

## Impact Report / 2021

Bringing an end to destitution amongst people seeking asylum, refugees and migrants with No Recourse to Public Funds living in the UK.



# NACCOM team 2021



**Bridget Young**  
**Director**  
(July 2021 onwards)



**Renae Mann**  
**Director**  
(September 2020 -  
March 2021)



**Angela Stapley**  
**Finance and Operations  
Coordinator**



**Hannah Gurnham**  
**Communications  
Coordinator**



**Katie Fawcett**  
**Network Development  
Coordinator**



**Jessie Seal**  
**Policy and Research  
Coordinator**  
(left August 2021)



**Lucy Smith**  
**Campaigns and Policy  
Coordinator**  
(left July 2021)



**Paul Catterall**  
**Network Development  
Coordinator**



**Phoebe Hendy**  
**Administrator**

**NACCOM is grateful to the following  
organisations for funding in 2020-21**



**Sam And Bella Sebba Charitable Trust**

**A B Charitable Trust**

## Trustees

Julian Prior, Chair

Washington Ali

Caron Boulghassoul

Jonny Darling

Phil Davis

Sarah-Jane Gay

Catherine Houlcroft

Jochen Kortlaender

Shukry

For more information on our staff and trustees,  
please visit: [www.naccom.org.uk/meettheteam](http://www.naccom.org.uk/meettheteam)

# Our Vision and Goals

## 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 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 strategic goals 2017 – 2021\*

1

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

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.

3

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

4

Ensure NACCOM is a well-resourced and strategic organisation.

\* Following our ongoing Strategic Review process, our new Strategy will be launched in 2022. Until this is available, the above key strategic goals are current until the end of 2021.



# Foreword

Bridget Young | Director



***I am delighted to be writing my first foreword as NACCOM's Director, and feel honoured to have joined such an inspirational network of organisations.***



As a newcomer to NACCOM, arriving in July this year, it is a slightly daunting task to reflect on our impact over the past year. But it is also liberating, as I am able to champion, question and highlight the collective work of the network with objectivity and an open mind. What has struck me most in my first few months at NACCOM is that we are working in an increasingly challenging environment – due to hostile legislative changes, rising demand for services, reduced access to auxiliary support, and the ongoing challenges presented by Covid-19. Yet the NACCOM family – member organisations, people who have experienced destitution, partners, staff and volunteers – have continued to respond with resilience, passion and creativity. We should not take this for granted.

The pandemic has continued to profoundly impact NACCOM's members and our work to support them. Our research, policy and advocacy work over the last year has prioritised responding to Covid-19, particularly around maintaining the ban on evictions from Home Office accommodation for those refused asylum whilst Covid-19 presents a public health risk, but also responding to the Government's consultation on the upcoming Nationality and Borders Bill. We were proud to join the Together with Refugees coalition and start exploring longer-term partnerships and pieces of work to end destitution both with partners in the asylum and refugee sector and with mainstream homelessness and anti-poverty organisations.

Working meaningfully with people with lived experience and building equality, diversity and anti-racist practice into our core work remain key priorities for NACCOM.

We are learning from our Community Researcher project, developing an enhanced safeguarding framework, working with partners on a destitution framing toolkit and exploring with members how we can effectively and persuasively talk about our collective work as a network to different audiences.

A review of NACCOM's current strategy was started in late 2020. Due to the change in Director in early 2021, the development of the next strategy was paused. This work has now restarted with a new strategy due to be launched in spring 2022. Without pre-empting the outcome of the strategy development process, I am confident that we will be looking to consolidate and build on the excellent work of the NACCOM team over the last six years, cement our unique role in the sector supporting such a wide, diverse and powerful network, and ensure that working with people with lived experience of destitution and the asylum system becomes central to how we operate.

I want to end my foreword by thanking our previous Director, Renae Mann, and our Interim Director Heather Petch, who both made hugely positive contributions to the organisation over the last year. I also wanted to thank and acknowledge the work of two colleagues who left NACCOM this year – Lucy Smith and Jessie Seal. I am so grateful to all these colleagues for their contribution to NACCOM's work, and I'm delighted to know that we will continue to have them as friends and champions.

Finally I wanted to say a big thank you to trustees, staff and member organisations for your warm and considered welcome.



***I look forward to continuing our important work together to end destitution.***







# Foreword

Julian Prior | Chair of Trustees

After six wonderful years of being NACCOM's Chair of Trustees I will be stepping down from this role at our AGM in November 2021 to concentrate on supporting other charities on a freelance basis. I am delighted to say that Caron Boulghassoul, a fellow founding trustee of NACCOM, will be taking over from me and we have been working together for several months to ensure a smooth transition.

Many of you will know Caron, who has been involved in NACCOM through her work as CEO of Nottingham Arimathea Trust (one of NACCOM's founding members) from 2010. Caron became a trustee when NACCOM was registered as a charity in 2015 and has a wealth of expertise to bring to the role. As well as her experience of leading a member organisation, she has a Masters in Charity Resource Management and a Diploma in Charity Accounting. Caron is also passionate about supporting people with lived experience of the refugee journey into leadership roles and has experienced homelessness herself, which has enabled her to truly empathise with people facing housing uncertainty and extreme poverty.

At our AGM in November 2021, we will be proposing to our Full Members that three new people join the Board to further strengthen its experience, skills and diversity; one that has significant financial expertise and subject to members approval will become our Treasurer. I am also thrilled that we will be proposing our third refugee join the Board and for the first time

we would like to have someone on the Board from Scotland to help us understand the approach the Government is taking to destitution there. Having got to know each of them over the last nine months I can heartily recommend them, and I wish Caron and the Board every success in the future.

I am sad to be leaving NACCOM, however I am very proud to have worked with such a great team of staff and trustees that has achieved so much in the last six years. When NACCOM became a separate charity in 2015 the network had 35 members, but very limited resources or strategy to maximise the learning and support across the network. However, Dave Smith (NACCOM's founder) had done a brilliant job in connecting people with a similar concern for destitute people seeking asylum and had a big vision to grow the size and impact of the network. Six years later we have a growing membership of 133 inspiring, creative, and resourceful organisations, a clear strategy to maximise the network's impact and a dedicated, skilled, and experienced staff team that is delivering on this vision.

Whilst there is much more to do and an increasingly hostile political climate, I am very pleased that NACCOM is in a strong position to continue its vital work, under the brilliant leadership of Bridget and Caron and their respective teams. Thank you so much for your involvement in NACCOM, however large or small. With much thanks and appreciation.

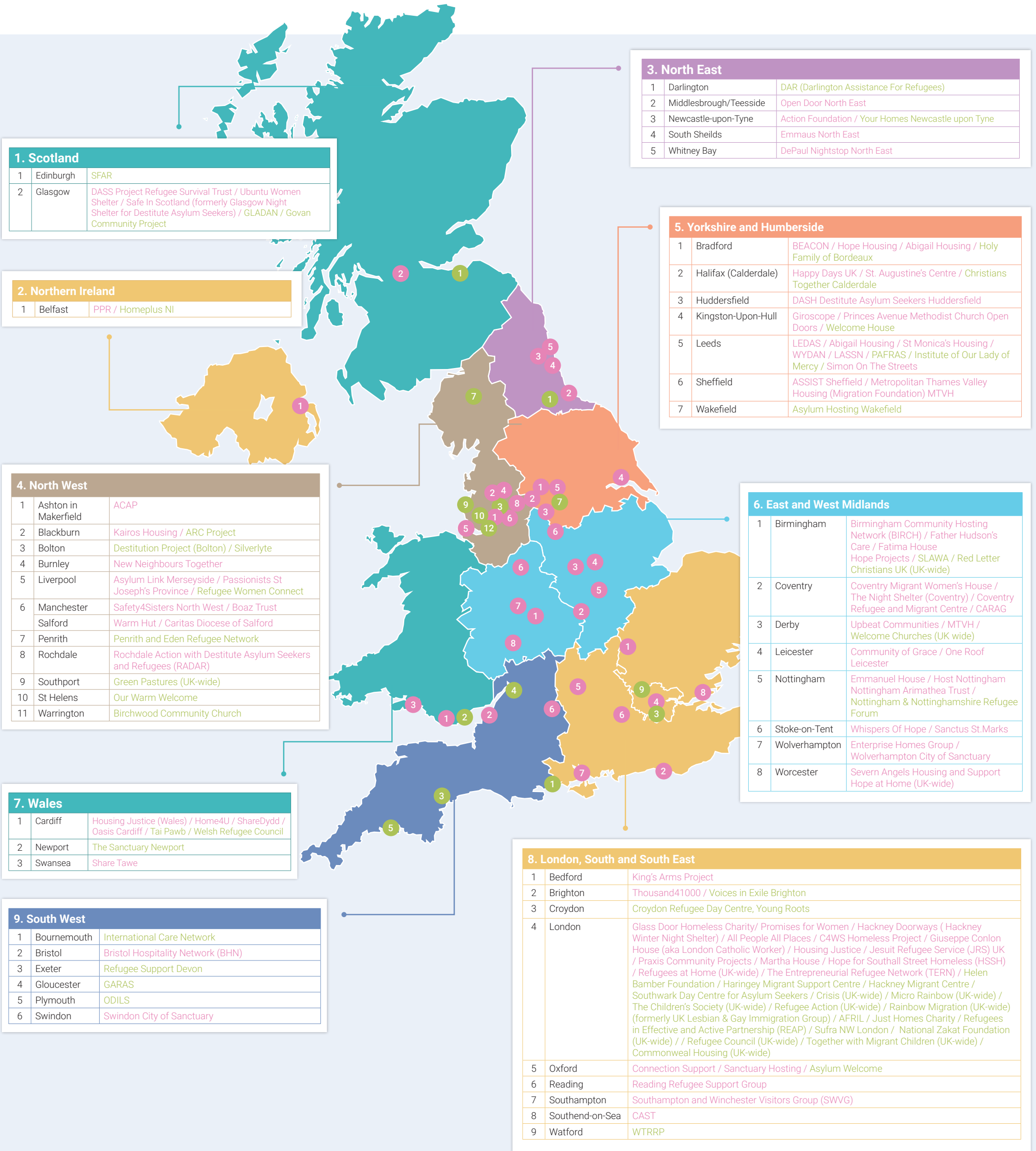


***It really is an inspiration to see how much more can be achieved when we have a big vision and work together towards the common goal of ending destitution.***



# The No Accommodation Network

(up to June 2021)



#### Total number of:

Members: **133**  
Full Members: **76**  
Associate Members: **53**  
Friends of NACCOM: **4**  
New members July 2020 - June 2021: **23**

#### NACCOM member regions:

- 1. Scotland
- 2. Northern Ireland
- 3. North East
- 4. North West
- 5. Yorkshire and Humberside
- 6. East and West Midlands
- 7. Wales
- 8. London, South and South East
- 9. South West

#### Member status:

- Full Members
- Associate Members

# Annual Survey 2020 - 2021

Each year, NACCOM maps the scale of destitution across the network, and our members' responses to it, by surveying our Full Members (members offering accommodation) over a 12-month period. 66 Full Members responded this year.

The data the survey captures paints a devastating picture of the sheer number of people in the asylum and wider immigration system who are forced to endure destitution because of their immigration status - likely just the tip of the iceberg. The data is also especially significant in a year when there was

more state-funded emergency accommodation provision than ever before, as part of the Government's response to Covid-19.

In spite of this, there is reason to hope; the movement to alleviate and ultimately end destitution is strong and growing. Whilst still dealing with the impact of Covid-19 on service delivery, the majority of our members were able to adapt, respond and innovate to continue keeping people safe whilst providing vital pathways out of destitution.

## Headline accommodation figures

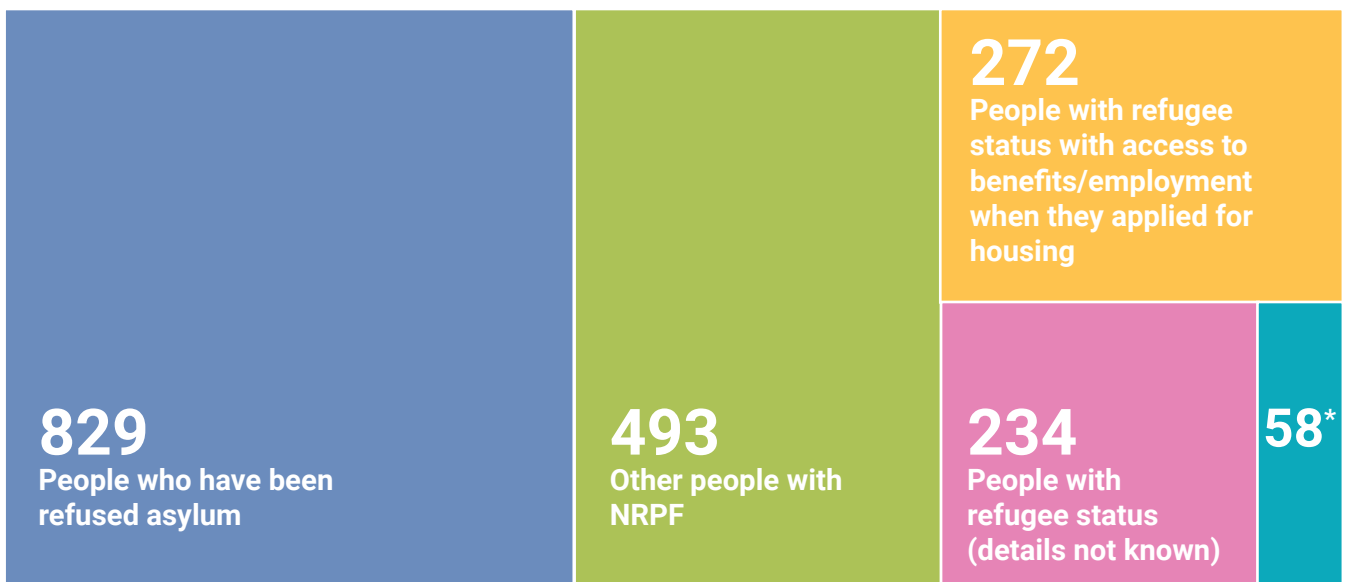


**2,771**

People accommodated across the network over the year

Of, the above  
**1,886**

were people with No Recourse to Public Funds (including those who have claimed or been refused asylum) and those with refugee status.



The above figures include a few instances of "double-counting", representing people who have changed immigration status whilst being supported by the network.

\*People with refugee status who were destitute when they applied for housing



**1,137**

people were street homeless when they approached members for support (whether housed or not). Incl. sofa surfing and rough sleeping



**413, 089**

minimum no. nights of accommodation provided across the network



**1,763**

people were given financial support (but not accommodated)

## Membership breakdown

**133 Members** (up to June 2021)

Growth of the network July 2020 – June 2021: **23 new members**

**76** Full Members  
(66 participated in the survey)

**53** Associate Members

**4** Individual 'Friends of NACCOM'

## Member accommodation provision\*

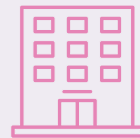
\*some members offer more than one type of accommodation



**19** Night Shelters



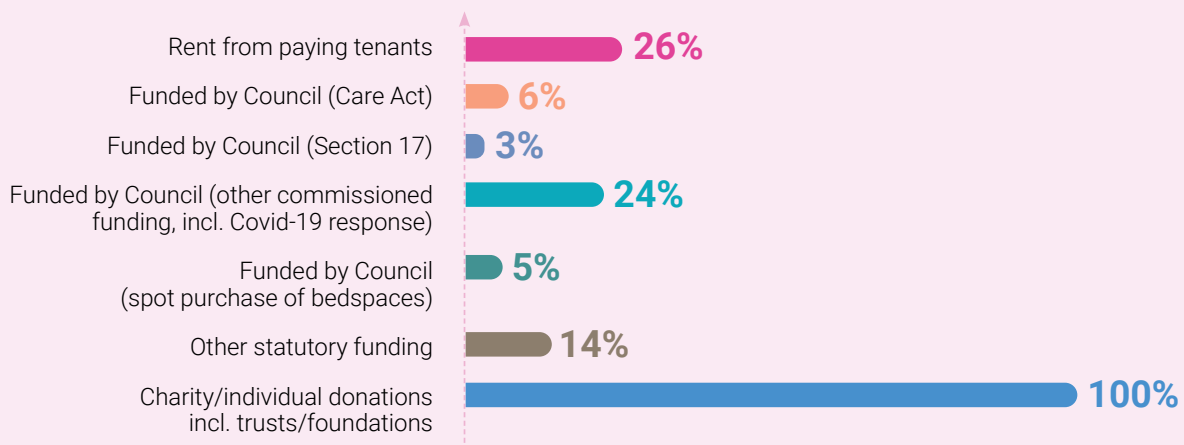
**31** Hosting Schemes



**51** Housing and Property

## Member funding

Percentage of members receiving funding from **one or more** of the following funding streams:



## Volunteers



**3,346**  
volunteers across  
the network

This number is significantly lower than last year's **6,284** volunteers, and is due to the impact of Covid-19 on volunteer capacity and availability across the network during the year.



# What the 2020 – 2021 survey tells us

## Overview

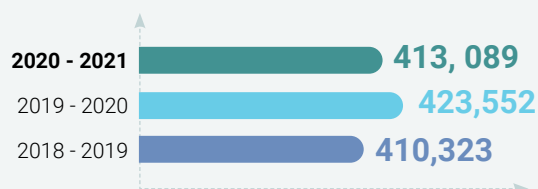
**This year's survey results should be viewed through two lenses – accommodation provision impacted by a full year of the Covid-19 pandemic and related restrictions, and a developing NACCOM annual survey.**

When filling out our survey, we ask members to report on a recent twelve-month period. This is usually April to March, but due to different reporting systems/ year-ends across the network there is some flexibility. This, coupled with other changes to the survey this year, makes some annual comparators difficult. We will continue to work with members and partners on the development of our annual survey alongside our research programme, to ensure we are capturing

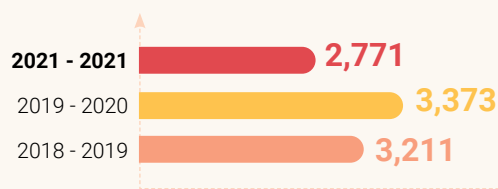
robust, impactful evidence year on year on the impact, needs and trends of our membership.

As expected in the context of Covid-19, there has been a decrease in some key statistics; the overall number of people accommodated by the network; the number of nights of accommodation provided and the number of volunteers supporting the network (see page 5 - 6).

### Minimum number of nights of accommodation



### Number of people accommodated



## Network capacity

There has also been an increase in some accommodation capacity (as seen by the rise in housing stock and number of host volunteers) across the network this year, which reflects the creativity and tenacity of our members and demonstrates there is much to be celebrated in our collective response to destitution.

However, it should be noted that capacity across the membership has, on the whole, remained relatively static and, in some cases, reduced this year. There are various reasons for this but the main one is Covid-19; 40% of membership survey participants included the period after March 2020 in their annual figures.

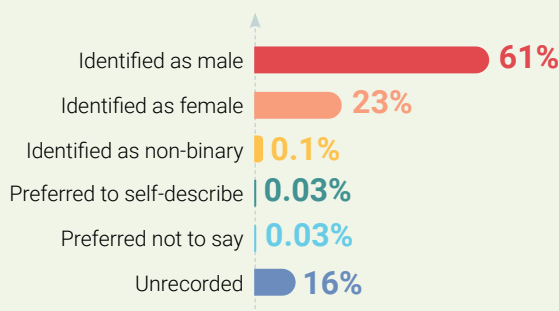
The impact of this has been felt in different ways; some services have needed to stop taking new referrals due to the risk of Covid-19 and/ or lack of capacity, and many have experienced a reduction in the number of people requiring support because of the various Government directives to prevent homelessness (for example, the Everyone In scheme or equivalent in devolved administrations).

Yet at the same time there has been growth in partnership work and in some cases funding for new projects, as members have adapted their services in response to the pandemic. It is unsurprising therefore that the overall picture both in terms of capacity and provision is mixed.

## Who did the network accommodate in 2020 - 2021?

### Gender breakdown – people accommodated across the network

Many of our members offer gender-based services and/or provision that is gender-informed. Following feedback from members, we will be reviewing how we frame this question in future years, to recognise and meaningfully capture different gender identities represented in the network.



### 68.1% People with NRPF

The proportion of people accommodated who have No Recourse to Public Funds (including those who have claimed or been refused asylum) and those with refugee status is 68.1%, which is much lower than last year. In 2019 – 2020, 83% of all those accommodated came under the aforementioned category. This is likely to be the result of the emergency measures introduced by the Government and devolved administrations ('Everyone In' and related schemes) to get people off the street during Covid-19.

### 30% People who have been refused asylum

who are currently not eligible for asylum support remain the largest accommodated group, making up 30% (829) of the total (last year's proportion was 38%).

**20% People with refugee status** were the second largest identified group accommodated, comprising 20% (564) (last year is was 33%) of the total. Of those, at least 58 (10%) were identified as people recently granted status, who are known to be at risk of destitution because of the short period of time (28 days) after getting a positive decision before being evicted from Home Office accommodation.

**429**

**Number of people the network wasn't able to accommodate**

**18% Other people with NRPF** who have not claimed asylum (for example citizens from within the EEA) made up the third largest group of people accommodated this year, comprising 18%, or 493 (last year 8%, 277 of the total). This is a notable increase and we will work with members in the coming year to understand whether the core client group supported by the network is organically broadening, or if the increase is in response to the end of the EU resettlement scheme and the impact of Covid-19. 31 members accommodated people with NRPF who have not claimed asylum.

Understanding the number of people the network was unable to accommodate forms part of our journey to try and understand the scale of need across the network and where that need is coming from. This year we specifically asked members to tell us about how many people they could not accommodate that had come from Home Office accommodation, through the National Referral Mechanism (NRM), were in private or social accommodation, were street homeless (including sofa surfing) or had come from an Immigration Removal Centre.

We recognise that many members would not have known where people making enquiries were coming from (the survey had no option to record 'other' or 'unknown') so this question does not attempt to define need across the network, but rather give us some insight into people's journeys to our member organisations. It is an area of the survey we will build on. It is important to note that this is not the same question as last year's 'unmet need' question – whereby 1,849 people were turned away due to a lack of accommodation.

## What types of accommodation were provided by the network this year?

The impact of Covid-19 on types of accommodation provision across the network has seen some members evolve and transition between accommodation types, as they adapt their services

to the changing landscape, including working in partnership with other accommodation providers. We also welcomed new members in all accommodation categories.

| Property type                              | Total 2021 | New members | Existing members adapting provision |
|--|------------|-------------|-------------------------------------|
| Hosting                                    | 31         | 2           | 4                                   |
| Housing and property                       | 51         | 9           | 10                                  |
| Night shelters and emergency accommodation | 19         | 3           | 2                                   |



**Night shelters** supported 1,113 people this year, up from 739 people in 2019-20. Members across the network continue to move towards providing emergency accommodation through single bed hostel/hotel and housing accommodation, rather than the traditional static or rotating night shelter model, and this shift during a full year of the pandemic has been impressive.



**Housing and property schemes** accommodated 1,503 this year. Across the network, the number of properties available has increased from 306 to 363, reflective of the continued developments in partnerships with Housing Associations and private landlords, as well as the continued generosity of people offering free properties for charitable purposes.



**Hosting schemes** saw a marked decrease in the numbers of guests accommodated and the number of active hosts this year. This is no surprise in a full year of Covid-related restrictions. 362 people were housed with volunteer households across the UK (down from 986 last year) and the number of active hosts has dropped across the network to 334 (down from 1,350).

## Where were people before being accommodated by the network?



**'Street homeless'** was the situation facing **843 people** who were housed by member organisations this year. This includes people who were sofa surfing or rough sleeping.



The second largest cohort of **140 people** came directly from asylum accommodation.



Followed closely by **108 people** from private rented sector accommodation.

These figures highlight the practical needs, risks and extreme hardships facing people who have nowhere else to turn and demonstrate the urgent need for and value in our collective voice calling for change.

## What support was available to help people out of destitution?



### Move-on

**405 people who had been refused asylum were known to move on from member services this year.**

344 (53%) people went on to access statutory support, asylum accommodation or some form of leave to remain. This is much higher than last year (277) and must be viewed in the context of increased Covid-related emergency support pathways.



### Access to justice through legal provision

**There has also been an increase in legal provision within the network this year.**

27 of our members offering legal routes out of destitution either by offering immigration advice themselves (OISC Level 1 advice or above) or having a referral relationship with local providers, an increase on the previous year (25 members) but still a drop in the ocean of what is needed.

**These figures show the positive impact that access to safe and stable temporary accommodation, as well as recourse to justice through legal advice, can have for people refused asylum. With the right kind of support, there are routes forward to help people leave destitution behind and move on with their lives. As a network, we will continue to find new ways to support and encourage partnership work in both legal and accommodation practice in the year ahead.**

## Move-on during Covid-19

We wanted to understand more about the ways that people supported by our members could access statutory Covid-related housing services, so this year we found out:

How many people moved on from member services into Local Authority accommodation because of 'Everybody In' or equivalent directive in devolved area:

**129**

How many people members directly accommodated with funding from 'Everyone In' or equivalent directive in devolved area:

**181**

**While we can be thankful for the additional Covid-related emergency provision and the Local Authority support for many member organisations, there was clearly still a huge direct need for the services of member organisations, who continued to provide vital accommodation and support to people in the challenging content of Covid-19.**

# Network Development report

The role of the NACCOM team, and in particular our Network Development Coordinators, is to support our Strategic Objective:

**To promote good practice and support members in the establishment of sustainable accommodation projects that reduce destitution and homelessness.**

## We do this by:

- Helping our member organisations to develop their capacity and increase the effectiveness of their accommodation projects.
- Encouraging the establishment of new projects in asylum dispersal areas, particularly where there is currently no accommodation for people who are destitute.
- Hosting regional and thematic member hub meetings and supporting wider networking opportunities both within the network and across the wider housing, homelessness, refugee and migration sectors.
- Researching and providing technical support and guidance on specific topics and developing and disseminating good practice tools and resources on key topics, such as toolkits and briefings.
- Supporting members in strategic, organisational and project reviews.

## Growth of the network

The year 2020 -21 has seen sustained growth in both the network's reach and impact. As of June 2021 (when the Annual Survey is completed) we had 133 members, with 23 new members joining over the past year.

76 Full Members are delivering accommodation projects in almost every English region as well as in Wales, Scotland and N.I.



19

**Night shelter/hostel and emergency accommodation schemes**



31

**Hosting schemes**



51

**Housing and property schemes**

New Full Members include refugee sector and wider homelessness charities; including three in Wales, six in London, and three working specifically with women. We also welcomed a number of new members who have been founded directly in response to the challenge of accommodating people with NRPF in the context of the ongoing pandemic, as well as the end of the Government's 'Everyone In' scheme.

Eleven new Associate Members joined the network, including a number of established refugee support charities such as **Haringey Migrant Support Centre**

and **Southwark Day Centre for Asylum Seekers**, faith charities that generally support our ethos, and specialist housing in Wales.

Our membership network remains extremely diverse, not only in size, scale and reach, but in reflecting and embracing religious, cultural and secular diversity. Our members range from mainstream Housing Associations and major national charities, to grassroots organisations and specialist gender/ LGBTQI+ charities and projects that have evolved from faith groups and within local communities.



## Member engagement and partnership working

### Regional hubs and networking

Our twice-yearly regional hubs, our thematic hub gatherings and our fortnightly members calls (started during the first Covid-19 lockdown) have become key components of our support to members, providing friendly, supportive spaces (both online and in-person, when appropriate) to receive updates, explore challenges, share ideas and develop good practice together. The increased engagement with our digital discussion group – the NACCOM Google Group – has enabled members to raise questions and share resources, whilst allowing the NACCOM team to gather additional insight and intelligence on members' needs and operational practices.

### Co-production

**South Wales** is an excellent example of members exploring problems and working to find solutions together. NACCOM members form a key component of the **Welsh Refugee Coalition**, which has been instrumental in securing support from the Welsh Government to commission a detailed report into asylum destitution, (published in August 2020). Together with **Housing Justice's** successful Comic Relief Changemakers bid, the coalition's work has been vital to securing the release of resources to support the development of hosting and other forms of accommodation across Wales for destitute people seeking asylum. Read the case study on page 18.

In **West Yorkshire**, at the request of members in both Calderdale and Leeds, we were asked to support discussions on learnings from Covid-19 responses and how working together more strategically provides opportunities for improving pathways out of destitution. This has led to joint working to draw up Memorandums of Understanding that aligns each stakeholder with a common purpose that will lead to more opportunities for collaborative working.

### Partnership working

Our work in co-administering the Respond and Respond and Adapt Programme grants, in response to Covid-19 with **Refugee Action**, coupled with being asked to present at events organised by **Homeless Link** and **Homes For Cathy** on accommodation solutions for people with NRPF, has led to new links and opportunities to support network development in new settings and areas.

We continue to have a particular focus on building and fostering connections between members and Housing Associations and are pleased to report that six members have seen stock made available by Housing Associations in both England and Wales over the past year. Some of these introductions and opportunities were initiated through the **Ending Migrant Destitution Conference** held jointly with **Crisis** in York in February 2020.

## Mapping gaps in accommodation and support provision

### Dispersal areas

National asylum dispersal patterns continue to change year on year. One of the central challenges in supporting and developing a network of accommodation projects is mapping these changes, building links, and connecting stakeholders and potential delivery partners in emerging priority areas. To support this work, we have started much-needed exploratory mapping work in places like Plymouth, an emerging dispersal area. Our focus will also remain on more established dispersal areas where accommodation provision is lacking, such as the North West of England, which has a cluster of Local Authorities with dispersal rates of 900 to 1000 and very few established accommodation projects.

### Legal support

It's also important to reference here the on-going challenge of a lack of legal provision nationally and how this impacts both on the establishment of new, and sustainability of existing, accommodation projects across the UK. 27 Full Members currently offer some form of legal advice to their service users, with capability in-house or by working in partnership with a local registered legal practitioner, however the chronic lack of legal provision remains a major barrier to people being able to progress their claim.

**To learn more about the positive impact that legal advice can have, please see page 23.**



# Overview of hosting provision

This year we welcomed two new hosting projects to the network, bringing the total to 31 across the UK.

Hosting schemes are typically comprised of networks of volunteers offering a spare room in their home to someone who would otherwise be homeless, either on an emergency basis or for a longer period of time. Hosting continues to play a key role in enabling those who are destitute to find safe, temporary shelter and stability through generous hospitality in a time of need and crisis.

## Growth across the network

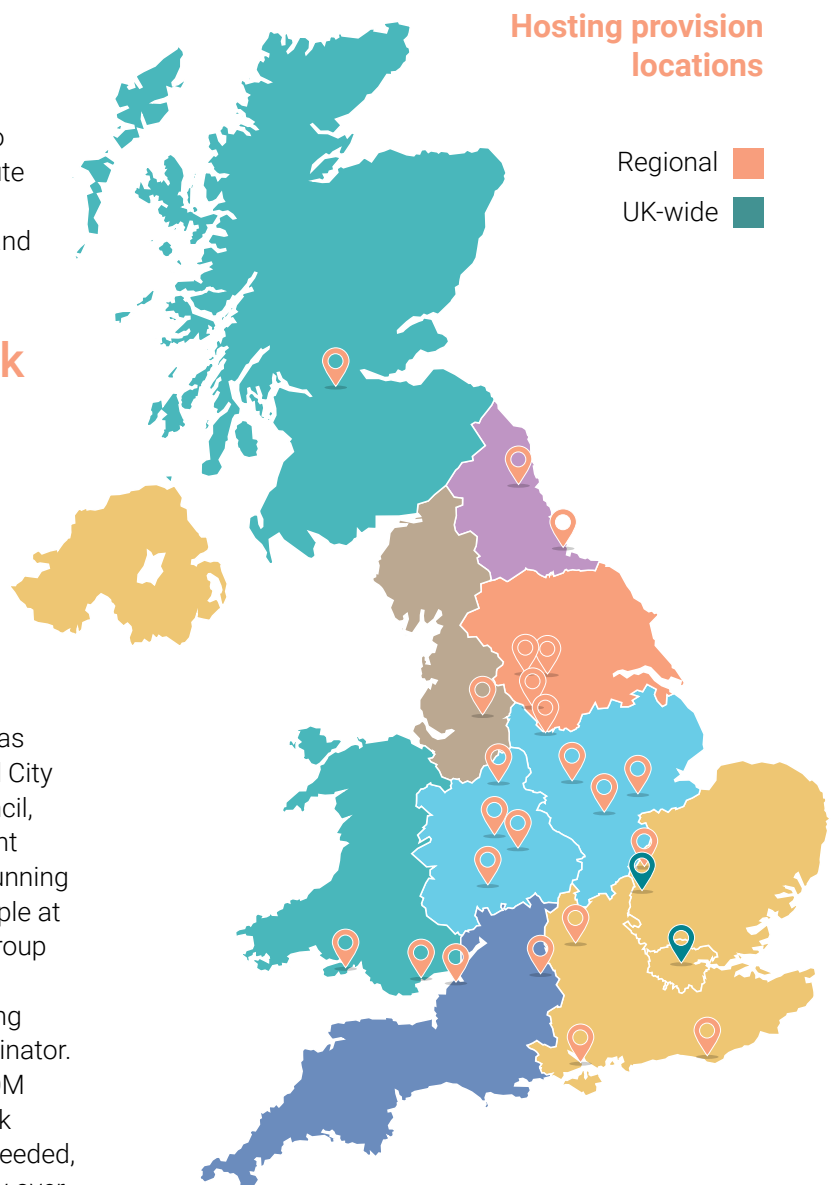
Firstly we welcomed as members a project started by **Housing Justice Cymru**, who are working in partnership with existing hosting schemes in Wales to promote the development of hosting across the country, whilst filling gaps in provision in dispersal towns that currently don't have hosting provision.

We also welcomed **Asylum Hosting Wakefield** as members, a new group formed out of Wakefield City of Sanctuary. Supported by Wakefield City Council, the group worked with our Network Development team to explore opportunities and options for running a properly resourced project that will assist people at risk of destitution. Since joining NACCOM the group have become a registered charity, implemented policies and procedures, and developed a funding strategy that will enable them to recruit a Coordinator. Like many groups that begin voluntarily, NACCOM helped the Asylum Hosting Wakefield team work through challenges and offered support when needed, and we look forward to seeing their project grow over the coming years.

## Impact of Covid-19

Hosting projects have been affected greatly by the pandemic. For some hosting projects this sadly meant closing or suspending hosting due to a combination of a reduction in referrals and/or hosts, the challenges of operating safely and a lack

of post-Covid funding. Some projects were able to benefit from the Government's 'Everyone In' scheme (England), or similar schemes in Wales and Scotland, that were open to accommodate people who were destitute with NRPF.



## Adapting our support

Many of the additional challenges faced by hosting projects in the network over the past 12 months have been operational and have focused on ensuring the continued health and safety of the guests and hosts in a changing Covid-19 environment.

To support members with this, NACCOM launched a number of 'thematic' hub meetings to provide a dedicated space to offer information and guidance, share good practice, discuss case studies and particularly to help members explore issues such as maintaining hosts, the wellbeing of guests, and host recruitment, which remains a key challenge for many as they begin again. Our members' Google group also provided a digital space to share resources and ask for advice.

The Network Development team aims to facilitate introductions and peer-to-peer support on specific topics where appropriate, for example our member **Leeds Asylum Seekers Support Network (LASSN) in Leeds** supported another member **ShareDydd** with safeguarding policy development and training. Opportunities for peer-to-peer support remain a key tool for sharing good practice across the network.

Visit [www.naccomm.org.uk/hosting](http://www.naccomm.org.uk/hosting) for more information about hosting, or see our [Hosting Toolkit](#).

## Hosting in the news

At the time of writing two things have prompted a renewed interest in hosting across the UK; the international humanitarian **crisis in Afghanistan** following the withdrawal of US troops, and our **BBC Radio 4 Charity Appeal**, which centred on the core theme of hospitality and hosting. Our members report an increase in people interested in hosting and we are seeing more expressions of interest through our website.

The outlook for the next year brings new hope and opportunity despite the concerns evictions form asylum accommodation, and rising destitution. We're seeing conversations between local and national projects with a desire to work more collaboratively and effectively. We have also been supporting members in conversations with **Welcome Churches** to support host recruitment nationally.



**Not heard our BBC Radio 4 appeal? You can listen live via BBC Sounds - [find out more on our website](#).**

**Below:** Hope at Home hosts enjoy a meal with their guest





# Case study: Hope at Home



**Hope at Home is a hosting scheme for survivors of modern slavery and human trafficking in the UK. We welcome adult guests who are in or have been through the National Referral Mechanism (NRM). In 2020, 10,613 people were in the NRM. There are, however, only around 2,500 bed spaces in safe houses across the UK. Many people seeking asylum are housed in national, Government-funded asylum accommodation, which is often unsuitable to meet the needs of trafficking victims (see '[Closed Doors](#)', a report by Hibiscus Initiatives, 2020).**

## Support for victims of trafficking

In 2020, approximately 63% of the 10,613 people in the NRM were either people seeking asylum or EU Nationals with limited or no access at all to benefits. People seeking asylum also have no right to work in the UK. This brick wall of vulnerabilities stacks up against them, including lack of access to finance, isolation, poor mental health, no friends or family and a lack of confidence in the English language. There is also a growing awareness and understanding that many victims of trafficking are put at increased risk of being re-trafficked and exploited after leaving the NRM, so having the right support pathways available to them is vital.

## Responding to challenges

In the past year, our main challenges have been a lack of volunteer hosts in London, Manchester and Liverpool. We receive many referrals for people wanting to live in these areas but have been unable to place them due to lack of available hosts. All our host recruitment events were originally in person and this had to stop suddenly when the first national Covid-19 lockdown came into effect. This had an initial impact on our hosting numbers, but not for long. Responding to a need to rethink our host recruitment strategy, we developed an 'Explore Hosting' Zoom session, which we held monthly at first, and then bi-monthly, since January 2021. This has been effective in finding new hosts, although they are still needed in certain cities. We are using social media to target key cities, and continue to hold in-person events where possible.

The impact of Covid-19 on our service has also led to an increase in the average length of placement from 4-6 months to 7-9 months, due to the slowing down of systems and processes during the pandemic. This has impacted our hosts and therefore our staff team, as hosts have needed more support to continue hosting for this extended length of time.

We recruited a Hub Development Co-ordinator (North) in December 2020. This role is to expand our host availability across the North of England and facilitate placements. This has increased our capacity, particularly in terms of host recruitment. We are now recruiting for the same role in the South of England and our hope is that this will help to further increase our hosting numbers in London.

## The value of hosting

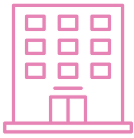
We love our hosts! The opportunity for a stable and meaningful relationship with someone who has been exploited is precious. Small things like making someone a cup of coffee, or cooking them a meal, is the 'magic ingredient' of hosting that makes a real difference.

## E's story

E and her 3-year-old daughter were waiting for asylum accommodation to be made available. Due to Covid-19, there was a back-log and they were sofa surfing at a cousin's house. The cousin was due to have a baby and there was no room for E and her daughter, so they were referred to Hope at Home. Firstly they stayed with short-term hosts by the sea for a 'summer holiday'. They had never had a holiday before, and when their caseworker picked them up after their time there, she said this:

***"E was like a new woman when she first got in my car. She had such a fantastic time. I felt quite emotional as she was telling me all about it! She said that she felt so loved and looked after. She said that she especially formed a great relationship with C. She felt that she was a real motherly figure to her and loved that experience. Her own mother died when she was very young so she missed out on that relationship, and I think that the time spent with her filled a little part of that gap. Sounds like it was a very healing experience for her."***

E then moved on to longer-term hosts in the city where she needed to live and continued to be supported by her caseworker. Her hosts helped her to find a nursery for her daughter, who settled in so well that she didn't want to come home at the end of the day! At weekends, the hosts played with the little girl and introduced her to baking cupcakes with sprinkly icing! E started English lessons at the local college while her daughter was in nursery. When accommodation became available, E and her daughter moved into a house not far from their hosts.



# Overview of housing and property schemes

This year, nine new members offering housing and property provision joined the network, bringing the total to 51 across the UK.

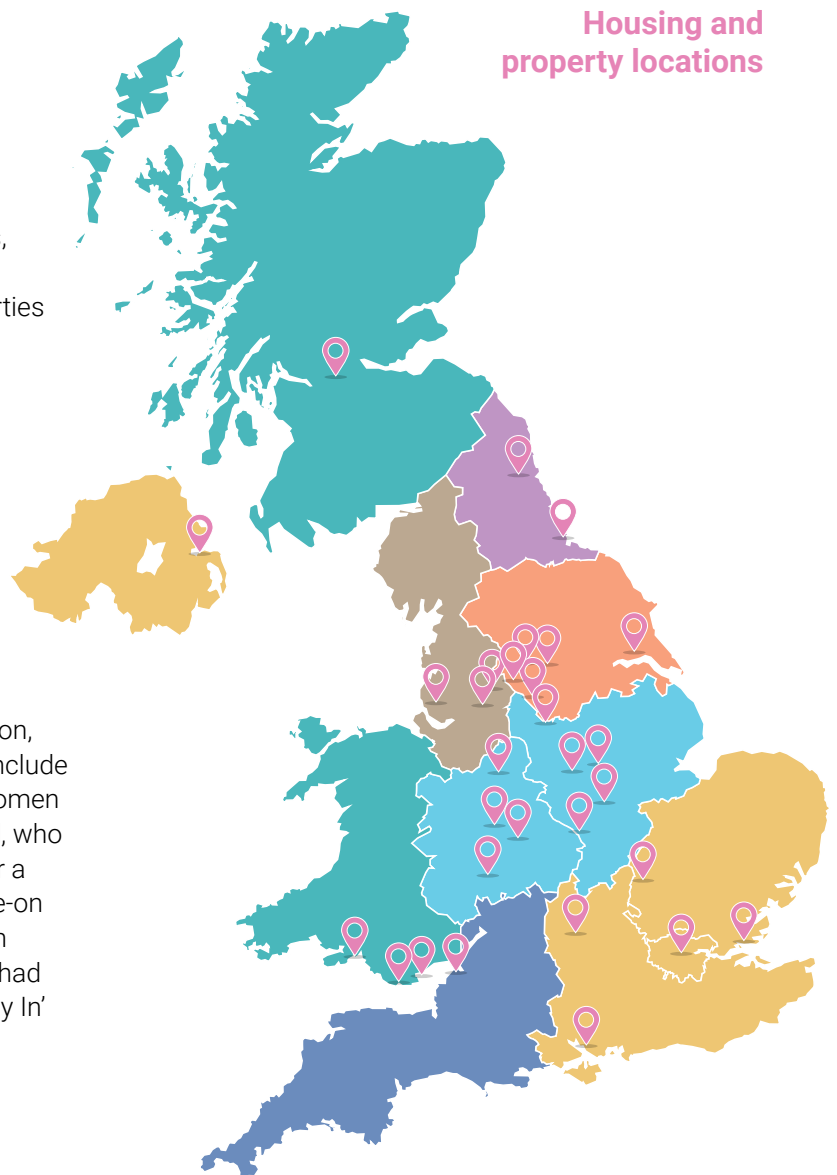
Housing and property schemes may support destitute people refused asylum and others who have No Recourse to Public Funds (NRPF) as well as refugees (whose rent through Housing Benefit provides an income stream for the project). Examples of housing schemes include partnerships with Housing Associations, agreements with private landlords, managed properties, church-owned properties and properties owned by the project (for instance, bought with donations from supporters).

## Growth across the network

Accommodation provision via housing projects remains at the core of our members' accommodation offer, with 67% of members operating in this area. Of the nine new members providing housing accommodation, seven are operating property schemes. These include three projects providing specialist support to women and at least one, **Connection Support in Oxford**, who is part of a consortium commissioned to deliver a programme of support to achieve positive move-on with people with indefinite Leave to Remain with NRPF restrictions attached to their status, who had been housed under the Government's 'Everybody In' scheme.

## Innovation in the face of adversity

We are continually encouraged by the innovation and creativity of members delivering housing projects. Over the past year we have seen a 28% increase in members working with Housing Associations, with six members able to accommodate guests via Housing Association stock, either directly to house people with NRPF or to provide housing for refugees with a view to cross-subsidising beds for people seeking asylum with NRPF.





## Cross-subsidy models

More and more members operating housing and property schemes are looking at the option of cross-subsidy models.

New member **Kairos Housing** overcame the challenges presented by Covid-19 and developed an idea into an established accommodation project. Founded by an energetic and inspiring ecumenical group, their aim was to transform an offer of several two-bed flats into a cross-subsidy housing model for both people with NRPF and those with newly recognised status in Blackburn and Darwen in North West England. The Network Development team worked with the group during their initial planning

meetings to explore their aims and objectives, and supported them with the development of their vision, mission, values and charity constitution, funding opportunities, and finding the right cross-subsidy model.

Cross-subsidy models can provide the most sustainable long-term housing solutions for people who are destitute in the asylum and wider immigration system, and we highlight four different case studies in our [Housing Toolkit](#). Our work to develop and explore cross-subsidy models will continue next year.



# Case study: Collaboration in Wales

**Collaborative working across Wales to alleviate destitution amongst people seeking asylum began in 2016 with the Welsh Refugee Coalition (which includes NACCOM members) giving evidence to a Senedd (Welsh Parliament) committee inquiry.**

Further proposals and evidence, based on consultation with frontline individuals, including those with lived experience, were then submitted by the Coalition around three main themes: enhanced training for public and third sector staff; increased provision of temporary accommodation and hosting provision; and targeted legal support. The Coalition also highlighted important policy interventions needed to improve decision-making by local authorities, and both the Welsh and Westminster Governments, to effectively meet the needs of vulnerable individuals seeking asylum left with NRPF.

NACCOM's Guardian and Observer 2017 charity appeal regrant programme provided an opportunity to kickstart the growth of local collaboration by helping NACCOM members **ShareDydd** and **Home 4U**, based in Cardiff, to fund a placement coordinator working across both organisations. The fund also funded **Share Tawe's** work in Swansea and they in turn supported staff employment in Cardiff.

Although it has taken several years, most of the Coalition's recommendations have now been acted on, or are in the process of being implemented. NACCOM supported the project by inputting into the consultant's brief and making suggestions on consultants able to undertake the now published and adopted (by the Welsh Government) feasibility study on the provision of accommodation for destitute people refused asylum in Wales.

The report builds on the coalition's earlier work and promotes 'mixed accommodation' models advocated by NACCOM, together with supporting the development of hosting and other accommodation options across Wales. NACCOM's Network Development team was able to highlight best practice elsewhere in the UK, underline the credibility of existing Welsh members' activities and identify potential new partners. It is noteworthy that NACCOM's founder Dave Smith's "Book of Boaz" was read by and influential with a key official.

To further strengthen this work, and Wales' commitment to become a 'Nation of Sanctuary', NACCOM member **Housing Justice Cymru (HJC)** led a successful Changemakers Comic Relief bid in 2021 to achieve major change in the accommodation



options and support for refugees, asylum seekers and EU migrants with NRPF over three years. HJC's delivery partners include new NACCOM members **Tai Pawb**, **OASIS Cardiff** and **The Welsh Refugee Council**, who, together with the general homeless charity **The Wallich**, aim to improve access to housing and support for newly granted refugees and people seeking asylum and the promotion of hosting across Wales. This will include practical and financial support for the existing hosting projects **Share Tawe** in Swansea and **ShareDydd** in Cardiff, while developing new provision in other dispersal centres such as Newport and Wrexham. Housing Justice is now in a position to co-ordinate a related Welsh Government capacity building project.

NACCOM's network development team have also over the past year been able to support **Tai Pawb** in its work to support **The Gap** in Newport and **OASIS** in Cardiff who are both developing housing projects with the vision of being able to cross subsidise provision of beds for people seeking asylum through the renting of rooms to refugees. This wider work included discussions with Housing Associations in Newport and Swansea to explain how successful cross subsidy works elsewhere in the UK. We are really encouraged that **The Gap** and **Share Tawe** in Swansea now have or will very shortly have access to housing stock made available free or below market rate by local Housing Associations, alongside **Home4U Cardiff** which already accommodates destitute residents in a range of properties.

Local member projects in Wales have particularly benefitted from the sharing of resources, including staff, and the generosity of NACCOM members elsewhere in the UK including **Leeds Asylum Seekers Support Network (LASSN)**, **Bristol Hospitality Network** and **Boaz Trust**. Local members cite our Conferences, Toolkits and Hub meetings as being invaluable in the making of connections, sharing ideas, and building confidence.

None of the above would have been possible without partnership working, and the credibility and reputation of the Welsh Refugee Coalition. Their work was understood to be focussed on the good of affected individuals as it didn't represent the views of a single organisation – and indeed the larger partners in the Coalition generally did not stand to benefit directly from this work. NACCOM member organisations were too small on their own to develop the evidence and arguments needed to propose systemic change. Collaboration between partners and best practice intelligence played a vital role in the success of the project.



# Overview of night shelter provision

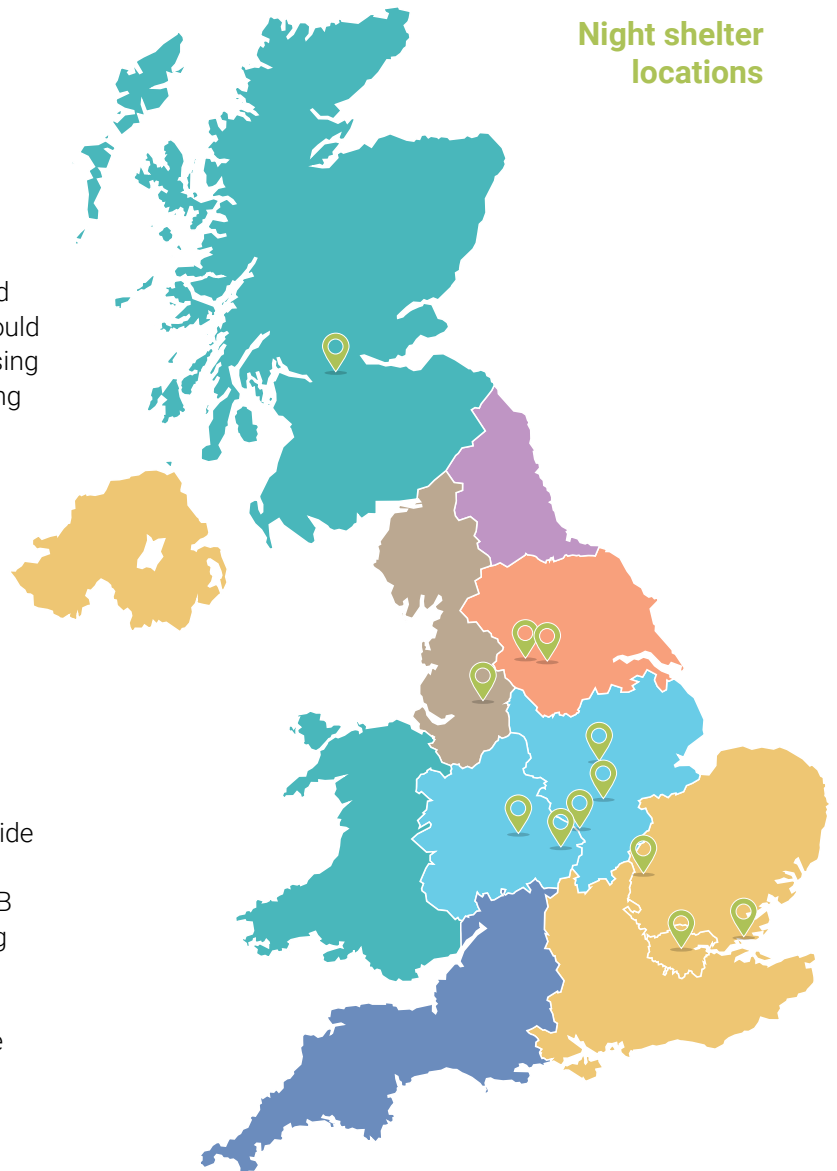
This year we welcomed three new night shelter and emergency accommodation providers to the network, bringing the total to 19 across the UK.

The past 12 months brought significant changes and challenges for our members running more traditional night shelters prior to Covid-19. At the outset of the pandemic in 2020, night shelters were forced to close, with many guests moving into accommodation provided through the Government's 'Everyone In' scheme (or corresponding schemes run by devolved administrations). Some projects hoped to re-open, however it became clear that this would be extremely challenging, with Covid-19 still posing a public health risk. As a result, members offering night shelter accommodation have had to reflect on their service provision and seek new opportunities to provide short-term emergency accommodation.

## Adapting the night shelter model

Members have adapted, for example, through working with Local Authorities and developing partnerships with Housing Associations to provide alternative options. **WYDAN** in Leeds have been able to offer Council-funded emergency hostel/B & B accommodation, and more recently housing provision. **ASSIST** in Sheffield have entered into a partnership with **South Yorkshire Housing Association** to turn a disused House of Multiple Occupancy (HMO) into hostel-type emergency accommodation (see our case study below).

NACCOM worked with night shelter providers in the network to explore and transition to new accommodation models through engagement with **Housing Justice**, the lead organisation providing night shelter guidance, and as the year unfolded we assisted members to work through their unique challenges and build confidence in looking at housing projects in order to continue. We supported members



to explore risk management through a facilitated session led by **Glass Door** in London, using their Covid-19 risk assessments and operating procedures, policies and guides, which all became part of the resources we shared throughout the network.



## Moving from shared to self-contained spaces

The traditional static or 'rotating' night shelter model of dormitory-style accommodation has now largely been suspended, with most members moving towards offering single bed hostel/hotel and housing accommodation. One of the advantages of this new type of provision is

that it provides a more holistic, person-centred environment for vulnerable individuals. NACCOM will continue to support members as they transform and seek their alternative models to provide more trauma-informed, self-contained emergency accommodation.



# Case study: ASSIST / South Yorkshire Housing Association



South  
Yorkshire  
Housing  
Association

COME  
HOME

**ASSIST is the sole provider of accommodation for people seeking asylum with No Recourse to Public Funds (NRPF) in Sheffield. Prior to Covid-19, ASSIST provided an emergency access night shelter (now closed due to the ongoing pandemic), a hosting scheme, and nine shared houses of multiple occupancy with housing management and support, as well as other wide-ranging services.**

In 2021 ASSIST and **South Yorkshire Housing Association (SYHA)** secured funding from Crisis for a "Fill the Void" feasibility study and pilot project to provide emergency accommodation for people seeking asylum left with (NRPF) in Sheffield, using SYHA void properties.

The pilot scheme supports ASSIST's three-stage support model, which enables destitute people who have been refused asylum to access stable, temporary accommodation, address their support needs, and ultimately assists people to resolve their asylum claim and move on from destitution into longer-term accommodation.

As a local Housing Association with a large portfolio of supported housing, SYHA felt that this project would meet its aspirations of supporting the "Homes for Cathy" Pledge 8 of contributing to tackling migrant homelessness, as well as its wider policies, Board strategy and "Race Action Plan".

The project needed to be developed with consideration of some key challenges facing ASSIST's client group; firstly, that most ASSIST clients are from ethnic minorities and can experience racism and discrimination in predominantly white areas. Clients are also living in destitution, which can present challenges when living alongside people who can work or access benefits.

SYHA found that none of its void properties guaranteed availability for more than six months, and could therefore work as emergency accommodation with shorter, rent-free availability, for clients in the first stage of ASSIST's support model who can access intensive support and have a clear move-on process to ASSIST's shared housing. Many of the properties are near to the city centre, and would provide good links to public transport, access to the city (including the ASSIST office) and local community resources. SYHA used an adapted agency management agreement to facilitate the property management.

Effective partnership working was key to the success of the project. SYHA and ASSIST had not worked together previously, so trust, goodwill and clear communication were important, backed by formal agreements to mitigate any financial or reputation risk. The partnership was helped by existing strong links between the two organisations, mutual experience of working as / with property managing agents with a range of risk mitigation practices, additional funding to secure staff capacity, and guidance from expert partners including NACCOM and Sheffield City Council's City of Sanctuary. It is hoped that the scheme will be transferable to other areas and landlords.

***"The worst thing about being an asylum seeker was missing my family. Being dependent on others was distressing"***

**Leon**





# Associate Members

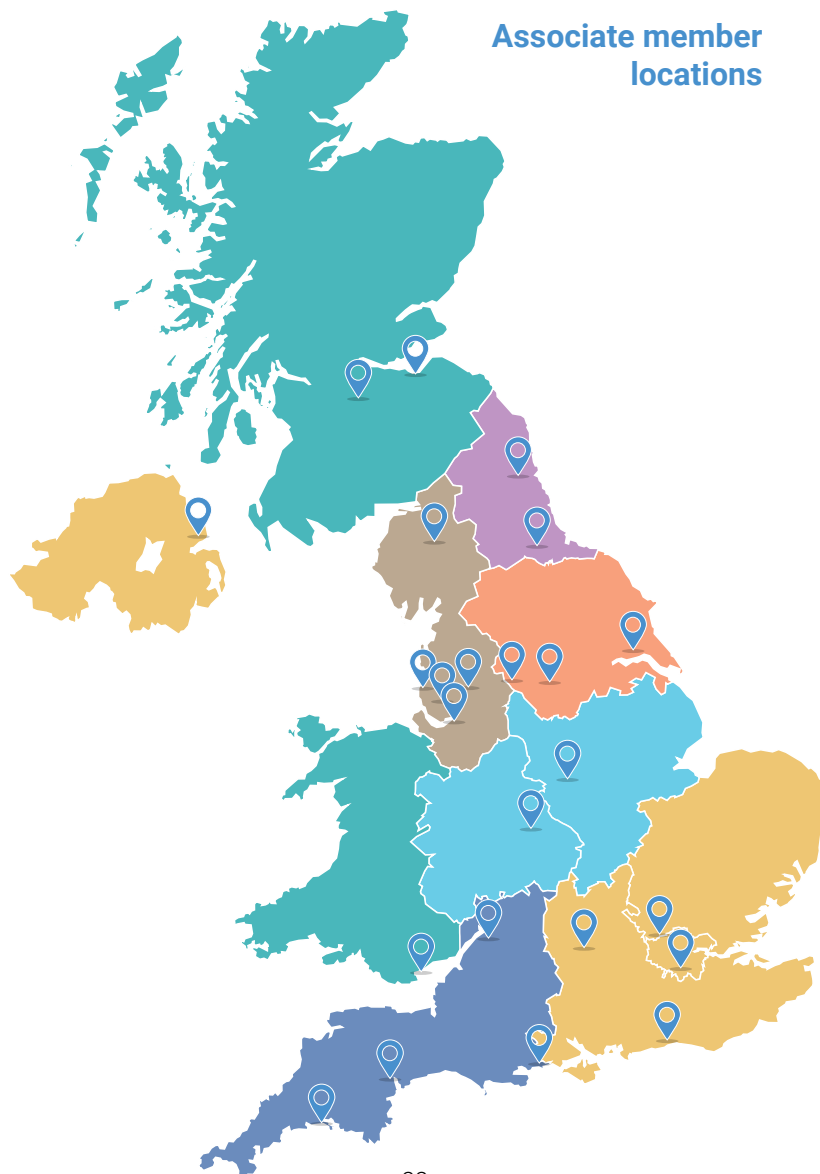
We now have 53 Associate Members across the UK, who provide wide-ranging support services, but not accommodation. This is a slight reduction on last year's 54 Associate Members.

Although we welcomed 11 new Associate Members this year, we have seen some members transition to Full Members by providing accommodation for the first time in response to the pandemic, such as **Micro Rainbow** and the **Refugee Council**.

The types of support Associate Members may offer include the provision of legal or housing advice, the delivery of food parcels, welfare support or policy and advocacy work. As with all our members, the main challenges facing Associate Members related to Covid-19. Many were forced to either close or adapt

their normal face-to-face programmes and activities, which so many people supported by the network rely on to sustain their wellbeing, meet their immediate and basic needs or move their lives forward from destitution.

Associate Members overcame many of these challenges in their own innovative way, going above and beyond by offering alternative support and working in partnership to continue to meet the needs of people facing destitution in the asylum system.



## Case study:

# The Brighton ruling on council provision of accommodation for people with NRPF

## The background to Timon Ncube's case

Timon Ncube's role in a landmark legal challenge began in September 2020 when, having been street homeless for several weeks, he was refused accommodation from Brighton City Council. A Zimbabwean national in his early 60s, Ncube suffers from health problems including diabetes and anxiety. In an interview for The Guardian, he explained;

***"There were rumours that the pandemic was getting worse. It was very scary. Living on the streets is dangerous. You are exposed. There's no dignity. One time I was sleeping in the bus stop and I woke up to people waiting for the bus. It's very embarrassing." - Timon Ncube***

After being refused support, Ncube approached Voices in Exile, a NACCOM member providing OISC Level 2 immigration advice and support to people with No Recourse to Public Funds (NRPF) in the Brighton and Hove area. The team were aware of the 'Everyone In' directive and were deeply concerned by the prospect that this gentleman might have nowhere to stay in the pandemic. Stewart, a caseworker at the service, explains;

***"It was clear that this should be challenged, so we referred the case around the Housing and Immigration group [a google group for immigration and housing advice experts] at which point Lawstop took the case on." - Stewart, Caseworker***

Brighton City Council's position was that Ncube should apply for Home Office support, which Ncube tried to do but was wrongly informed that he was ineligible. Eventually, with support from Lawstop and Shelter, Ncube's challenge was heard by the court in December 2020.

## The role of Voices in Exile

Alongside supporting Ncube throughout the process, when it came to the litigation itself, the team at Voices in Exile were able to utilise their expertise and strengths to effectively support the challenge. The team provided solicitors with a clear understanding and detailed knowledge of Ncube's experiences in the UK including asylum applications, health risks, community networks and experiences of homelessness. As an OISC Level 2 registered service and with a longstanding local history of supporting people facing destitution, they also provided expertise around the issue of No Recourse to Public Funds.

## The outcome of the case

The Judge's ruling, which was handed down in March 2021, found that councils can accommodate people with no recourse to public funds, based on legislation from the Local Government Act 1972 (Section 138) and NHS Act 2006 (Section 2b), and must consider these powers in deciding whether to accommodate someone with NRPF. As the NRPF Network explains, such clarity has been needed since the start of the pandemic.

However, the ruling did not go as far as requiring councils to accommodate people with NRPF, and does not consider whether it is a breach of someone's human rights not to accommodate them. Furthermore, it only applies only in the context of a public health emergency.

Although restrictions have been eased and rules changed, without clear Government guidance, there could be significantly different interpretations of what the Ncube ruling means in practice across the UK and the impact of this will of course most starkly be felt by those most at risk.

# Research, policy and advocacy

## Strategic Objectives:

- 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.
- Empowering members' clients to tell their story so that, working in partnership with other organisations, the human face of destitution has a raised profile.

Our research, policy and advocacy work continues to be rooted in the evidence and needs of our network and in the role NACCOM has to play in the movement to disrupt and end destitution in the asylum and wider immigration system.

Our priority areas over the last year have been:

### Maintaining the ban on asylum evictions

Campaigning against the Home Office decision to lift the ban on evictions for people who have been refused asylum, which will result in thousands of people being evicted from Home Office accommodation into homelessness during the ongoing pandemic.

### Opposing the "Anti-Refugee Bill"

Responding to the formal consultation on the Government's proposed new Nationality and Borders Bill, and joining the movement to campaign against these hostile new measures as part of the **Together with Refugees** coalition.

### Evaluating our data use

Looking at how we can more effectively capture data that shows the true scale of asylum destitution across the network and the impact of our collective work, and exploring the most effective use of data in order to bring about change to end destitution.

### Working in partnership with the homelessness sector around NRPF

The impact of having No Recourse to Public Funds (NRPF) has been acutely felt by thousands of people in the asylum and immigration system during the pandemic. Working alongside our members, people with lived experience, and partners in the homelessness sector, we have supported the call to suspend NRPF, helped evidence the need for this change, and campaigned for greater resources and funding from Government.

### Evidencing destitution through voices of lived experience

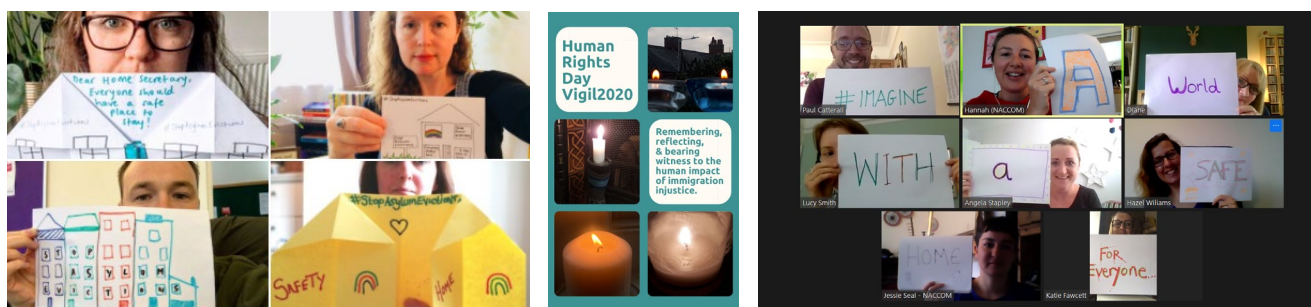
Establishing a Community Researcher group to provide a space for people with lived experience of immigration control to research, analyse and present solutions to destitution in our communities.

Work has begun to develop a new action plan and set of priorities for our research, policy and advocacy work for the next three years, tied into our overall strategy development. This began with a review of our previous work and a consultation with 19 members in March 2021. We asked which changes members saw as priorities for NACCOM and which could have the biggest impact on their work/communities.

Three suggestions were shared:

- 1 Access to accommodation for people with insecure immigration status (NRPF).
- 2 Preventing evictions into homelessness from Home Office accommodation.
- 3 Reducing barriers to legal advice.

## Key highlights and achievements



October 2020

- With **Asylum Matters** and **Migrant Rights Network**, we coordinated a letter to the Prime Minister, signed by 228 organisations and 597 individuals, and a letter to the **Home Secretary** from ten faith leaders, demanding an urgent halt to evictions from asylum accommodation on public health grounds.
- We hosted a **national Day of Action on World Homelessness Day**, to highlight the urgency of ending evictions from asylum accommodation.
- We contributed to **strategic litigation** by commissioning an expert report from **Professor Richard Coker** demonstrating the public health risks of resuming evictions.

December 2020

- Two NACCOM volunteers shared their lived experience of destitution and the move-on period with members of the **Housing, Communities and Local Government Select Committee** calling for an end to NRPF restrictions on access to housing and financial support, which was subsequently quoted by parliamentarians in Government policy debates on homelessness during Covid-19.
- Changes to UK immigration rules were introduced to make rough sleeping grounds for removal from the UK for non-UK nationals. We signed a joint statement led by **Crisis** against the changes and supported **Homeless Link's 'Support Don't Deport' campaign**, and encouraged members and Local Authorities to sign-up.

January 2021

- We submitted evidence to the **Home Affairs Select Committee** sharing our concerns about the impact of evictions from asylum accommodation. We raised our concerns and recommendations through the **National Asylum Stakeholder Forum** with Home Office officials and worked with partners across health, anti-poverty and homelessness sectors to share concerns and push for reform.

- After consulting members on concerns around access to the Covid-19 vaccine for disproportionately impacted groups and collating these as part of a submission to the Minister for Civil Society, we supported the **Vaccines for All** campaign and have worked with **Doctors of the World** and the **Hands Up For Our Health** coalition on joint advocacy to the Home Office to support people in asylum accommodation to access the vaccine.

- With learning from our recent Community Reporter project we developed and started NACCOM's **Community Researcher Group**, a two-year research programme designed and led by people with lived experience of homelessness and destitution. Since its launch, the group has undertaken community research around the impact of destitution and is feeding into our project with **Homeless Link** looking to evidence good Local Authority practice around preventing homelessness amongst people with NRPF. More on page 27.

- Working with sector partners and members, we responded to the Government's consultation on the Government's New Plan for Immigration – proposals to bring in sweeping changes to the immigration and asylum system - whilst being clear on our concerns about both the content of the plans and the process of the consultation itself. We also supported members to respond to the consultation.
- We submitted a joint response to the New Plan for Immigration with **Homeless Link**,

the **Chartered Institute for Housing** and **Metropolitan Thames Valley Housing**, and signed joint letters to reiterate shared concerns, led by **Refugee Action** and **Women For Refugee Women**.

- We launch our **data project**, working with a data consultant to improve the effectiveness of how NACCOM and our members gather and use data to support our collective work to end destitution.

- NACCOM convened an event with 24 organisations in May 2021, including Experts by Experience groups, refugee and migrant organisations, and homelessness and poverty organisations, to explore the idea of a broad based cross-sector coalition framed around ending destitution. Work is ongoing to build consensus around a coordinated approach.

- In collaboration with **Refugee Action** we convened a workshop with Experts by Experience for 100+ practitioners on how to involve people with lived experience in service design and advocacy.

## Key learning

### Experts by Experience

We are mindful of the stress, uncertainty and fear that evictions into homelessness at any time, not least during a pandemic, will bring. It has not been surprising to note that it has been difficult to identify people who are willing and able to talk about their experiences openly and there have been times when we have needed to turn down media requests because we have not had contacts to 'share' with journalists. As our Expert by Experience work develops, we have felt less comfortable finding individuals for 'case studies' and focused more of our energy on longer term relationships with people with lived experience.

### Partnership working

We have seen how coordination across the sector can create a united voice on key issues and have benefited from having a wider coalition (such as

Together with Refugees) to signpost people to. We have also seen how quickly our members can mobilise for change when clear advocacy opportunities are presented.

### Working with data

We learnt that members do not have a lot of time and resource to develop their data, and they engage most proactively when it will directly have an impact on their services or sustainability. For example, there was a lot of discussion in the action learning sessions as part of our members' data project about the relationship with data and funders than there was about data and routes for influencing. Our upcoming project with Asylum Matters will be a useful way to test energy and capacity to develop the latter, but it must be recognised that for members to develop work for influencing they need to feel confident about their capacity for service delivery first.



# Learning from our Community Researcher Programme

NACCOM's **Community Researcher Group** was established in March 2021 to provide a space for people with lived experience of immigration control to research, analyse and present solutions to destitution in our communities.

Community Researchers are NACCOM volunteers who discuss the areas of destitution, homelessness, and migration that they wish to collectively research and NACCOM supports the group to undertake ethical, safe and impactful

research. The project aligns with NACCOM's strategic commitment to empower people in the network who are destitute to share their experiences and raise awareness of the impact of destitution.

After six months and with research underway, a planned review process has been conducted to evaluate the programme. Here, Community Researchers\* share their key learnings;



## The importance of a safe space

***"For research to be a true reflection of how immigration challenges and shapes lives it needs to involve people who have experienced destitution. The true impact of destitution is incapacitating, financially, physicality and emotionally. A lot of people who have gone through homelessness and immigration feel that you need to protect yourself and not speak out as you worry you will be seen as demanding, ungrateful or seen as someone who can cause trouble. You are wrestling with need for shelter but feeling you do not deserve support. Our group conversation topics are often controversial and challenging: systemic racism; mental illness; the impact of homelessness. That is why it is important to create an environment where people are comfortable to talk. For our research there is still a power dynamic as our experiences are similar yet different. That can mean a dilemma in what you share. As a group we have created a space that is very safe. It is the first time I have found a space where you feel so safe that you ended up expressing yourself."***

**- Geo**



## A close group is supportive

***"The group was really very good – We have got connected now. We are very supportive of each other. We take notes for each other. We explain things to each other very freely like we are brother and sister. The best thing is that even though it is online we have had this kind of bonding. It is good to engage with people particularly in the lockdown time as it was good for my mental health – most of the time I am alone in my house – so meeting with people regularly has been really positive."***

**- Sarah**



## Clarity of roles, responsibilities and support

***"As a person going through the immigration system you don't know how it works. Support providers like Local Authorities and charities don't explain what is happening or what the process is and that can be disorientating. When you join an organization as an 'expert-by-experience' it is really important to know what your role involves and what support is on offer. The first and foremost thing is to have introduction to understand the organization, your responsibilities and what kind of support is on offer and how it might help you in the future. This needs to be really clear and you need to keep reminding people on what's available and what's expected of people. It is all about having clarity."***

**- Luna**





## Working together builds confidence

**"Because I don't have public speaking skills that has been challenging.** I know what I want to say but I find it hard to get the right words and having the confidence to speak. Doing the meeting every week has helped me improve. I am getting used to it. That comes from speaking to more and more people. I didn't even know the word 'Facilitation' before I got involved! We take turns to facilitate the group and work together to plan the work we are doing. One thing I believe is that facilitating improves my confidence so I am really enjoying it."

- Kas



## The power of shared experience in research

**"NACCOM gave me hope since I started volunteering in 2018 until now.** The training has been really important. We learnt how to conduct interviews on camera and audio and how to answer questions from the media or in public as a lived experience Asylum Seeker. NACCOM has helped a lot of people without accommodation through its members network and harnessing this experience in research can help us to ask the right questions and build the evidence that we need to change immigration policies for the better. The government should start listening to NACCOM service providers and the people they support as these are people who have the experience of how the system works."

- Nico



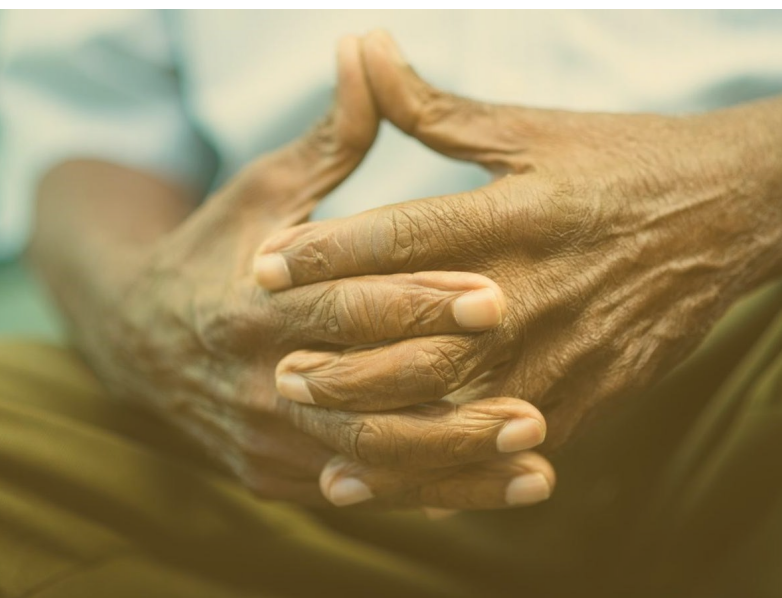
## Creating change motivates us

**"Policy has to change.** We talk to people so we have the understandings of what is happening. The part that is really powerful for me is that we can make the change. Generally, I want to change Immigration – as a person who is a minority and a person of colour then it is more of a problem to me. As a group and as NACCOM we need to look at the thing that effects people the most and figure it out. Even if we can make the smaller changes it will help people. We need to look at what is achievable, where we put our energy to and what is with NACCOM's strategy. We need to set where our direction should be so that we can make the system better."

- J.A.



\*Some names have been changed.



# Communications report

## Campaigning for change through the media

The risks and impact of Covid-19 on refugee and migrant communities has understandably dominated media coverage relating to the sector over the past year. The importance of adequate accommodation to keep people safe from Covid-19, the increased public health risk Covid-19 poses to people from BAME backgrounds, the impact of having No Recourse to Public Funds, and the threat of evictions from asylum accommodation are all issues that continue to affect people supported by the network, and that we have shone a spotlight on through our media work. During the year we worked with some key publications including **The Guardian, The Independent, Huffington Post, The Big Issue, The Bureau of Investigative Journalism** and the **BBC** to call for greater emergency support from the Government to protect people in the asylum system from Covid-19, as well as long-term systemic and policy change. This included supporting Experts by Experience to share their experiences through the media to show the harmful human impact of Covid-19 on people seeking asylum.

## Raising our collective voice

Working with partners and coalitions, we also supported broader campaigns around barriers to vaccines and greater access to health services for migrants, stopping the use of barracks as initial accommodation, improving conditions and support for people accommodated in hotels, and opposition to changes to Immigration Rules, which make rough sleeping grounds for removal for non-UK nationals. Most recently, we have joined the **Together with Refugees Coalition**, which is calling for a kinder, fairer and more effective approach to supporting refugees in the UK.

We also continue to work closely with IMIX, the sector communications specialists, who provide an invaluable source of expertise and advice on media issues, including framing and messaging, crisis communications, and general media best practice. In response to feedback from members identifying gaps in their knowledge and experience of working with the media, IMIX ran several workshops this year, helping members understand and approach media work more effectively, strategically and confidently.

## Our BBC Radio 4 appeal

The highlight of this year has been our work leading up to our recent BBC Radio 4 charity appeal, presented by long-standing ally of the sector and champion of refugee rights, Lord Alf Dubs. Broadcast on October 10th 2021 – World Homelessness Day – our appeal told the story of Yasmin, who was hosted through a NACCOM member. Having a safe and stable place to live enabled Yasmin, who was five months pregnant at the time, to recover from her trauma and access support to progress her asylum claim and move forward with her life. The appeal (available to listen to on [BBC Sounds](#)) and wider campaign have raised around £30,000, which will be used to support the work of the network, as well as encouraging people to consider hosting.

Find out more about the appeal at [www.naccom.org.uk](http://www.naccom.org.uk).



**NACCOM**   
THE NO ACCOMMODATION NETWORK

**Lord Alf Dubs presents  
the BBC Radio 4 appeal  
on behalf of NACCOM**

**Sunday October 10th @ 7.54am**

**A BBC RADIO 4 APPEAL** 

# Financial report

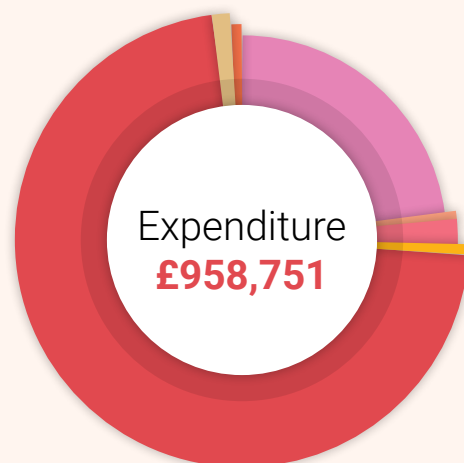
Our income and expenditure were significantly higher this year, but this is primarily due to NACCOM's role facilitating the payment of £697,000 in funding through the Migration Exchange Respond and Adapt Programme. Our role in the funding programme was to provide due diligence and administration of grants, with a separate panel, not including NACCOM, making decisions on grant awards. Although staff headcount was nominally the same in 2020-21 as it was in 2019-20, the increase in our salary costs were higher due to maternity pay costs, recruitment and staff roles increasing in hours.

This year we were successful in securing funding from Metropolitan Housing Trust to support our delivery of the Respond and Adapt Programme, and

also from the Paul Hamlyn Foundation, Unbound Philanthropy and the National Lottery Community Fund to deliver other aspects of our work. NACCOM remains in a strong financial position, having increased our free reserves to £222,253 this year due to more unrestricted funding being available and reduced expenditure against budget during the pandemic. We will need to use some of these increased reserves over the coming year to address the delays to the funding pipeline during the recruitment of the permanent Director and to invest in the infrastructure of the organisation as we launch our next strategy. Our aim is to have approximately six months of operating expenditure as free reserves in line with Charity Commission guidelines.



|                         | 2020/21         | 2019/20         |
|-------------------------|-----------------|-----------------|
| ● Restricted funds..... | <b>£860,275</b> | £145,272        |
| ● Unrestricted.....     | <b>£125,057</b> | £125,263        |
| ● Membership fees.....  | <b>£8,533</b>   | £7,418          |
| ● Conference and.....   | <b>£1190</b>    | £3,079          |
| <b>Total:</b>           | <b>£995,055</b> | <b>£281,032</b> |



|                          | 2020/21         | 2019/20         |
|--------------------------|-----------------|-----------------|
| ● Staffing costs.....    | <b>£221,077</b> | £166,846        |
| ● Fundraising.....       | <b>£4,248</b>   | £3,451          |
| ● Other activities.....  | <b>£18,262</b>  | £13,843         |
| ● Annual Conference..... | <b>£3,746</b>   | £9,271          |
| ● Respond and.....       | <b>£697,000</b> | N/A             |
| ● Support costs.....     | <b>£10,131</b>  | £11,444         |
| ● Marketing/comms.....   | <b>£4,287</b>   | £5,088          |
| <b>Total:</b>            | <b>£958,751</b> | <b>£209,943</b> |

Total funds carried forward: **£330,156 (£107,903 restricted)**





# Thank you for reading this report.

## Get in touch

If you would like to get in touch with NACCOM, keep updated about our work, enquire about membership, or make a donation to help resource our members, find us at:

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

**Or connect with us on:**

 @naccommnetwork

 @NACCOMNetwork

**For all direct enquiries, please contact us at: [office@naccomm.org.uk](mailto:office@naccomm.org.uk) / 0161 706 0185**

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

NACCOM is a registered charity in England and Wales Registration No.1162434