

# NACCOM

THE NO ACCOMMODATION NETWORK

CIO no 1162434



## Impact Report / 2018-19



# NACCOM staff & team 2018 - 19



Angela Stapley  
Operations Coordinator



Dave Smith  
Network Development Worker



Diane Balsillie  
Operations Coordinator  
(joined in May 2019 – maternity  
cover for Angela Stapley)



Hannah Gurnham  
Communications Coordinator  
(joined in June 2019)



Hazel Williams  
National Director



Jessie Seal  
Campaigns and Policy  
Coordinator  
(joined in August 2019 – maternity  
cover for Lucy Smith)



Lucy Smith  
Campaigns and Policy  
Coordinator



Paul Catterall  
Network Development Worker  
(joined in June 2018)

---

## Trustees

---

Caron Boulghassoul  
Jochen Kortlaender  
Julian Prior  
(Chair)

Rachael Bee  
Abed Moubayed  
(appointed September 2018)

Catherine Houlcroft  
(appointed September 2018)  
Jonny Darling  
(appointed September 2018)

Shari Brown  
(resigned September 2018)  
Paul Catterall  
(resigned June 2018)

---

NACCOM is grateful to the following organisations for funding in 2018 -19

**LUSH**  
FRESH HANDMADE COSMETICS

A B Charitable Trust



the  
**Tudor**trust

phf Paul Hamlyn  
Foundation

ef Esmée  
Fairbairn  
FOUNDATION



# Vision and strategy

## Our vision

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.

## Our mission

NACCOM exists to promote good 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.

## Our values

- A thirst for justice
- Solidarity - We stand alongside those who have experience of destitution and those who support them
- Inclusion of refugees, people seeking asylum and migrants with no recourse to public funds
- Collective working within and beyond the network
- Shared resources, knowledge, ideas, expertise and good practice
- Openness, transparency and accessibility

## We do this by:

- Providing networking opportunities to encourage, empower and connect members
- Sharing knowledge and promoting good 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

## Key goals 2018 – 2020

1

Supporting members to become more sustainable and effective to increase the number of people they accommodate.

3

Tackle the root causes of destitution through policy, lobbying and awareness raising.

2

Enabling those with lived experience to share their insight and experiences so that working in partnership with NACCOM and other organisations, the human face of destitution has a raised profile and their opinions inform our work.

4

Ensure NACCOM is a well-resourced and strategic organisation.



# Foreword

Hazel Williams | National Director

This is the second Impact Report that I have had the pleasure of putting together, and I continue to be in awe of the tenacity and commitment of our mostly grassroots member organisations.

---

**Despite the turbulent political times we are in, it's incredibly inspiring to see people taking action with such great humanity, rather than just talking about it.**

---

It's been a busy year for us here at NACCOM. As a team and as an organisation, we have continued to grow and change. Two staff members (Angela Stapley and Lucy Smith) went on maternity leave, and we recruited Diane Balsillie (Operations Coordinator) and Jessie Seal (Campaigns and Policy Coordinator) as maternity cover. We have also increased our capacity in the areas of communications and advocacy, by creating two separate job roles from what was previously one role, in the process welcoming Hannah Gurnham as our new Communications Coordinator. This change brings us up to six staff members, and enables us to work more effectively to support members and achieve our strategic goals.

We have also seen further growth in our membership over the last year, and are pleased to have welcomed our 100th member. Such a significant milestone is testament to the growing strength, diversity and reach of our network, but as always the need for such a great number of projects tackling destitution is an indictment of the hostile environment.

Policy and campaigning has been a priority for us throughout the year. Our members hold a rich and unique body of evidence about destitution, which no else can provide, and it's only because of this evidence that we are able to lobby for changes to reduce destitution. With this invaluable data from our members, we launched two reports this year, one about access to legal advice *Tipping the Scales – Access to Justice in the Asylum System*, produced jointly with Refugee Action, and *Mind the Gap – One Year On*, looking further at refugee homelessness. We also continue to lobby in Parliament and directly with the Home Office to implement the recommendations in these reports.

This year we ran a very successful residential around community reporting, training 12 people with experience of the asylum system and being destitute, in how to record and collect stories. Some of the group and others have also been able to attend key Home Office and parliamentary meetings to share their experiences directly with the people who write the policies affecting them. Our other key priority is supporting members, and in May we launched our Funding Toolkit and ran two funding skills and information days for members, to facilitate sharing and learning around funding to increase members' income.

Turning to this year's member survey results, we see that the number of nights of accommodation provided by members across the network has gone up, yet the number of people accommodated has stayed roughly the same for people who have been refused asylum. We have also seen a drop in positive move on from 69% to 53%. These worrying statistics suggest that people are staying in the accommodation provided by our members for longer periods of time, most probably as they are unable to move on. This highlights the need for access to legal advice and quicker decision-making from the Home Office on support and accommodation applications. These will both be key campaign and policy issues that NACCOM will focus on in the coming year.

I want to take this opportunity to say a huge thank you to our staff, trustees and members for their hard work and dedication this year, to our funders for making our vital work a reality, and to our partners and supporters for helping extend the breadth and reach of our work. Lastly, I would like to thank all those who are engaged with the services across our network – whether seeking asylum or granted status – for sharing their stories with us.

**Whilst the current political volatility surrounding Brexit presents great uncertainty for everyone working in the sector, there may also be opportunities to lobby for real change, and we look forward to the year ahead and raising our collective voice to end destitution.**





# Foreword

Julian Prior | Chair of Trustees

At the time of writing this foreword, I have just returned from an excellent NACCOM away day with fellow trustees and staff, where we reflected on the charity's history and achievements to-date and planned our strategy for the next few years.

It is always such a joy to hear about the many innovative initiatives that are going on throughout the network and to think creatively about how NACCOM can support organisations to maximise their impact individually and collectively for the benefit of destitute asylum seekers. My main observations are as follows;

- We can do so much more together than we can on our own
- The network is a hotbed of innovation and radical solutions to destitution that need to be shared/replicated
- Sustainability is challenging and getting more difficult the larger the sector grows
- Helping clients move on is increasingly difficult due to a lack of quality legal advice and Home Office delays (see this year's member survey results for more evidence of this)
- There are increasing opportunities to influence local and central Government policy and practice
- Ending destitution will take time, but there is a real hunger and commitment across the sector to find lasting policy solutions

At our last AGM in September 2018 we officially confirmed and welcomed three new trustees onto the board following nine months of attending board meetings in an unofficial capacity.

**Jonny Darling** is Assistant Professor in Human Geography at Durham University. His work on urban asylum has been widely recognised and in 2017 he received a University of Manchester 'Making a Difference' award for 'outstanding impact on society through research'.

**Catherine Houlcroft** is a Project Officer for the No Recourse to Public Funds (NRPF) Network. She is an experienced trainer and author of online publications with specialist knowledge of immigration law and policy, social care duties and entitlements to public services.

**Abed Moubayed** has worked for various humanitarian organisations in the Middle East before coming to the UK to claim asylum. He now works as a Migration and Refugee Project Officer at Kirklees Council, Huddersfield. Abed has a degree in Organic Chemistry and also gained a masters in Post War Recovery Studies at the University of York, which included a 2-month internship in Sarajevo.

I am thrilled to welcome Jonny, Abed and Catherine as trustees of NACCOM. They will bring greater diversity and strength to the charity going forward. Sadly, we said goodbye to one of our founding trustees; Shari Brown stepped down from the board to take up a new role in Brussels with the Churches' Commission for Migrants in Europe. Thank you to Shari as well as all my fellow trustees for your input and support over the last year.

# Our year in review

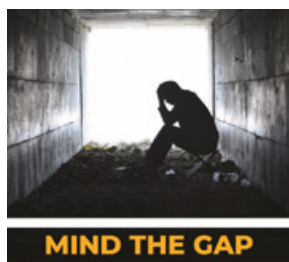
July 2018



NACCOM begins to distribute grants to the recipients of our **Guardian and Observer 2017 charity appeal fund**. Forty-three of our member organisations received a total of £395,000 in grants of between 5,000 and 30,000, to reduce destitution amongst people seeking asylum, refugees and migrants with NRPF.



We launch a joint report with **Refugee Action, Tipping the Scales: Access to Justice in the Asylum System**, which highlights barriers in accessing justice for those seeking asylum. The research, which features evidence from NACCOM's 2018 annual survey, found that since 2005 there has been a 56% drop in legal aid providers in asylum and immigration and a 64% drop in not for profit providers. Findings from the report appear in coverage by **The Guardian**.



As a result of our **Mind the Gap** report into refugee homelessness (launched in May 2018) and lobbying by members, there is a debate in parliament on refugee move-on and a subsequent meeting with Caroline Nokes (Immigration Minister) on the issue.

August 2018



NACCOM responds to the Government's welcome U-turn on proposed changes to the provision of supported housing, after concerns were raised that the original plans would leave vulnerable groups, including refugees, increasingly at risk of homelessness. The move was welcomed by many in the homelessness sector, including NACCOM, following years of uncertainty and months of lobbying.



NACCOM participates in **Greenbelt 2018**, where we hosted a stand at the festival with Detention Action's "Freed Voices" group to raise awareness about the impact of hostile Government policies and how people could get involved through hosting and campaigning.

September 2018



We move our offices to **Whitley Bay**, joining **Depaul UK**, whose team provide emergency hosting in the North East and work in partnership with NACCOM partners in the region.



NACCOM launches **Pathways out of Destitution**, a film to highlight the impact of destitution on the lives of those seeking asylum and refugees. The film was made in collaboration with several of our member projects in the West Midlands, and was launched at our Annual Conference 2018. (You can view the film on our website).



NACCOM's National Director Hazel Williams writes for the **Huffington Post** on migrant homelessness, calling on the Government to overhaul aspects of the asylum system that are leaving those seeking asylum increasingly vulnerable to homelessness.



**Our Annual Conference and AGM**, which brings together 125 members and wider sector partners and supporters, takes place in Birmingham, with a focus on promoting pathways out of destitution for people with no recourse to public funds (NRPF).

## October 2018



We host our first **Campaigning and Advocacy Day** in Sheffield, to help members explore ways to evidence and campaign on key issues more effectively.



NACCOM joins a coalition of organisations from across the sector to support the launch of **#LiftTheBan**, a campaign to give those seeking asylum the right to work in the UK.

## November 2018



NACCOM attends **Sanctuary in Parliament**, to stand in solidarity with those seeking asylum and other organisations working towards a fairer, more compassionate system for people seeking sanctuary in the UK.



We launch our West Midlands hub – the first of a series of **ongoing regional meetings around the UK**, providing an opportunity for members and prospective members to gather together to share and learn from one another. Meetings took place in Leeds, Manchester, Birmingham, Derby, Nottingham, Newcastle-upon-Tyne, Bolton, Bristol, Coventry and London, and are repeated twice a year.

## December 2018



We host a two-day residential **'community reporting'** workshop weekend, featuring 12 people from our member projects throughout the UK, to improve confidence and develop skills in 'storytelling for impact'. The workshop is the start of an ongoing project with **People's Voice Media**, to give those with lived experience of the asylum system a voice.

## February 2019



NACCOM supports the gathering of evidence from across our network to assist with the **Dying Homeless** investigation, which is logging when and how people are dying homeless in the UK. The project, for the **Bureau of Investigative Journalism**, aims to both memorialise those that have died and provide irrefutable evidence on the scale of the issue.

## April/May 2019



We launch our new **Funding Toolkit**, designed to support members and wider sector organisations secure funding for their projects. We also host two funding workshops, in Leeds and London, based on toolkit practices.

## June 2019



Our latest report, **Mind The Gap – One Year On**, is launched, which uses data from the NACCOM 2018 members' survey, and builds on findings published in June 2018 which found 1 in 4 people in the night shelters researched were refugees. NACCOM calls for an extension to the move-on period for newly recognised refugees from the existing 28 days to at least 56-days. Findings from the report are published exclusively in **The Independent Online**.

# Headline accommodation figures

## Accommodation figures



**3211**

People accommodated across the network over the year

**202**

People seeking asylum who were experiencing delays in support that they were entitled to

**337**

Refugees who were destitute when they applied for housing

**180**

Other migrants with NRPF

**111**

Refugees (details not known)

Of, the above

**2341**

are refugees, have been refused asylum, have an active asylum claim but are experiencing delays in support, or are other migrants with NRPF.

**1111**

People who have been refused asylum

**400**

Refugees with access to benefits and employment



**1,232**

People turned away (estimated)



**1,469**

People accommodated across the network on a typical night (excluding winter night shelters)

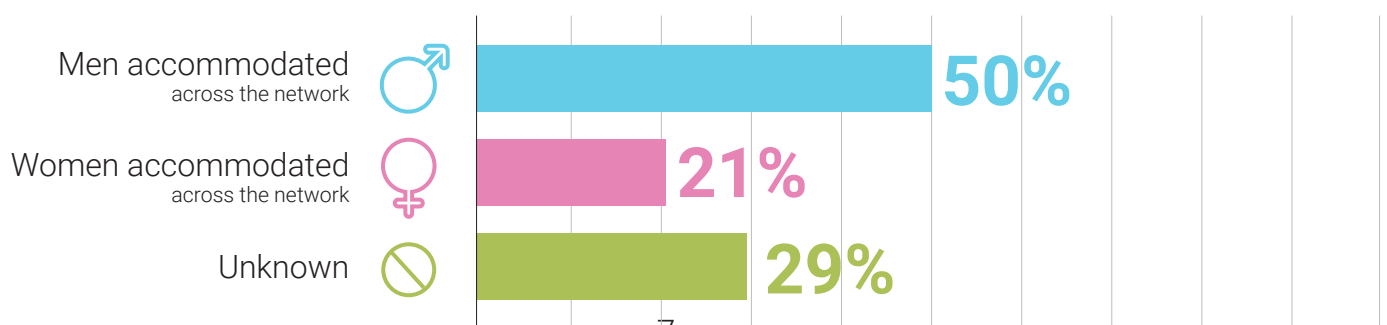
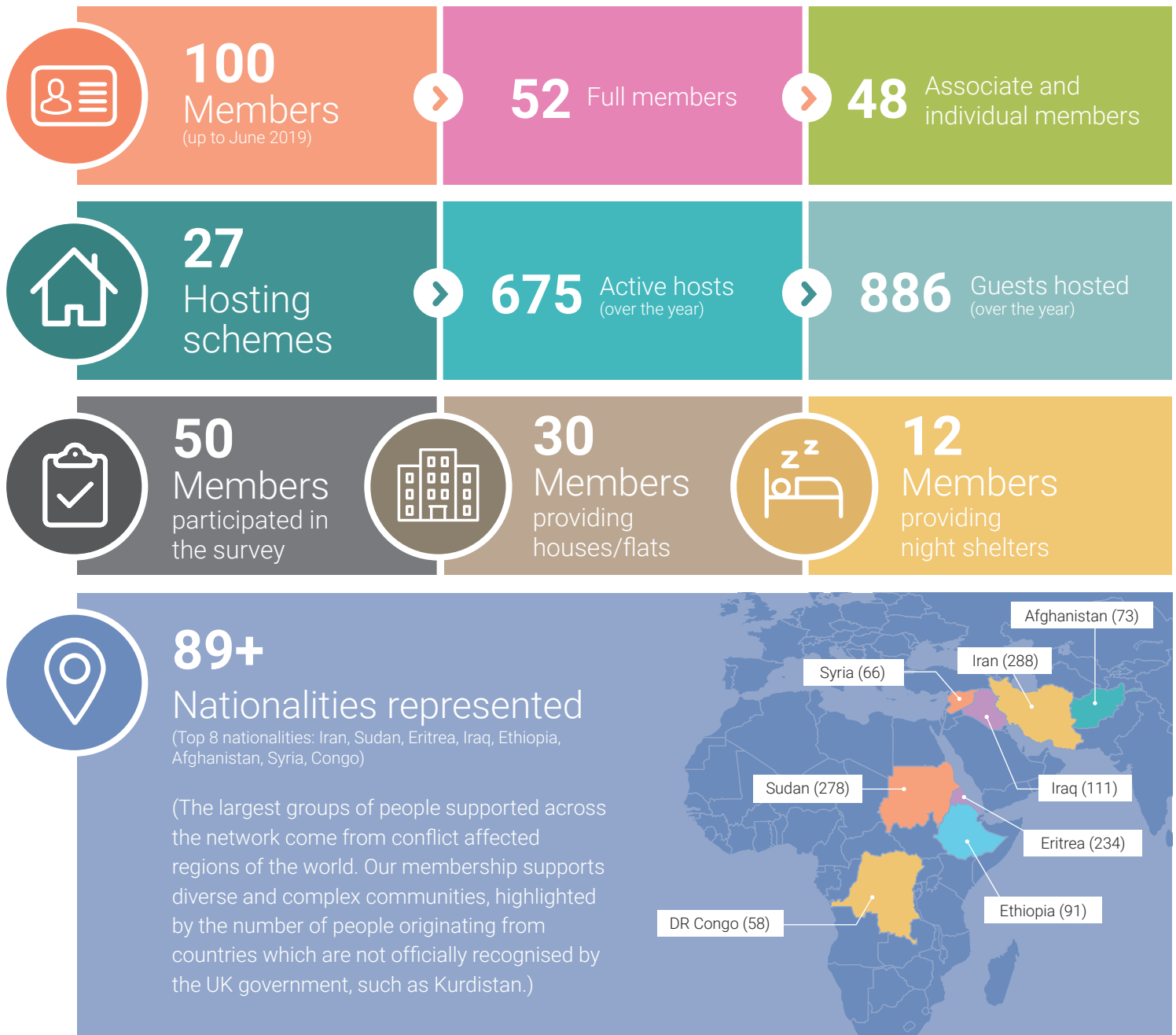


**410,323**

Nights of accommodation offered across the year by our members (estimated)



## Network statistics



# What this year's survey tells us

## Key finding

**The number of nights of accommodation provided by members across the network has risen, but the number of people accommodated across the network has fallen.**



2018 / **364,173**  
2019 / **410,323**

Nights of accommodation provided by members



2018 / **3,471**  
2019 / **3,211**

Total number of people accommodated by members

Over the last year we have seen an increase in the number of nights of accommodation provided by members from 364,173 in 2018 to 410,323 in 2019. However, we have seen a reduction in the total number of people accommodated from 3,471 last year to 3,211 this year and a slight reduction in the number of people accommodated who are refugees, have been refused asylum, have an active asylum claim but are experiencing delays in support, or are other migrants with NRPF from 2,383 to 2,341.

Three members who only offer night shelter provision accommodated 108 people with NRPF in 2018-19 (*Glasgow Night Shelter, The Night Shelter and WYDAN*). The rise in night shelter provision needs to be monitored to ensure that NRPF migrants with complex asylum and human rights cases can access the holistic support they need to move forward.

## Key finding

**These figures show that people are staying for longer in accommodation, and this is backed up by a drop in the percentage of people who positively move on from members' accommodation from 69% last year to 53% this year.**

## Housing schemes: 30 members

- **909 people with NRPF were accommodated in 2018-19 in a mixture of cross-subsidy models, charity-owned properties and private landlords**
- **1497 were paying tenants from refugee, migrant and other (or British) backgrounds**
- **Approx. number of properties - 225**

## Hosting schemes: 27 members

- **886 guests hosted over the year, a 31% reduction from last year**
- **675 people volunteered as hosts at least once over the year, a 26% reduction from last year**

## Diversity of accommodation

The diversity of accommodation models across the network has evolved this year, with the number of people being hosted falling, and the number of people accommodated in night shelters and housing schemes rising.

## Night shelters: 12 members

- **Increase from 9 in 2017-18 (33% increase)**
- **1033 people accommodated across the year (81% increase)**

These figures reflect the challenges that hosting schemes are experiencing. Cases that are referred are complex with higher levels of support needs, whilst legal cases take a long time to resolve. Of the 490 people whose length of stay was reported, 29% stayed for 1-6 months and 31% stayed for more than 6 months.

Finally, recruitment of volunteer hosts has slowed with more members reporting difficulty in recruiting new hosts and existing hosts needing to take well-earned breaks. One member, Refugees at Home, has seen a significant reduction (nearly 300 fewer people hosted) in 2018-19, attributable to these reasons and this has impacted on the overall figure of people accommodated by the network.

## Needs and experiences of members' guests/service users

### Key figures

**Destitute adults refused asylum were the largest group to be accommodated across the network last year – 1111 (35%)**

Ending destitution is possible with the right support. 54% (339/632) of people who had been refused asylum and were known to move on from member services went on to access statutory support, asylum accommodation or some form of leave to remain.

### Key finding

**This figure highlights how difficult it is for people to access services to which they are entitled and the difference that network support makes when making an application to statutory services.**

NACCOM and Refugee Action research conducted between January and July 2019 showed that on average people waited 14 days for a decision on their Section 4 application, nearly 3 times the length of the Home Office's own guidelines. Many of the 200 cases were accommodated by network members whilst they waited – occupying spaces that are needed by other destitute people who don't currently qualify for statutory support.

By providing food, shelter, good quality legal advice and other wide-ranging support services, members in the network are enabling people to move forward into stability. However, the asylum system should be designed to support the most vulnerable without relying on the voluntary sector.

## Challenges in accessing legal advice and filling the gaps in legal advice provision

### Key figures

**12 members now offer some form of legal advice: an increase of 5 from last year (71% increase)**

Accessing good quality legal advice continues to be a major challenge for the people our members support. The network has consistently reported in previous surveys that a lack of good quality legal advice significantly impacts on their ability to facilitate positive move on results. In 2019, results from the members' survey show that some network members are facing this challenge head on and 12 organisations now provide some form of regulated advice within their teams, a 71% increase from 2018 when 7 organisations gave legal advice.

- 6 organisations now provide either OISC level 3 advice or an in house solicitor
- 7 organisations have someone who is at least OISC level 2 accredited and at least 1 other is in the process of applying for OISC level 1
- A further 6 organisations have external partnerships with solicitors who provide regular 'Drop-in' legal surgeries for their clients.

### Key finding

**It is clear however that this provision is not filling the gap left by the reduction in organisations providing legal aid. The network reported that guests often struggle to understand their cases and that non-legal advice work from members is essential to support guests in accessing their rights.**

- In total 34 members said that at least 461 guests would benefit from having their cases looked at by a legal aid solicitor.
- Only 6 members (13%) said that they were always able to refer people who had been refused asylum to legal aid solicitors in order to make a fresh claim.
- In addition, 16 of 46 members (34%) reported that it was either 'very difficult' or 'not very easy' to make successful referrals.

# Making an impact with our members' data

Each year, NACCOM members provide information on the number, needs and experiences of people accommodated through their services who are facing destitution because of the immigration system. This unique body of evidence from our members is the only data set of its kind and is vital to help build a UK-wide picture of destitution and the work that is being done across the UK to combat this. The data enables us to spot trends and supports our policy and campaigning by backing up our asks with evidence. Without this invaluable information from our members, we would not be able to campaign on their behalf to end destitution.

## Over the last year, we have used information from the 2017- 2018 survey in the following ways:

Data on the risks of homelessness amongst newly recognised refugees over the last year has been shared with parliamentarians, civil servants and **Strategic Migration Partnerships**, via our *Mind the Gap* and *Mind the Gap – One Year On* reports, which achieved **national media coverage**. It has also been widely circulated across the voluntary sector, with Crisis including it in their report '**Preventing Homelessness: It's Everybody's Business**' (October 2018), and the British Red Cross including it in '**Still An Ordeal**' (December 2018).

Meanwhile, work with the **All Party Parliamentary Group on Ending Homelessness (APPGEH)** has developed parliamentary knowledge on issues around the move-on period, and since August 2018 we have been part of a **National Asylum Stakeholder Forum (NASF)** sub-group on integration which enables NGOs to meet senior government officials to present evidence, discuss policy developments and push for reform. We also organised a meeting with Home Office officials who are part of a "move on" task force, and involved member projects the Boaz Trust and Abigail Housing and some of their service users,

who shared their experiences of being homeless and discussed the "Mind the Gap - One Year On" report.

Data from the survey last year identified issues around Section 4 applications (including the length of time people wait to move on and the blockages such delays create for accommodation services). Since then, we have supported members to gather evidence as part of a joint report with Refugee Action, **Missing the Safety Net**, which was published in September 2019 and is helping to shape our advocacy strategy for the year. This will be presented to senior Home Office officials at the National Asylum Stakeholder Forum on Asylum Support, which NACCOM are now members of and attend quarterly. We will also have a separate meeting with the Home Office to discuss findings and key recommendations within the report.

Information from the survey on member projects' access to legal advice was shared with Refugee Action for a joint report, '**Tipping the Scales: Access to Justice in the Asylum System**' (September 2018). This formed a consultation response to the Government's review of the **Legal Aid, Sentencing and Punishment of Offenders (LASPO)** Act 2012, the findings from which were published in February 2019. Following the survey, anonymous case studies of families with NRPF facing homelessness were shared with an MP as background research for a parliamentary debate, and additional support for members has included signposting to advice networks including Project 17 and the NRPF Network. Data captured in the survey also plays a key role in our capacity building and network development. This year, information was used to develop a **Funding Toolkit** (launched April 2019), whilst data on property schemes has helped the development of the **Housing Toolkit** (launched at the NACCOM Annual Conference in 2019). Meanwhile, information members have provided about their geographic reach has enabled us to develop the scope of NACCOM's **regional hubs**, which are led by our Network Development Workers and meet every six months across the UK.

**We thank all our members for their invaluable and continuous input, without which none of the above developments would have been possible.**



# What members said

As well as capturing vital data about our members' services, the annual survey provides a valuable opportunity for members to tell us how we can better support them. In the 2018 survey, there were three main areas around which members asked for improved support:

## Campaigning to end destitution

### What members said

Of the ten members that requested this, three talked specifically about a larger campaign on ending destitution, with some specific policy asks including: lifting the NRPF condition for people who cannot leave the UK, improving delays in delivering universal credit, extending the 28-day move-on period for refugees and reducing Section 4 support application delays.

### What we did

We organised an advocacy day for members in October 2018 in Sheffield, where we discussed what a future destitution campaign might look like. Following on from this, we worked with Women for Refugee Women on a roundtable meeting in London with 30+ organisations looking at developing a national campaign to end destitution. We have since had a series of follow-up meetings with Asylum Matters, Crisis, Women for Refugee Women and the British Red Cross to discuss how to move the national campaign forwards, and our next step is to do country-wide consultations with Asylum Matters to develop the campaign further in the next year. We also increased our staffing capacity to facilitate this, creating a dedicated Campaigns and Policy role which will hopefully increase from part-time to full-time next year.

## Engaging with national bodies, funders and statutory organisations

### What members said

This request related to both joint campaigning and help building capacity within the network.

### What we did

We have continued to meet with various funders and attended the Association of Charitable Funders meeting with two of our NACCOM members to discuss funding needs within the membership network. A number of NACCOM staff spent the day at the National Housing Federation to learn more about how their network works and to make links with housing associations. We have also been talking with Crisis about running an event for the Cathy Come Home group of housing associations on housing for migrants.

## Supporting members to improve their service delivery

### What members said

Members had various requests for support in this area, including more training and events (particularly on funding and mental health), for our National Conference to continue, a campaign to attract more people to host with organisations, and regional learning days.

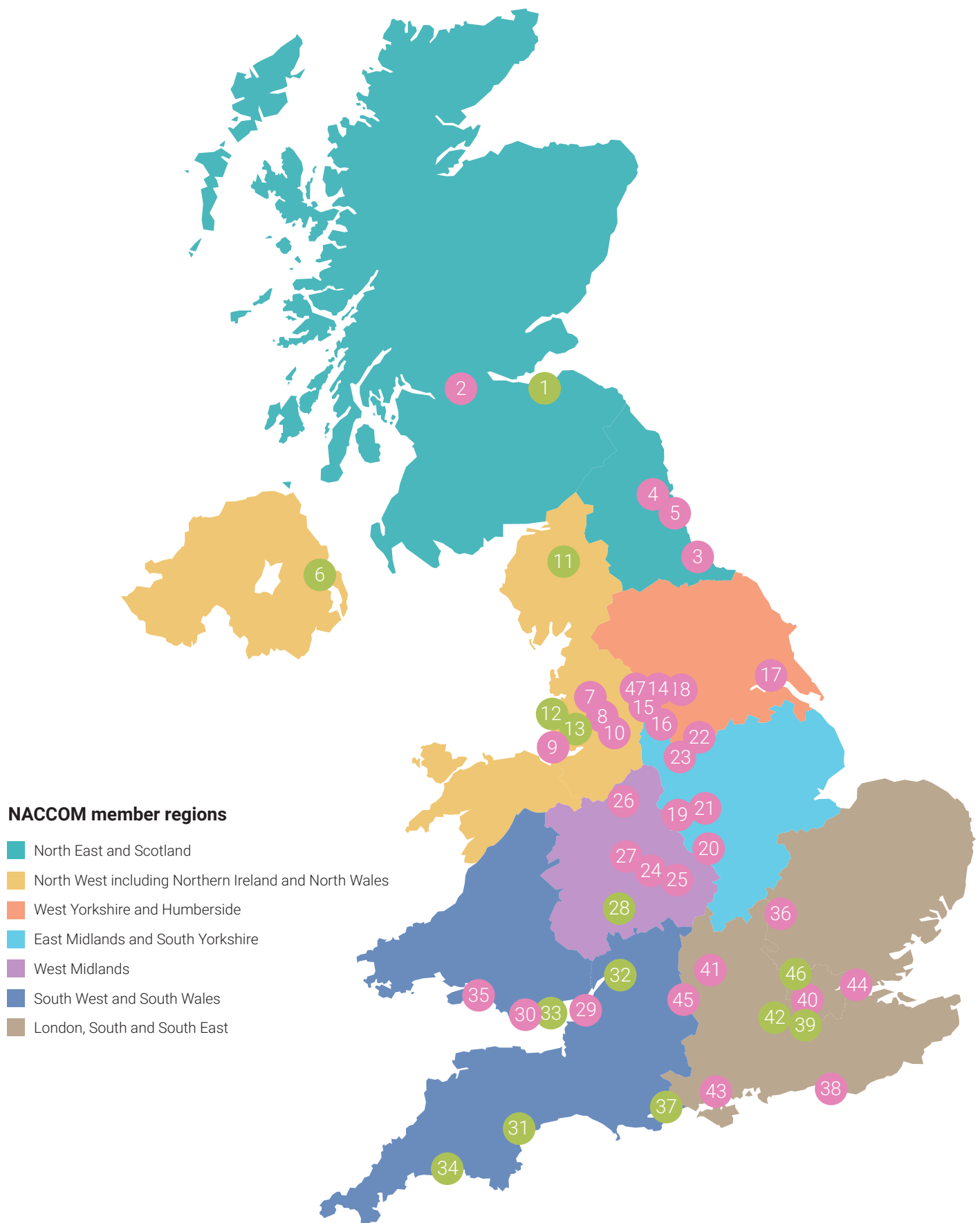
### What we did

We ran two events on Funding Your Project and released the Funding Toolkit, as well as continuing our regional hub meetings across the year. We have also arranged two mental health training events, which will take place in the next financial year. In mid July we ran a national hosting conference to celebrate and promote hosting.

# Our network

(up to June 2019)

Full Members  
Associate Members



| North East and Scotland |                          |                                                                                                                       |
|-------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------|
| 1                       | Edinburgh                | Scottish Faiths Action for Refugees (SFAR)                                                                            |
| 2                       | Glasgow                  | DASS Project (Refugee Survival Trust) / Glasgow Night Shelter / Govan Community Project GLADAN / Ubuntu Women Shelter |
| 3                       | Middlesbrough (Teesside) | Open Door North East                                                                                                  |
| 4                       | Newcastle-upon-Tyne      | Action Foundation (Tyneside and Wearside) / Your Homes Newcastle                                                      |
| 5                       | Whitley Bay              | Nightstop North East – Depaul                                                                                         |

| North West including Northern Ireland and North Wales |                        |                                                                     |
|-------------------------------------------------------|------------------------|---------------------------------------------------------------------|
| 6                                                     | Belfast                | NICRAS / Participation and the Practice of Rights (PPR)             |
| 7                                                     | Blackburn              | ARC Project / Together Lancashire (Sanctuary Homes Project)         |
| 8                                                     | Bolton                 | Bolton City of Sanctuary                                            |
| 47                                                    | Burnley                | New Neighbours Together                                             |
| 9                                                     | Liverpool              | Asylum Link Merseyside / Refugee Women Connect                      |
| 10                                                    | Manchester and Salford | Caritas Diocese of Salford / Silverlyte / The Boaz Trust / Warm Hut |
| 11                                                    | Penrith                | Penrith and Eden Welcomes Refugees                                  |
| 12                                                    | Southport              | Green Pastures (UK-wide)                                            |
| 13                                                    | St Helens              | Our Warm Welcome                                                    |

| West Yorkshire and Humberside |                      |                                                                                                        |
|-------------------------------|----------------------|--------------------------------------------------------------------------------------------------------|
| 14                            | Bradford             | Abigail Housing / BEACON / Hope Housing                                                                |
| 15                            | Halifax (Calderdale) | Happy Days UK / St. Augustine's Centre                                                                 |
| 16                            | Huddersfield         | Destitute Asylum Seekers Huddersfield (DASH)                                                           |
| 17                            | Kingston-Upon-Hull   | Giroscope / Open Doors Hull                                                                            |
| 18                            | Leeds                | Abigail Housing / Leeds Asylum Seekers' Support Network (LASSN) / PAFRAS / St Monica's Housing / WYDAN |

| East Midlands and South Yorkshire |            |                                                                 |
|-----------------------------------|------------|-----------------------------------------------------------------|
| 19                                | Derby      | Metropolitan Thames Valley Housing (Derby) / Upbeat Communities |
| 20                                | Leicester  | Community of Grace / One Roof Leicester                         |
| 21                                | Nottingham | Host Nottingham / Nottingham Arimathea Trust                    |
| 22                                | Rotherham  | Mama Africa                                                     |
| 23                                | Sheffield  | ASSIST Sheffield                                                |

| West Midlands |                |                                                                                                                         |
|---------------|----------------|-------------------------------------------------------------------------------------------------------------------------|
| 24            | Birmingham     | Austin Smith House / Birmingham Community Hosting Network (BIRCH) / Father Hudson's Care / Fatima House / Hope Projects |
| 25            | Coventry       | Coventry Migrant Women's House / Coventry Refugee and Migrant Centre / The Night Shelter                                |
| 26            | Stoke-on-Trent | Sanctus St. Marks                                                                                                       |
| 27            | Wolverhampton  | Enterprise Homes Group (Hope Into Action: Black Country) / Wolverhampton City of Sanctuary                              |
| 28            | Worcestershire | Hope at Home (UK-wide)                                                                                                  |

| South West and South Wales |            |                                                 |
|----------------------------|------------|-------------------------------------------------|
| 29                         | Bristol    | Bristol Hospitality Network                     |
| 30                         | Cardiff    | Home4U / Sharedydd                              |
| 31                         | Exeter     | Refugee Support Devon                           |
| 32                         | Gloucester | GARAS                                           |
| 33                         | Newport    | The Sanctuary Newport                           |
| 34                         | Plymouth   | Open Door International Language School (ODILS) |
| 35                         | Swansea    | Share Tawe                                      |
| 45                         | Swindon    | Swindon City of Sanctuary                       |

| London, South and the South East |             |                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 36                               | Bedford     | King's Arms Project                                                                                                                                                                                                                                                                                                                                             |
| 37                               | Bournemouth | International Care Network                                                                                                                                                                                                                                                                                                                                      |
| 38                               | Brighton    | Voices in Exile / Thousand 4 1000                                                                                                                                                                                                                                                                                                                               |
| 39                               | Croydon     | Young Roots                                                                                                                                                                                                                                                                                                                                                     |
| 40                               | London      | Action for Refugees in Lewisham (AFRIL) / C4WS / Commonweal Housing / Giuseppe Conlon House / Housing Justice (London Hosting Network) / Jesuit Refugee Service / Just Homes Charity / Praxis Community Projects / Refugees at Home (UK-wide) / Refugees in Effective and Active Partnership (REAP) / Sufra NW London / TERN / The Children's Society (UK-wide) |
| 41                               | Oxford      | Sanctuary Hosting (Thames Valley) / Together with Migrant Children                                                                                                                                                                                                                                                                                              |
| 42                               | Reading     | Reading Refugee Support Group                                                                                                                                                                                                                                                                                                                                   |
| 43                               | Southampton | Southampton and Winchester Visitors Group                                                                                                                                                                                                                                                                                                                       |
| 44                               | Southend    | Communities and Sanctuary Seekers Together (CAST)                                                                                                                                                                                                                                                                                                               |
| 46                               | Watford     | Watford and Three Rivers Refugee Partnership                                                                                                                                                                                                                                                                                                                    |

# Network development report

## Update on new members

During the past year (July '18 to June '19), we have seen further steady growth in the network, with 14 new members in total. Five are Full Members offering or planning to offer accommodation and 11 are Associate Members, including three individuals who wish to support the aims and objectives of the charity.

We are particularly excited to announce that we have now recruited our 100th member - **New Neighbours Together** (read about their work on page 17) - who are looking to begin hosting in Burnley, Lancashire. At the time of writing, NACCOM's total membership is 105, which means the network has doubled in the last two years.

We can't mention every new member, but it is exciting to see the range of innovation and ideas in providing practical solutions to homelessness and destitution that continue to emerge from around the country.

We are really pleased to welcome our first Registered Social Landlord, the housing association **Metropolitan Thames Valley Housing**, into Full Membership. They

are delivering hostel provision to migrants including those with NRPF in Derby.

It is also interesting to note that of the five new Full Members, two are night shelters in Glasgow (**Ubuntu Women's Shelter** and **Glasgow Night Shelter for Destitute Asylum Seekers**), reflecting the particular needs of the region, which is the largest asylum dispersal area in the UK.

We are also excited to welcome **Commonweal Housing**, who "investigate, test and share housing solutions to social injustice" as an Associate Member. Commonweal have been partnering with fellow NACCOM member Praxis on an innovative cross-subsidy housing model supporting families and single women in the particularly challenging housing environment that is London.

Finally, it remains encouraging to see new projects arising out of faith communities, such as **Caritas Salford**, which is looking to turn a presbytery into mixed accommodation for both those seeking asylum with no recourse to public funding and refugees.





## Capacity building

The past year has seen significant progress in terms of our network development and helping to resource our growing number of member organisations. In June 2018 Dave Smith was joined by Paul Catterall. As former CEO of NACCOM member Open Door North East in Middlesbrough, and former trustee of NACCOM, Paul contributes a wealth of experience within the sector, particularly in terms of housing expertise. This has enabled the team to achieve far more in terms of member visits and direct project support than in previous years. One of Paul's main areas of focus over the year has been the production of NACCOM's new Housing Toolkit, a comprehensive guide to help both those already running a housing project, or considering doing so, which we are pleased to launch at this year's Annual Conference.

## Development of regional hubs

The addition of Paul to the team has also given us the opportunity to consolidate and expand our regional hubs. At the start of the year we increased the existing hub meetings from three to seven, with a narrower geographic focus, and all hubs are now bi-annual events, enabling member organisations and others in the sector to get to know each other better, and learn from one another more effectively. (You can view our regional hub network on page 12).

We aim to make all our hub locations accessible to members, understanding that those in more remote locations have fewer networking opportunities than others.



## An increase in partnership working

Facilitating partnership working is one of our key aims. One of the partnerships that developed from NACCOM's Guardian and Observer grant funding was in South Wales, where **Sharedydd**, **Home4U** and **Share Tawe** work together in the South Wales Partnership. By employing a part-time Development Worker, they have been able to work more closely together, particularly within Cardiff, where Sharedydd and Home4U now share a client database. There has also been significant engagement with the Welsh Government and local housing associations. In the future, it is hoped that the partnership will extend to Newport, where **Sanctuary Newport** is a new Associate Member, covering the whole of South Wales and providing a template for other regions.

# Responding to a changing sector

## Network mapping

A key focus of our work over the coming year is to continue our work to support members, and to identify those towns and cities with high numbers of people seeking asylum but no established accommodation project.

The North West has been particularly affected by asylum dispersal into smaller towns where historically there have been no people seeking asylum. Looking back only a few years, there were just 12 local authorities with asylum accommodation in the North West, now there are 31 in the region. Towns like **Preston, Lancaster, Skelmersdale** and **St. Helens** all have growing numbers of people seeking asylum, and consequently need accompanying services, including accommodation for people being refused asylum and made destitute.

## Finding sustainable solutions

Helping to set up and advise new accommodation schemes is crucial to ensure that people do not fall through the net when their claims are turned down. One way of tackling the issue is to work with NACCOM member **Refugees at Home**, a nationwide hosting scheme, rather than try to set up a separate hosting scheme from scratch. This is happening in Lancashire, where **Bolton City of Sanctuary** and **Lancashire Sanctuary Homes Project** are the partner organisations supporting those who are hosted.

## Innovative partners

Another excellent example of partnership working is in **Rochdale**, a traditional dispersal area with significant numbers of people seeking asylum. Until recently services were scarce, but a proactive group of people connected with local churches formed a steering group that is now constituted as **RADAR**, one of our newest members. At the same time we were delighted to welcome **Caritas (Diocese of Salford)** into membership, which has a long track record of social action across large parts of Greater Manchester and Lancashire. By combining the enthusiasm and commitment of RADAR, the charity infrastructure and experience of Caritas, and NACCOM's housing expertise, a refurbished Catholic presbytery will soon be ready to take in its first refugee and asylum seeker residents in Rochdale. This could provide an important template for other Catholic and Anglican parishes to make use of unoccupied church properties.





## Member spotlight: New Neighbours Together

NACCOM'S  
**100th**  
MEMBER

New Neighbours Together (NNT) became the 100th member in our network in July 2019. The hosting charity, which is based in Burnley in the North West, has been in existence for just over three years. It is staffed entirely by volunteers, and was set up by Ruth Haygarth in response to an appeal by the local authority for voluntary organisations to undertake a support project for newly-arrived sanctuary seekers in the Burnley area.

The North West dispersal area has the largest number of people seeking asylum in the UK, with 10,582 asylum seekers in Section 95 accommodation at the end of March 2019 – nearly double the number of any other region. In recent years NACCOM has seen particular growth in the range and diversity of projects in the region set up to support destitute people seeking asylum.

Ruth says: "We began by helping three households of newly-arrived sanctuary seekers, and a passionate commitment to be "good neighbours" - to welcome and to "walk the road" with those people who came to our doors. We are now involved with between 30-40 households and regularly welcome 60-70 attendees to our main weekly drop-in session."

Additional services and support offered through the drop-in include advocacy, ESOL classes, access to clothing and essential goods, social and cohesion activities, a befriending service, plus a women's group, and the hope is to expand the services further into a wide-reaching hosting scheme.

Ruth adds: "In our first year as a NACCOM member we intend to develop the assistance and help we are able to give to people facing destitution – short- and long-term. This means we have policies to write, volunteer education to deliver, extra resources and local support to locate and, crucially, we are just about to become involved in our first hosting arrangement, so we need to draw on the experience of those who have done it before via the NACCOM network. We are a small volunteer-led charity and we need to work in partnership with bigger and more experienced charities for the benefit of our clients. Additionally, we would like to put our shoulders to the wheel of campaigning for a better and more compassionate system of asylum, and feel we can do this more effectively as part of a network."





# Advocacy and campaigns report

**Across the UK, the scale of destitution amongst migrants is still not acknowledged by policy makers, and a lack of publicly available monitoring from the Home Office pushes the issue further out of sight.**

As a UK-wide network, NACCOM is in a unique position, with access to personal testimonies and data from our member projects working on the front-line with those experiencing destitution. This data, gathered via our annual members' survey, is vital for our campaigning and advocacy work throughout the year, to help us show the impact of hostile environment policies and shape a national picture of destitution amongst those seeking asylum, refugees and migrants with no recourse to public funds. Using our members' data to produce reports is a vital way that we can evidence and target key policy failings that needlessly force people into destitution

## Key achievements this year

- We published **Mind The Gap – One Year On**, which highlights once again that people need longer than the current 28-day move on period, once they are granted leave to remain.
- The All Party Parliamentary Group on Ending Homelessness (APPGHEH) launched a report into 'Rapid Responses to Homelessness', which included calls for an extension to the move on period.
- Following a debate in parliament on refugee move-on, based on the evidence collated from member projects in "Mind the Gap" and a follow-up meeting with the Immigration Minister on the issue, the Home Office has recognised refugee homelessness as a problem and has now set up a task force to reduce it.
- At key Home Office and parliamentary meetings NACCOM staff have been accompanied by people who have experienced destitution, so they are able to share their experiences directly with policy makers.

However, it is clear that much more needs to be done; in our 2019 annual members' survey, 11% of all people accommodated across the network were

refugees who were not in receipt of benefits when they came to services, highlighting the vital need for a change of policy around move-on.

**NACCOM calls for the move on period to be extended to at least 56 days and for robust public monitoring to be put in place to show the impact of changes to the asylum contracts and the LAASLO scheme for newly recognised refugees.**

## Partnership working

Partnership working is central to NACCOM's values and this extends beyond the network. Over the past year, NACCOM has strengthened ties across the sector and worked closely with other national campaigning and delivery organisations. Recognising the demand from our members and their service users, we're signatories to **#LiftTheBan** – a positive campaign to give those seeking asylum the right to work that's gaining traction and cross-party support. In response to members' feedback, we are also working across the sector to launch a national long-term campaign to bring an end to destitution once and for all. More on this in the coming year.

## Policy changes

We are also monitoring what the new **Advice, Issue Reporting and Eligibility Assistance (AIRE)** and **Accompanied Asylum Seeking Child (AASC)** contracts mean in reality for those going through the asylum process. We are concerned that the contract handovers have created significant challenges for our member organisations and impacted on their ability to provide effective support. For example, from member feedback we have learnt that long waiting times on the Migrant Help helpline have significantly reduced the number of people our member projects are able to support.

The next year will bring challenges; continuing Brexit uncertainty, a possible new Government and a growing number of people facing destitution. We will continue to gather evidence, present the facts clearly and join together with others to push for an asylum system in which everyone is housed and supported.



# Communications report

**Over the last year we have continued to develop our communications work with two key objectives in mind: to more effectively support our members' work by sharing information, innovation and good practice across the network, and to raise awareness of our collective work to end destitution through strategic communications activity, supporting our campaigns and advocacy work and helping to highlight the human face of destitution.**

To this end, we are pleased to welcome Hannah Gurnham as our new Communications Coordinator. Hannah has taken on NACCOM's communications work from Lucy Smith, who, when she returns from maternity leave, will focus on policy and campaigning for NACCOM. This increased capacity means that going forwards, we can consolidate and develop both our communications and advocacy work, and respond more effectively to our members' needs.

## Member communications

A key focus of the last year has been to develop digital communications tools specifically for our members, particularly through the members' area of the website. The members' forum is getting increasing usage as a platform to share and discuss ideas and issues relating to some of our core service areas, and the library has been updated to include search functions. We continue to publish resources to the members' library, in formats that are easily accessible to all members'; all our toolkits are now available in online user-friendly editions. Our weekly member updates are also a useful way of keeping up-to-date on all our membership news – sign-up via the members' area on the website.

The website is also a focal point for our external profile-raising, and we regularly share news from across the network via member spotlights, case studies and guest blogs, highlighting innovative responses to local issues, showcasing good practice

and telling stories of lived experience. We were also delighted to launch NACCOM's first ever film, ***Pathways out of Destitution***, in September 2018. The film, which was produced by Millie Harvey and features participants from several NACCOM members in the West Midlands - BIRCH, Hope Projects and Fatima House – aims to highlight the reality of living in destitution, and the vital work of charities in our network.

## Media coverage

Over the course of the year we've achieved some high level online media coverage in national publications including ***The Guardian***, ***The Independent*** and the ***Huffington Post***, on issues ranging from the lack of legal aid for those seeking asylum, inaction on migrant homelessness, and the move-on period for newly granted refugees putting people at increased risk of destitution. Building on the high-profile coverage we received as a result of ***The Guardian and Observer's*** winter charity appeal fund, we continue to work with partners including IMIX, the refugee and migration sector communications group, to position NACCOM as a key contributor to media stories and public dialogues involving migrant destitution.

## Voices of people with experience of destitution

Enabling those who have experience of the asylum system to contribute to NACCOM's work and help shape our future development took on renewed focus this year, with the implementation of our community reporting project. In partnership with ***People's Voice Media*** and ***The Institute of Community of Reporters***, we hosted a residential workshop for twelve people who have been supported by our member projects around the UK, to equip them with vital story-telling skills and techniques, which have empowered them to share their stories in their own words. (Read more about community reporting on page 22).



## Member spotlight: One Roof Leicester

One Roof Leicester (ORL) is a NACCOM member in the Midlands working to reduce homelessness in the local community. ORL runs a winter night shelter alongside a year-round housing scheme. The charity uses the Housing Justice model for night shelters, where the shelter rotates around different faith venues.

Last winter, from December 2018 to March 2019, the ORL night shelter received 46 referrals and provided 871 nights of accommodation. The shelter accommodated 25 people, 4 of whom were refugees. The charity used seven venues to provide the overnight accommodation, including three Church of England churches, one Baptist Church, one Roman Catholic Church, one Hindu Temple and one Synagogue. In addition, they also used the Methodist Church as a meeting point. In total, over 300 volunteers were involved in the running of the winter night shelter.

The main variables from year-to-year are the number of venues involved, and the number of volunteers able to support the scheme. The ORL team is also able to respond to guests' needs

by varying opening times so that guests have longer indoors for example, and introducing social activities including board games to encourage interaction between volunteers and guests.

Those that are in the shelter who are eligible for Local Authority housing support are assisted to bid each week on properties, and the charity is working with the City Council to see if guests can be offered a room in a One Roof House until they secure permanent accommodation. ORL has four shared houses for single people, which are offered to people who are homeless, have low support needs and find it difficult to secure other accommodation. They also provide a room in a shared house with support from a Support Worker and befriending from volunteers from the local community. The charity also offers accommodation to those without recourse to public funds – EU migrants and destitute asylum seekers - if there is a pathway for them, which could be securing employment for an EU migrant or Section 4 housing for an asylum seeker.



## Member spotlight: Hope at Home

Hope at Home is a UK-wide hosting charity fighting the cycle of modern day slavery and human trafficking, preventing re-trafficking and survivor homelessness by equipping people to host survivors in their homes and facilitating adult-to-adult voluntary living arrangements between hosts and survivors. Without this stable home, many survivors would be destitute and extremely vulnerable.

The charity was formally established in 2018 after its founders, Jared and Helen, discovered a huge gap in post-safe house accommodation, which hugely increased survivors' vulnerabilities. They first began to host in their own home, then ran a pilot project supported by Unseen UK, an anti-human trafficking charity in Bristol, before launching as a national charity last year. Hope at Home now has 20 hosts who have provided over 700 nights of safety for survivors.

Hope at Home's guests can be from any background – people seeking asylum, refugees, EU citizens and UK nationals. Generally referrals for those seeking asylum are for people making a fresh claim who have had to move out of NASS accommodation. Sometimes referrals are received for survivors who are simply too vulnerable to be placed in NASS accommodation, as their needs for safety and stability are too high. For example, a woman who has been sexually exploited can be re-traumatised just by having to share a house

with a man. Hope at Home also takes referrals for refugees who need some stability before moving into a place of their own.

The charity has trusted partnerships with agencies who specifically support survivors of modern slavery, as well as safe houses around the UK, and referrals come from these partners. When a survivor is in a safe house, they are waiting for the Home Office to decide whether they have been trafficked or not. If that decision is positive, they have 45 days to find somewhere else to live. If it's negative, they have only nine days. Many survivors have no recourse to public funds, no friends or family in the UK and so become street homeless and are often re-trafficked, so it is crucial that they receive specialist, long-term support to prevent the cycle from beginning again.

In terms of move-on, hosts determine how long they feel able to host for. Guests have stayed from a few days up to a year. On average, the length of stay is around six months. The moving-on process is different for each guest, but they must have a move-on plan in place before the charity accepts the referral, even if this changes along the way. Those who have recourse to public funds can move on into their own homes, some have gone back into NASS housing once their fresh claim has been put in, some have found jobs and saved up enough for a deposit on a home.





# Community reporting

”

*We came here just for life, we don't come for work, for anything else, we come just for life, because our life was dangerous.*

**- Community reporter, from Kurdistan, Iraq**

“



As these powerful words indicate, those seeking asylum often feel that there is a general lack of understanding about what it means to seek asylum, sometimes even within their local communities. They often feel like they have to myth-bust against prejudicial narratives about immigration that dominate public debate on this issue.

A key development of our work this year has been increased investment in projects that enable people who have direct experience of destitution as a result of the asylum system to put across their side of the story. In December 2018 we ran a residential training event in Hastings for residents and guests of NACCOM member services. Twelve people from across the UK - all with experience of destitution - came together to learn about storytelling for impact, or *community reporting*, through training provided by **People's Voice Media**.

The aim of community reporting is to equip and empower people to tell their stories in their own words – the workshop gave participants the

opportunity to learn digital skills, explore storytelling practices, produce media content, meet new people and build their confidence around storytelling.

All of the people who participated were trained as NACCOM Community Reporters so that they are able to gather and tell stories from themselves and their peers. Following the workshop, our reporters went out into their communities to gather stories. They focused on four broad categories: community, experiences with the Home Office, housing and destitution.

The resulting stories offer a glimpse of the emotional toll of seeking asylum, how fear and despair mix with hope and friendship as people try to build a life in an environment that is sometimes hostile to their very presence. You can view the stories and full report on the **Institute of Community Reporters'** website, [www.communityreporter.net](http://www.communityreporter.net).

Our thanks to **Solidaritech** for providing smartphones for the group to continue their community reporting work.



# Stories of destitution

Gathered by NACCOM's Community Reporters

”

*I was an asylum seeker, I was living on the streets, with no home, nowhere to go. One day in 2017, one of the coldest days, I was so cold, I had nowhere to go and sleep, I ended up going to the library and found a corner, where I sat. I was so cold, my feet were cold. I couldn't just get warm. I was scared to sleep in case they kicked me out because I was not really using the library facilities. So I just sat there, trying to get warm. I found a friend who wanted to take me in, but they were scared because the Home Office want you to register a lodger, or anyone living with you, they said they were scared to do that.*

“

”

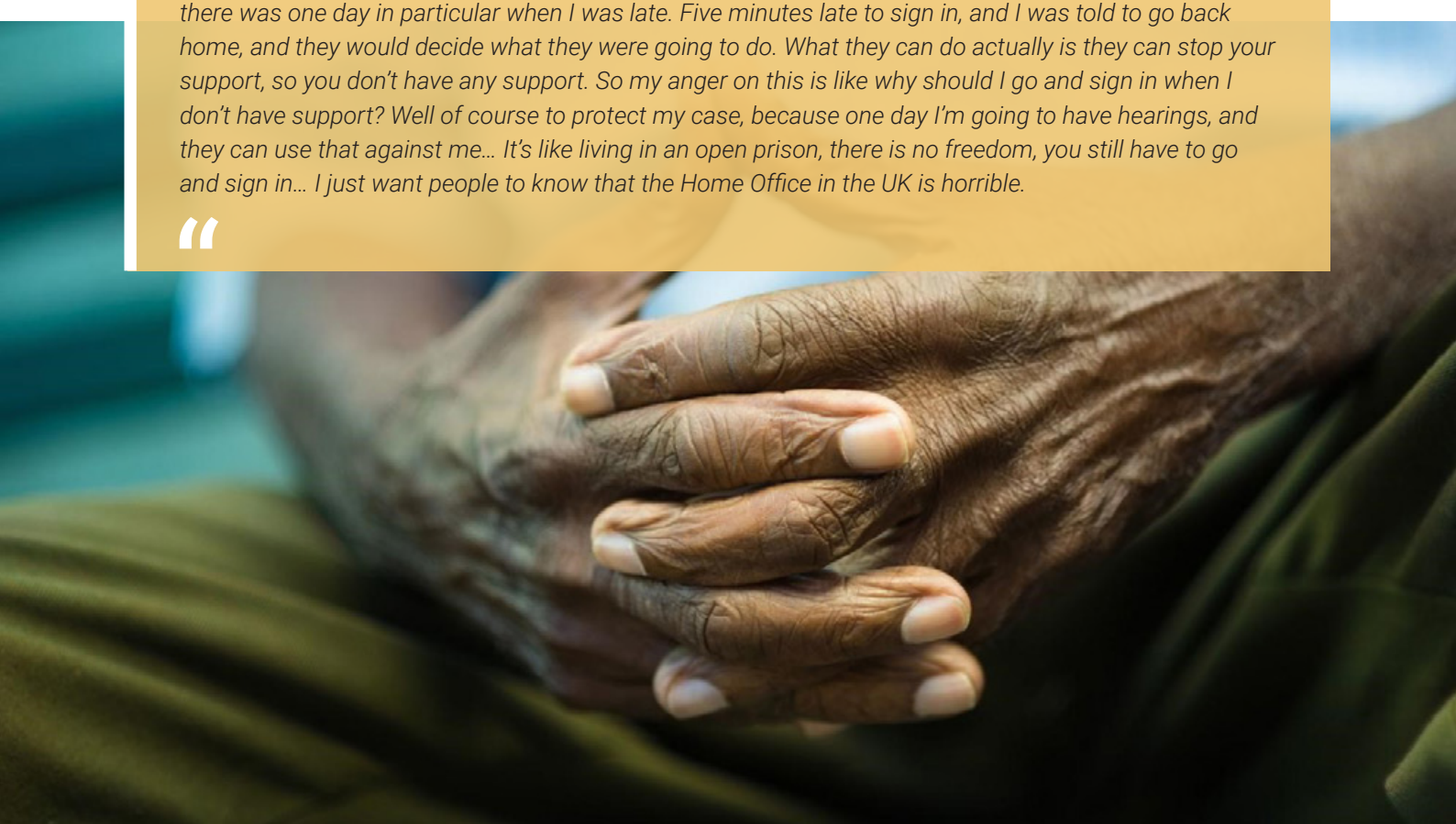
*My story is about how my neighbours identified me as an asylum seeker, around the neighbourhood. I've been attacked indirectly several times, the most recent horrific scenario was last month when someone was throwing rotten apples on my front door, and splashing my windows with rotten apples. And prior to that, someone from the neighbourhood was throwing dog poo in my front garden and in my vegetable garden as well. I go to the police though, on both occasions, and the police said it was hate crime, but because it was being done by a young person, young people, they would not tell me who it was. I am now really scared, and they are saying they can't do anything about it.*

“

”

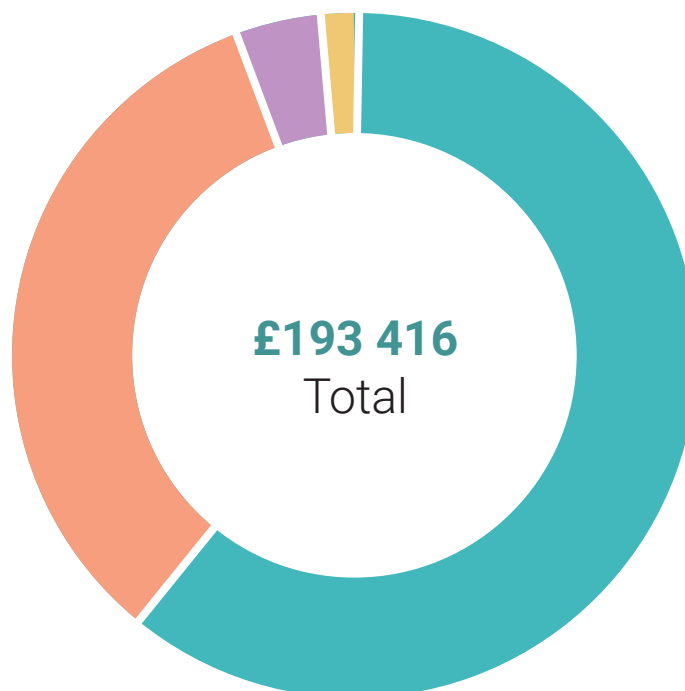
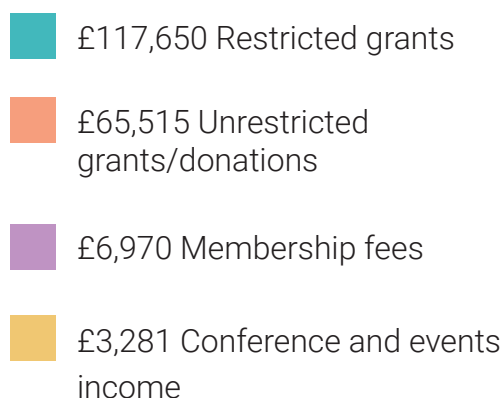
*I am from Zimbabwe, I'm a refused asylum seeker. I live in Glasgow. I just want to share a little bit about my experience with the Home Office. I came in 2000, and I didn't know anything about how to claim asylum, so I ended up claiming asylum in 2010. And since then, I have been told to go and sign-in, and there was one day in particular when I was late. Five minutes late to sign in, and I was told to go back home, and they would decide what they were going to do. What they can do actually is they can stop your support, so you don't have any support. So my anger on this is like why should I go and sign in when I don't have support? Well of course to protect my case, because one day I'm going to have hearings, and they can use that against me... It's like living in an open prison, there is no freedom, you still have to go and sign in... I just want people to know that the Home Office in the UK is horrible.*

“

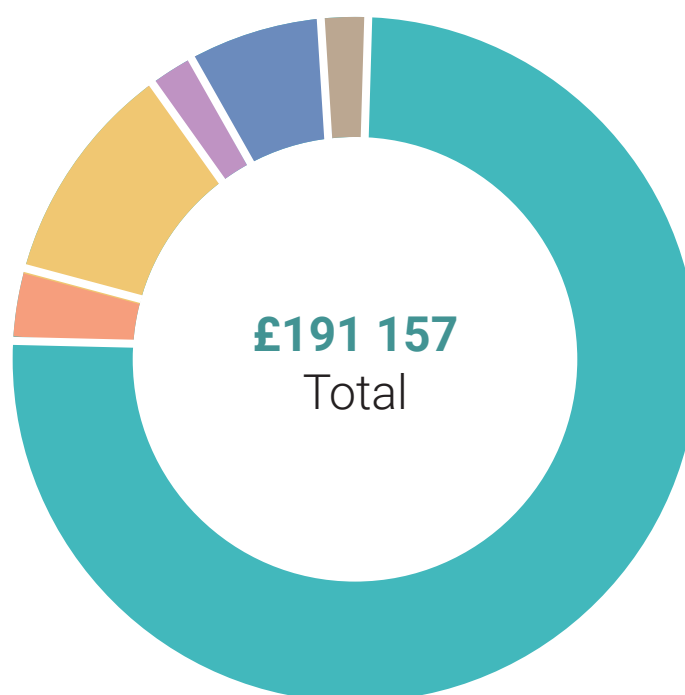


# Financial report

## Income



## Expenditure



Total funds carried forward £222,763 (£133,458 restricted)

# What our members say

“

*You're never alone, unless you want to be: membership gives you ready access to a network of thoughtful and experienced folks, who get what you're trying to do, and where you don't have to start from scratch every time you need an answer to something.*

**- NACCOM member, 2019**

“

*It provides an opportunity to share practice in workshops and conferences. It also enables us to feed into advocacy and policy work, that on our own we wouldn't have the resources necessary to be able to contribute to this very important area of work.*

**- NACCOM member, 2019**

”

”

## Special thanks

A special thanks to all our members.

### Funders

The Guardian and the Observer  
Esmée Fairbairn Foundation  
Paul Hamlyn Foundation  
Tudor Trust  
Metropolitan Migration Foundation  
AB Charitable Trust  
Lush  
National Lottery Fund  
Our individual financial supporters

### Partner Agencies

Asylum Matters  
British Red Cross  
British Refugee Council  
Crisis  
Homeless Link  
IMIX  
Refugee Action  
People's Voice Media

Thanks to our trustees for their time, guidance and expertise.

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





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

Registered CIO No: 1162434

☎ 0161 7060185    ✉ [office@naccomm.org.uk](mailto:office@naccomm.org.uk)    🌐 [www.naccomm.org.uk](http://www.naccomm.org.uk)

📍 NACCOM, Youth Resource Centre, Oxford Street, Whitley Bay, NE26 1AD

📘 @naccommnetwork    🐦 @NACCOMNetwork

