

# Annual Survey Briefing 2023



**Ending destitution for people in the  
asylum and immigration system.**

# Understanding Destitution

## Our Annual Survey Briefing 2023

### About our Annual Survey

Every year, NACCOM carries out an Annual Survey to assess the extent and impact of destitution across the NACCOM network in the past 12 months, and how frontline organisations in the UK are responding to it.

The data collected from our nation-wide members about the services they have provided, and the people they have supported, during the past year highlights the increasing complexity of destitution and homelessness experienced by people in the asylum and wider immigration system. It also underscores the crucial role played by the voluntary sector in providing pathways out of destitution.

### This year's survey

For the second year running, both Full Members (that provide accommodation) and Associate Members (that provide mainly support services) were invited to complete the Annual Survey, capturing data from their service provision across a 12-month period (for most members this was April 2022 to March 2023) to help us gain a broader and deeper understanding of the experiences of, and responses to, destitution across the network.

#### Survey responses 2023

89 members responded to this year's survey (more than in any previous survey).

48

#### Full Members

(73% of all Full Members)

41

#### Associate Members


(62% of all Associate Members)




## Changes to the survey this year


Each year we refine the survey to help us understand and track the impacts of some of the key UK asylum policy changes and challenges of 2022 and 2023, and their role in driving destitution and homelessness.

 Steered by our work with the **Legal Aid Crisis Group** and early findings from our participatory research report, '**Refused - Experiences following a negative asylum decision**', which highlighted how people seeking asylum are too often locked out of good-quality legal support, we included an additional section to map the asylum and immigration advice capacity across the network in more detail than in previous surveys.

 This year we also asked members to record additional information about the outcomes of those who moved on

from member accommodation during the 12-month period: For the first time, members shared information on the type of accommodation that people with refugee status and other types of leave to remain accessed after leaving their services, providing a valuable insight into move-on pathways.

 Minor changes were also made to ensure that we are capturing useful data relating to **Homes for Ukraine** (HFU), and the services that members have delivered as part of HFU since it was launched in March 2022.

 Meanwhile, attention was paid to ensuring that all questions accurately reflected relevant processes and powers in Scotland, Wales, and Northern Ireland.

### Changing external content

Whilst this year's data reflects the impact of some of the major trends and policy shifts of the past year, it does not capture some profound recent changes that fall outside the survey period, but which have had a powerful impact on members' service provision during 2023. For example, at the time of writing, the Government's change of procedure for ending asylum support has resulted in a huge increase in refugee homelessness, creating further pressure and capacity issues for members – the impact of which will be more fully seen and understood in next year's survey.

### How we use the data

Data from the Annual Survey helps us to evidence the causes, scale and impacts of destitution and is used by NACCOM and our partners across the year in a variety of ways, including in our campaigns, policy and advocacy, network development support and communications work.

# What the 2022-23 survey tells us

When filling out our Annual Survey, we ask members to report on a recent 12-month period. For many members this was April 2022 to March 2023.

## Survey Headlines



**In 2022-23, the network accommodated more people than in any previous year since NACCOM began recording Annual Survey data in 2013.**

This growth was primarily driven by the resurgence of hosting, following the disruption to services caused by the Covid-19 pandemic, when hosting provision was particularly impacted. It also reflects the vital and expanding role that voluntary organisations play in providing accommodation pathways out of homelessness for people in the asylum and immigration system.

Year	Number of people accommodated	Minimum nights of accommodation provided	Average length of stay (nights)
2023	3,724	479,474	129
2022	2,281	333,845	146
2021	2,771	413,089	149
2020	3,373	423,552	126



**Adults with refugee status were the largest group supported by the network.**

Members accommodated more adults with refugee status than any other cohort (26%), meaning that for the first time since 2017-18, people who have been refused asylum (21% of those accommodated) were not the main group supported by the network. The rise in homelessness amongst refugees within the network is consistent with a rise in refugee homelessness recorded more widely [in statutory homelessness data](#) for England across the survey period, which has been putting pressure on both voluntary and statutory services.



**The response to the war in Ukraine continues to impact the network.**

Over a fifth (21%) of people accommodated by members had arrived via some form of visa scheme. The vast majority of these were hosted as part of the Homes for Ukraine scheme, and the network supported more Ukrainians than any other nationality.



### **Cost of living pressures are affecting members' service provision.**

Whilst the impacts of Homes for Ukraine continued to pose new challenges to members, they also felt pressure due to the cost-of-living crisis and rising inflation. This affected; hosting schemes who reported challenges retaining hosts and host recruitment amidst cost-of-living pressure; property and housing schemes who reported increasing operational costs and the loss of properties; and those delivering other forms of support such as financial support and destitution payments, many of whom had to increase their provision to meet new demand.



### **The network is agile – but at capacity.**

The network's response to these challenges is testament to the way our members continue to adapt, respond, and innovate to provide vital pathways out of destitution in the face of changing, and increasingly difficult, political contexts.

However, this year's Annual Survey also tells the story of a network at capacity. Whilst the network was able to grow to meet additional demand and support more people than ever before, the number of people who had to be turned away from support was significantly higher than in 2021-22.

## **Impact of the cost-of-living crisis on the NACCOM network**

**In February 2023, NACCOM conducted a survey to assess the impact of the cost-of-living crisis on projects in the network:**

**57%** of respondents reported a reduction in individual and private giving, whilst 48% reported a reduction in normal grant and trust funding.

**48%** reported a reduction in volunteers, including the number of available host volunteers, due to cost-of-living pressures.

**35%** of accommodation projects reported an increase in rent on the properties they lease. 90% reported increases in general running costs and maintenance, such as the cost of energy bills.

**62%** reported increasing the value of their destitution payments in response to the crisis.

**76%** reported increasing staff salaries in response.

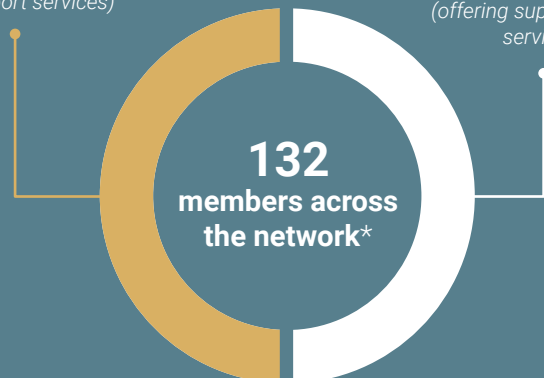
## Key insights for 2022-23 - Service Provision

### 66 Full Members

(offering accommodation and support services)

### 66 Associate Members

(offering support services)



\*This is the total number of members at the time of survey launch in June 2023. This represents a reduction on last year due to several mergers.

Of the accommodation providers that completed the survey, there were:



**19** Hosting Schemes



**35** Housing and Property Schemes



**15** Emergency Accommodation Providers

including hotels, hostels, night shelters, B&Bs and one provider using modular accommodation



**3,724**

people were accommodated across the network over the year.

*This is 63% more than in 2021-22.*



**479,474**

nights of accommodation were provided across the network (minimum).

*This is 44% more than in 2021-22.*



**1,305**

people were rough sleeping, or...

... in informal or insecure accommodation when they approached members for support.

More than three quarters of this number (76%) were subsequently accommodated by the network.





**2,111** were given financial support by Full Members.  
Of these;

└ **991** people received financial support whilst being accommodated by a member project.

**1,701** were given financial support by Associate Members.

Despite a minor reduction (from 3,822 in 2021-22) in the number of people given financial support across the network, this year more people accommodated by members were also provided with destitution payments (up from 691 in 2021-22).

Rising inflation and the cost-of-living crisis had a sharp impact on people supported by members, particularly those with restricted or no recourse to public funds.<sup>1</sup> In a cost-of-living survey conducted by NACCOM in February 2023, 62% of members surveyed reported increasing the value of their destitution payments in response to the crisis.

## staff and volunteers across the network



**1,164** staff employed across the network

└ **519** staff in accommodation projects.

The total number of volunteers in accommodation projects represents a drop from 2,508 in 2021-2022, which itself was a drop from 3,346 in 2020-21.



**3,612** volunteers across the network

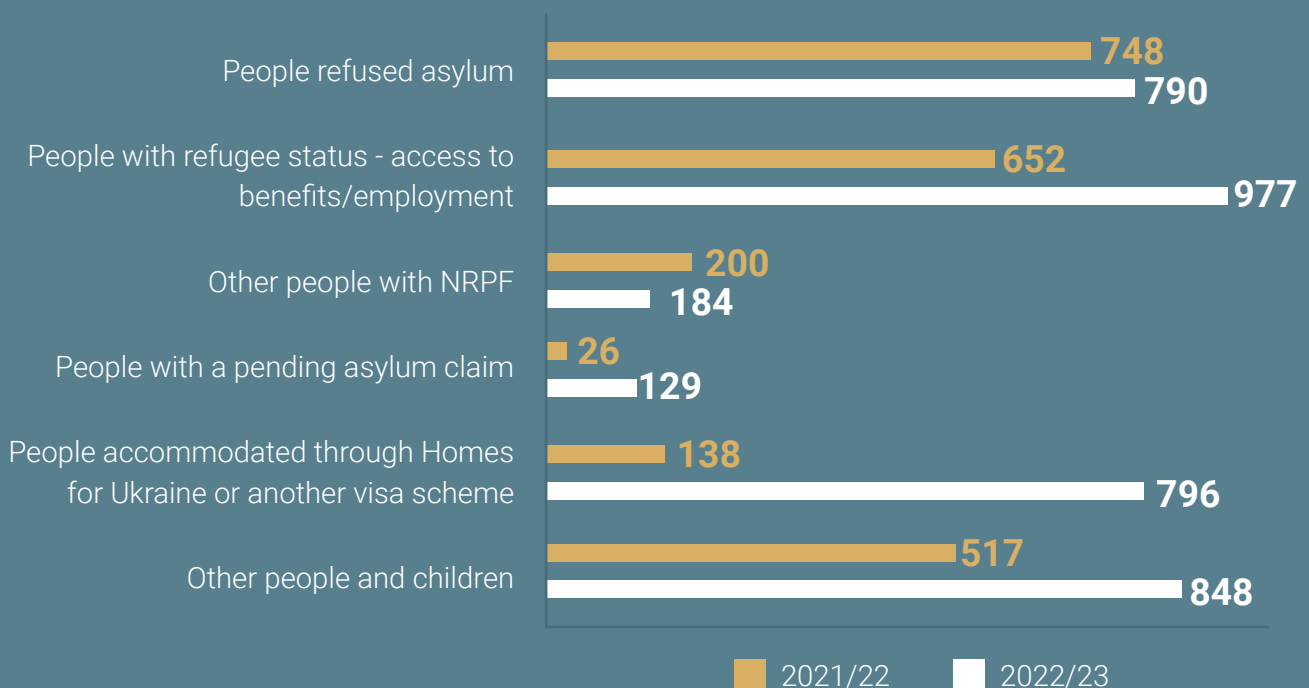
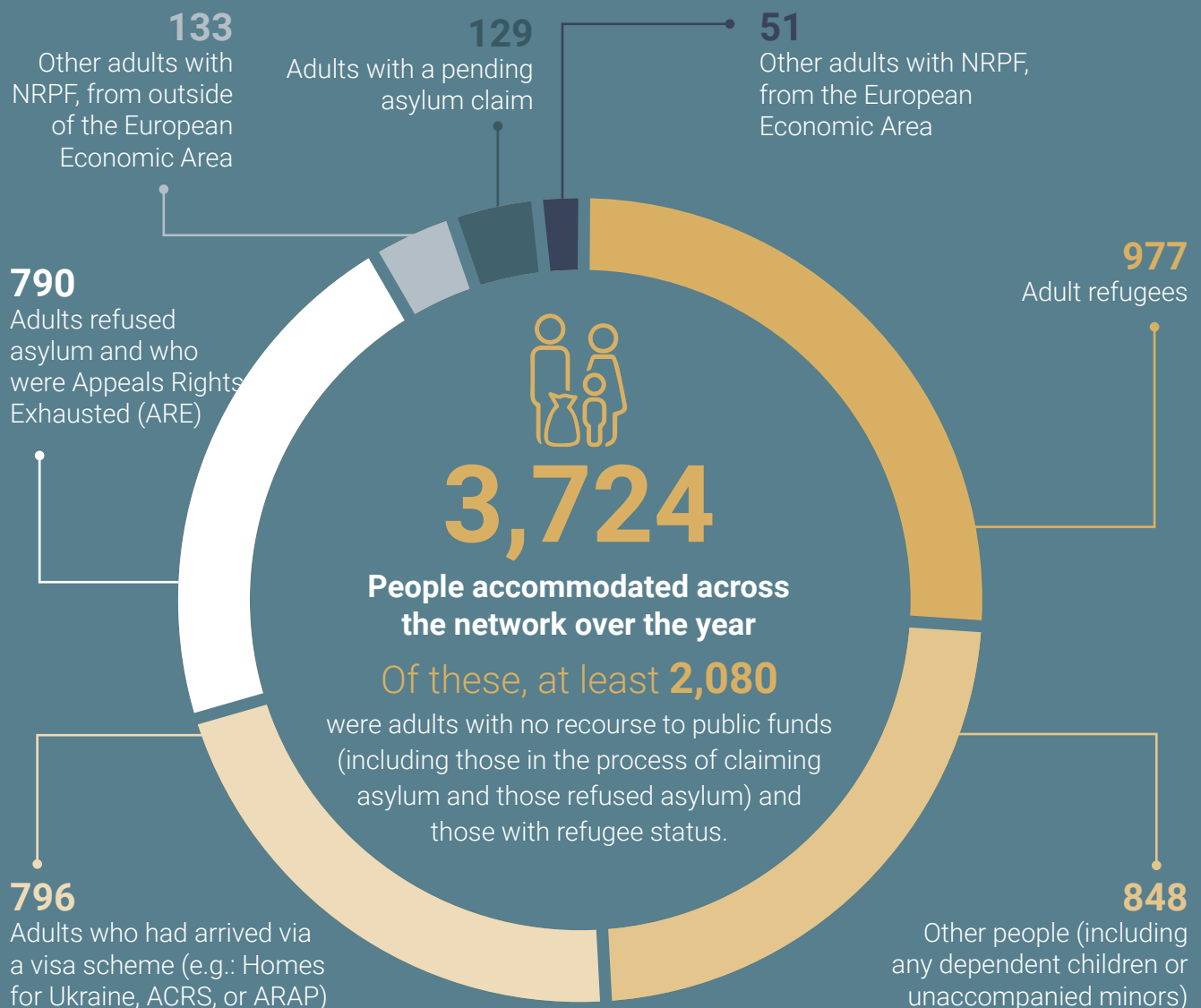
└ **2,148** volunteers in accommodation projects.

In a cost-of-living survey conducted in February 2023, nearly half (48%) of members surveyed reported a reduction in volunteers (including volunteer hosts) because of pressures related to the cost-of-living crisis.



<sup>1</sup> <https://www.praxis.org.uk/briefings/cost-of-living-crisis-and-nrpf#:~:text=It%20highlights%20that%20those%20who,Government%20since%20the%20crisis%20began>

## Who did the network accommodate across the year?





## status of people accommodated by the network

977

26% of total

### Adults with refugee status

The number of refugee adults accommodated increased sharply (by 50% compared to 2021/2022, from 652), making this group the largest group accommodated by the network.

**As NACCOM has explored in previous research**, refugees face a high risk of homelessness and destitution, particularly at the point of being granted status, due to the short period of time they have to find alternative accommodation upon leaving the asylum system.<sup>2</sup>

In the past year, charity services, particularly those delivering hosting schemes, played an increasing role in meeting the housing needs of refugees. Newly granted refugees are often not recognised as priority need for homelessness and housing support. Even for those eligible for support, the wider context of increased waiting lists for social housing, a challenging and unaffordable private rented sector, a temporary accommodation system at breaking point, and the ongoing cost of living crisis, means that accessing stable, secure accommodation is a major challenge.<sup>3</sup>

This has had an inevitable knock-on effect for frontline support providers, including our members, with NACCOM accommodation providers telling us that finding appropriate move-on housing was a key challenge they faced during the year. It also reduces our members' capacity to accommodate and support people with NRPF, particularly those who have been refused asylum.

974

26% of total

### Adults with No Recourse to Public Funds (NRPF)

Members accommodated 974 adults with restricted eligibility or no recourse to public funds (NRPF). This is a minor increase on last year's figure (948) but remains significantly lower than the pre-Covid-19 peak of 1,322.<sup>4</sup>

This is likely to be a result of several factors. Covid-19-related emergency provisions for people with restricted eligibility continue in many Local Authorities, albeit less than last year.<sup>5</sup> Meanwhile, several members have reported a heightened fear and hesitancy to access services in light of the introduction of the Government's Rwanda plans and the Illegal Migration Act, which may have resulted in fewer people wanting to engage with support services.

<sup>2</sup> [https://naccom.org.uk/wp-content/uploads/2019/06/NACCOM-Homelessness-Report-2019-06-18\\_DIGITAL.pdf](https://naccom.org.uk/wp-content/uploads/2019/06/NACCOM-Homelessness-Report-2019-06-18_DIGITAL.pdf)

<sup>3</sup> <https://www.crisis.org.uk/about-us/media-centre/councils-across-england-running-out-of-options-as-demand-from-households-facing-homelessness-soars/>

<sup>4</sup> [https://naccom.org.uk/wp-content/uploads/2021/02/NACCOM-ImpactReport-2021-02-04\\_DIGITAL-updated-Feb-2021.pdf](https://naccom.org.uk/wp-content/uploads/2021/02/NACCOM-ImpactReport-2021-02-04_DIGITAL-updated-Feb-2021.pdf)

<sup>5</sup> [https://www.crisis.org.uk/media/utehvxat/homelessness-monitor-england\\_report-2023\\_v11.pdf](https://www.crisis.org.uk/media/utehvxat/homelessness-monitor-england_report-2023_v11.pdf)



790

21% of total

## Adults who have been refused asylum

The number of adults accommodated who had been refused asylum and were Appeal Rights Exhausted (ARE) shows a slight increase on last year's figure (748).

Our Community Research report '[Refused? Experiences following a negative asylum decision](#)' explores why so many people in this situation face the risk of homelessness and the avenues available to people after a refusal.

Overall, the number of adults refused asylum who were accommodated by the network remains far below the peak of 1,270 recorded in our 2019-2020 Annual Survey, before Covid-19 provisions that included support for this group were introduced.

The number of asylum refusals served by the Home Office increased across the last survey period, but has yet to return to pre-Covid levels. Nonetheless, the past year presented new challenges. In December 2022 it was announced that cessations of support for people who had been refused asylum – which had been paused since Covid-19 – would restart in Scotland, Wales, and Northern Ireland.

In the past year, members have reported continued delays in the processing of Section 4 applications, which can prolong the period of time that a person remains in member accommodation before re-entering Home Office support whilst they are making a further submission (i.e.: a 'Fresh Claim'), in turn decreasing the turnover of bedspaces across the network.



184

5% of total

## Other people with NRPF

Members accommodated 184 adults who had not claimed asylum but who were subject to the NRPF restriction. There were minor reductions in both the number of people with NRPF from outside the EEA (133, down from 138) and those from within the EEA (51, down from 62), compared to last year. The number of people with NRPF from within the EEA supported by members peaked in 2020-2021 (301 people).



129

3% of total

## Adults with open asylum claims pending a decision

Members accommodated 129 people who had an open asylum claim but were not accessing Home Office support, a notable rise on last year's figure (26 people). A small number of members deliver specialist provision for people who are otherwise eligible for asylum support, including accommodation dedicated solely to LGBTQI people seeking asylum and refugees, and to victims of trafficking and modern slavery.

796

21% of total

### Adults who arrived via a visa scheme (e.g.: Homes for Ukraine, ACRS, or ARAP)

The major rise in the number of adults on visa schemes accommodated by members (up from 138 in 2021-2022) is largely explained by the small number of hosting projects in the network involved in the delivery of the Homes for Ukraine scheme, launched in March 2022, to accommodate individuals and households fleeing the war in Ukraine.

848

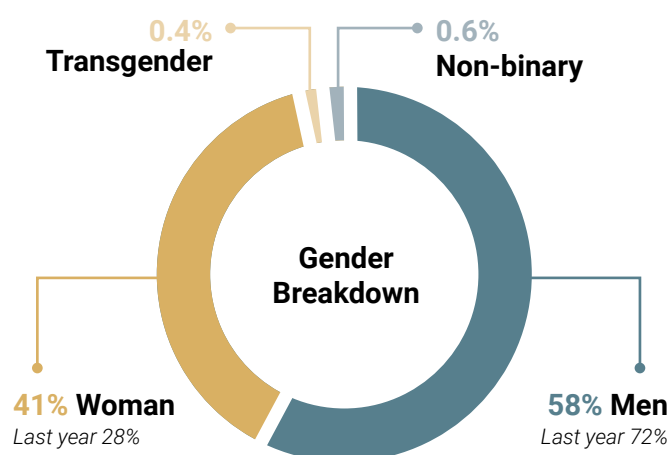
23% of total

### Other people accommodated by the network

The network accommodated an additional 848 other people (including any dependent children or unaccompanied minors) who were not identified as fitting into any of the above categories.

In recent years we have been more deliberate in asking members to only report data on migrant homelessness and services tailored towards people seeking asylum, refugees, and those with NRPF, rather than any important general homelessness work they may be involved in. We estimate that the majority of this 'Other' group consists of the dependent children of adults accommodated by members.

## Gender breakdown of people accommodated\*



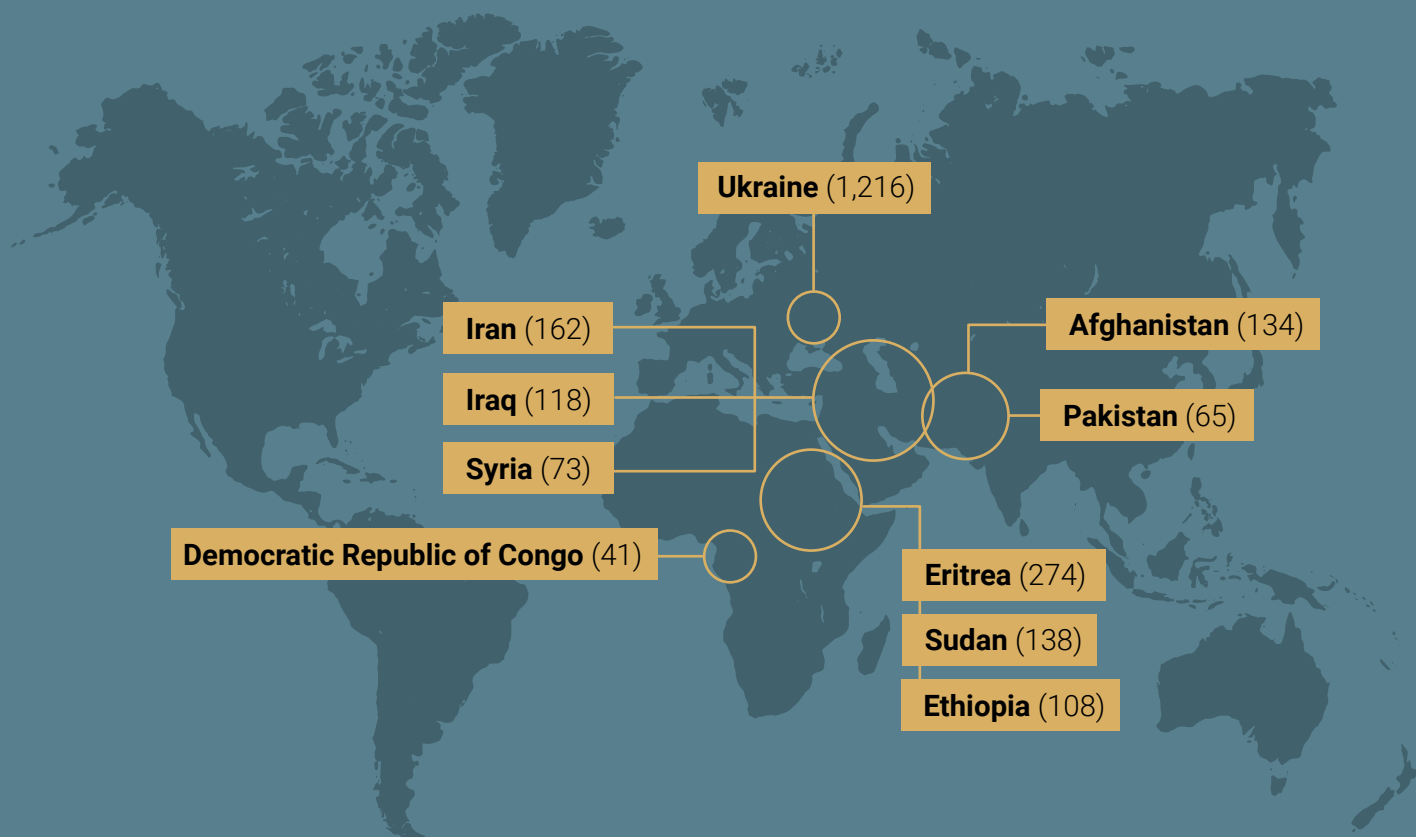
**This year saw a shift in the gender breakdown of the people accommodated by the network.**

Whilst some members offer gender-based services and/or provision that is gender informed, this year's change was mainly driven by the provision of support through the Homes for Ukraine scheme, with women comprising the majority of placements.

*\*Rather than providing prescribed categories for this question, we ask members to report data on gender according to the way they record this information themselves.*

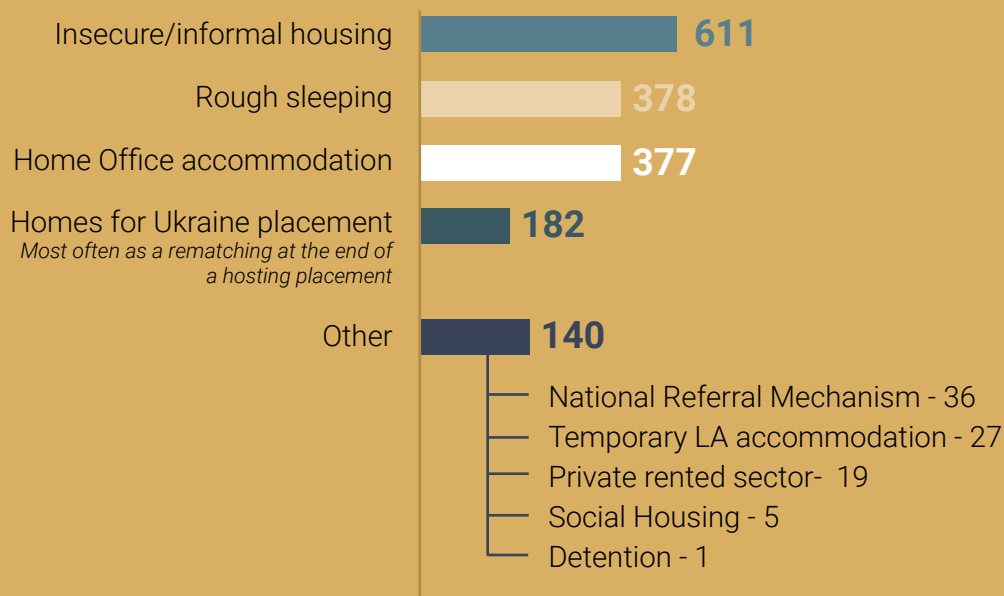
## Nationality breakdown of people accommodated

Across 2022-2023, members accommodated people from at least 55 countries. The ten most common countries of origin were;



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

Members were asked where people they accommodated had stayed directly before being supported and accommodated by members.



As with last year, people were most often referred into member accommodation having left an **informal or insecure housing arrangement** (e.g.: sofa surfing, or staying with friends and family). This year's figure is virtually identical to last year's (617).

As explored in our '**Refused? Experiences following a negative asylum decision**' research, many people leaving the asylum system are left dependent on these insecure, precarious arrangements to avoid rough sleeping.

Nonetheless, **378 people were rough sleeping** at the time of a successful referral into member

accommodation, **which is more than double last year's figure of 163 people.**

The number of people coming directly from Home Office accommodation (377) was slightly lower than the figure for 2021-22 (431), yet remains significantly higher than the year prior to that (140 in 2020-2021), showing the continued need for more robust support for people leaving Home Office accommodation.

An additional 1,168 people, not recorded in the statistics above, were outside of the UK before being accommodated via a Homes for Ukraine placement.

## How many people could not be accommodated by members?



**Members were approached by 2,261 people who they were unable to accommodate.** This is more than double last year's total of 1,107 – and tells the story of a network operating at capacity,

as well as highlighting both the scale and the challenge of homelessness and destitution amongst people in the asylum and immigration system.

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



### Hosting schemes – 2,060 people accommodated

*19 hosting schemes responded to our 2022-23 survey*

#### Key insights:

- This year, hosting schemes accommodated more people than ever before.
- 2,060 people were hosted this year, which is a 168% increase on last year's figure (770 in 2021-22), and far exceeds the previous peak (986, in 2019-20). This reflects a recovery for hosting following the Covid-19 pandemic, when the number of people hosted fell to 362 (2020-21).
- The participation of some hosting members in the Homes for Ukraine scheme made a large contribution to the increase in people hosted across the network, with Ukrainian arrivals comprising approximately half of all placements this year. Despite a significant increase in the number of active hosts this year (1,091) compared to the (486 in 2021-22), host capacity remains below the peak of 1,350 reported in the 2020-21 survey.
- Whilst some members were able to capitalise on hosting's renewed public attention to encourage new hosts, others told us how the Homes for Ukraine scheme, and particularly its financial incentives and Government

endorsement, made it more difficult to recruit and sustain hosts for general hosting placements.

- In a cost-of-living survey from February 2023, several hosting projects cited the sharpening of the cost-of-living crisis as a reason for loss of hosts.
- We continued to see hosting schemes working collaboratively with each other. Nearly three-quarters of hosting schemes (14 organisations, or 73%) reported working in a partnership with another hosting scheme, most frequently Refugees at Home (9, or 47%).



## **Housing and property schemes – 1,245 people accommodated**

*35 housing and property schemes responded to our 2022-23 survey*

- Housing and property schemes accommodated 1,245 people this year, a minor increase on last year's figure of 1,171.
- The number of available properties increased, from 240 in 2021-22, to 257 this year. The properties available to members were most frequently rented or leased directly from a private landlord (60, or 23%), provided by a faith group (51, or 20%), or were private rented sector properties, managed by the member (49, or 19%).
- There was a sharp rise in the number of properties owned outright by members, which increased by 40% (from 28 to 40). Simultaneously, at the peak of the cost-of-living crisis in Winter 2022, some members reported losing access to properties owned by faith groups and private landlords.



## **Night shelters and emergency accommodation – 313 people accommodated**

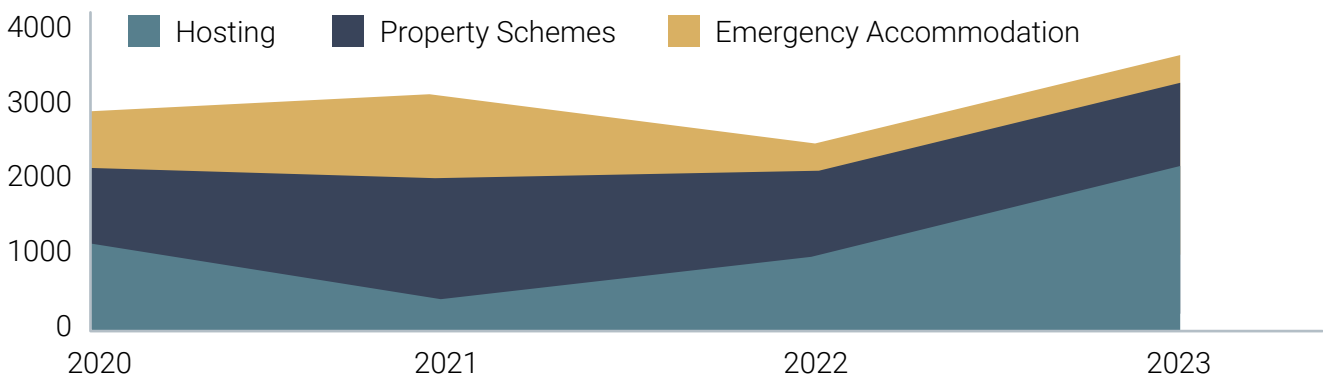
*15 members delivering emergency accommodation responded to our 2022-2023 survey*

- 313 people were supported in emergency accommodation – a minor reduction from last year (351 in 2021-22). Of the 15 members delivering emergency accommodation, 11 provided hostel/hotel accommodation, three provided night shelters, two provided B&Bs, and one provided pods and other forms of modular temporary accommodation.



- The Government's commitment to embed single-room provision as standard for individuals experiencing rough sleeping – as promoted by new funding opportunities such as the Night Shelter Transformation Fund in England – has resulted in a continued shift away from static or rotating night shelter models in the network, has increased diversification of emergency provision, and led to single-room hostel/hotel provision becoming the most common form of emergency accommodation delivered by members.

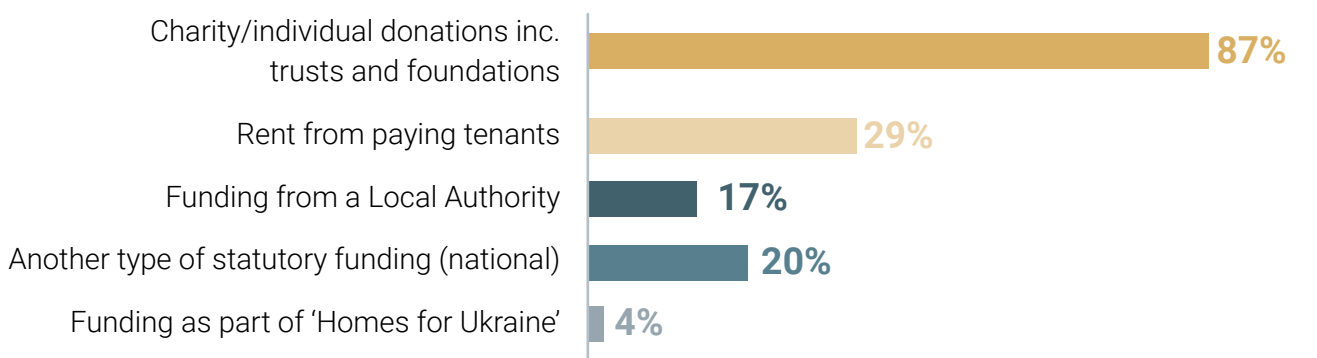
### People supported by accommodation type:



The graphic below shows the changing face of accommodation provided by NACCOM members since 2019-20. Emergency-type accommodation has been in decline, whilst hosting has grown.

Year	Hosting	Property Schemes	Emergency accommodation
2020	986	1,148	739
2021	362	1,503	1,113
2022	770	1,171	351
2023	2,120	1,245	313

### Funding of accommodation projects



Members received diverse types of funding from Local Authorities, including; funding for services for adults with care and support needs, e.g.: Care Act 2014 in England (6%); funding for services children and families, e.g.: Section 17 in England (6%); funding as part of a spot-purchase model (4%); and other types of commissioned services or health-related funding (4%).

One-fifth of members reported receiving another type of statutory funding for their

accommodation projects, including national-level funds available from the Night Shelter Transformation Fund (England) and the Welsh Government.

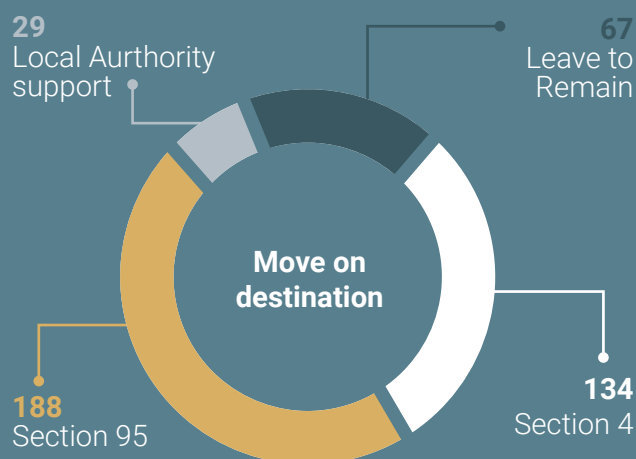
However, for many, funding was a major challenge this year. In a cost-of-living survey conducted by NACCOM in February 2023, 57% of members who responded reported a reduction in individual and private giving, whilst 48% reported a reduction in normal grant and trust funding.

## Where did people move on to

In our Annual Survey we ask members to report on the outcomes of those who left their services during the twelve-month period.

### People with no recourse to public funds

This year, 418 people with NRPF either left members accommodation projects with leave to remain, or moved into support offered by the Home Office, or Local Authority. This includes both those who had previously been refused asylum, and those who had not previously entered the asylum system.



### Helping people to re-enter the asylum system

The number of people with unsuccessful asylum claims who were supported back into Home Office accommodation was significantly higher this year (274) than the last (142).

For many, re-entering asylum support means another shot at being at being granted protection in the UK. A person submitting further submissions as a part of a 'Fresh Claim' will typically enter Section 4 support, whilst a person submitting a new claim after a withdrawal will enter Section 95 support.

The number of successful Section 4 applications was very similar to last year, whilst there was a sharp rise in the number of people referred into

Section 95 accommodation (increasing from 5 to 145). This is consistent with [Home Office data](#) that shows a rise in asylum withdrawals, as well as anecdotal evidence from members that suggests they are supporting a growing number of people whose asylum claims, and subsequently asylum support, have been withdrawn, resulting in people needing support to submit a new claim.

Although the number of people with initially unsuccessful asylum claims who were then granted refugee status or another form of leave to remain whilst accommodated by members fell this year (33, compared to 109 in 2021-22), the number of people that gained leave to remain

after leaving their accommodation projects increased (56, compared to 13 in 2021-22).

At the time of the survey, members were supporting an additional 100 people who had made further submissions to the Home Office (i.e.: a ‘Fresh Claim’) and were still waiting to

access Home Office accommodation. The figure was much higher than last year’s total of 54, and supports what we have heard from many members - that Home Office decision-making delays mean people are waiting longer to move out of charity services and into asylum support.

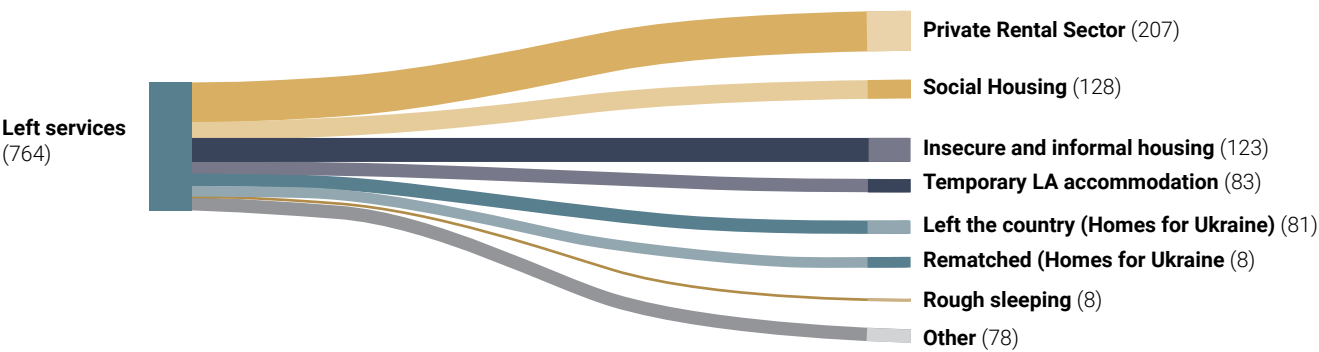
### Housing Outcomes for refugees and people with other forms of status

For the first time, members were asked to report on the housing outcomes of those who had refugee status or another form of leave to remain at the time they were accommodated by a NACCOM member.

773 people with some form of leave to remain moved on from accommodation during the reporting period. Of these, a significant proportion moved into some form of stable accommodation, whether in the private rented

sector (27%), or in the form of social housing (17%).

Nonetheless, the data highlights the continued challenge of finding appropriate move-on accommodation for refugees and the homelessness risk this presents; 11% moved into Local Authority temporary accommodation, whilst 16% moved into some form of insecure or informal housing arrangement (e.g.: sofa surfing, staying with family and friends).



## Legal advice capacity across the network

Access to good quality advice and legal representation is vital for people in the asylum system, however the lack of consistent legal aid provision for asylum cases across the UK means that access to legal representation is often denied to people seeking asylum.

With this in mind, this year we introduced an additional section of the survey to map and understand the asylum and immigration advice capacity across the network.

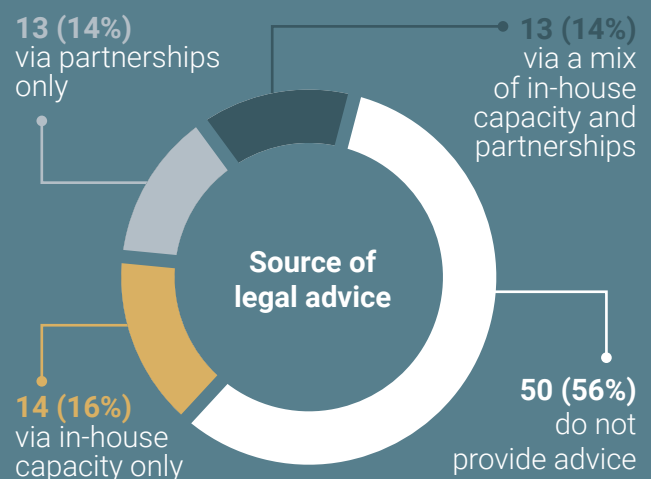
Various changes made to improve the robustness of the data we collect on advice capacity means that not all data reported on legal and immigration services is comparable with previous years – and more detailed information on the legal capacity of the network will be published in future reports.

### How many members provided legal advice this year?

Many people accommodated by the network - such as those with unsuccessful asylum claims - require access to good quality immigration advice and legal representation in order to fully explore the legal routes out of destitution available to them.

In this year's survey, 40 organisations (including 21 accommodation providers) reported offering immigration advice to the people they support either themselves or via a referral relationship with a local provider.

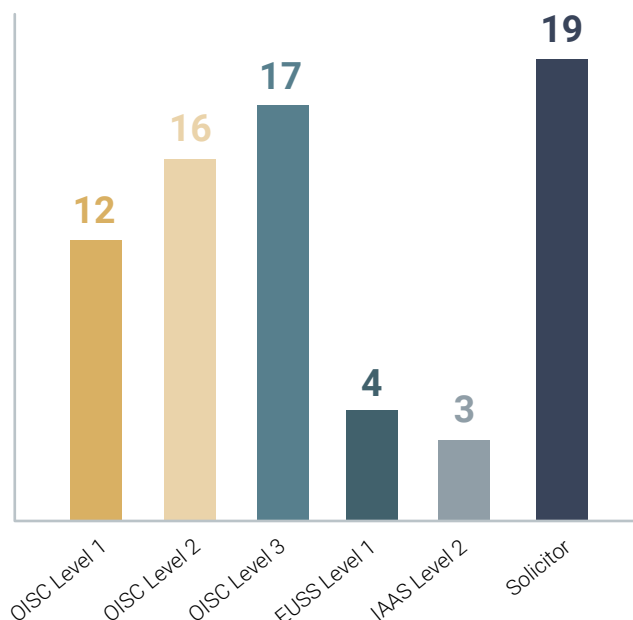
However, more than half (56%) said that they do not provide asylum or immigration advice to their clients. Amongst those that do, there was an even split between those that delivered advice through in-house capacity and via partnerships.



## Level of advice provided:

The chart below shows the level of advice that members were able to connect their clients with - either through in-house capacity or via partnerships.

27 members reported offering either OISC Level 3 advice or legal representation via a solicitor. Those working at OISC Level 3 are able to carry out specialist casework, conduct appeal work, and submit fresh claims for their clients. Having access to a solicitor may also allow a member to explore Judicial Review as an option for their clients, on top of all work permitted under OISC Level 3. See the box below for more information on the work allowed at each OISC Level.



## OISC Guidance on competence

The [guidance on competence](#) outlines the work permitted at each OISC Level. No substantive asylum work, such as making applications or appeals, is permitted at OISC Level 1. This is reserved for those with OISC Level 2 accreditation, whose capacities include an ability to make asylum and human rights applications, lodge notices of appeal, lodge fresh claims on human

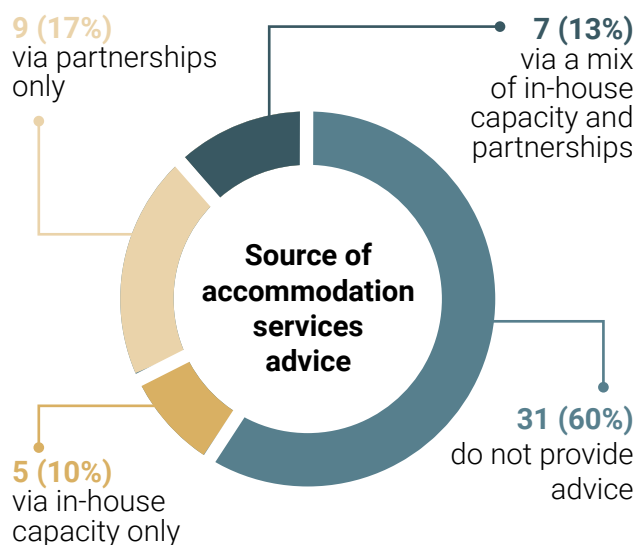
rights grounds, and make representations to UKVI in support of asylum cases. Those accredited to OISC Level 3 – on top of all other work allowed at OISC 1 and 2 – are permitted to conduct specialist casework and carry out any work following the notice of appeal, including preparing cases at First-tier and Upper Tribunal and representing clients at appeal hearings.

## Advice capacity within accommodation services

21 accommodation projects reported providing their clients with immigration and asylum advice, most frequently via partnerships.

In our report '[Refused? Experiences following a negative asylum decision](#)', we heard testimonies of how having good quality advice and legal representation is often vital for a person to explore the options available to them towards moving out of homelessness and destitution.

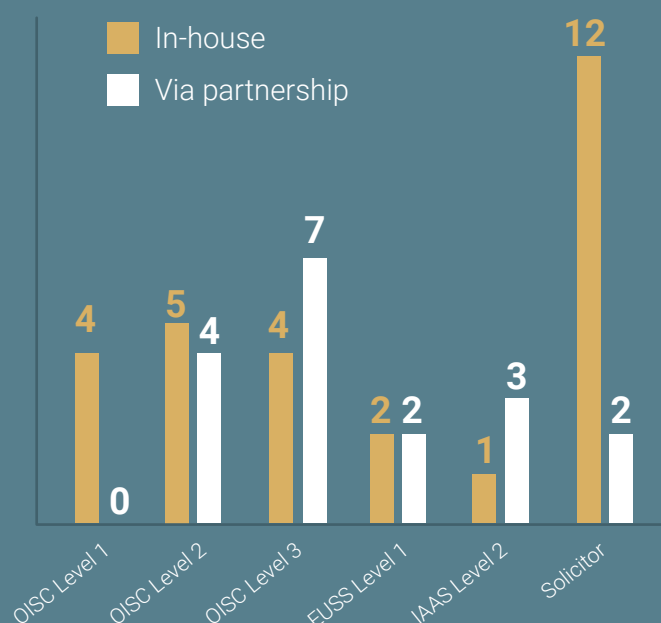
However, most accommodation services in the network still do not have a formal way of connecting their clients with immigration and asylum advice.



The arrangements that members have in place to meet their clients' needs for advice and legal representation are diverse. Of the 16 accommodation services who delivered advice via a partnership, eight (50%) said they work in

partnership with a law centre, seven (44%) work in partnership with another charity providing advice work, and one (6%) has an arrangement with a Local Authority to deliver advice to the people they support.

### Levels of advice provided by accommodation services:



17 accommodation providers were able to connect the people they support with either OISC Level 3 advice or a solicitor.

The twelve accommodation services delivering in-house advice reported follow number of staff accredited at:

Accreditation Level	No. of Staff
OISC Level 1	21
OISC Level 2	16
OISC Level 3	9
EUSS Level	5
IAAS Level 2	3

### How were in-house advice services in accommodation projects funded?

Source of Funds	Number of Members
Charity / individual donations (incl. trusts and foundations)	12
Volunteering (i.e., time and expertise given for free)	4
Pro-bono work	2
Funding specifically for advice services (e.g.: Justice Together Initiative)	4
Local Authority funding	1
Other	1

All twelve accommodation providers with in-house capacity to deliver asylum and immigration advice reported funding this work

through charity and individual donations. One member delivered advice services for a fee, albeit at a rate well below market rate.

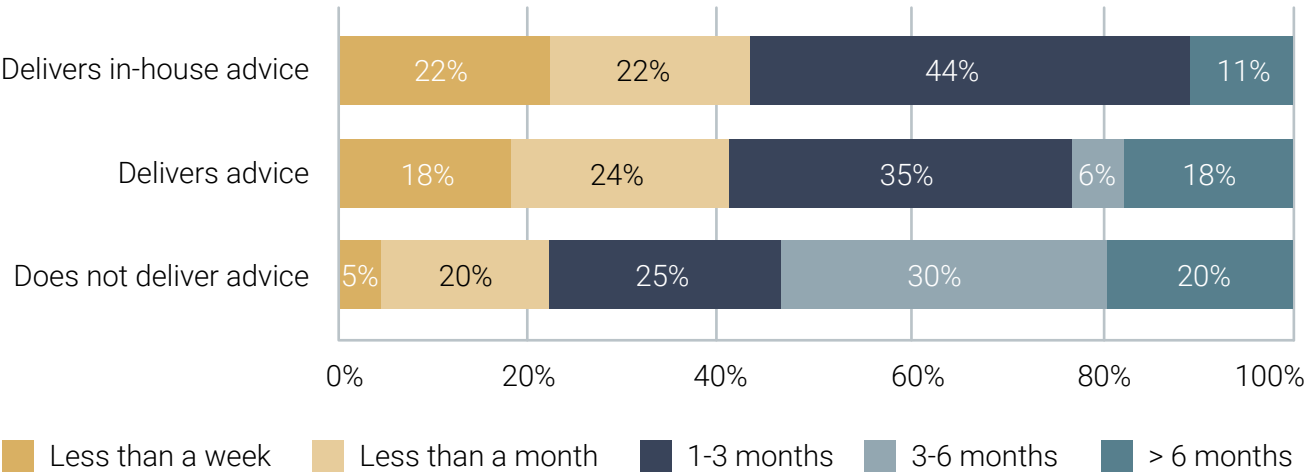


Unsurprisingly, members who delivered asylum and immigration advice (whether via a partnership or in-house services) were able to more efficiently connect the people they accommodated with legal support than those who did not have a formal arrangement.

There were also clear benefits to having in-house capacity. 44% of members with in-house

advice capacity were able to connect people to advice within a month, compared to just 25% of those who did not deliver advice. Half (50%) of members who did not deliver advice had to wait on average more than 3 months to connect the people they accommodated to advice – compared to just 11% of members with in-house capacity.

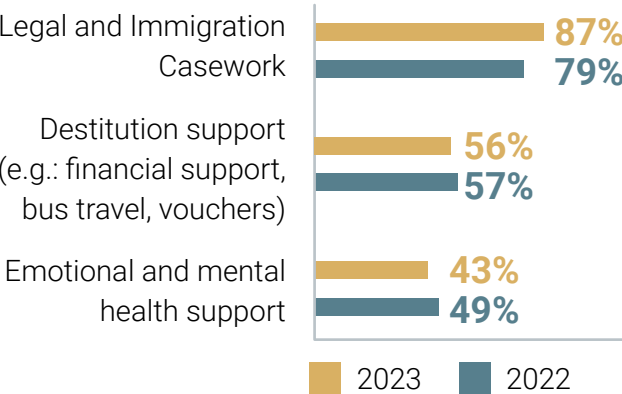
**Average time taken to refer a person for advice:**



**Need for support services**

In our survey we ask members to highlight the three support services for which there is greatest need in their local area. The top three most chosen support services were the same as last year.

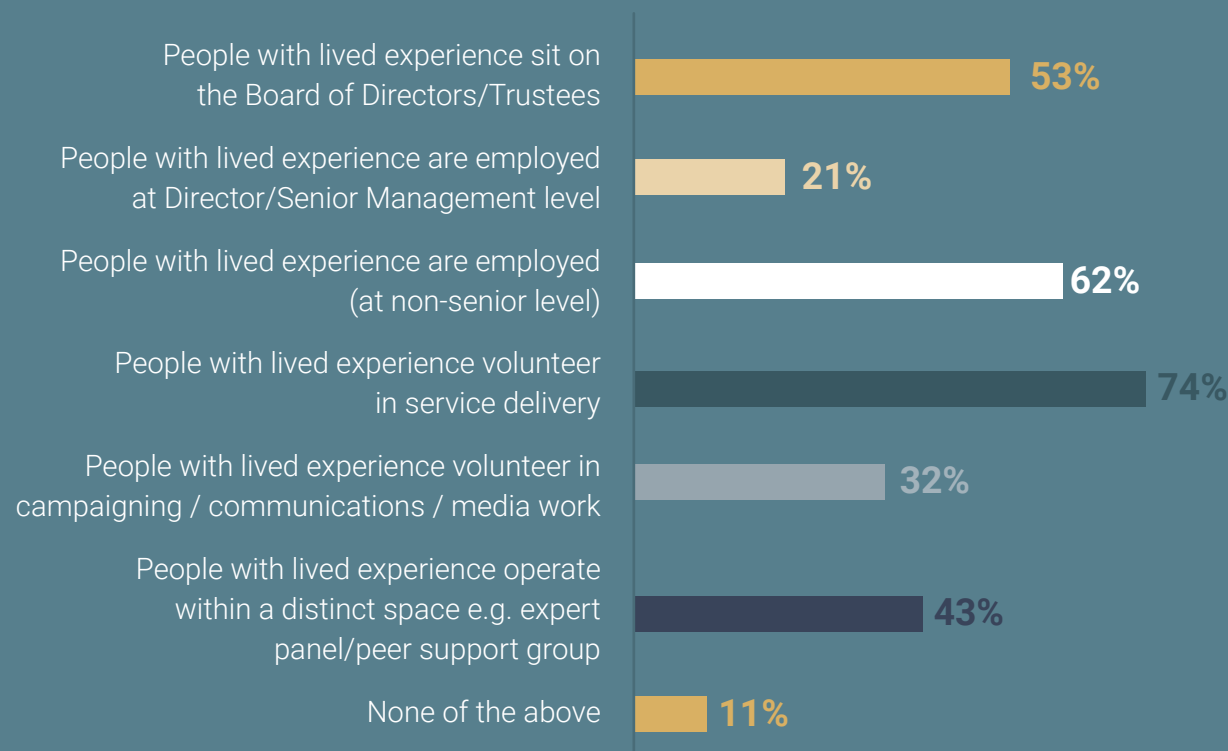
87% of members chose Legal and Immigration Casework, making it the most frequently cited support need. This is unsurprising, given that elsewhere in our Annual Survey, more than three-quarters (76%) of members stated they did not believe that their service users currently have adequate access to legal support.



## The role of people with lived experience in accommodation projects

One of NACCOM's strategic goals is that people with lived experience play a core and equitable role in highlighting the human impact of destitution and creating and sharing the solutions to destitution promoted by NACCOM.

To this end, the Annual Survey seeks to understand and map the role that people with lived experience play in member service delivery across the network.



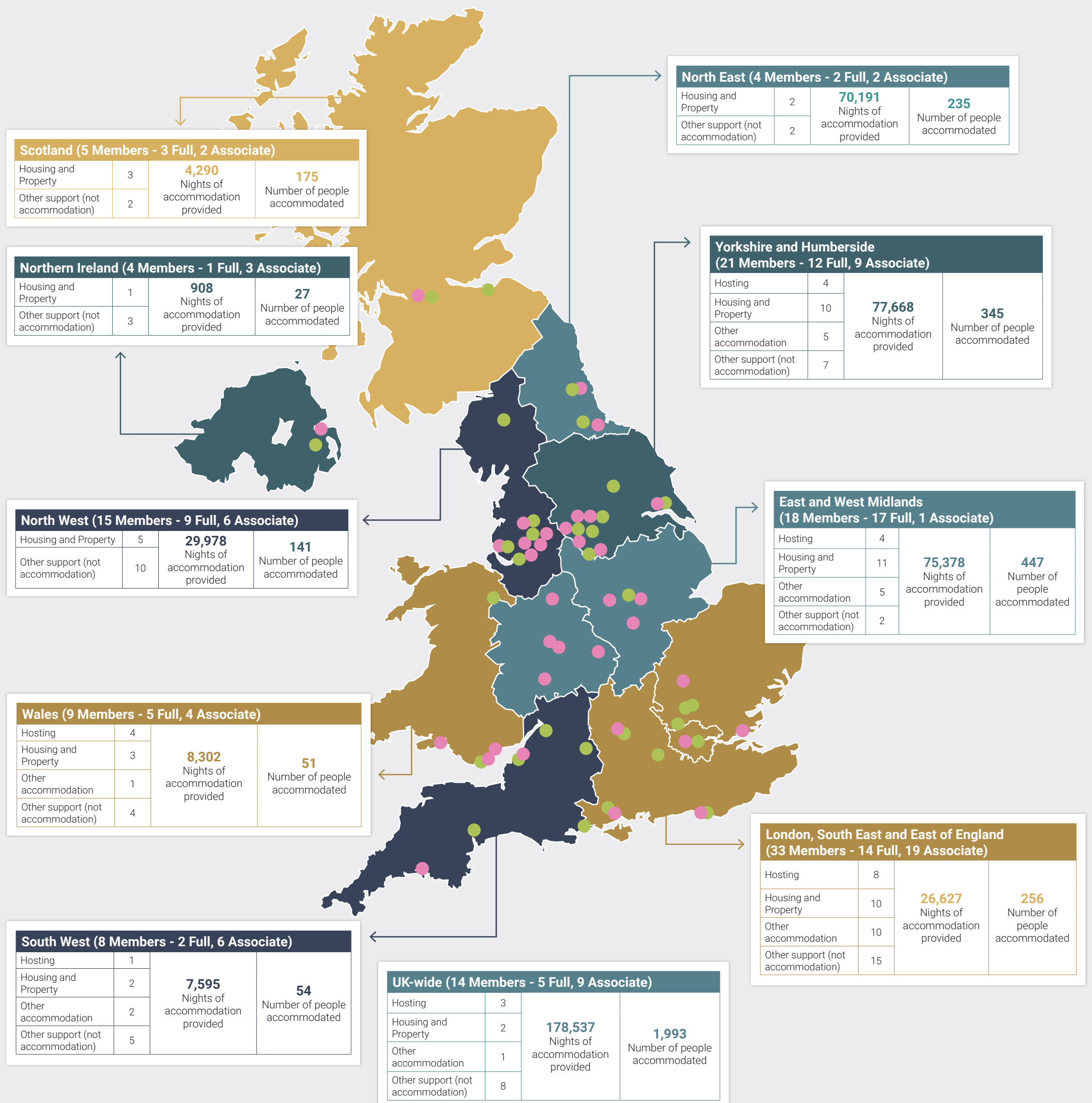
Building on progress in 2022, the involvement of people with lived experience in NACCOM accommodation projects grew for the second year running.

This year we saw increases in the proportion of members with people with lived experience sitting on the Board of Trustees (from 50% in 2021-22 to 53% in 2022-23), employed at Director/Senior Management level (from 16% to 21%), employed at non-senior level (from 55% to 62%), volunteering in service delivery (from 61% to 74%), and operating in distinct spaces such

as on expert panels and/or peer support groups (from 38% to 43%).

However, there is still progress to be made. Several members delivering accommodation still did not have people with lived experience involved with the running of the organisations – and we hope that in the year ahead, more people with lived experience can access senior positions within organisations in the network. NACCOM will also continue to reflect on how we meaningfully track and understand the important role that lived experience plays in the network.

# Member Accommodation and Support Provision By Region, 2022 - 2023



## Total number of: (up to June 2023)

*Members (incl. new and former during reporting period):	<b>139</b>
Full Members:	<b>70</b>
Associate Members:	<b>61</b>
Former Members (at least 6 months of membership during the period):	<b>8</b>
New members July 2022 - June 2023:	<b>7</b>

## Notes:

\*Numbers relate to members in the network up to and including June 2023. This includes organisations that were members during the 2022 - 2023 period, but that during the year ceased to be members, for example due to organisational mergers or closures.

## Member status:

- **Full Members**
- **Associate Members**

Map numbers relate to number of Full and Associate members per location.

## Stay 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](https://www.facebook.com/naccommnetwork)  [@NACCOMNetwork](https://twitter.com/NACCOMNetwork)

**For all direct enquiries, please contact us at:**

**[office@naccomm.org.uk](mailto:office@naccomm.org.uk) / 0161 706 0185**

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