

# NACCOM

THE NO ACCOMMODATION NETWORK

CIO no 1162434



## ANNUAL REPORT

2017-18

# NACCOM STAFF AND TEAM

## 2017 - 2018

### STAFF



**Paul Catterall**  
Network  
Development  
Worker  
*(started in June 2018)*

**Lucy Smith**  
Communications  
and Advocacy  
Worker



**Dave Smith**  
Network  
Development  
Worker

**Angela Stapley**  
Grants and  
Administration  
Officer  
*(started in May 2018)*



**Hazel Williams**  
National Director  
*(started in  
December 2017)*

### TRUSTEES

Julian Prior (Chair)  
Rachael Bee  
Caron Boulghassoul

Shari Brown  
Jochen Kortlaender  
Paul Catterall  
*(resigned June 2018)*

Will Sutcliffe *(resigned October 2017)*  
Alastair Murray *(resigned October 2017)*

**NACCOM is grateful to the following organisations for funding in 2017-18**

the  
**Tudortrust**



Metropolitan



**NATIONAL  
LOTTERY FUNDED**



**Esmée  
Fairbairn**  
FOUNDATION



**Paul Hamlyn  
Foundation**

**LUSH**  
FRESH HANDMADE COSMETICS



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# HEADLINE ACCOMMODATION FIGURES 2018

(FOR FULL ANALYSIS SEE PAGES 12 - 18)



**3,471 PEOPLE ACCOMMODATED  
ACROSS THE NETWORK OVER THE YEAR**

Of these:

**2,383 WERE PEOPLE WHO HAVE BEEN REFUSED  
ASYLUM, OTHER MIGRANTS WITH NRPF AND REFUGEES**

*23% increase from 2016-17*

**1,074**

**PEOPLE WHO  
HAVE BEEN  
REFUSED  
ASYLUM**

**349**

**REFUGEES  
WITH ACCESS  
TO BENEFITS/  
EMPLOYMENT**

when they applied  
to member organisation



**212**

**OTHER  
MIGRANTS**  
with NRPF

**347**

**REFUGEES**  
(details not known)

**401**

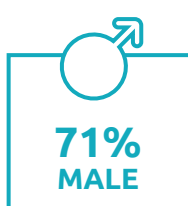
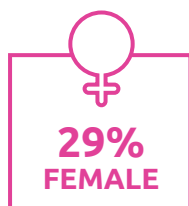
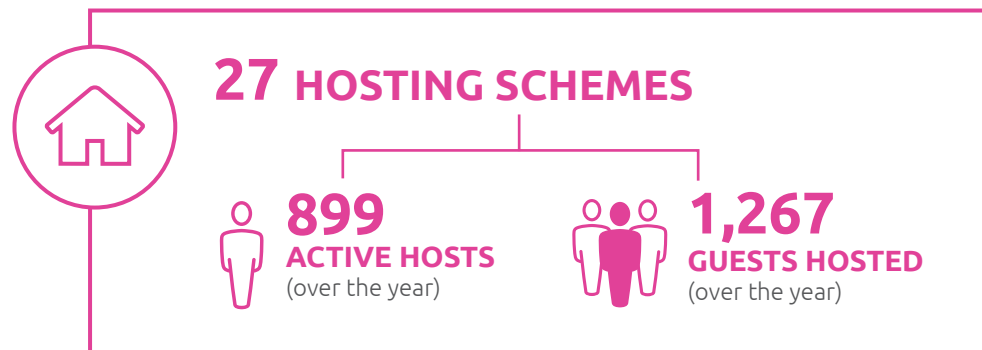
**REFUGEES WHO WERE DESTITUTE**  
when they applied for housing



**1,476 PEOPLE WERE ACCOMMODATED ACROSS  
THE NETWORK ON A TYPICAL NIGHT**

Of these, 1,032 were people who have been refused asylum, other migrants with NRPF and refugees.

*17% increase from 2016-17*



6 People preferred not to say



# FOREWORD

I started as NACCOM's National Director in early December 2017, and it has been a huge honour to play a part in developing NACCOM and join members in bringing an end to destitution.

Just as I started, NACCOM was named the recipient of the Guardian and Observer Winter Appeal, for which we received over £500,000. My head was buzzing with the excitement of how we could assist members with these funds, and so we set about distributing £400,000 to 42 members in early summer.

Over the year we have seen a significant level of growth in our membership from 41 to 53 full members providing accommodation, and from 9 to 27 associate members who are supportive of our aims. Our staff team has also more than doubled from 2 to 5, as we welcomed Angela Stapley as Grants and Admin Officer in May and Paul Catterall as Network Development Worker in June; both have already been a huge asset to the team.

Our members this year collectively accommodated 3,471 people, of whom 2,383 were destitute people who had been refused asylum, refugees or other migrants with NRPF. Whilst this is a huge achievement and testament to the unwavering commitment of our members to assist people, it is also a stark reminder that something is very wrong and there is a need to change the policies that make people destitute.

Our report on refugee homelessness, 'Mind the Gap', was published in May and featured in an Independent article. It was later debated in Parliament as part of a joint briefing with Crisis, Asylum Matters and Refugee Council.

Looking forward, our goal is to continue to support members to become more sustainable and effective. We are also focused on continuing the momentum of our advocacy work. The year ahead is sure to be a bit of a rollercoaster – with our departure from the European Union on the horizon, and the political uncertainty that this brings.

I would like to extend a huge thanks to all our members and everyone who volunteers and works for them, for their tenacity, commitment and hope.



**Hazel Williams**  
National Director

# FOREWORD

I look back on the last year with a great deal of pride to be involved in such a dynamic network of organisations doing truly heroic work to support some of the most vulnerable people in our country. The support being provided by our members against all the odds constantly inspires and amazes me. I regularly learn something new from meeting others finding innovative solutions to intractable problems, caused by a failure of successive Governments to address the systematic destitution of people seeking asylum, refugees and other migrants.



**Julian Prior**  
Chair of Trustees

The growth in membership over the last year is a sign that NACCOM is providing a valuable resource to many organisations in this sector who want to share learning and experience to become better at what they do and stand in solidarity with each other.

The significant increase in profile and resources gained over the last year has enabled us to think more strategically about how to support our members even more effectively whilst also addressing the root causes of destitution through advocacy and lobbying work.

However, whilst the growth in this sector is very encouraging it is also putting pressure on the sustainability of member organisations, particularly those who have been established for many years. Therefore, it has never been more important to learn from each other how to fund our services and become as efficient as possible.

I am very excited about the opportunities that lie ahead as we seek to use the collective evidence of the need for our members' services as well as their effectiveness at finding solutions to individuals' destitution. We are also starting to provide opportunities for those affected most by destitution to share their experience with those in power and to share their stories with the media and other influencers.

None of this would be possible without the dedication of our growing team, our members, our supporters and the trust that our members' beneficiaries place in us to share their deeply personal and often traumatic stories with sensitivity and care.

Thank you.

# UPDATE ON NEW MEMBERS

During the year we have been delighted to welcome a record number of 27 new member organisations and several individual associate members to NACCOM. Of new member organisations, 13 are Full Members offering or planning to offer accommodation, and 14 have joined as Associate Members. There is no room to mention every one, but it is exciting to see innovative partnership schemes emerging among the new members.

Sharedydd in Cardiff and Together Lancashire are working with Refugees at Home to expand hosting capacity in their areas: Giroscope in Hull is working with Open Doors to provide additional housing capacity: and the Penrith and Eden Refugee Network is offering to find accommodation, employment and a welcoming community for refugees willing to relocate.

We also appreciate the growing number of associate members joining NACCOM. Projects like PAFRAS in Leeds and the Govan Community Project in Glasgow provide practical help, advocacy and social opportunities, which are vital for people seeking asylum. Good referral agencies are crucial to effective accommodation placements. Likewise, we need the expertise and support of Housing Associations like Your Homes in Newcastle if we are to achieve our ultimate aim of ending destitution.

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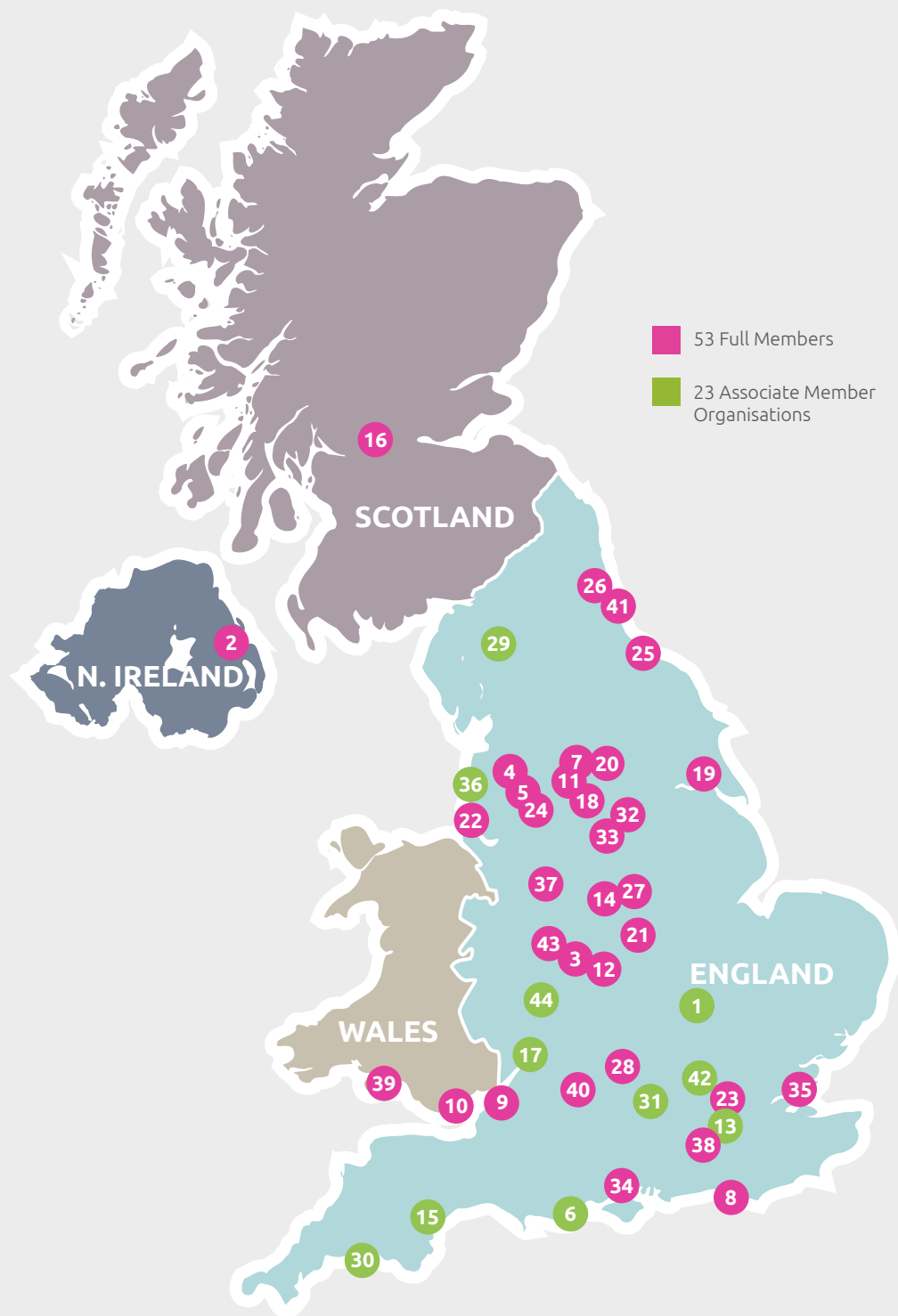
## OUR NETWORK

*(see overleaf for corresponding map)*

NO. ON MAP	OFFICE ADDRESS	MEMBER ORGANISATIONS
1	Bedford	King's Arms Project
2	Belfast	Participation and the Practice of Rights (PPR) / NICRAS
3	Birmingham	Austin Smith House / Birmingham Community Hosting Network (BIRCH) / Hope Projects / Fatima House / Father Hudson's Care
4	Blackburn	ARC Project / Together Lancashire (Sanctuary Homes Project)
5	Bolton	Bolton City of Sanctuary
6	Bournemouth	International Care Network
7	Bradford	Abigail Housing / BEACON / Hope Housing
8	Brighton	Brighton Voices in Exile / Thousand 4 1000
9	Bristol	Bristol Hospitality Network



10	Cardiff	Home4U / Sharedydd
11	Calderdale	St. Augustine's Centre / Happy Days UK
12	Coventry	The Night Shelter / Coventry Refugee and Migrant Centre / Coventry Migrant Women's House
13	Croyden	Young Roots
14	Derby	Upbeat Communities
15	Exeter	Refugee Support Devon
16	Glasgow	DASS Project (Refugee Survival Trust) / Govan Community Project / GLADAN
17	Gloucester	GARAS
18	Huddersfield	Destitute Asylum Seekers Huddersfield (DASH)
19	Kingston-Upon-Hull	Open Door Hull / Giroscope
20	Leeds	Abigail Housing / Leeds Asylum Seekers' Support Network / St Monica's Housing / WYDAN / PAFRAS
21	Leicester	One Roof Leicester
22	Liverpool	Asylum Link Merseyside
23	London	Giuseppe Conlon House / London Hosting Network (Housing Justice) / Praxis Community Projects / Just Homes Charity / C4WS / Action for Refugees in Lewisham / Sufra NW London / TERN / The Children's Society (UK wide) / Jesuit Refugee Service
24	Manchester and Salford	The Boaz Trust / Warm Hut
25	Middlesbrough	Open Door North East
26	Newcastle	Action Foundation / Your Homes Newcastle
27	Nottingham	Host Nottingham / Nottingham Arimathea Trust
28	Oxford	Sanctuary Hosting
29	Penrith	Penrith and Eden Welcomes Refugees
30	Plymouth	Open Door International Language School (ODILS)
31	Reading	Reading Refugee Support Group
32	Rotherham	Mama Africa
33	Sheffield	ASSIST Sheffield
34	Southampton	Southampton and Winchester Visitors Group
35	Southend on Sea	Communities and Sanctuary Seekers Together (CAST)
36	Southport (UK wide)	Green Pastures
37	Stoke on Trent	Sanctus St. Marks
38	Surrey (UK wide)	Refugees at Home
39	Swansea	Share Tawe
40	Swindon	Swindon City of Sanctuary
41	Tyne and Wear	Nightstop North East – Depaul
42	Watford	Watford and Three Rivers Refugee Partnership
43	Wolverhampton	Wolverhampton City of Sanctuary / Hope Into Action: Black Country
44	Worcestershire (UK-wide)	Hope at Home



# VISION AND STRATEGY

## VISION AND MISSION

NACCOM is committed to bringing an end to destitution amongst people seeking asylum, refugees and migrants with no recourse to public funds living in the UK.

NACCOM exists to promote best practice in and support the establishment of accommodation projects that reduce destitution amongst people seeking asylum. In addition, they may also support migrants with no recourse to public funds (NRPF) and / or refugees facing barriers to accessing affordable housing.

### **It does 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

1. 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. By 2020, we aim for members to be collectively housing 1,000 people who have been refused asylum and have no recourse to public funds (NRPF) each year and a total of 2,250 homeless people seeking asylum, refugees and other migrants with NRPF each year.
2. Develop support to member organisations, to become more sustainable and professional, by encouraging and sharing good practice as well as promoting and supporting partnership working.
3. Improve data gathering from members to provide key stakeholders, influencers and decision makers with information that highlights the extent and effects of destitution, as well as the success of NACCOM members in achieving routes out of destitution
4. Empowering members' clients to tell their story so that, working in partnership with other organisations, the human face of destitution has a raised profile.



# THE INHUMANITY OF IT

## MUSI'S STORY *(name changed to protect identity)*



I applied for asylum from Zimbabwe in 2010, and was refused the same year. After I was refused, I returned [to my accommodation] to see the locks had been changed. I couldn't believe it. I was in total disbelief. The inhumanity of it- this is the response I get to my story. Where do they expect me to go? I was really confused. I didn't know what to do.

I was roaming around all evening and then I went to the shopping centre and went to sleep outside there. It is an experience I will never forget. It was the lowest point in my life.

One of my friends told me he had heard of a charity in the city centre who were helping refugees. This was ASSIST Sheffield. I came on the Wednesday drop in and told them my story. They assessed me, then they asked me if I needed accommodation. The next day I went to the night shelter....

Since 2010, I have sent three further submissions, each time with new evidence of my situation. These have all been turned down. I have not been able to apply for Section 4 support in any case because the Home Office did not allow my further submissions to be considered as fresh claims. When I tried to file for judicial review this was also refused. It is a very precarious situation...

Now I am staying with a host family and I am volunteering. This helps me with something to focus on. I used to like planning ahead but now I do whatever I can do. My hands are tied.'



# ANALYSIS OF 2017-2018 SURVEY

## KEY FACTS

- In 2017-18, our members provided 364,173 nights of accommodation to 3,471 people, of whom 2,383 were either people with NRPF (the majority of whom had been refused asylum) or refugees.
- On a typical night, 1,476 people were accommodated across the UK by 50 charities, community groups and faith groups.

This year's survey was completed by 50 member organisations via Survey Monkey. We are so grateful to everyone for the time taken to complete the questions, recognising this is no mean feat for people who have lots of demands on their time.

## WHO DID NACCOM MEMBERS ACCOMMODATE THIS YEAR?

People who have been refused asylum - **1,074**

Migrants with No Recourse to Public Funds (NRPF) – **212**

Refugees not yet in receipt of benefits/employment when they applied for accommodation – **401**

Refugees in receipt of benefits/employment when they applied for accommodation – **349**

Refugees (details not known) – **347**

People entitled to asylum accommodation but experiencing delays accessing it - **226**

British Nationals and other migrants with access to benefits – **346**

Dependent children – a small number of members accommodate families including those on, or due to access, Section 17 support from their Local Authority. Others support families as paying tenants - **90**

Other people (details not stated) – **426**

Total number of people accommodated over the year - **3,471**

## HOW DOES THIS COMPARE TO PREVIOUS YEARS?

The below graph indicates the number of people accommodated in the network over the last three years. For the purpose of continuity the figures for 2017-18 focus on the number accommodated who have been categorised as people who have been refused asylum, other migrants with NRPF or refugees.



The growth shown represents a 23% increase from last year (taking into account the growth in the network's membership as well as capacity) and reflects both the fantastic work of our members, and the urgent need for long term sustainable responses to destitution.

## WHAT DOES THE SURVEY TELL US ABOUT NACCOM MEMBERS?

### 1. Diversity in types of accommodation provision across the network

Hosting remains the most common form of accommodation provision in the network but a number of new schemes have joined in the last year providing night shelters and/or housing, whilst some existing members have launched secondary schemes.

#### Night shelters - 9 Members

- Increase from 4 in 2016-17 (125% increase)
- 599 people accommodated over the year

#### Property schemes – 29 Members

- Increase from 19 in 2016-17 (53% increase)
- Approx. number of properties - 219

17 schemes accommodated paying guests (including models of supported housing). The majority of properties were owned by private landlords. Several operate as a

'cross-subsidy' model whereby rent from paying tenants helps to fund accommodation for people with NRPF.

**18 schemes** provided properties that were only for people with NRPF. The majority of these properties were owned by charity supporters.

### **Hosting schemes - 27 Members**

- Increase from **24** in 2016-17 (12.5% increase)
- **1,267** people accommodated over the year
- **899** people volunteered as hosts at least once over the year

In total, **14 members** are offering more than one of the above 'types' of accommodation, a further indication of the diversity within the network.

## **2. Diversity in the groups of people being accommodated**

**12 members** accommodated only people who have been refused asylum in the twelve month period.

**22 members** accommodated other migrants with NRPF in the twelve month period.

**27 members** accommodated refugees in the twelve month period. Of those, 18 accommodated 401 newly recognised refugees who did not have access to benefits or employment when they came to their services.

This year, alongside the 2,383 people with NRPF and refugees accommodated by members, 1,088 people from other backgrounds were supported. Of these, at least 346 were UK nationals or migrants with access to benefits, which is reflective of the growing diversity within the network, as we have seen several members join this year that work primarily with these groups (and are supporting people with NRPF as a smaller proportion of their cohort).

## **3. There are commonplace problems with accessing legal advice**

In the survey we asked members about their experiences of accessing legal advice for the people whom they support. We were particularly looking at provision, including gaps and barriers to accessing legal advice.

### **The key findings were:**

- Only 5 members (10%) said they were always able to refer people who had been refused asylum to legal aid solicitors in order to make a fresh claim.
- In total members said 1,145 of their guests would benefit from having their case looked at by a legal aid solicitor.
- The following members reported that there were no solicitors with a legal aid contract doing immigration and asylum work in their area: CAST – Southend

on Sea, Swindon City of Sanctuary, St Augustine's Centre – Halifax, Upbeat Communities – Derby and Open Doors Project - Hull .

- Whilst members' guests may be able to get signed up with a legal advisor and get an initial appointment relatively quickly, they may wait many months before anything progresses with their case.
- 66% of members reported at least one of these additional barriers to accessing legal advice: access to medio legal reports, travel costs to solicitors, time to assist with gathering evidence for a fresh claim and the cost of immigration matters.
- More members are now providing legal advice themselves or partnering with a legal advice firm to provide it for the people who they support. The table below shows the provision amongst members:

MEMBER ORGANISATION	AREA	TYPE OF PROVISION
Praxis Community Projects	London	OISC level 2
Asylum Link	Liverpool	In House Solicitor from Greater Manchester Immigration Aid Unit
Hope Projects	Birmingham	OISC level 3
Reading Refugee Support Group	Reading	In House Solicitor
Refugee Survival Trust	Glasgow	In House Solicitor
CAST	Southend	Pro Bono solicitor - Legal clinic 1 day a month
Boaz Trust	Manchester	Paid for solicitor from Greater Manchester Immigration Aid Unit

#### **4. Member organisations are receiving more requests for support than they can respond to**

In the twelve month period, an estimated 2,667 people with NRPF registered with member organisations (including for non-accommodation services) alongside 918 newly recognised refugees.

In the same period, an estimated 1,641 people had to be turned away because there was no accommodation to offer. The most common reason for this was cited as lack of bed spaces (listed as the reason by 31 members) followed by concerns around safeguarding or other risks. However, it must be recognised this is a highly conservative figure as many do not record this information.

This year for the first time, we asked if members knew how many people seeking asylum were destitute in their region. 13 members responded and the figure that was estimated amongst these was 4,369. Sometimes this was based on information they received through multi-agency forums, whilst elsewhere this was based on referral numbers. Whilst, as above, this is a very rough estimate, it goes some way to indicate



the level of unmet need and the pressure that member organisations are under.

## **5. Innovative and strategic responses, including engagement with statutory services**

It has never been more important for members to work in creative and flexible ways to meet needs, as demand rises and capacity remains overstretched.

13 members gave examples of accessing funding through their Local Authorities in the last year, with some receiving funding for Exempt Accommodation (the higher rate of support for a certain type of 'supported housing') and others for families supported through Section 17 and/or other commissioned services.

In addition, 32 members had contact with their Local Authorities about homelessness strategies and/or homelessness prevention work. This is particularly encouraging in light of changes introduced under the Homelessness Reduction Act, alongside future opportunities for local responses to the Government's Rough Sleeping and Integrated Communities strategies.

## **WHAT DOES THE SURVEY TELL US ABOUT THE NEEDS AND EXPERIENCES OF MEMBERS' GUESTS AND SERVICE USERS?**

### **1. Becoming destitute is not the end of the story**

69% (346/504) of people who had been refused asylum and were known to move on from member services in the twelve-month period went on to access statutory support, asylum accommodation or some form of leave to remain.

Of those who moved on to another kind of support in the same period (i.e. were not directly granted leave to remain), an estimated 27 people went on to get leave to remain.

These figures, which are higher than last year (when we reported 60% positive outcomes for those known to move on), ultimately highlight the futility of enforced destitution. What they also show, of course, is that with the basics like food and shelter met, alongside good quality legal advice, solidarity and good will, people can and do overcome the many barriers they face.

### **2. People face significant delays with accessing support they are entitled to**

This year for the first time we asked members to record delays of more than 4 weeks for people waiting for a Section 4 decision. Section 4 accommodation and support is the most common form of government assistance that people who have been refused asylum and accommodated in NACCOM member organisations move on to, often

when they send off a further submission for a fresh asylum claim.

Of the 172 people granted Section 4 support in the year, an estimated 160 people waited for more than 4 weeks from submission to the granting of support. This represents 93% of the total known to move on to Section 4 over the last year.

In the twelve month period, 226 people accommodated in member services period were there because, whilst they were entitled to asylum support, they were experiencing delays accessing it. This is a problem we are keen to address over the months ahead, with a view to holding the Home Office to account for their delays and ultimately reducing the burden on member organisations.

### **3. Refugees are still becoming homeless and destitute, including after the move on period**

It is often very difficult for people to find secure accommodation in the first few weeks and months after being granted status, as highlighted in our report earlier this year, 'Mind the Gap' (May 2018). This year's survey showed that the numbers of people coming to member organisations after getting status continues to rise, with 1,097 refugees accommodated in the twelve month period.

Of these, 37% (401) were known to be newly recognised refugees not yet in receipt of benefits/employment when they applied for accommodation. This is thought to be a conservative estimate as many members do not record this information in detail.

Members also reported that 918 people with refugee status had registered with their service for the first time in the time period, and of those who recorded this information, 81% said this figure was either the same or higher than last year.

Whilst cross-departmental changes that have been implemented in the last year to improve support during the move on period (for instance the Post Grant Appointment Service, and changes to BRP cards) are welcomed, it is clear that these are not sufficient to prevent homelessness and hardship at this crucial juncture, and more must be done.

### **4. Diverse needs amongst residents including those who have experienced domestic abuse, those who have been through the NRM and those who have physical or mental health needs.**

Several members are now working with other vulnerable groups of migrants alongside refugees and people seeking asylum. This includes people who have been trafficked but are unsuccessful in their application for leave to remain through the National Referral Mechanism (NRM), and those who flee abusive situations but do not have access to mainstream services.

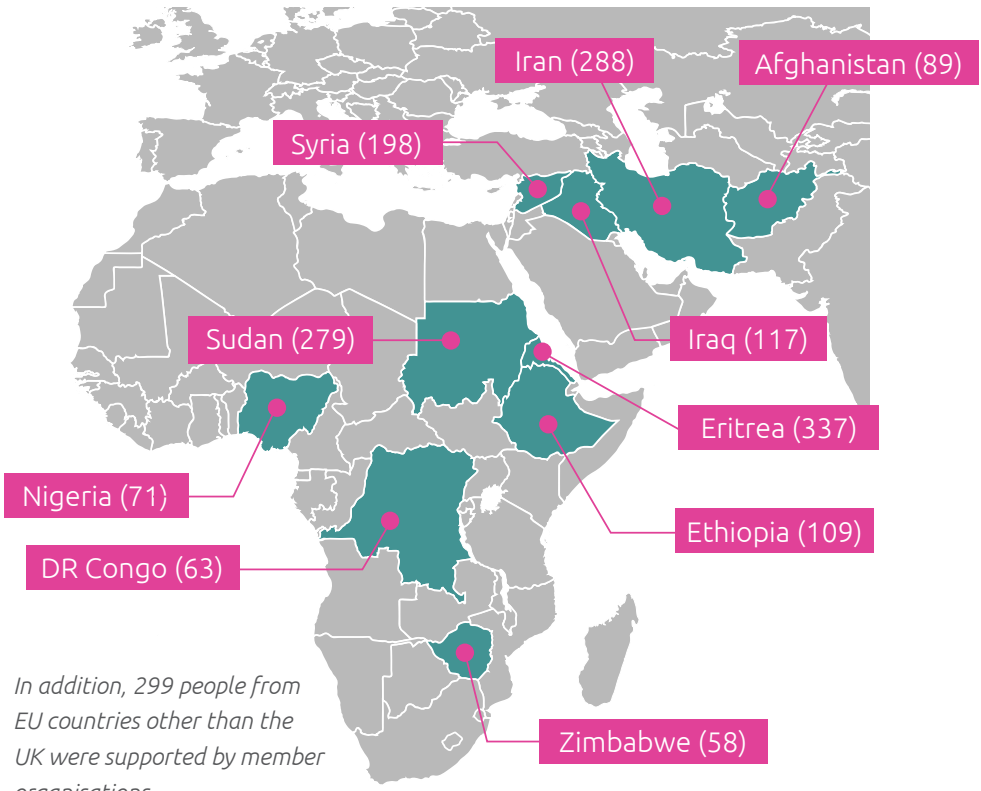
This year, members told us that 36 people were accommodated who had been through the NRM and 77 people accommodated were known to have fled domestic abuse in the UK.

In the same period, an estimated 67 referrals to member services came from people being discharged from hospital with NRPF.

Meanwhile, an estimated 47 people were referred for Care Act assessments by member organisations because of recognised health needs. Whilst the threshold for this kind of support is extremely high, it was encouraging to see that at least 8 people then got their accommodation paid for through Care Act support in the same period.

## COUNTRIES REPRESENTED

78+ countries were represented across the network including:





# THEY WERE KIND TO ME

## LAZARUS' STORY



'I was asked if I would like to stay with a British family [through the BIRCH Network]. I didn't know what to expect. I've got experience with other countries, other cultures but not with British. When I went to my host's house on the first day, he came to pick me up and help me with my bag, but his wife was not well and was in hospital and so he said 'I want to go and visit my wife- make yourself at home'. Then he went. Immediately I think to myself, how is it possible that this person from another culture, another country, trusts me? It is difficult for me to trust my family- my close friends sometimes. Then I promise myself that because he trusts me, I will never lose their trust. They were kind to me and they give me happiness. Hosting has changed everything for me.'



# THIS LONELY JOURNEY

## A POEM BY HANNAH SABATIA

Hosting Coordinator at Share Tawe

It all happened so quickly,  
Before I knew it - in a strange land  
I was homeless.  
So much to worry about -  
No words can ink it.

I remember comfort of shower -  
I remember fresh sheet on my bed  
I remember comfort of warm room  
I remember, it was warm  
I remember- that all is left.

Now only today - I saw a bed  
Now only today - I ate  
A kind host  
gave me a bed  
A volunteer  
gave me some food  
A stranger  
gave me a warm room  
A kind host  
filled the gap  
in this lonely journey



# REFUGEE SURVIVAL TRUST (GLASGOW)

## DESTITUTE ASYLUM SEEKERS SERVICE PROVIDING ACCESS TO LEGAL ADVICE

The Refugee Survival Trust run a Destitute Asylum Seeker Service (DASS). As part of this they have a partnership with Strathclyde University Law Clinic, and employ a part time solicitor who is based with them. This solicitor reviews the asylum cases of clients with no legal representation and provides oral and written advice. If there is new evidence, the Law Clinic volunteers help to prepare a fresh claim application. For clients who already have legal representation, the Law Clinic can offer additional support, with the solicitor's consent. For persons who are accessing the Law Clinic there is also the possibility of them accessing a room in one of DASS shared houses or flats for up to one year. a house... But it is too short.'

Last year their solicitor took on around 40 clients and of these, 2 received Leave to Remain, with the project as a whole making 72 applications for Section 4 support, just over 50% of which were successful, with a further 35% appeals against refusals of Section 4 support being successful. Although generally they are able to access legal advice for their clients, they still encounter challenges in terms of delays and also when a client's credibility has been damaged by previous claims.

At present the solicitor is part funded by the Oak Foundation and they are currently applying for further funding for this project.

# CAPACITY BUILDING REPORT

## DAVE SMITH, NETWORK DEVELOPMENT WORKER

It has always been the aim of NACCOM to help our members evaluate the way they work and resource them to achieve their ambitions. This year there has been significant progress in our ability to do this.

### **What has changed?**

First of all, the appointment of Hazel as National Director in December 2017 meant that I was able to devote more time to network development. Then, along with the injection of £400,000 directly to members, some of the Guardian Appeal money was used to recruit another Network Development Worker. Paul Catterall, previously a NACCOM trustee and CEO of Open Door North East, was appointed as a full-time worker in June 2018. Paul has considerable experience in housing, which adds a vital dimension to the advice we can give.

Initially Paul and I are doing much of the network development together, but we have divided up the country so that we each take primary responsibility in supporting specific areas –

**Paul:** Scotland, North East, Yorkshire & Humberside, East Midlands & East of England, London & South East.

**Dave:** Northern Ireland, North West & North Wales, West Midlands, South Wales & South West.

## REGIONAL HUBS

One of the underlying principles of NACCOM is that we freely share information, good practice and resources wherever possible, as attendees at the annual conference will know. In 2017 we took the decision to develop regional 'hubs' so that local groups can meet each other more frequently than once a year, learn from and encourage one another, and work together on some issues and projects.

Our first hub meeting took place in Bristol in October 2017, covering South Wales and the South West of England, and bringing together representatives of member organisations from Cardiff, Newport, Bristol, Gloucester, Swindon and Southampton. This successful meeting was repeated in May 2018.

Since then the format has been consolidated as half-day events where members can find out more about how other projects operate and discuss issues that affect their work. So far hub meetings have also taken place in the North West and in London, with plans to cover every region by the end of 2018. While the initial hub meetings are led by a Network Development Worker, they will eventually be run by someone in the region, with assistance from either myself or Paul if required.

## NETWORK COVERAGE

Although NACCOM has grown considerably and gained members in new areas every year, there are still significant gaps across the country where people becoming destitute have no access to accommodation projects.

In 2017-18 I had several meetings in Preston and Lancaster, which are new dispersal areas, as well as traditional dispersal towns with no destitution accommodation, such as Wigan, Blackburn, Rotherham and Barnsley. This has resulted in some existing support projects adding accommodation to their services, and new projects beginning.

Finally, there are some exciting partnerships developing between member groups: long-standing projects like ASSIST in Sheffield, who are now working with Mama Africa in Rotherham, and several small or new hosting schemes that are teaming up with Refugees at Home to deliver hosting in their area.



*'NACCOM is always encouraging and it's good to know that even a small effort is part of effective efforts to bring change to people whose lives are among the most desperate; to hear of good news around the UK, keeps hope alive and keeps things in perspective'.*

**- Home4U**

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*'We know we are not alone in this challenging and often capacity limited sector. We have found it really helpful to call other NACCOM organisations for help and get all the help and assistance we need.'*

**- Host Nottingham**



# THE GUARDIAN AND OBSERVER APPEAL



In December 2017 the Guardian and Observer named NACCOM as one of their nominated charities for their winter appeal. Their readers raised £1,531,000 which was split equally between Depaul, Centrepoin and ourselves and we received £521,737 (once Gift Aid was added).

£400,000 of the appeal money was made available to NACCOM Full members through a simple grants process. Full members were invited to apply for grants between £2,000 and £20,000 by filling out a short grant application, explaining how the money would be used to reduce destitution. Funds could be used for core costs or specific projects.

## The applications were considered by an independent panel made up of:

- **Patrick Butler** – The Guardian
- **Alex Sutton** – Paul Hamlyn Foundation
- **Laura Lines** – Esmée Fairbairn Foundation
- **Heather Petch** – Freelance consultant
- **Hazel Williams** – National Director, NACCOM

All members who applied for funding were successful in receiving a grant, and in June and July 2018 £395,000 was paid out to 42 full members. Grants ranged from £5,000 to £30,000 for multiple member partnership projects. The money was used for essential core costs to run accommodation and hosting projects as well as setting up new projects. ASSIST in Sheffield received £30,000 for a project partnering with fellow NACCOM member Mama Africa and South Yorkshire Refugee Law and Justice to ensure that the people they were supporting could access quality legal advice on their cases. Thousand 4 1000 in Brighton received £20,000 to run a unique project funding a loan scheme with a credit union which can provide essential loans to people needing to



pay immigration fees to regularise their status or access essential legal advice on their case.

Angela Stapley joined us in May 2018 as Grants and Administration Officer to manage the grants process. Over the next year Angela will be supporting members to collect information on the impact of the grants, to identify learning across the network and report to the Guardian and Observer on the impact the funds have had.

## MEMBER SPOTLIGHT:



# PRAXIS COMMUNITY PROJECTS (LONDON)

Since 2015, Praxis Community Projects has provided accommodation for people with NRPF through a cross-subsidy model of housing and support working with a social investor, Commonweal Housing. The scheme supports destitute migrants and migrant families with children. Accommodation is purchased by Commonweal and leased to Praxis. Praxis sub-lets bed-spaces to Local Authorities (LAs) to house migrant families (who are eligible for support under Section 17 of the Children's Act). Income from LAs enables Praxis to provide a smaller number of free bed-spaces to destitute migrants with NRPF. Praxis also provide wrap-around support, workshops, and expert legal advice.



# EVENTS

JULY 2017 - JUNE 2018



## 2017

### July

'Hosting Conferences' in London and Newcastle where, in partnership with Homeless Link, we launched the Hosting Toolkit.

Webinar with British Future on 'Winning the Argument for Refugee Protection'.

### September

10th Annual Conference in Stoke on Trent.

## 2018

### February

'Comms and Media Skills Day' in Leicester

### March

Webinar with Project 17 on 'Support for migrant families with NRPF'.

### May

'Exploring Models of Accommodation and Support For Newly Recognised Refugees' in Leeds.



*'We were not providing accommodation to failed asylum seekers prior to coming to a NACCOM event and finding out more about how we might be able to make it work.'*

**- Hope Into Action: Black Country**

*'Being part of NACCOM brings with it a host of benefits including networking, training and peer learning, which has helped us shape our provision and develop high-quality services to those we are working with.'*

**- Upbeat Communities**



## 28 DAYS IS TOO SHORT BAHRAM'S STORY



*'When I come to this country the government protect me, they support me, they put me in a safe place and they accept me. They give me visa after 14 months... After they give me the visa, I got a letter 2 weeks later saying I would need to leave the house. I went to the council in London. They said they didn't have any accommodation, I would have to rent somewhere. But I didn't have a job, I didn't have any money. I talked to my housing manager, saying I don't have any place to go, I don't know what to do, can I stay for one or two weeks later? But he says no. 28 days is too short. A little bit longer would be better. After that you could sort your life, you could find a job, you could rent a house... But it is too short.'*



### MIND THE GAP

Homelessness Amongst  
Newly Recognised Refugees  
- May 2018 -



# COMMUNICATIONS AND ADVOCACY REPORT

by Lucy Smith (Communications and Advocacy Worker)



## AWARENESS RAISING

In August 2017 we went to Greenbelt Festival where, with the help of volunteers from network members, we engaged over 250 festival-goers in activities and discussions around the theme of 'The Difference a Home Makes'.

In November 2017 it was great to see lots of members- and their MPs- at the annual 'Sanctuary in Parliament' led by City of Sanctuary and Asylum Matters. At this, we co-chaired the session on 'refugee move on', heard stories of people who had experienced difficulties and called for an extension to the 'move on' period.

We'd like to extend our thanks to everyone who helped with coverage for the Guardian and Observer Appeal over the Christmas period, including those who coordinated interviews and those who spoke about their experiences.

In March 2018 we took part in #AllWomenCount, an event in Parliament on International Women's Day where MPs pledged to provide migrant women with safety, dignity and liberty. This involved attending the event itself and co-writing blog posts highlighting key issues.

In June 2018, in support of Refugee Week, we launched #HappyToHost, an online initiative to encourage people to consider hosting. As part of this, people from across the network sent in videos, poems and stories which were shared via social media.

## ADVOCACY

In 2017 we consulted members on key objectives within our advocacy strategy. Alongside our ongoing aim to end destitution amongst people who have been refused asylum, we focused efforts on preventing destitution amongst newly recognised refugees through activities around the following objectives:

### **Objective 1: Increasing the length of move-on period for, and support available to, newly recognised refugees**

Over the winter of 2017-18 members working in several night shelters across the

network gathered evidence of homelessness amongst newly recognised refugees, and their statistics and stories were then published in 'Mind the Gap' in May 2018.

Key recommendations from the report were for the move on period to be extended to 56 days (in line with the Homelessness Reduction Act) and for more and better support to be available to people after they are granted status.

In June 2018, we responded to the consultation on the Integrated Communities Green Paper, providing an opportunity to highlight issues again, whilst at the same time emphasising the need for more support and opportunities for people going through the asylum process.

## **Objective 2: Increase members' access to statutory support around move on provision**

We responded to the consultation on changes to 'short term supported housing' announced in October 2017. After submitting our response, we encouraged members to maintain pressure through local contact with decision makers.

### **Other Advocacy Work**

We also kept up calls for an end to destitution and improvements in the asylum system by:

- Providing stories and statistics for the APPG on Ending Homelessness when it launched an enquiry into migrant homelessness in the winter of 2017-18.
- Joining the 'Lift the Ban' coalition of 30+ organisations campaigning for the right to work for people seeking asylum.
- Providing evidence of members' residents having problems accessing legal advice as part of the Refugee Action report 'Tipping the Scales' (launched in June 2018).

Throughout the year, much of this work has been possible through members engaging with our 'Advocacy Action Group'. All members are welcome to join and are encouraged to contact Lucy to find out more.



*'Through partnering with NACCOM, people who have sought asylum have been able to share their experiences of destitution with a wide audience, and we've been able to challenge policy makers in a way we couldn't have managed on our own.'*

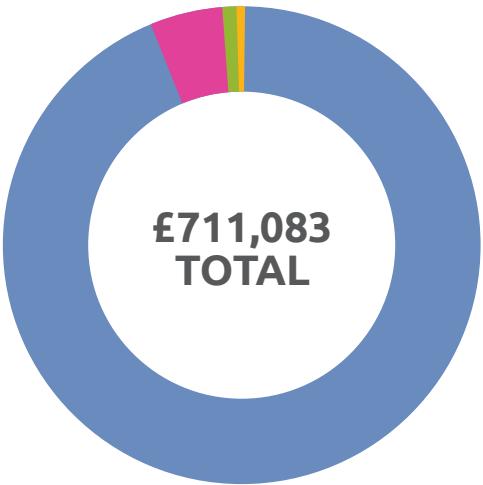
**- Boaz Trust**



# FINANCIAL ACCOUNTS

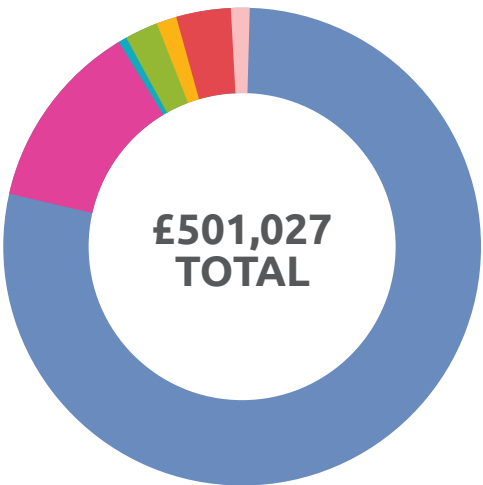
## INCOME

- £667,293** Restricted grants
- £35,669** Unrestricted grants/donations
- £5,416** Membership fees
- £2,705** Conference income



## EXPENDITURE

- £395,000** Guardian Grants
- £63,160** Staff costs
- £2,168** Costs of raising donations and legacies
- £11,360** Other activities
- £6,212** Annual Conference and events
- £20,163** Support Costs (insurance accountant, telephone)
- £2,964** Marketing and communications



Total funds carried forward: **£220,504 (£185,070 restricted)**

# A SPECIAL THANKS TO

## ALL OUR MEMBERS

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### FUNDERS:

The Guardian and Observer  
Esmée Fairbairn Foundation  
Paul Hamlyn Foundation  
Tudor Trust  
Metropolitan Migration Foundation  
Allen Lane Foundation  
Lush  
Big Lottery Fund  
Our individual financial supporters

### PARTNER AGENCIES:

Asylum Matters  
British Red Cross  
British Refugee Council  
Crisis  
Homeless Link  
IMIX  
Refugee Action

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Thanks to our **trustees** and also a special thanks to **Heather Petch** for her time and support in the development of our capacity and vision this year.

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Thanks to **Rose Burton at Crisp Design** for the design of this report.

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## 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 become a Member of NACCOM, you can find full details and access the online application form at [www.naccomm.org.uk/get-involved/membership](http://www.naccomm.org.uk/get-involved/membership).

If you would like to help resource our members more in the next year, donate at [www.naccomm.org.uk](http://www.naccomm.org.uk).

## NACCOM

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