rest offered accommodation to other service users- such as refugees or other migrants- as well as refused asylum seekers.

### 3. Majority of member organisations supporting refugees and/or other migrants alongside refused asylum seekers

In addition to accommodating asylum seekers with NRPF, this year's survey results show that 55% of members (21) are providing accommodation to refugees. Of those, 76% (16) had supported refugees who were destitute when they came to their services. 47% of members (18) had also supported other migrants.

### 4. There are a wide range of income sources across the network but resources are scarce and there is limited supply from statutory or self-sustaining finance streams.

The majority of respondents received income from grant-making trusts and foundations, with 40% stating they had received more than 50% of income from this source in the last year. Other sources include individual donations, philanthropic organisations and faith groups (including churches and religious orders). 24% of respondents received more than 10% of their income from statutory funding.

40% of respondents generated some kind of earned income in the previous 12 months, although only 6 members received more than 10% of their income from this source. The most common form of income was rental income from refugee tenants (with access to benefits/employment).

### 5. More than 2,200 volunteers supported member projects in the last year.

Including hosts, the total number of volunteers engaged across 24 member projects was 2,208. Taking into account the number of members that were unable to give this information but are known to include volunteers in their service provision, we believe the total figure across the network is likely to be significantly higher.

## WHAT THE RESULTS TELL US ABOUT NEED AND OUTCOMES AMONGST SERVICE USERS

### 1. Rising numbers of refugees accommodated including those facing destitution after move on

Overall, refugees made up 43% of residents in this year's survey (compared to 29% last year) which represents a significant increase. Refugees access accommodation for a variety of reasons and details about access to benefits/employment are not always captured, but this year - for the first time- we can report that of the 824 refugees who accessed accommodation, at least 25% were destitute (i.e. without access to benefits, housing and employment) when they approached the member organisation for help. This is clear evidence of the need for change to the process and timeframe of 'move on' for newly recognised refugees. Calls for such changes were highlighted in the 2017 report 'Refugees Welcome?' by the APPG on Refugees, to which NACCOM and several members submitted evidence, and whose recommendations we welcome.

### 2. Rising need identified across the network including amongst families

This year 68% of respondents reported an increase in the number of destitute people seeking support from their service in the last year. In addition, 81% reported that collectively a highly conservative estimate of 1,118 destitute people had to be turned away from their service (or were still on a waiting list) in 2016-17 because of limited accommodation capacity. Capacity issues are often linked with delays in decision making, and lack of access to legal advice, areas we are committed to addressing, both through our own work and in partnerships across the sector.

18 members reported receiving requests for accommodation from families and, of these, 55% (10 members) reported an increase in requests from families in the last year. Whilst not all who are being supported are destitute, for instance, some projects accommodate refugee families, there is a real concern amongst members around legislation that could, if enacted, affect families who have been refused protection. In the year ahead we plan to work to support members, particularly in their engagement with Local Authorities, to help ensure families do not face homelessness at any point in the asylum process.

### 3. Rising health needs identified across majority of projects

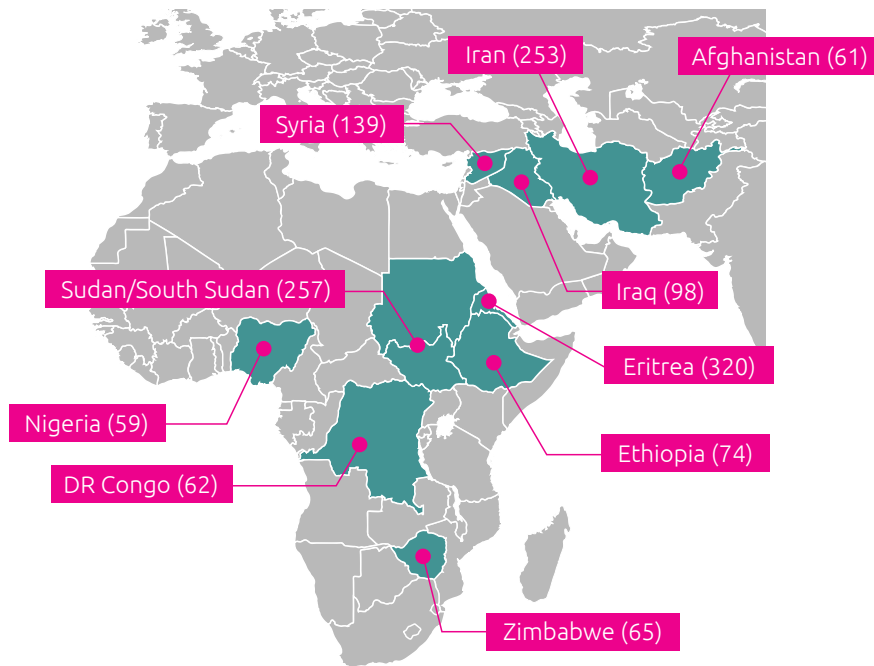
This year respondents were asked to record changes in health and wellbeing of service users. Of those who were able to provide this information, 57% reported seeing mental health problems increase, and 50% reported seeing physical health problems increase amongst service users in the last year. Such evidence can provide valuable counter-arguments against the policy of destitution, highlighting both the personal trauma that the process can cause, and the hidden impact that it can have on wider services and communities.

#### 4. 60% of those who moved on either accessed asylum support, statutory support, or got some form of right to remain in the UK

Of the 840 refused asylum seekers accommodated in 2016-17, respondents provided information about known 'move on' outcomes for 461. Of these, 60% were known to go on to access either Asylum Support (180), Statutory Support (29) or Refugee Status/Discretionary Leave/Indefinite Leave/Humanitarian Protection (66). Furthermore, an estimated 26 people went on to be granted status after moving on to another kind of outcome (e.g. Asylum Support) initially.

It is great to know that these people have finally had their need for protection recognised and can begin to rebuild their lives, yet much of the hardship and homelessness that the people behind these statistics have had to endure could have been avoided altogether with a fairer and more humane asylum system.

There were 79 countries represented in this year's survey (increased from 63 in 2015-16). The top ten were Eritrea (320), Sudan/South Sudan (257), Iran (253), Syria (139), Iraq (98), Ethiopia (74), Zimbabwe (65), Democratic Republic of Congo (62), Afghanistan (61) and Nigeria (59).



## CASE STUDY: ADANECH *(name changed to protect identity)*

Adanech is a refugee from Ethiopia who was accommodated by the Boaz Trust. She writes:

“I came to the UK from Ethiopia in June 2004. I spoke no English. When I had my screening interview I didn't have a good interpreter. This was very bad time for me. I told them I was 16 but they said I was 18.

After my screening interview, a lady arranged for me to stay with her. Then I got a letter from the Home Office saying I had to go to Liverpool for my interview but I didn't have any money, so I didn't go. Then I got a refusal. This was very hard. Refugee Action found me accommodation in London and I made friends. Then I did an appeal and Home Office send me apology letter [but] then they didn't do anything for one year and a half. After that time, I was moved to Sheffield. When I turn 18 the Home Office contacted me for my big interview. The interview was difficult. I got refused after one month. My solicitor appealed my refusal but after that time I got final refusal letter. This was July 2005.

Everything was dark. The Home Office give me two weeks to get out from the house after I was refused. I stayed in a church in Sheffield. Then I stayed with friends in Oldham. Sometimes I stayed in the bus station. One time I stayed in a phone box. It was a very bad time.

I managed to do a fresh claim in 2008 but they refused me in 2010. Then I went to the Boaz Trust in Manchester, and they put me with a host. It was a few days before Christmas. It was a relief to stay somewhere. I stayed for nearly one year. Then I got a room in a Boaz house and I stayed there until the end of 2013. It was different from before. I was warm, I had food to eat.

I put in my fresh claim in 2012. Then, when I went to sign one day in 2014 the lady at the reporting centre told me I had five years Leave to remain! When I got my papers... I feel happy and sad... Everything was so mixed up. Everything comes at the same time and it is very confusing.

Other people find it difficult to cope. For me it was OK thanks to the Boaz Trust. I was taking anti-depressants but now I am not on medication, now all the asylum process is over. Now, I am working, I am trying to set up my business. I am trying to change my life. I want to say thank you to Boaz. They put a roof over my head, they gave me warm food. They are like my dad and mum, they help me a lot and I love them.”



# CAPACITY BUILDING REPORT



Dave Smith

## CHALLENGES AND OPPORTUNITIES

The greatest challenges faced by our members are caused by the outworking of an increasingly hostile environment. Delays with decision making, lack of access to good quality immigration advice, rising food prices, cuts to statutory support services, pressure on housing and the ongoing negative coverage of immigration in many newspapers, exacerbated in many ways by 'Brexit', all make it an incredibly challenging environment for migrants in the UK, and services supporting them.

As asylum housing providers struggle to find properties in the big cities at affordable prices, they are increasingly looking to smaller towns for dispersal accommodation, which means that the support services that asylum seekers rely on are rarely available. Having said that, new dispersal areas offer an opportunity for new projects to start up and tackle issues from scratch: often these are able then to anticipate destitution before it happens, and to plan for it in advance. In areas like Lancashire, where many towns have recently received their first tranche of new dispersals, newly emerging groups are keen to explore ways of providing accommodation to homeless refused asylum seekers and refugees, and prevent them from drifting off into the big cities and the risk of exploitation.

## CAPACITY

There have been three major challenges affecting capacity over the past year. Firstly, with problems in accessing Section Four accommodation due to delays in decision making, it has become harder for some members to move people on from their accommodation.

Secondly, the 2016 Immigration Act has caused some members to revise policies and procedures, particularly with regard to Right to Rent legislation. This all takes up valuable time that might otherwise have been spent supporting their residents.

Thirdly, pressure on housing and cuts to advice services have resulted in a growing number of newly granted refugees being made homeless, increasing the burden on our members, who are now having to deal with Job Centres, banks and benefits

agencies on top of their core work supporting refused asylum seekers.

Nevertheless, NACCOM members have still worked incredibly hard to expand their accommodation provision. This has primarily taken shape through the development of hosting. We have been able to support this in a number of ways, beginning in summer 2016 with our first hosting conferences in Leeds and London, and followed by two more conferences on the topic in Newcastle and London in July 2017. We have also been able to launch the Hosting Toolkit in July 2017- for details visit [www.naccomm.org.uk/resources](http://www.naccomm.org.uk/resources).

This year three projects also benefitted from a grant that NACCOM was given to support new hosting schemes. This has helped with capacity building in practical and lasting ways. One member, St Augustine's in Halifax, describes the difference it made to their work:



*'The grant enabled the Support Team Leader to dedicate time to review our housing/homelessness provision and to lay foundations for a larger piece of work with our local council. As such, in the last year we have been able to run training, recruit hosts and provide accommodation for 9 people. We also learnt lots of lessons to put into the development of a more robust scheme and have now secured funding for a dedicated member of staff. This would not have been possible without the time and capacity to lay the groundwork, and for this, we are immensely grateful for the support of NACCOM.'*

Additionally, 19 members continue to provide housing and of these, 6 reported an increase in their capacity this year as a result of being gifted or loaned new properties. Often this is as a result of the relationships that have been built with supporters over years. It is a big step to entrust a property to an organisation, yet individuals, churches and housing associations are increasingly willing to do this, which testifies to the outstanding long-term track record and tenacity of many member organisations.

One of NACCOM's greatest strengths is its diversity and the recognition that there are many ways of tackling destitution. Increasingly members are identifying new projects that fill a gap in holistic provision. Night shelters provide an excellent way of tackling immediate destitution, and act as a filter before placing guests more permanently. One member is opening up a female only night shelter to add to their male only shelter, which has run successfully for the last six years, and others are now exploring the night shelter option. NACCOM is catering for this spike in interest with a workshop in the upcoming annual conference.

We have also seen a rise in partnerships within the network. One such example can be found in the London Hosting Network which now includes five NACCOM members (Praxis, Housing Justice Hosting, Refugees at Home, Just Homes and the London Catholic Workers), and took on hosts from Spare Room when this longstanding project closed down in 2016.

As dispersal areas become ever wider, and new projects join NACCOM, the need for regional networks becomes more urgent. Not everyone - especially new, smaller projects – can afford the time or money to travel to a meeting hundreds of miles away, and those from more isolated areas would benefit from being able to attend regional network meetings. With that in mind the first regional meeting for South Wales and the South West will take place in Bristol in October, with other regions following suit in 2018. In time these regional hubs will develop local leadership, ensuring that no one feels isolated and unable to connect with the network regularly. In a network that is rarely able to access any statutory funding, sharing resources and supporting each other is key to survival and growth.

As mentioned above, one of the main issues confronting members is move-on. A significant barrier to this is the lack of legal advice. Of those respondents in the survey that either offered legal and casework services and/or referred on for this, 20% (5/25) either provided advice to OISC Level 2/3 or had a legal advice service in-house (e.g. paid for a solicitor). We are working hard to support our members to expand their capacity or work closer with partners in this field. For this reason we held a Legal Advice conference (see below) and are planning a Legal Sub-group to further develop a strategy whereby every member organisation is able to access good legal advice.

## ACTIVITIES

Over the last year, our programme of networking events and conferences collectively saw over 150 attendances from a wide range of projects both within and beyond our network.

### Annual General Meeting

In December 2016 we held our first AGM, marking our first year as a registered charity and 10 years as a network. The event was attended by 33 delegates from 18 member organisations and featured presentations by NACCOM staff and trustees on the 2016 Annual Report and 2020 Vision and Strategy alongside updates from Boaz Trust, Housing Justice and DASS Project in Glasgow.

### Focus Groups

In February 2017, we hosted a Legal Advice Conference, facilitated by immigration advice expert Gina Clayton and the Frontline Immigration Advice Project team at Refugee Action, with workshops led by NACCOM members and partner agencies British Red Cross, Haringey Migrant Support Centre and Asylum Aid. This was attended by 50 representatives from 29 organisations.

In April 2017, we held a 'Funding your Project' conference, featuring input from NACCOM Members, Metropolitan Migration Foundation and Commonweal Housing. This was attended by 31 representatives from 26 organisations.

In summer 2017 we also ran two hosting conferences, in London and Newcastle, which featured input from NACCOM Members across the country, and launched our Hosting Toolkit. These saw 40 representatives across both days from 24 organisations.

We would like to thank everyone who helped to organise, facilitate and participate in these events. Feedback across all of our activities has been very positive this year and we look forward to organising more events in 2017-18.

## CASE STUDY: THOUSAND FOR 1000

Thousand for 1000 operates in Brighton and became a NACCOM Member in 2017. The team writes:



“Since 2014, we had built up a very informal network of hosts and were able to provide housing for a couple of people. In the summer of 2015, we came up with the idea of finding 1,000 people who would donate £1 a month so that we could rent secure accommodation. Since then we have managed to raise an income of £1,100 a month and are renting a two-bedroom flat and providing some hosting support. It is so wonderful to be able to keep a few people off the streets. We have also learnt a little bit about the landscape of services, and that’s how we came across NACCOM. We really needed the combined expertise and experience of the network and we’ve already been put in touch with longer-established groups around the country. They were generous in sharing their experience, and this was most helpful to us as we began to frame our policies and look toward the future. It was heartening to find that other organisations had started out as small and as lacking in know-how as us, and had addressed similar problems. They gave us both practical help and comradely encouragement. We have already learned a lot from and through NACCOM, and look forward to sharing and working with other groups to address the challenges of migrant destitution.”



# CASE STUDY: ADNAN

*(name changed to protect identity)*

Adnan from Syria was hosted through the London Hosting Network. He writes:



“I got my papers in February 2017. It took 4 years. It was a long time. I was surprised and happy when I got my papers. Because before, I could do nothing, I was in an ‘outside prison’. Getting my papers changed everything. The door was closed but after that, then the door was open.

But it was a little bit difficult. I tried to open a bank account and they needed my driving licence or my passport. But this would take time. The employers of the bank were all saying different things. I had to go to different branches and speak to the manager.

Then I applied to the bank online, and online they accept me and they send me sort code and account number, but no card. So I went back to the bank and they confirmed that I had been accepted, but then they said they needed my proof of address. I was very confused and it was a difficult time.

I couldn't do anything else until I applied for the bank account because the job could not pay me. Then the Job Centre said they can give me support until I get a job- but I need a bank account for this as well!

After that I got the job and the bank account. I signed a contract with a company and applied for a driving licence. I have also applied for a passport, because I want to visit my brother in Germany. I have not seen him for a long time and I miss my family.

To get my flat it is very difficult because I don't have history. But my host gave me a strong reference. They are a very nice family, and I love them. They are like my second family.”



# CASE STUDY: SANCTUS

Sanctus operates in Stoke on Trent, and is led by the Reverend Sally Smith, who writes:



“Sanctus is a social enterprise which was set up about five years ago with the aim of responding to the needs of asylum seekers and refugees in the parish and the local community. The project provides housing and run a drop in each week as well as additional casework support. The drop in is for asylum seekers and refugees. About 50% of our volunteers are people who have benefitted from Sanctus support. On a busy day we can have 140 people come through the door, and on a quiet day maybe 70 or 80. Each week we offer food, English lessons, parent and toddler groups, craft activities, and there are also partner agencies there- the Citizens Advice Bureau and NHS Nursing Team.

We have bed spaces for 21 people at a time now across six houses. Three of the houses we pay rent on and three have been gifted to us. Then we have a student house that we use during the summer holidays, and we tend to use that house for short term refugee accommodation. We still do some hosting on a small scale as well. We are always working towards fresh submissions and helping people back into the system, but there is a real challenge here around legal advice. We have found being NACCOM members very helpful, for instance making use of the resources on the website and attending events about legal advice and accommodation. Our long term aim is to develop some businesses that will provide income to sustain the work of Sanctus.”



## A Sanctus resident writes...

*‘I am from Iraq. When I came to Stoke I found out about Sanctus from some friends. It made so much difference. They provided a house for me and helped me with my fresh claim. Now I am back into Home Office house and I am waiting for a decision. When I don't have somewhere to stay, I feel anxious, but when I have a house this is different. Sanctus do so much for me, they are very nice people. Now I volunteer for them and I am not stressed. My situation is much better now.’*

# UPDATE ON THE STRATEGIC ALLIANCE ON MIGRANT DESTITUTION

NACCOM continues to play an important role in the Strategic Alliance On Migrant Destitution (SAMD) as the primary provider of accommodation for destitute migrants within the partnership, which brings together the refugee and homelessness sectors around the issue of migrant destitution. As the Alliance gains influence NACCOM benefits from opportunities to engage with organisations that we would not normally come across. We continue to be grateful to Homeless Link, as the lead organisation, and particularly to Patrick Duce, the Innovation and Good Practice Project Manager, who has been very supportive of NACCOM and given us several leads, particularly with Housing Associations, which are beginning to bear fruit.

A good example of the benefit to NACCOM is in the marketing of the Hosting Toolkit. Homeless Link's wide connections within the homelessness sector ensure that it reaches far more inboxes than would ever be possible without the partnership, and in so doing enables a wider audience to benefit from the expertise and experience documented in this report.

The new Toolkit is particularly useful for homelessness night shelters looking to expand provision for destitute migrants, and is even being used by a local authority in London as a model of best practice. The Toolkit is an extremely useful tool for some homelessness services, and has also led to raising the profile of the SAMD and increasing our membership.

As a relatively new alliance, SAMD is still working through its strategic priorities. Good progress has been made, and these are the current four key aims of the Alliance:

- Increase the supply, access to and better management of accommodation for migrants who find themselves destitute
- Support front-line agencies and local partnerships through capacity building, coordination and cross-fertilisation
- Support the development of collaborative pathways out of destitution for individuals
- Gather, share and use evidence of what works to inform service providers, funders, policy and decision-makers.

These aims will be achieved by individual Alliance members working collaboratively and shaping the direction of the SAMD Project Manager's work.

## CASE STUDY: HOPE PROJECTS (WEST MIDLANDS)

Hope Projects operates in Birmingham and surrounding areas, and is coordinated by Phil Davis, who writes:



“The purpose of Hope Projects isn't to move people into temporary accommodation, it's to move people out of temporary accommodation and into normal accommodation. But it is so difficult to access good quality legal advice and representation for further submissions, so getting people into Section 4 can be a real challenge. So, in 2016, Hope Projects made a decision to take on a legal officer, who everyone in Hope accommodation now has access to. This now means we can make the best use of the limited resources we've got, by focusing on supporting the people with the strongest asylum cases.

As well as our in-house legal service, our partnership model works really well. Every two months, members of the partnership come and sit round a table, and as a body decides who Hope houses. We chair the meeting and set the criteria (based first on the fear of persecution and then vulnerability), and partners make the decisions on that basis.

Our accommodation capacity has grown a bit this year, in particular with a new house that we took on at Christmas time, but we still have more applications than we are able to support. We are aware of a lot of destitute people out there, and that is why we value working with other NACCOM projects in the Birmingham area as well as partner agencies in the wider sector.

We find being part of NACCOM incredibly useful. You need people around you who understand what you're doing and why you're doing it and that's what NACCOM provides. This year, we delivered a workshop on our services at the NACCOM Legal Advice conference, looking at what a judge's determination letter is and why it is important. It led to lots of interesting discussions. I find it incredibly useful to be in touch with people who are doing the same sort of stuff differently. This work is really difficult and you can't do it on your own.”



# COMMUNICATIONS AND ADVOCACY REPORT

## CHALLENGES AND OPPORTUNITIES



A year on from the 2016 Immigration Act, there remains significant uncertainty about the changes that may face those who are in the process of claiming, or yet to seek, asylum in the UK. At the same time, those who are granted the right to remain in the UK are facing homelessness and hardship due to a lack of integrated support at the end of the move on period.

### Lucy Smith

In the last 12 months we have begun developing our advocacy and communications work, taking opportunities to raise awareness about the impact of destitution and contributing to sector-wide calls for a just and humane system. Much of this activity has been with input from our 'action groups', made up of members and service users, and we would like to thank everyone who has been part of these.

Looking ahead, we are launching an Advocacy Strategy in 2017-18 which aims to promote lasting change in the system. We also plan to develop the Action Group model, encouraging action to be taken towards shared advocacy goals and supporting the voices of those with lived experience within these goals.

## ACTIVITIES

### Awareness Raising

Since the summer of 2016 we have engaged in a range of awareness-raising activities, including; running a stall at the Greenbelt festival, sharing experiences at a storytelling workshop and speaking at the Sanctuary in Parliament event in Westminster. We ran an action group residential weekend in March 2017, which led to the production of several case studies and a template for future case study work related to advocacy goals.



Members have also been supported to take part in a range of media opportunities this year, including an online profile piece by the UNHCR about hosting ('No Stranger Place'), a documentary about destitution, and an article in the Church Times. We have also joined IMiX, a communications hub for the sector, which has enabled us to share press releases, media requests and relevant reports with others in the sector and disseminate other information and requests out to our own membership in a more coordinated fashion.

### Evidence Gathering

We submitted a response to calls for evidence from the APPG Inquiry, 'Refugees Welcome?' in October 2016 and supported the launch of the report in April 2017. We also submitted a response to a UKVI exercise on asylum accommodation and also responded to a government consultation on the 'Future of Supported Housing', on behalf of members providing refugee housing. In addition, our annual survey data was used for a research study by a team at the University of Warwick on the costs of destitution and wider implications for society (with the report due to be published in the autumn 2017).



### Testimony from one of our action group members (who was involved as both an Advisor and Activist):

*'NACCOM has an important role in steering an attempt to find solutions and expand on knowledge... The Home Office considers the starting point of the integration process as the time when socio legal status is confirmed. It is preceded by a 'waiting period' of uncertainty [where people feel unable to] exercise their basic fundamental human rights. Many failed asylum seekers effectively disappear in fear of being deported to their countries of origins. NACCOM and its members have a role to assist in documenting evidence [which] is important for policy making and service provisions. Indeed, NACCOM has taken a leading role in shaping the future on how we engage, interact and design services for asylum seekers and refugees.'*

# TREASURER'S REPORT



**Paul Catterall**

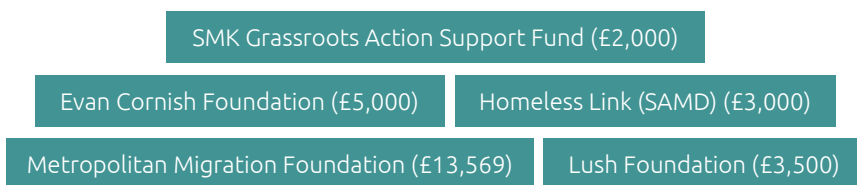
Fundraising has been a significant focus over the last year to enable us to increase our staff capacity and expertise to be able to deliver the 2020 Vision and Strategy agreed by the Board of Trustees last year.

Over the reporting period we have been very grateful for financial support from; Evan Cornish Foundation, Homeless Link, Lush Foundation, Metropolitan Migration Foundation and SMK Grassroots Action Support Fund (supported by Esmée Fairbairn Foundation), as well as numerous individuals

and members that have supported financially over the last year. In addition, since June 2017, we are grateful for support confirmed from; Allen Lane Foundation, Esmée Fairbairn Foundation, Paul Hamlyn Foundation, Tudor Trust and a grant funder that wishes to remain anonymous. Support from all of these organisations has given us a strong financial foundation for the next three years on which to build as we seek further funds for new projects and additional staffing as required.

In October 2016 the administration of the finances moved from being done by staff from Open Door North East to finance staff from Action Foundation (both NACCOM members). The finances are overseen by the Treasurer (Paul Catterall) and Chair of Trustees (Julian Prior) and are reviewed by all Trustees at every meeting, at least four times a year. For our full accounts please visit our website.

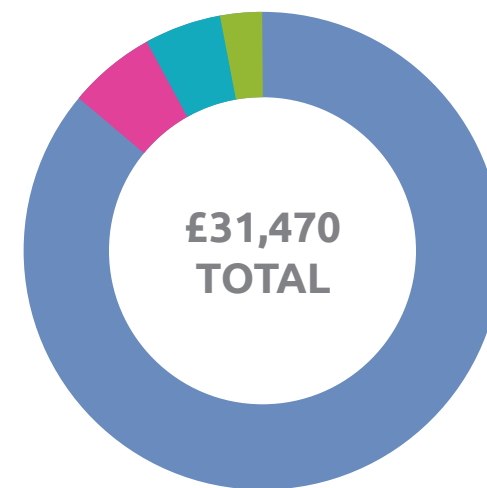
## GRANT INCOME BREAKDOWN



*We also now have an online donation facility through Give.net, details of which are accessible on our website ([www.naccomm.org.uk](http://www.naccomm.org.uk))*

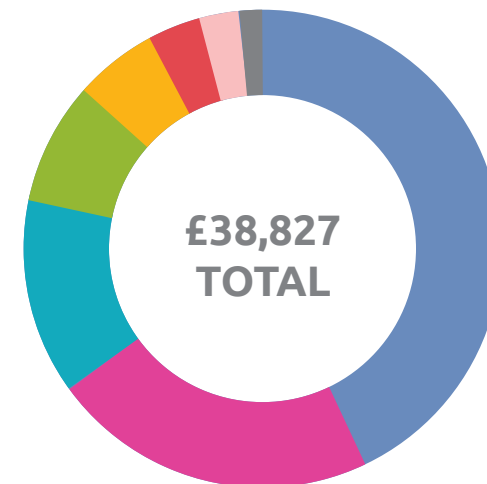
## INCOME 2016-17

- £22,069 Restricted grants
- £2,000 Membership fees
- £6,493 Unrestricted grants/donations
- £908 Conference income



## EXPENDITURE 2016-17

- £16,595 Staff wages (inc. NI and Pension)
- £8,695 Freelance consultant (Communications and advocacy)
- £5,186 Other activities
- £3,149 Annual conference and events
- £2,121 Support costs (insurance, accountant, telephone)
- £1,396 Marketing and communications
- £1,000 Anonymous grant paid on to member organisations
- £685 Consultant expenses



**Total funds to carry forward - £10,448 (£7,342 restricted)**

# MEMBERSHIP

NACCOM is a membership organisation with membership fees set at a rate designed to be affordable for all. Full Membership is open to any organisation that is providing accommodation for destitute asylum seekers. They may in addition provide accommodation for refugees and other migrants with no recourse to public funds.

## Full Membership entitles members to:

- Assistance with capacity building across a range of accommodation services, including hosting schemes, housing projects and night shelters.
- Support with evaluating destitution services (if there is capacity this service may be extended to associate members).
- Voting rights at Annual and Extraordinary General Meetings.
- Participation in our annual UK-wide accommodation survey.

Associate membership is open to any individual or organisation that is in support of the aims of NACCOM. Associate membership will not convey voting rights at Annual or Extraordinary General Meetings.

## All Members – Full and Associate, are entitled to:

- Reduced rates at NACCOM meetings, training sessions and Annual Conference.
- Access to expert advice and resources (please note there may be a small charge for printed material).
- Access to the Members Area of our website featuring a Forum and Library.
- Use of our regular e-bulletins to publicise services and request or disseminate information free of charge.

If you would like to become a member, you can find full details and access the online application form at [www.naccom.org.uk/get-involved/membership](http://www.naccom.org.uk/get-involved/membership)



NACCOM is grateful to the following organisations for funding in 2016-17







### Thank you for reading this report.

Please get in touch via the contact details below if you want to find out more, or would like to order any hard copies.

If you would like to help us grow the network and resource more members in the next year, we would welcome your support.

You can sign up to receive our newsletters and you can also support us financially.

For full details visit [www.naccomm.org.uk](http://www.naccomm.org.uk).

Our thanks to Crisp Design for the publication of this report and to Action Foundation and Heather Petch for their support over the last year.

## NACCOM

**Registered CIO No:** 1162434

☎ 0161 7060185

✉ [office@naccomm.org.uk](mailto:office@naccomm.org.uk)

🌐 [www.naccomm.org.uk](http://www.naccomm.org.uk)

f @naccommnetwork

🐦 @NACCOMNetwork

📍 NACCOM, The CastleGate  
Melbourne Street,  
Newcastle Upon Tyne NE1 2JQ

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