

NACCOM
THE NO ACCOMMODATION NETWORK



2023 Impact Report

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



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Sroosh Kouhyar
(stepped down 10th November 2022)

For more information about our Staff and Trustees, please visit www.naccomm.org.uk/meettheteam

Our Funders

We are grateful to the following funders who have supported our work this year.



A B Charitable Trust



What We Do

NACCOM is a network of 130 frontline charities and organisations across the UK that provide accommodation and support to people in the asylum and immigration system who are experiencing destitution. Together, we collaborate and campaign to end the policies, systems and processes that lead to destitution.

Our vision

NACCOM's vision is for the UK to have a fair, just and humane asylum and immigration system, which enables people seeking asylum, refugees and other migrants to be free from destitution and to live with dignity and agency.

Our Mission

We believe that destitution has no place in a fair, just and humane asylum and immigration system. Therefore NACCOM exists to promote solidarity, connections and good practice to assist the establishment and delivery of accommodation and support projects working with people facing destitution because they are in the asylum and immigration system in the UK. In addition, we work with member organisations, partners and supporters to use the evidence and testimony of NACCOM members and people with lived experience to influence change at a local, regional and national level to create better pathways out of destitution and end destitution for good.

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 turn our Vision, Mission and Values into practice by:



Providing networking opportunities to connect members, facilitate the sharing of knowledge and promote good practice to provide pathways out of destitution. We do this through regular training and networking events, an annual conference, digital members' spaces and collaborative tools, members forum and library of information and resources.



Gathering and disseminating data on destitution and using this to tackle the root causes of destitution through policy, lobbying and campaigning, both ourselves and in partnership with others.



Working with our members and with those with lived experience of being destitute to ensure that the human face of destitution is shared with the wider public and decision-makers. We do this by training and supporting people with experience of the asylum and immigration system to research and communicate their findings and experiences, through impactful research and media work.

our four strategic goals are:

1

The root causes and human impact of destitution and solutions to end destitution are better understood.

2

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.

3

More policies and practice exist to support the end to destitution.

4

More and better services exist to support people out of immediate destitution and provide long-term pathways out of destitution.

Foreword

Bridget Young – Director

It is difficult to write this foreword without first acknowledging the continued and deepening hostile environment that NACCOM and our members find ourselves working in, culminating in the pernicious Illegal Migration Act (IMA), which became law in July 2023.

Against this backdrop, the chaotic roll-out of changes to the asylum and immigration system continues at pace, including the [change to Home Office eviction practice](#), which has led to huge increases in homelessness amongst newly granted refugees in recent months. The housing and cost of living crises gripping communities across the UK have also had a huge effect on our collective work, and difficulties accessing legal and immigration advice and advocacy casework persists. Organisations and people are at capacity, and it can feel like an overwhelming space to be in.

And yet...

NACCOM and our members continue to do what we do because we believe in the fundamental right to housing and to safety. Because we are optimists. It might not always feel it, but we are. And the evidence is in the work that we all continue to do, despite the context we're working in.

Although even the term 'Illegal Migration Act' makes me angry, I am proud of the work we did this year with a number of key partners across the sector, particularly our member Praxis, to ensure that the [increased risks of homelessness and destitution as a result of the IMA](#) were a continued part of the advocacy conversation. It was also an opportunity to strengthen and utilise NACCOM's role in bringing partners from across the refugee, migration, housing and homelessness sectors together. In this respect, we were really pleased to be on the advisory group for the Joseph Rowntree Foundation [Destitution](#)

NACCOM and our members continue to do what we do because we believe in the fundamental right to housing and to safety.

[in the UK](#) 2022 research project and part of the launch event in 2023.

During the year we were delighted to bring NACCOM members together in-person twice for regional hub meetings – our first in-person meetings since 2019 due to Covid-19 and strike action. The summer hub meetings were particularly powerful as we were focusing on the IMA, but we also ended each hub meeting with a wellbeing session. It was amazing to see people leaving the room feeling informed and galvanised, and part of our shared community.

We've published some powerful reports and good practice this year, namely our new [Working with Housing Associations toolkit](#) and our hard-hitting Community Research report, [Refused? Experiences following a negative asylum decision](#). For me, these are two shining examples of what NACCOM does best. As our first participatory research report informed by lived experience, *Refused?* was a real milestone for both the organisation and me personally. It will continue to inform our policy and practice work, and the development of the Community Research programme itself.

We continue to face a challenging future in the asylum and migration, and housing and homelessness, sectors. But at NACCOM we will ensure that our work is informed by our members and people with lived experience of destitution and immigration control; that destitution is designed out of any system reform; that we are pragmatic and centre migrant homelessness within mainstream homelessness; and that we are a champion and friend to NACCOM members in these difficult times.

It's not just what we do but how we do it, and I'm pleased to be facing these tough times with the incredible NACCOM team – staff, trustees and volunteers – as well as our members.

Foreword

Caron Boulghassoul -
Chair of Trustees

Well, what a year this has been! It seems crazy that we are still facing a brutally hostile environment, with even more changes to the refugee and migration sector coming through with the advent of the Illegal Migration Act becoming law.

Then more recently, with the moves to house people seeking sanctuary in the most abhorrent conditions in the name of saving money (but quite possibly not saving much at all) – and with yet more hostile rhetoric constantly coming through. It's hard to believe that we are living in 2023, when people - through no fault of their own - are housed in dangerous and disturbing conditions, such as the Bibby Stockholm barge and Weathersfield camp. The change of process to the cessation of asylum support is also creating significant challenges for our members, with new refugees now sometimes only receiving seven days' notice to leave their accommodation following a positive decision on their asylum claim.

Since the Immigration and Asylum Act 1999, which set up the dispersal system - meaning people seeking sanctuary were moved all over the UK - we have had to scale up the voluntary sector response across the breadth of the country to ensure that everyone felt welcome, supported, and had opportunities to settle in their new communities.

As a sector, we have had to respond, campaign and adapt to successive new legislation every one or two years, with each plan underpinned

I remain incredibly grateful to all NACCOM's members, partners, Community Research volunteers, staff team and trustees, who constantly strive to make the best of the circumstances we are faced with.

by the mistaken assumption that we need to be more hostile to deter people from seeking sanctuary here in the UK. I am incredibly grateful and moved by the many people and organisations, such as our members, that see the people behind the headlines and want to offer a better welcome.

I remain incredibly grateful to all NACCOM's members, partners, Community Research volunteers, staff team and trustees, who constantly strive to make the best of the circumstances we are faced with, to help ensure we can lift everyone possible from destitution and take on the fight to improve the policy environment we are facing. I am also very appreciative of our staff team's commitment to wellbeing, which saw additional resources to support members over the course of the last year.

This year we say farewell to our Trustee Catherine Houlcroft, who has stepped down after five years. We wish you all the best, Catherine. We look forward to launching our Trustee recruitment drive, with the aim of nominating three new trustees at our 2024 AGM.

Finally, I would like to thank you for your interest in and support of NACCOM, which really benefits from the strong sense of solidarity evident in our dynamic and resilient refugee and migrant sector.

Progress Against our outcomes

In August 2022, [NACCOM launched our second strategy, for 2022 – 2026](#). We set out our Theory of Change, and all the steps along the way that we think are needed to achieve our four strategic goals (see page 4). We also set out our interim outcomes, which we'd focus on in year one of our new strategy, July 2022 – June 2023.



Members have a good understanding of reasons for and pathways out of destitution.



Members build connections with and support one another more.



Members are more confident to use evidence, data and case studies to show the need for and value of their services.



Members deliver safe and good quality places of accommodation and provide impactful services.



People with lived experience of destitution and immigration control feel represented and included in the work of NACCOM.



People with lived experience have more opportunities to shape policy and practice.



Decision-makers and key stakeholders listen more to people with lived experience.



Housing Associations are better supported to work with NACCOM members.



More and better partnership working exists to end destitution.



Decision-makers and key stakeholders use NACCOM evidence to make positive changes to ending destitution.

Below is a summary of the work we have delivered during year one against the Strategic Goals in our Theory of Change

Strategic Goal 1

The root causes and human impact of destitution and solutions to end destitution are better understood.

Key activities and progress: We launched our new strategy and our pathway out of destitution framework, and have worked on improving our Annual Survey, including capturing evidence from Associate Members and improving how we and partners can use this data, such as through our policy briefings. We also launched a joint briefing with Asylum Matters on asylum dispersal principles in early 2023 and have continued our partnership with Homeless Link on how Local Authorities can end non-UK national homelessness. Our Illegal Migration Act advocacy allowed us to ensure the risks and impact of homelessness and destitution were highlighted and we were pleased to work with partners to advocate on Home Office plans to exempt asylum HMOs from licensing. We have consistently been able to represent NACCOM members in the media and presentations across the UK.

Strategic Goal 2

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.

Key activities and progress: Our volunteer Community Researchers were involved in the recruitment of our new Community Research Facilitator and in our strategy launch, as well as the launch of their first bespoke piece of research, *Refused? Experiences following a negative asylum decision* in July 2023. Community Researchers have also continued to be involved in the Homeless Link partnership project, including the launch of the Roadmap report. And we were delighted to start a partnership project with the Centre on Migration, Policy and Society (COMPAS) at the University of Oxford on their *Understanding Migrant Destitution* in the UK research project.

Strategic Goal 3

More policies and practice exist to support the end to destitution.

Key activities and progress: Delivery of our 2022 Annual Conference and bi-annual regional hubs, all of which enabled us to support members to share solidarity and good practice to support the end to destitution. The hubs also allowed us to facilitate improved engagement between NACCOM members and key sector stakeholders like the British Red Cross. Our core network development work with individual members and across regions also contributes to this goal, as does our policy and advocacy work, for example through our statement and briefing about the Westminster Government's Ending Rough Sleeping Strategy. We are following up to see how the briefing is taken forward in year two.

Strategic Goal 4

More and better services exist to support people out of immediate destitution and provide long-term pathways out of destitution.

Key activities and progress: We continued of our Design Lab implementation through the launch of a Slack communications channel for NACCOM members. We were pleased to work with The Collective Scotland and Act Build Change on wellbeing workshops for members. The development and launch of the Working with Housing Associations toolkit and the focus on supporting members to engage with the findings of the Community Research report are key activities towards achieving this goal.

As part of this goal, and our general work to improve our impact and engagement with NACCOM members, we have been working on a membership charter, which will set out standards and behaviours expected of NACCOM members, as well as what we commit to deliver for them. We hope to launch this as part of the membership renewal process in 2024, but in the meantime are confident that we build on an engaged and supportive network.

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.

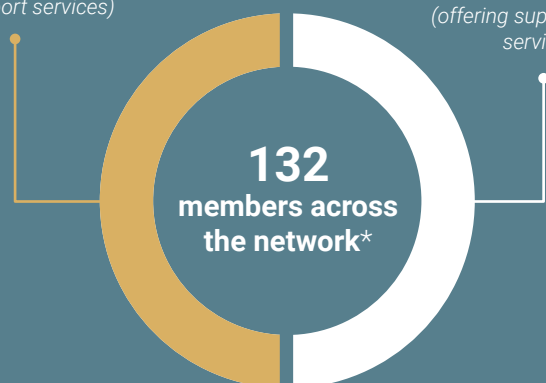
Key insights for 2022-23 - Service Provision

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 eligibility or no recourse to public funds.¹ 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

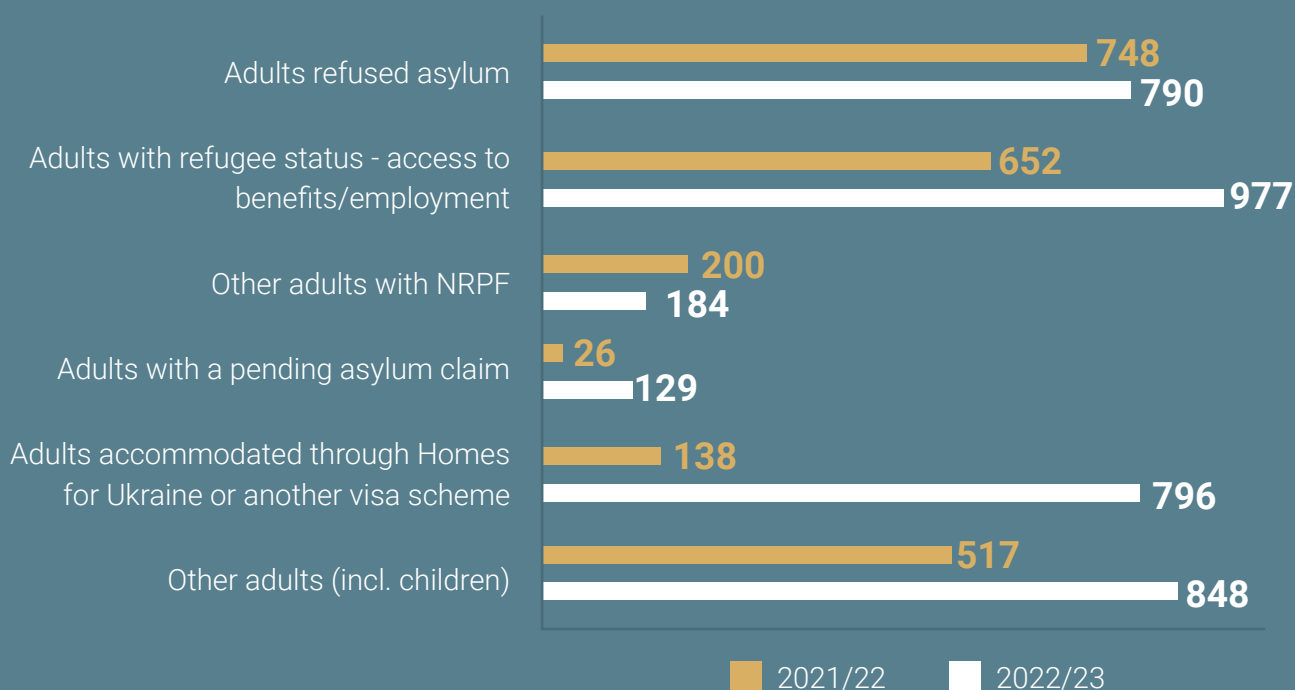
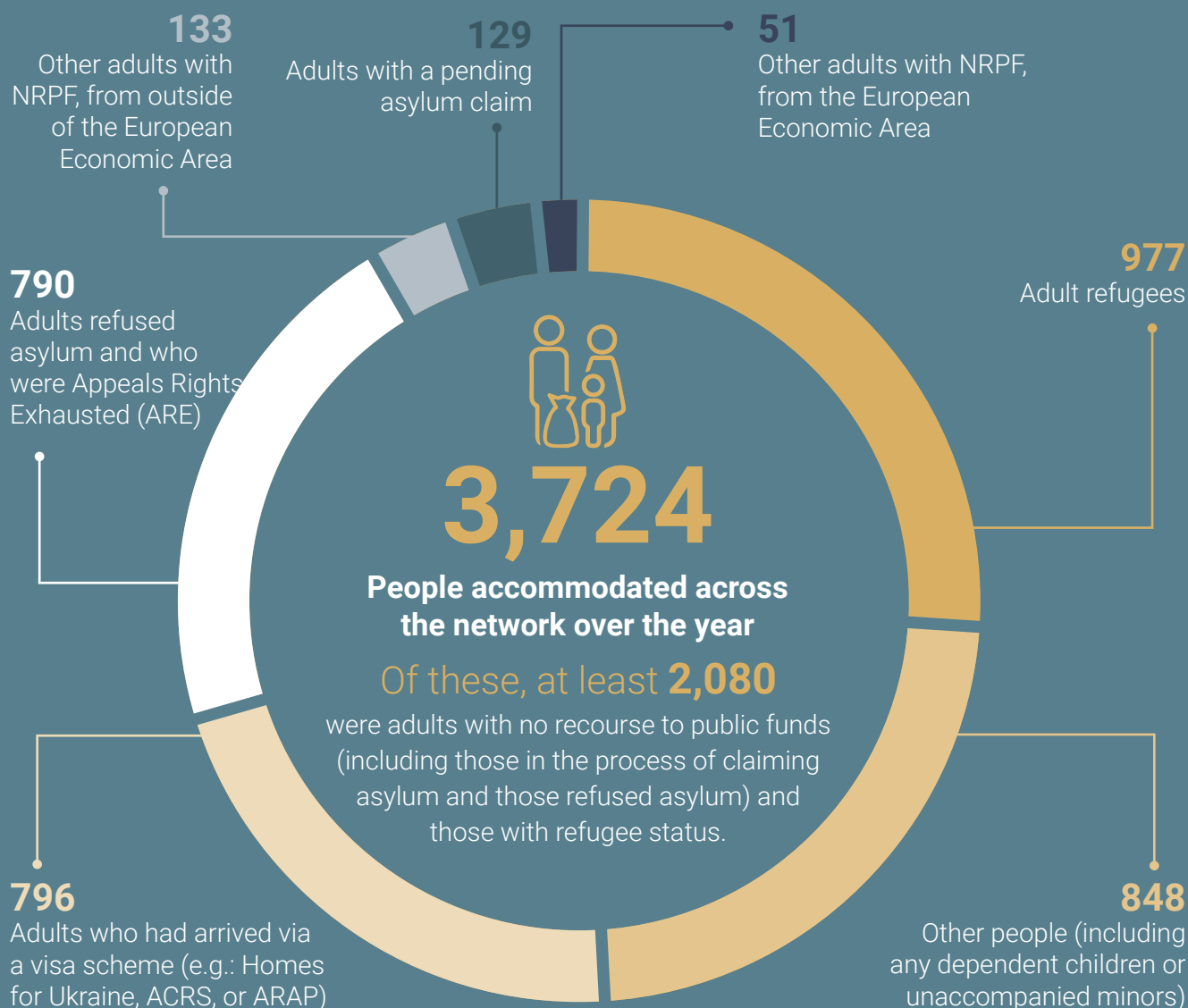
└ **2,148** volunteers in
accommodation projects.

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.



¹ <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 to 977, 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.²

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.³

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 1,322.⁴

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.⁵ 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.

² https://naccom.org.uk/wp-content/uploads/2019/06/NACCOM-Homelessness-Report-2019-06-18_DIGITAL.pdf

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

⁴ https://naccom.org.uk/wp-content/uploads/2021/02/NACCOM-ImpactReport_2021-02-04_DIGITAL-updated-Feb-2021.pdf

⁵ 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 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 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

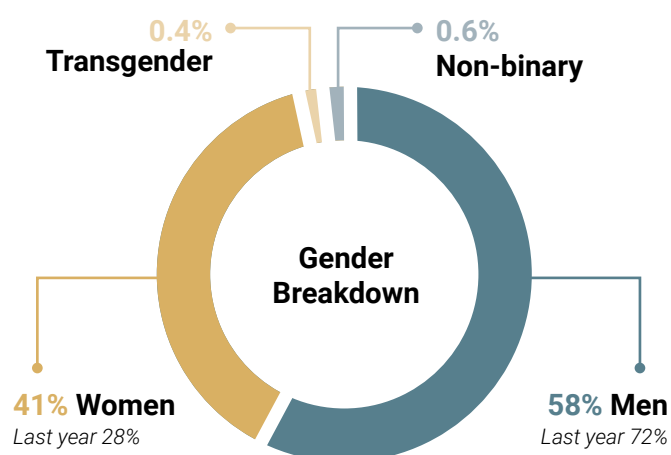
23% of total

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*



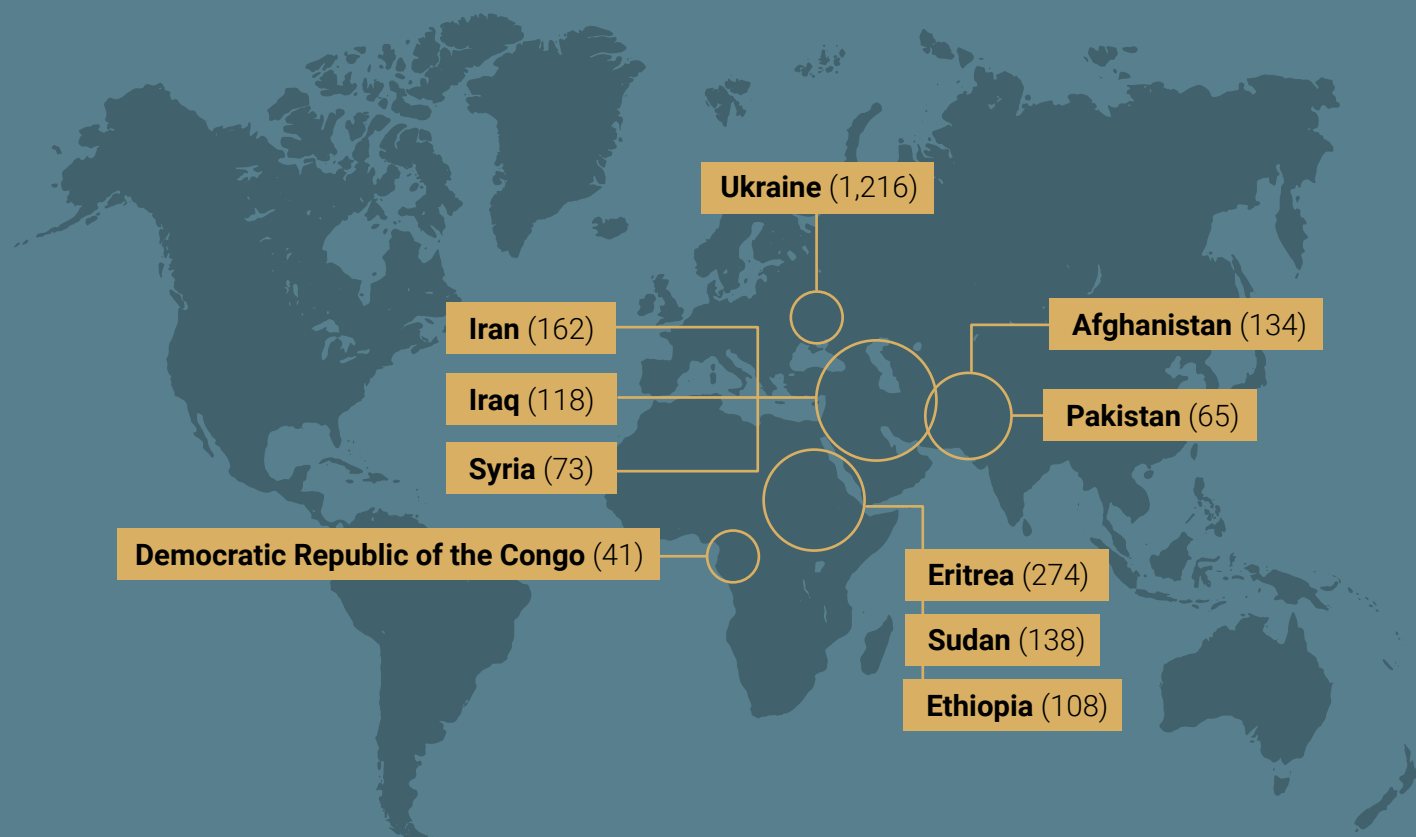
This year saw a shift in the gender breakdown of the people accommodated by the network.

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.*

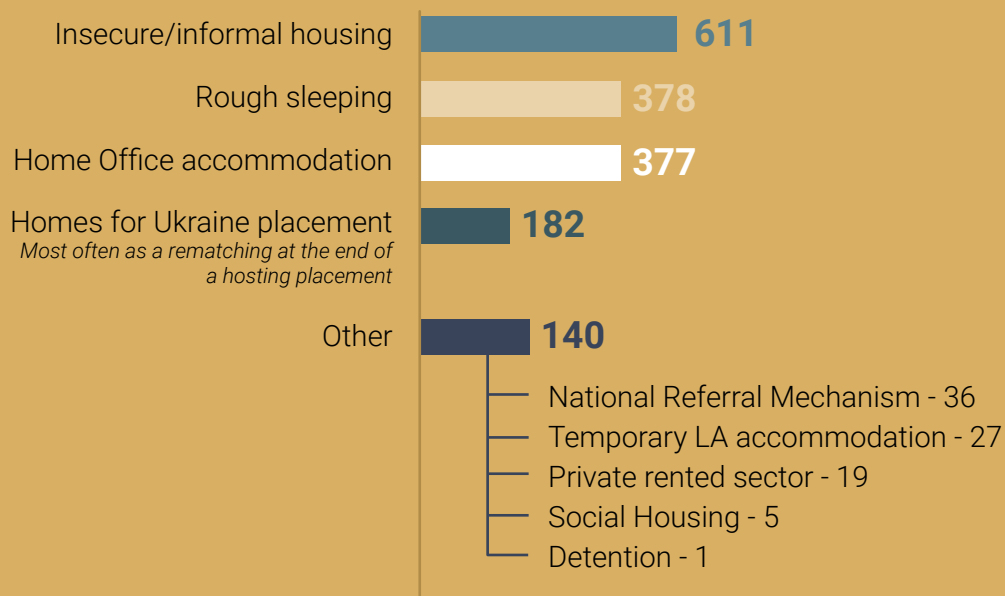
Nationality breakdown of people accommodated

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 last (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.



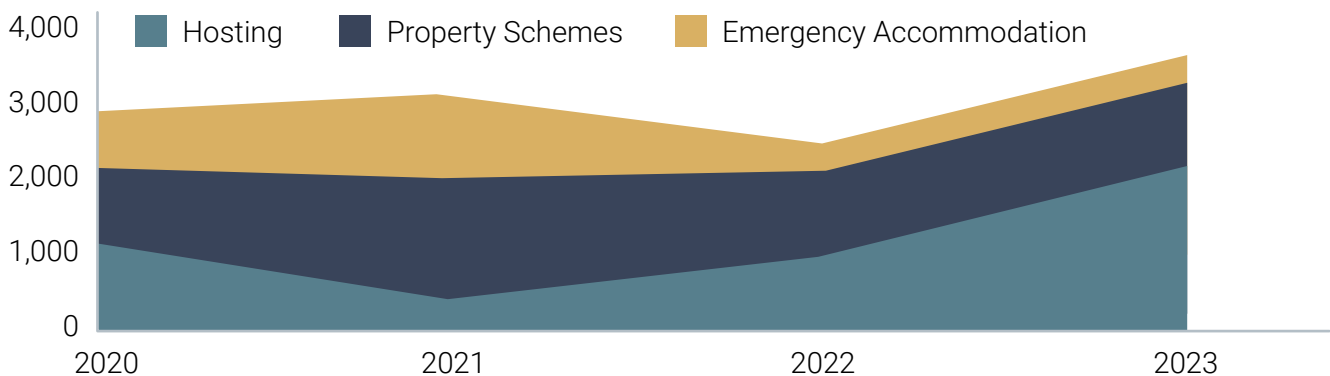
Night shelters and emergency accommodation – 313 people accommodated

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.

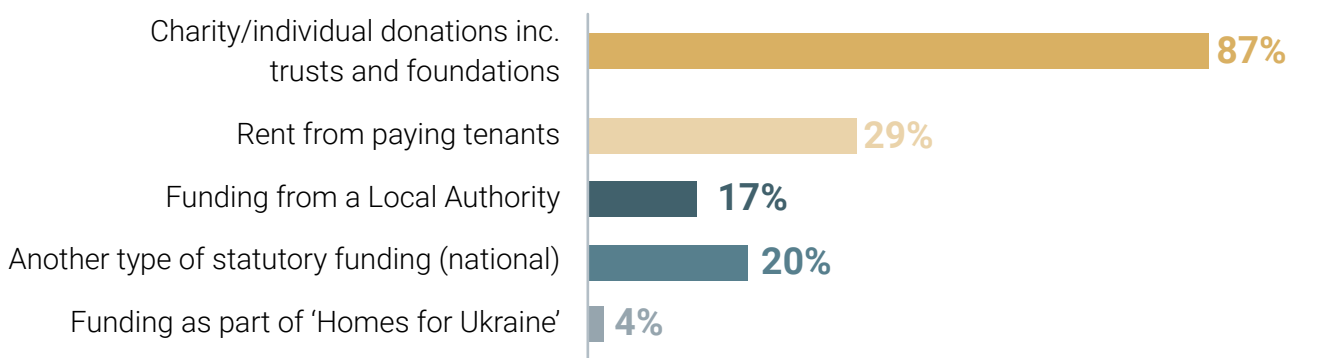
People supported by accommodation type:



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
2019/20	986	1,148	739
2020/21	362	1,503	1,113
2021/22	770	1,171	351
2022/23	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 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.

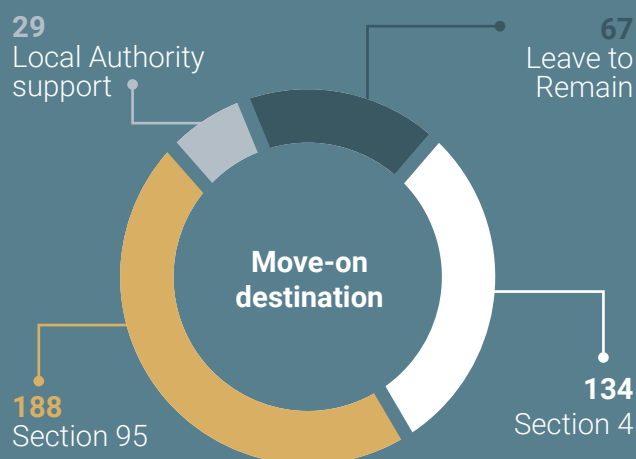
However, for many, funding was a major challenge this year. In a cost-of-living survey conducted by NACCOM in February 2023, 57% of members who responded reported a reduction in individual and private giving, whilst 48% reported a reduction in normal grant and trust funding.

Where people moved 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 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.

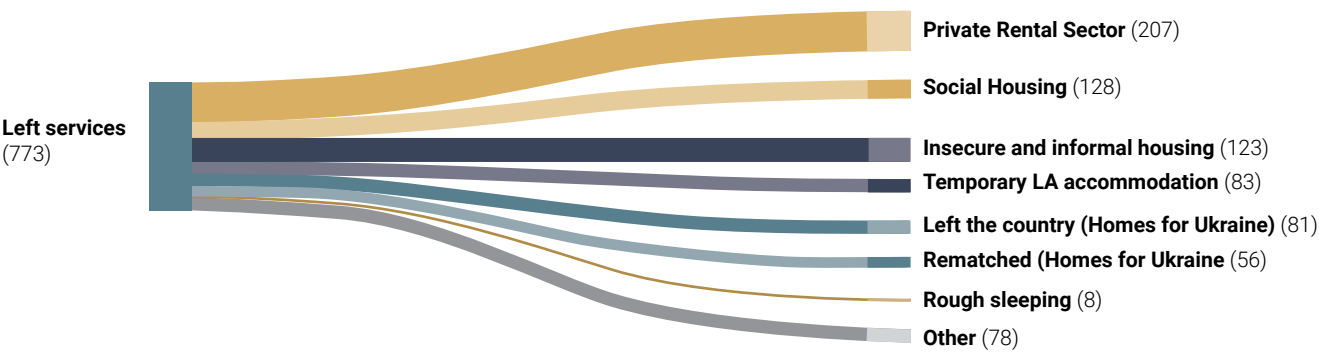
Housing Outcomes for refugees and people with other forms of status

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.

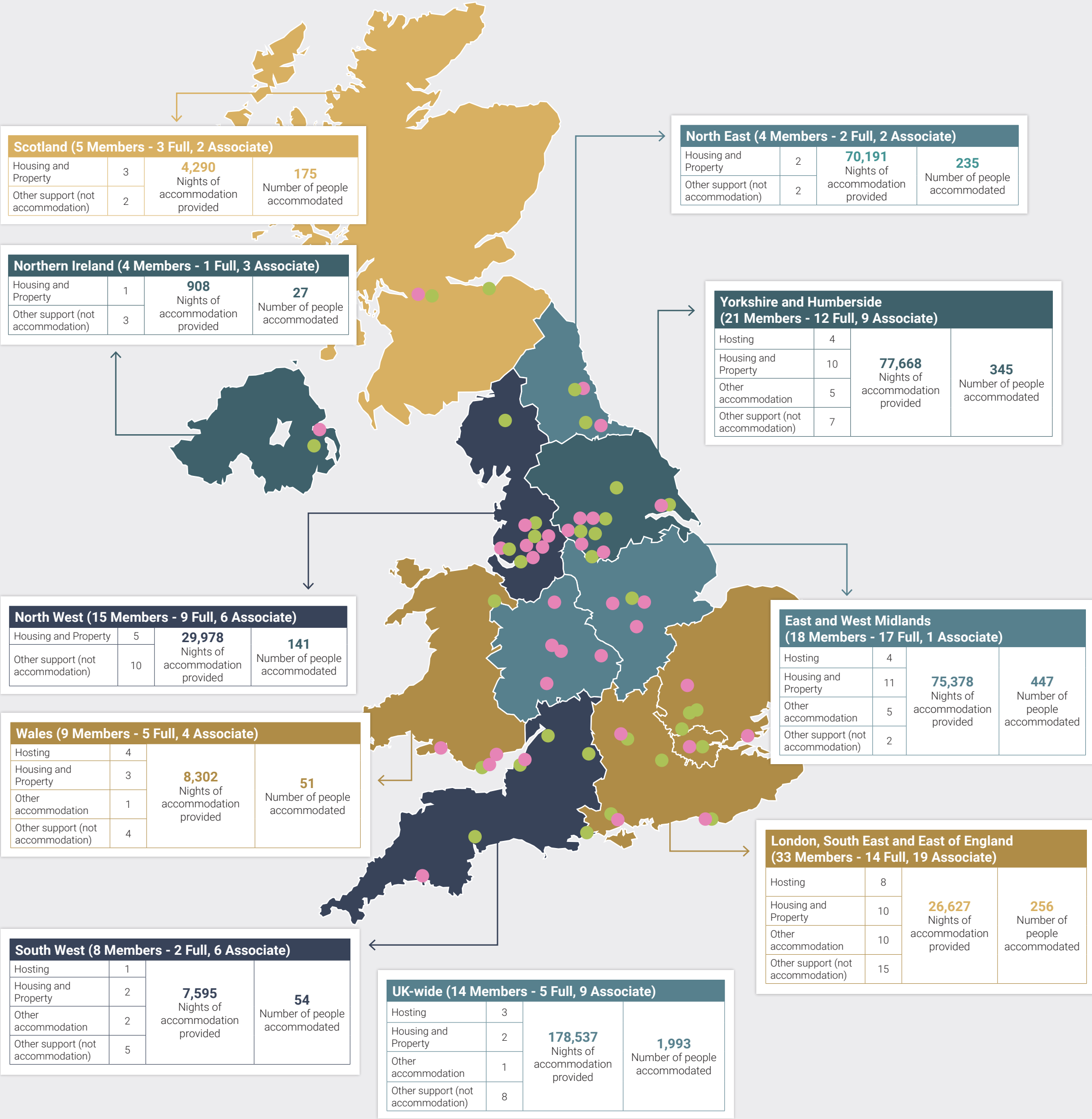
773 people with some form of leave to remain moved on from accommodation during the reporting period. Of these, a significant proportion moved into some form of stable accommodation, whether in the private rented

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).



The NACCOM Network



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

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.	

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.

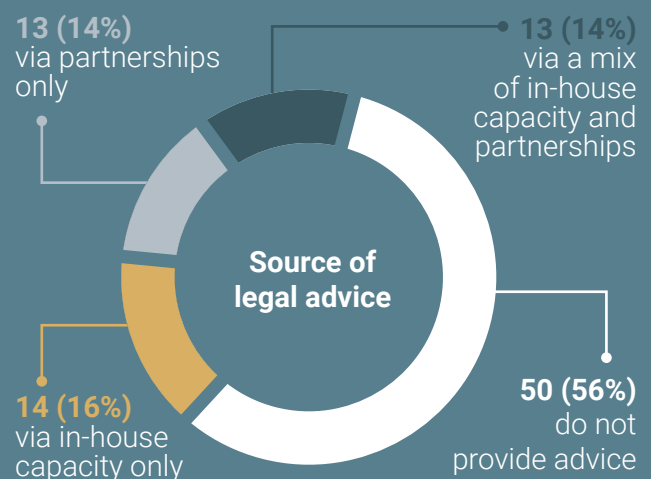
Various changes made to improve the robustness of the data we collect on advice capacity means that not all data reported on legal and immigration services is comparable with previous years – and more detailed information on the legal capacity of the network will be published in future reports.

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.

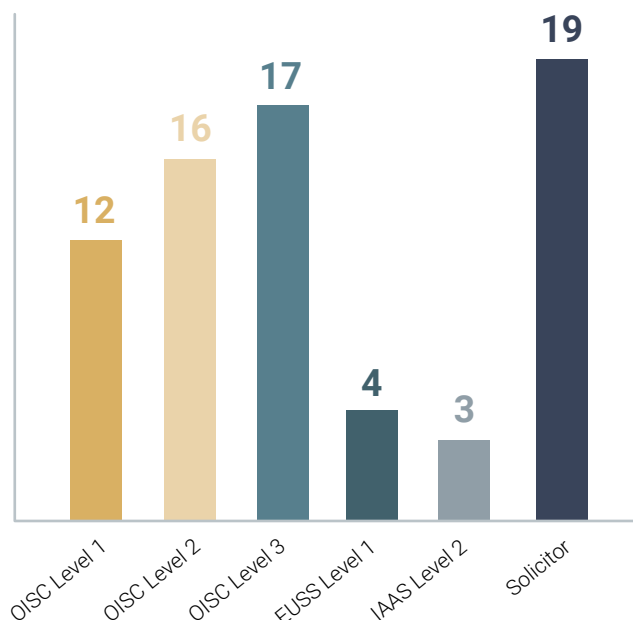
However, more than half (56%) said that they do not provide asylum or immigration advice to their clients. Amongst those that do, there was an even split between those that delivered advice through in-house capacity and via partnerships.



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

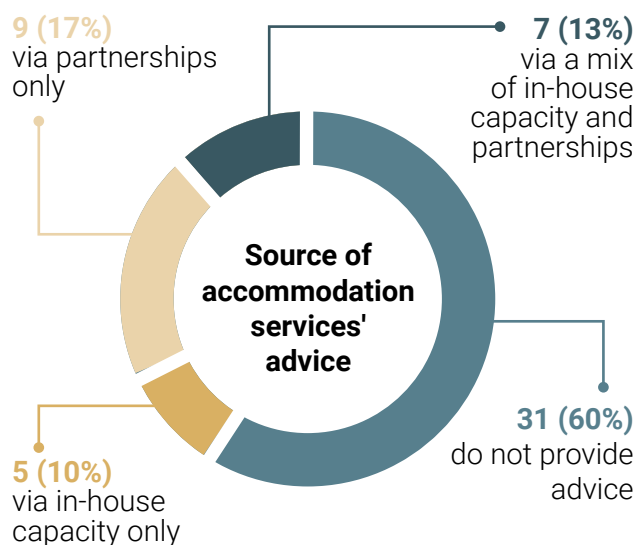
rights grounds, and make representations to UKVI in support of asylum cases. Those accredited to OISC Level 3 – on top of all other work allowed at OISC 1 and 2 – are permitted to conduct specialist casework and carry out any work following the notice of appeal, including preparing cases at First-tier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

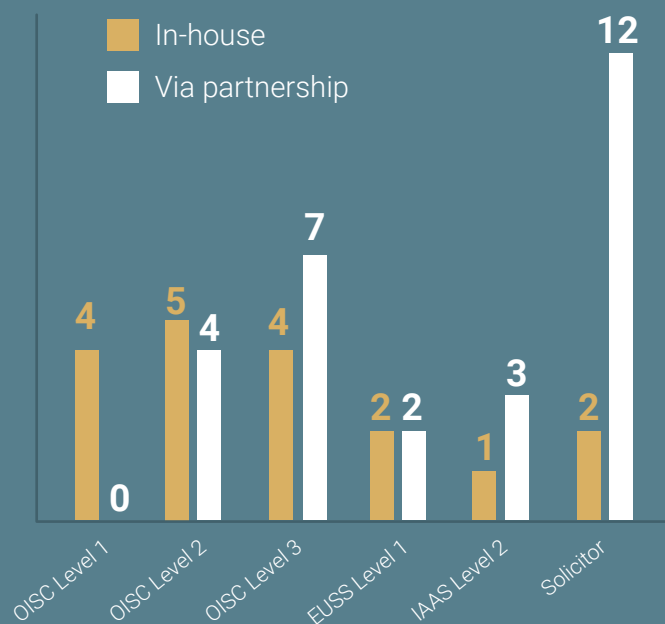
However, most accommodation services in the network still do not have a formal way of connecting their clients with immigration and asylum advice.



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 the following numbers of staff accredited at:

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

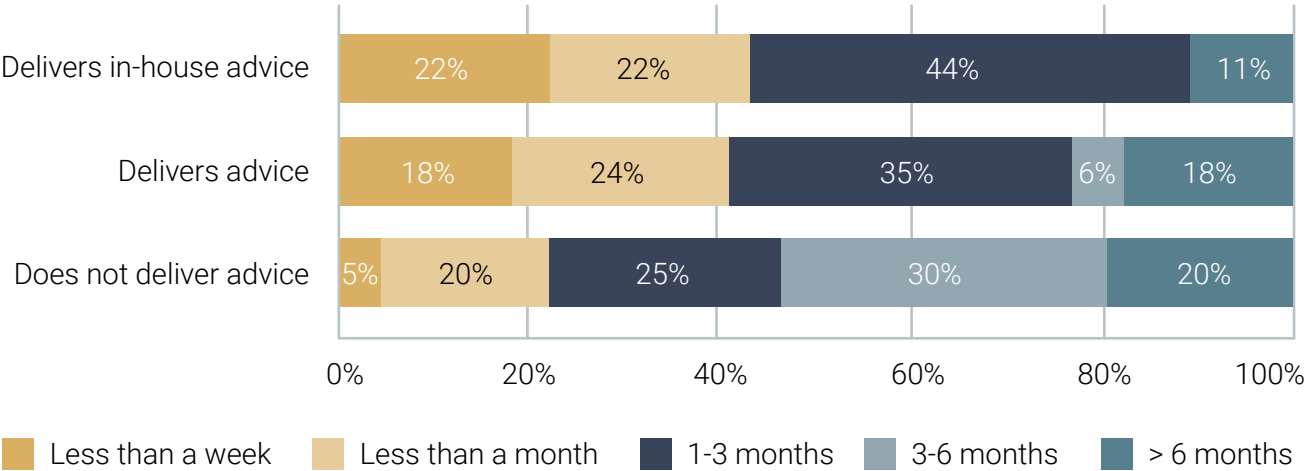
through charity and individual donations. One member delivered advice services for a fee, albeit at a rate well below market rate.

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.

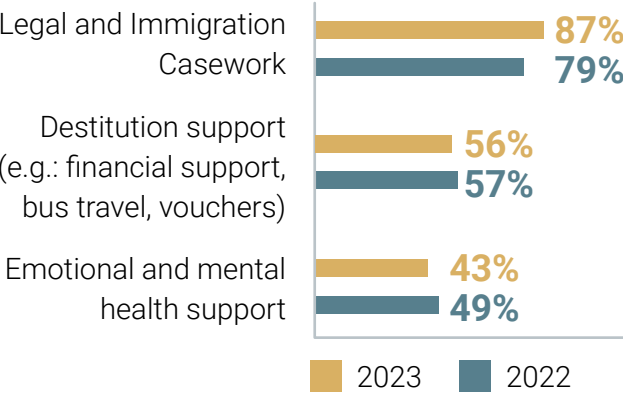
Average time taken to refer a person for advice:



Need for support services

In our survey we asked 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.

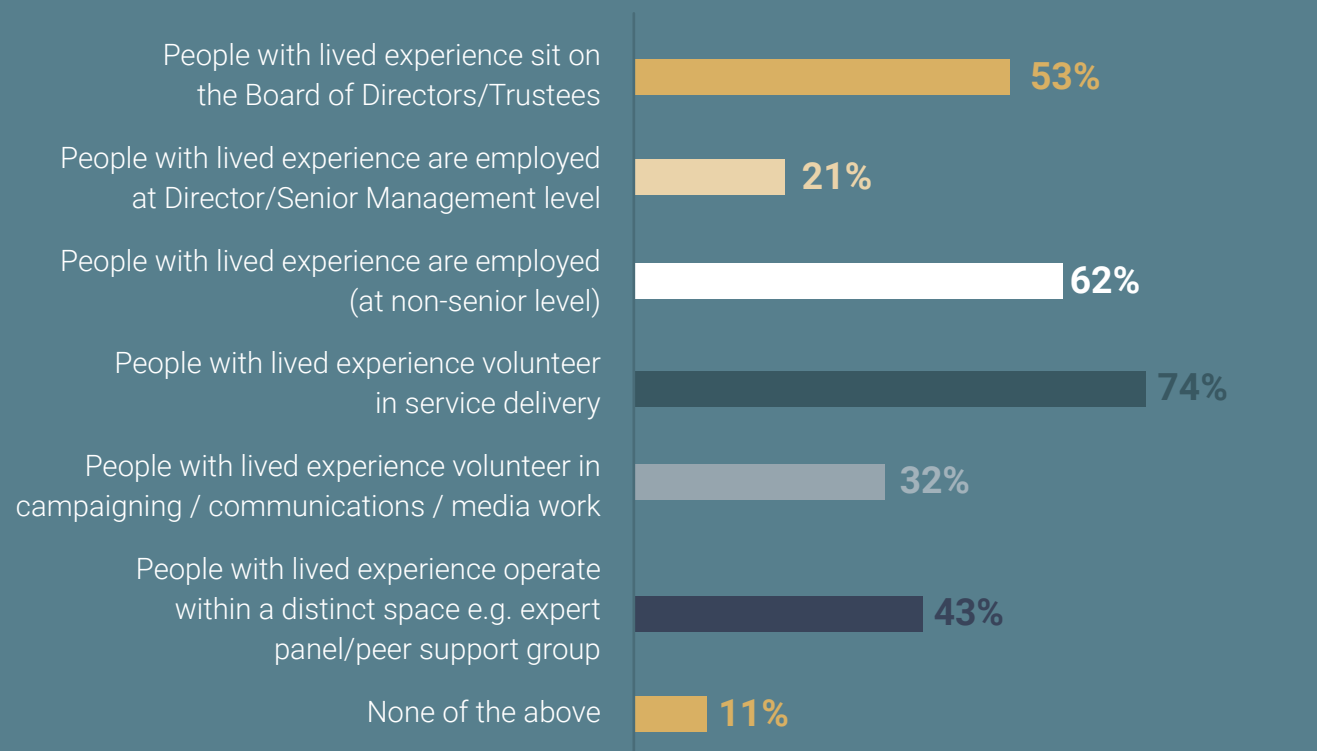
87% of members chose Legal and Immigration Casework, making it the most frequently cited support need. This is unsurprising, given that elsewhere in our Annual Survey, more than three-quarters (76%) of members stated they did not believe that their service users currently have adequate access to legal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

Network Development Report

What we do

Building capacity to prevent and end destitution

The Network Development team plays an instrumental role in fulfilling NACCOM's strategic objectives of ending destitution in the short- and long-term.

Our Network Development work supports the following Strategic Goals:

- 3 More policies and practice exist to support the end to destitution.
- 4 More and better services exist to support people out of immediate destitution and provide long-term pathways out of destitution.



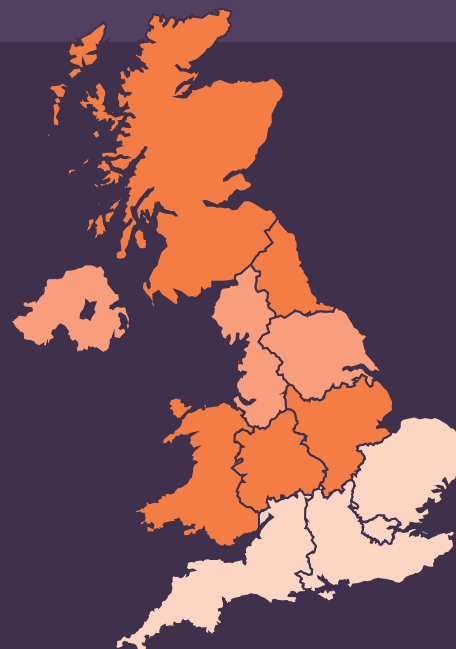
The past year has been our first full year with three dedicated members of staff in the Network Development team, which has given us greater agility and space to work to team members' individual strengths and specialisms in supporting members, whilst also continuing to operate with a regional focus.

Network Development Coordinators

Paul Catterall – Scotland, Wales, the North East, and the West and East Midlands.

Katie Fawcett – The North West, Northern Ireland, and Yorkshire and Humberside.

Tom Macpherson – London, the South East, the South West, and the East of England.



Key Developments in 2022-23

Changes to the network this year

At the end of our current reporting period (June 2023), NACCOM membership stood at **132 frontline charities and organisations** across the UK. This represents a slight reduction in member numbers compared to last year's 137, mainly due to member mergers across the network. The network remains a broad and diverse group of projects made up of;



Over the past year (July 2022 – June 2023) we welcomed seven new members;

Three Full Members

1. **Simon Community Scotland** (now incorporating former member Safe in Scotland) which provides accommodation, legal and destitution support.
2. **Greenwich Winter Night Shelter**, which provides seasonal emergency accommodation.
3. **SJOG (St John of God Hospitaller)**, which provides a range of services including emergency accommodation and Homes for Ukraine host-matching service.

Four Associate Members

1. **Migrant Centre Northern Ireland**, which works to tackle racism, eliminate barriers, advance education and raise public awareness about the rights of migrant workers.
2. **Hope into Action UK**, whose unique purpose is to enable churches to house the homeless.
3. **Breaking Barriers**, which supports refugees into education and employment.
4. **AVID**, the Association of Visitors to Immigration Detainees, a network that provides support to people in detention.

Supporting our Members



Our aim as a team is to work with NACCOM members to build capacity, create connections, overcome challenges and rise to opportunities that will enable them to create better short- and long-term pathways out of destitution so that more people can be supported to rebuild their lives and resolve their immigration status.



In response to our constantly evolving network, our Network Development team regularly adapts and shapes the services we offer to meet specific member or project needs. This year we've provided wide-ranging services to members and prospective members, including;

Crisis management and strategies for improvement, sustainability and/or growth with members.

Helping new groups and projects to develop accommodation schemes appropriate to their area, or in partnership with established providers such as Housing Associations or national hosting charities.

A return to face-to-face hubs, particularly to build solidarity, resilience and understanding in response to the passage of Illegal Migration Act.

Joining initial partnership work for the new **Trauma-informed Hosting Coalition**.

Facilitating and leading regional and thematic accommodation-based hubs. For example, convening hosting members to reflect and share learning about hosting in the context of the **Homes for Ukraine** scheme.

Representing and advocating for NACCOM at national and regional events and meetings, such as the **Homes for Cathy** group of Housing Associations in England and **Tai Pawb** in Wales.

Creating opportunities for members to support one another and share good practice, skills and expertise locally and regionally, through in-person hubs and online collaboration.

Developing our new **Working with Housing Associations - A toolkit** (launched in October 2023).

Implementing recommendations from the **Design Lab** programme, to strengthen the support we offer to member organisations and the way we work with them. For example the launch of our **Slack community**, with dedicated subject channels.

Connecting members to external consultants for support with particular topics such as strategic and financial planning and governance.

Providing strategic insight and helping to build relationships with mainstream refugee, migrant, housing, and homelessness sectors, encouraging innovation and collaboration.

Exploring the benefits of joining NACCOM with prospective members.

Key Developments and Trends This Year

Mergers between members

One of the challenges facing members in a post-Covid environment has been both sustaining and, in some cases, restarting projects and services that were put on hold. The challenge of securing funding, staffing, and volunteer and host recruitment and retention (particularly in light of the Government's Homes for Ukraine scheme) has led to some members merging their complementary services. This has been particularly notable with smaller hosting services merging with larger, wider accommodation and support providers.

- **Host Nottingham** with **Nottingham Arimathea Trust**.
- **ShareDydd** in Cardiff with **Housing Justice Cymru**.
- **Share Tawe** in Swansea with **Ethnic Minorities and Youth Support Team Wales**.
- **Sanctuary Hosting** in Oxford/Thames Valley with **Asylum Welcome**.
- **Safe in Scotland** with **Simon Community** in Scotland.

Merging has enabled many of our members to continue their vital services, whilst ensuring they are sustainable. Some of the key benefits include:

- 🏠 Clearer referral pathways and triage to accommodation and advice services.
- 🏠 Improvements in staff and volunteer support, wellbeing, role satisfaction and effectiveness.
- 🏠 Improvements in project management.
- 🏠 More effective fundraising and reduced competition for funding pots.
- 🏠 Improvements in service delivery as staff and volunteers can be more focussed on core tasks and achieving the best outcomes for service users.
- 🏠 Avoidance of duplication and savings in core costs including office, IT, HR, management and insurance.
- 🏠 Strengthening of governance and board representation, particularly where boards have merged.
- 🏠 Improvement in corporate reputation and engagement with stakeholders, including Local Authorities.
- 🏠 Overall improvement in services and outcomes for service users.

Merger Case Study - Sanctuary Hosting and Asylum Welcome

In 2022, Sanctuary Hosting, a hosting scheme operating from Oxford across the Thames Valley region, became part of Asylum Welcome, which offers information, advice and practical support to people seeking asylum, refugees and vulnerable migrants living in Oxfordshire.

“At the end of 2022, Sanctuary Hosting officially merged with Asylum Welcome (AW) and became one of a number of services on offer to refugees, asylum seekers and vulnerable migrants in Oxfordshire. Sanctuary Hosting maintains a very limited service in Reading. The benefits of being part of a larger organisation are already clear. There is a closer relationship now with colleagues who wish to refer to the Sanctuary Hosting service – we can be confident that potential guests will have an AW caseworker and the support necessary to clarify their immigration status, while we facilitate hosting. Any problems can be highlighted quickly and we can put in place a package of additional AW support, such as access to Sanctuary Wheels for the

provision of a bicycle, or help with finding educational support.

As a small staff team we are now able to tap into skills and expertise of our AW colleagues in areas like communications, volunteer recruitment and fundraising. In turn, we can feed back stories of success from our guests, as well as provide examples of challenges around hosting where some advocacy at the local level can be impactful (e.g. community charge). Many of the 'new' projects we want to pursue, such as developing a 'life skills' programme, are also relevant to AW clients who may not be on the Sanctuary Hosting scheme so there is greater benefit to developing them. We also enjoy working alongside a larger and diverse group of colleagues and volunteers and learning about different areas of work. Overall it has been a positive experience and one that benefits our guests.”

- **Tania Baldwin-Pask**






Hosting Services Manager, Asylum Welcome

Creating Spaces For Member Engagement

In 2022, as part of the Design Lab evaluation of our membership offer, we carried out in-depth research with members to explore what they value from NACCOM membership and how we could support them more effectively. The research showed that members place high value in NACCOM's ability to provide opportunities for - and to inspire - solidarity, collaboration, support, learning and community.

To further our commitment to provide the best possible opportunities for members to collaborate, support and connect with one another, in January 2023 we launched the NACCOM Slack Community. Slack, an online collaborative tool, enables targeted engagement, as members can choose which themed 'channels' they engage with, whilst steering

clear of ones that may be less relevant to their organisation or role. Other benefits include the ability to save useful messages and resources, as well as resource libraries linked to different channels. There are currently five channels:

-  **General (open chat forum)**
-  **Housing and Property Schemes**
-  **Hosting**
-  **Policy, Research and Advocacy**
-  **Communications and Media Work**

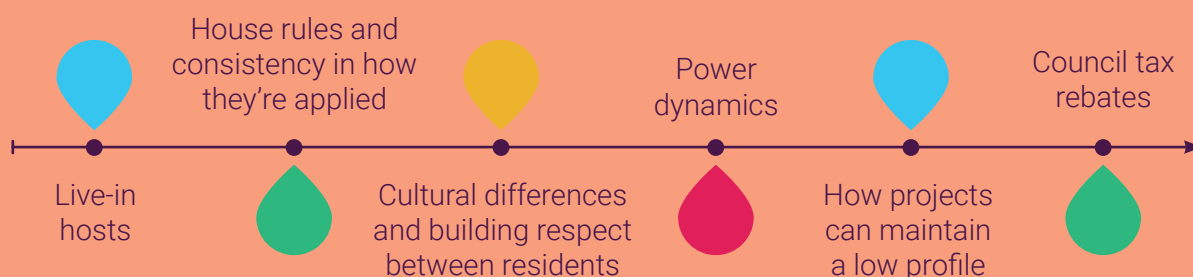
Member engagement in Slack has been positive, and we will continue to encourage and support engagement across all our member-facing channels, which also includes our Google group and policy newsletter.

Focus on Slack

One member recently used Slack to ask other housing organisations about their approaches to managing communal living, security, safeguarding and housing maintenance.

After receiving direct messages from several members in response, the member set up two Zoom calls to discuss in more detail.

Discussions highlighted the diversity of housing models within the network, with topics including:



Following the calls, at least one member shared their house rules and how they communicated with the Local Authority to get a council tax rebate.

This demonstrates how members reaching out to other members on Slack can quickly lead to more in-depth discussion, peer-to-peer support, and stronger connections between members.

Member Hubs

Feedback gathered through the Design Lab research also made clear how valuable members find face-to-face meetings with others in the sector, and how much these had been missed during the Covid-19 lockdowns. Whilst purely remote working encouraged many organisations to find new ways of connecting digitally, face-to-face communication still plays a vital role when it comes to relationship building within the network, particularly in building solidarity and resilience.

Our Winter and Summer 2023 hub series brought members together in key towns and cities for the first time in three years – **Leeds, Leicester, Liverpool, Newport, Birmingham, Glasgow, York, London** and **Bristol**.

92 people from 58 member organisations and six invited guests attended our Winter Hubs, and our Summer Hubs saw a total of 96 people from 42 member organisations and 12 invited guests attend. Six members were able to host a hub in their premises, including Govan Community

Project and Ubuntu Women's Shelter in Glasgow, The Gap in Newport, JRS and Housing Justice in London and Asylum Link in Liverpool. We are grateful to all our members – both attendees and hosts - for their support.

The Winter Hubs provided a further safe space for members to discuss their concerns, identify challenges, and think strategically in relation to the Illegal Migration Act, as well as share good practice and learning around how frontline organisations are responding to current and ongoing increased and changing needs in the sector, in order to prevent crisis-driven support provision.

The announcement of the Illegal Migration Bill (IMB) in March 2023, and the corresponding uncertainty and dismay felt by the sector, was the impetus to bring members together during the Summer Hubs to demonstrate solidarity and strength, as well as a chance to discuss the possible impacts of the IMB, which became law in July 2023, and plan collective action.

With increased needs, what changes do you need to make to your business plan and fundraising strategy?

What opportunities are there for you to explore strategic partnerships

What services will be required? And how can you enable effective delivery to ensure people can access support when it is needed?

community strengths
 need to connect building good relationships ability to rise
 collaboration trust stronger connections
 challenges providing meaningful opportunities
 learning from others learning from others uncertainty
 foster community expertise
 partnership working

Embedding Wellbeing

Our commitment to encourage members to embed wellbeing practices into their everyday work, to support and sustain staff and volunteers during this challenging time, was a key aspect of our Summer Hubs.

Through a short, facilitated session designed by The Collective Scotland, members were encouraged to create collages about what inspires them in their work and come together to reflect on the final pieces to identify common themes and inspirations. **Community, love, food,**

home, sharing, and **compassion for others** and the world around us emerged as key themes and helped to create a warm and nurturing space to close the Hubs, leaving participants feeling relaxed and more connected to both each other and their own motivations. Although this activity wasn't designed to fix systemic problems around destitution, it highlighted the importance of being kind to ourselves and encouraged reflections on how members could deliver this within their own personal practice and within their organisations.



Feedback from members and guests following summer hubs:

“ It was very interactive, and allowed plenty of time for in-depth and useful discussions; nothing felt rushed (which is rare!). The range of organisations and folks there was also great. The tone of the hub set by NACCOM staff was also really positive; despite the day largely focusing on very difficult, concerning issues, I left feeling energised and uplifted.

- Jen Laws, Asylum Matters ”

“ A real focus on wellbeing and the welcoming atmosphere made it easy to interact and share with a wide range of people.

- Helen Cowgill, Action Foundation ”

“ Enjoyed the event, it is good to see the brilliant work going on around the country by fantastic people.

- Paul Glover, British Red Cross ”

“ Great, concise updates. Fantastic opportunity to meet other services and create strategic plans across small organisations.

- Chloe, Action for Refugees in Lewisham (AFRIL) ”

“ Some really interesting discussions. It was very well planned and all ran very smoothly. Lunch was also delicious!! I think it covered a huge range of topics which meant we covered some really interesting and thought-provoking topics. The well-being activity at the end was really beneficial as well after a day of tough discussion.

- Ella Gosling, Housing Justice - London Hosting Project ”

Case study - supporting members to develop accommodation options and support: The Gap, Newport, Wales

NACCOM has been providing strategic support to key members and partners for the development of accommodation in Wales, for both people seeking asylum and newly granted refugees, since 2018.

This work builds on existing programmes by the Welsh Refugee Coalition, which led to the release of Welsh Government funding for the refugee sector in 2020, and the work of NACCOM member **Tai Pawb** (the charity that promotes equality and social justice in housing in Wales), which published its

Refugee Housing and Support Feasibility Study in 2019, looking at improving the housing situation of refugees living in Wales.

One of the outcomes of NACCOM's support for this work has been Newport member **The Gap** beginning a partnership with **Pobl** Housing Association to provide supported housing to newly-granted single refugees in a 3-bedroom flat. The project came about after the leadership team from The Gap attended the 'Ending Migrant Homelessness

conference' - a joint Crisis, Homes For Cathy and NACCOM event in 2020 - focussing on how Housing Associations could work with NACCOM members to tackle migrant homelessness. The Gap felt inspired and, with the help of Tai Pawb, hosted a meeting with Pobl and **Newport City Homes** and invited NACCOM's Network Development staff to provide an overview of some of the successful partnerships in England.

Pobl recognised that an offer to The Gap would both fit with its charitable objectives and allow them to directly contribute to reducing refugee homelessness. An empty property in a difficult-to-let area where The Gap were working was made available and Pobl shared its existing supported housing expertise to help The Gap set up the right operational policies and procedures and guided them through the application process with Newport City Council. A key aspect

of this was satisfying the council of the vulnerable nature of newly granted refugees and making the argument that they are 'priority need' and in many cases in need of supported housing.

For more on The Gap's partnership with Pobl and Newport City Homes and the work of Tai Pawb see NACCOM's '**Working with Housing Associations: A toolkit.**'

“ The ongoing relationship and technical support from NACCOM's Network Development Team gave us reassurance that we could do this, and that what we were wanting to do was possible.

- Mark Seymour, Project Manager
at The Gap Newport

”

Case Study - Developing a 'Trauma-Informed Coalition'

NACCOM always aims to support its members in the development and application of good practice in their accommodation projects. For members managing hosting schemes the importance of offering a safe, welcoming host home, along with appropriate training and support for hosts and guests, is key to fostering resilience from trauma and to positively supporting the overall wellbeing of people seeking sanctuary in the UK.

As part of our efforts to raise standards of good practice in hosting, NACCOM accepted an invitation from **Trauma Treatment International** to join nine UK organisations (three of which are also NACCOM members) to form the **Trauma Informed Hosting Coalition**. The goal of the coalition is to develop and promote best

practice aimed at mitigating the trauma and vicarious trauma of guests and their hosts by ensuring hosting schemes in the UK are trauma-informed. This will help prevent re-traumatisation, support long-term recovery, and promote the wellbeing of hosts, guests and the people who work with them.

The Trauma Informed Hosting Coalition will work together to ensure hosting schemes in the UK are trauma-informed through the development of shared best practice guidelines, based on the experiences of member guests and hosts. This will help to create the best possible conditions to prevent re-traumatisation, support long-term recovery, and promote the wellbeing of hosts, guests and the people who work with them.

Policy, Research and Advocacy Report

Our Policy, Research and Advocacy work supports the following Strategic Goals:

- 1 The root causes and human impact of destitution and solutions to end destitution are better understood.
- 3 More policies and practice exist to support the end to destitution.

Our policy, research and advocacy work remains rooted in the evidence and needs of our network and is increasingly shaped by those with lived experience of destitution and immigration

control, with volunteers from our Community Research group taking on a prominent role in key projects during the year. Our core work this year included:



Opposing the Illegal Migration Act

NACCOM campaigned in opposition to the ***Illegal Migration Act*** (IMA), which will put a large number of people seeking protection in the UK at risk of homelessness and destitution. The Act, which received Royal Assent in July 2023, virtually extinguishes the right of people to claim asylum in the UK and dismantles most protections available to victims of trafficking and modern slavery.



Finding local solutions to migrant homelessness

In July 2022, Homeless Link's report ***'Unlocking the door: A roadmap for supporting non-UK nationals facing homelessness in England'*** was published with contribution from NACCOM's Community Researchers. We have since been working to share the findings of this joint research project, which evaluates the success of 'Everyone In' and explores the options available to Local Authorities to accommodate people with no recourse to public funds (NRPF). In July 2023, the Community Researchers conducted research focus groups as part of the next phase of the project.



Evidencing destitution through voices of lived experience

In July 2023, NACCOM published ***'Refused? Experiences following a negative asylum decision'***, the first piece of participatory research designed, led and delivered by NACCOM's volunteer Community Researchers. Read more about this project on page 48. Following the public launch, NACCOM staff and Community Researchers shared key findings, alongside policy and practice recommendations from the report, with members, decision-makers, partners and funders in the homelessness and migrant rights sectors. We are also using the research to refresh and inform our own policy, campaigning and practice recommendations.



Campaigning to keep HMO licences for asylum accommodation

In May 2023, the Government laid a draft statutory instrument which removes licensing requirements from houses in multiple occupation (HMOs) used as asylum accommodation. NACCOM worked with partners from the homelessness, housing, and asylum and migrant rights' sectors to raise serious concerns that removing HMO licensing for asylum accommodation would weaken standards for occupants and put them at increased risk of fire, overcrowding, poor standard accommodation and unsanitary conditions. In a joint statement and briefing, ***we called on the Government*** to reverse these changes, to avoid creating a two-tier system of shared housing standards that puts people seeking asylum disproportionately at risk. This work forms part of NACCOM's wider, joint policy and advocacy work relating to accommodation standards for people seeking asylum and refugees.



Highlighting the prevalence and impact of migrant destitution with decision makers

NACCOM continues to share evidence and experience from the network and our Community Research programme with decision-makers and partners at regular forums including the Monthly Ending Rough Sleeping Group, chaired by Department for Levelling Up, Housing and Communities (DLUHC), and the National Asylum Seeker Forum (NASF), chaired by the Home Office. These spaces are a vital means of highlighting the impact of Government immigration policy on frontline organisations and people.

Key highlights and achievements

2022

July

'Unlocking the door: A roadmap for supporting non-UK nationals facing homelessness in England' is published by Homeless Link. This report features research carried out by NACCOM's Community Researchers, and explores people's experiences of accessing homelessness services during the Covid-19 pandemic.

August

The NACCOM **Strategy for 2022-2026** is launched, outlining our vision and mission as an organisation, and the way we expect our policy, research and advocacy work to contribute to these overarching objectives.

NACCOM submitted evidence to the Poverty Strategy Commission, detailing the ways that a range of immigration policies, such as the no recourse to public funds (NRPF) condition, force people seeking asylum and other migrants into destitution and homelessness.

2023

February

NACCOM and Asylum Matters jointly published **'Principles for Asylum Dispersal'**. The briefing includes a series of principles for good asylum dispersal and case studies of successful partnerships between Local Authorities and voluntary sector organisations.

December

NACCOM shared a **briefing** based on the data collected in NACCOM's Annual Survey 2022, containing recommendations aimed at the UK Government for ending homelessness and destitution amongst people leaving the asylum system and other people subject to immigration control.

NACCOM contributed to the Joint Committee on Human Rights enquiry into the Human Rights of Asylum Seekers.

March...

NACCOM supported a **joint call** led by the Immigration Law Practitioners' Association (ILPA) expressing concerns about the Home Office's handling and complexity of the Streamlined Asylum Questionnaire, with individuals who fail to complete the questionnaire put at risk of having their asylum claim treated as withdrawn, resulting in them losing their asylum support and facing homelessness and destitution.

NACCOM led on a joint letter signed by 52 charities and organisations supporting people experiencing, and at risk of, homelessness and destitution, to the Secretary of State for Levelling Up, Housing and Communities, Michael Gove MP, to express concerns about the impact of the Illegal Migration Bill (now Act) on homelessness and destitution in the UK. The letter was subsequently signed by an additional 29 charities.

...March

NACCOM submitted a response to the independent Commission on the Integration of Refugees enquiry, looking into how the current refugee and asylum system affects refugees' integration into wider UK society, and supported the Community Researchers to submit their own group response.

April

NACCOM submitted evidence as part of the Joint Committee on Human Rights Legislative Scrutiny of the Illegal Migration Bill. Our contribution was referenced in the final report published in June.

May

NACCOM and Praxis published a **joint briefing** on the Illegal Migration Bill, and the high risk of homelessness and destitution that it poses to people claiming asylum in the UK, as part of a cross-sector briefing aimed at Peers in the House of Lords.

NACCOM joined with other organisations working in the fields of human rights and migrants' rights to launch a joint petition, generating over 50,000 signatures, opposing the Illegal Migration Bill at the time of it passing into law.

NACCOM **began campaigning against** a draft statutory instrument, which removes licensing requirements from houses in multiple occupation (HMOs) used as asylum accommodation.

June

The NACCOM Annual Survey 2023 was launched, to survey migrant destitution in the period April 2022 to March 2023.

July

NACCOM published **'Refused? Experiences following a negative asylum decision'** the first piece of research designed, led and delivered by NACCOM's volunteer Community Researchers. The report draws on 27 in-depth interviews with service users in the NACCOM network to explore the devastating personal impacts and trauma that can follow a negative asylum decision, as well as systemic and practical barriers that people face, which can prevent them from resolving their immigration status after an initial refusal.

With the passing of the Illegal Migration Act into law, NACCOM worked with sector partners Asylum Matters to coordinate support across the homelessness sector for their **'Fight the Anti-Refugee Laws'** pledge of solidarity and action, to continue opposing the Act and its policies.

Community Research Programme report

Our impact this year

It has been an important year for NACCOM's Community Research Programme. Hiring a full-time Community Research Facilitator in September 2022 reflects the importance of the programme within NACCOM, as part of our strategic goal no. 3:

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. The group has been busy working on three core work streams this year:

- We published our first major report, 'Refused? Experiences following a negative asylum decision', based on bespoke research led

at every stage by our volunteer Community Researchers, which explores the negative impact of receiving a refusal – in many cases unjustly – on an asylum claim.

- The group has also contributed to the delivery of Phase 2 of our joint project with Homeless Link, Unlocking the Door, which examines Local Authority support for non-UK nationals facing homelessness.
- Additionally, they have collaborated with Oxford University's Centre on Migration, Policy and Society (COMPAS) for a major research project, Understanding Migrant Destitution in the UK.

Developing impactful research

The Community Research Programme began in March 2021, aiming to provide a space for people with lived experience of immigration control to research, analyse and present solutions to destitution in our communities. The original group of six researchers is now five, as one of the researchers, J.A., entered full-time work having received his status. We're so grateful for all the work he put in and the energy he brought to the group, and wish him all the very best. Thanks to the hard work and commitment of our five current volunteer researchers, Anum Ahmed, Kas, Afshan, Nico, and Geo, the group has continued to not only deliver safe and impactful research, but also to offer a space of mutual support, solidarity and purpose, where people can harness the expertise they have gained through their own lived experience to challenge the hostile environment.



Our report: *Refused? Experiences following a negative asylum decision*

In July, the Community Research Group published their first major report, titled '*Refused? Experiences following a negative asylum decision*'. Based on a year-long research project involving 27 in-depth interviews with service-users from across the NACCOM network, the report lays bare the devastating personal impact and trauma that can follow a negative asylum decision. It also outlines the systemic and practical barriers that people face to resolving their immigration status after an initial refusal.

The report made **six key findings**:

1. People generally did not understand the system when they first claimed asylum, and did not know what to do after a negative decision.

I never really knew what is asylum. I never had, I didn't know anything about it.

2. People generally did not know that there are charities providing support after a negative decision, and often spent months or years sofa surfing or sleeping rough before finding charity accommodation.

At that time, no idea there were organisation in UK who were helping people.

3. People generally faced issues having their evidence believed, and faced new challenges when asked to present new evidence for a fresh claim.

You know, I saw something in immigration people, they are fault finders, they are not thinking for the people below them. Clearly, they are fault finder.

4. People generally were locked out of good-quality legal support after an initial negative decision, and many mentioned having bad experiences of free legal aid when launching an appeal or fresh claim.

There should be more funding for legal aid solicitor, because ... there is massive shortage of solicitors to represent people going through the asylum process. And that's why most of them get refusal.

5. People generally reported worsening physical and mental health due to long periods of homelessness and having no recourse to public funds (NRPF), which were barriers to making the most of the support available.

Honestly your life is zero. Zero. After a negative decision. You have no future. Every night is nightmare. Every day is bad for you. Because you are still in that dark room. There is no shine, no light.

6. People generally accessed accommodation first, but wrap-around services, which also offer legal support and destitution payments, appear to be most effective for helping people to proceed their case.

From [the organisation supporting me] the big help is financial support, accommodation support and even legal support. So, all support we have. And this is the first organisation I have seen that not only help you in accommodation, also help you to get out from this situation.

Supporting good practice

Based on this research, NACCOM Community Researchers, staff and external partners worked to produce good practice recommendations, which are included in the report. As the policy context in which we work changes so fast, we aimed to offer a set of principles for good practice, which will remain relevant throughout changes in policy and Government, alongside some practical steps towards achieving them. Many of the recommendations focus on ensuring that people are supported to fully understand and take control of their own case, as well as closer partnership working to ensure people are reached where they are and are

provided with wrap-around support that meets the diverse needs of people who have received a refusal. The Network Development Team at NACCOM will be working to ensure these practice recommendations are reflected in our good practice work and materials.

Community Researchers have worked to disseminate the findings and recommendations to organisations working within the sector, by presenting at several events, including our NACCOM members' briefing, where they shared findings and recommendations with members ahead of the launch in July.

Speaking to power

The report makes clear that despite the brilliant work of organisations such as those in the NACCOM network, fundamental changes must be made to the asylum system to end the injustice and hardship people seeking sanctuary in the UK face. Alongside the good practice recommendations, the report includes a comprehensive range of policy recommendations for a fairer and more human asylum process.

Community Researchers have worked hard to share these recommendations with decision-makers, including presenting at the Greater London Authority's Homeless Migrants Advisory Panel, and hosting a policy webinar to promote the findings to representatives from several organisations and funders, as well as DLUHC and the Home Office.

Community Researcher reflections

“

Geo

The process [producing *Refused?*] was very exciting and inspiring, but also painful because it was our first time to do so and involved narrating negative emotions. It is rewarding to be part of a delivering a report that can potentially contribute

to changing lives of people who will be affected in the future. It is also challenging to participate in delivering report while dealing with other difficult experiences. Our research is important because it is led by people who have first-hand experience.

”



Afshan

This year, we have worked together to produce our report, *Refused?* We have worked on making the report as impactful as possible through our data collection, analysis and working with an illustrator on impactful, relevant pictures. Printing and publishing the report is a great achievement and we are proud that many different organisations are giving it consideration. It shows how impactful this report is.

We've learnt a lot from contributing to this research like interviewing and public speaking. It has built a lot of confidence. As experts-by-experience, this work can be emotionally challenging. The most

challenging part was that when you are interviewing the participants who talk about something which you have been through as well. It can trigger old memories.

Work like this is so important to enable people to understand that what's happening to people who are seeking asylum. There is so much misconception around that in the media.

Having lived experience ourselves means that we can be like a voice to so many people. We find that when participants know we are experts-by-experience, they open up to us.



Nico

This year, we have spoken at several events to promote *Refused?* and share our findings. As a group we continue to support each other through our experiences as people with lived experience of the asylum system. Parts of the process have been challenging – sometimes the group doesn't agree 100% but we have a group environment where we can challenge each other, be honest and come to collective decisions. This also means challenging NACCOM sometimes! We have also learned a lot, through training,

researching, speaking at events and to the media.

As Community Researchers, we want the voices of people with lived experience to be heard. We are not only researchers but we are also activists. We are angry with the system. The Community Research programme gives us the opportunity to speak up. The system is very hostile and the news is very negative, but volunteering gives me energy.



“

Kas

The Community Research team has done a great work in the last year by gathering evidence all over the country from participants, meeting fortnightly, sometimes more often, to discuss and decide on the report, and worked with various other professionals.

The process is educational, interesting and sometimes difficult because you have to listen to what people have been through. We don't get life changing rewards for what we do but we get to travel and see different cities to attend and speak at events. The most challenging thing is listening to other people's struggle and suffering when we interview them.

Community research and voice of lived experience is important because we are the victims and we ourselves are facing the hostile environment. We use our own experiences, struggle, suffering and evidence to change the unfair dehumanising system. As people who have experience of the asylum system it feels like we are playing a game made by our opponent, the rules made by the same opponent and they have given themselves the right to change the rules any time during the game to suit them, with privilege to hide the rules from us, and to lie about the rules. Through our work we want to challenge this hostile and dehumanising system.

”

“

Anum

This year we have been busy writing and publishing our report, and presenting and sharing our findings with the NACCOM network and beyond. We feel as proud expert-by-experience researchers to have led on the decision-making throughout the research process, and to be launching a report which we have ownership of.

Working as a part of NACCOM has been a really positive experience, and we feel heard and respected as people with lived experience. There have also been challenges through the process, for example working on this project as a single mum. It has been

important to be honest and direct about the support that is needed for people in my position to engage properly.

It is so important for voices of lived experience to be heard and elevated within organisations like NACCOM. As expert-by-experience researchers, we bring a unique insight and also trust with participants. But the Community Research Programme also offers us a safe and supportive space where we can do valuable and purposeful work, when we may be facing big challenges in our lives.

”

Communications Report

In a year when the (now former) Home Secretary, Suella Braverman, took the scapegoating and demonisation of migrants to a new, more toxic level, it became more important than ever to use the evidence and data from our network to represent the reality of frontline work in the refugee and migration sector, as well as the experiences of those who are destitute and homeless because of their immigration status.

To this end, NACCOM achieved high level coverage across a range of platforms, including print, online, radio and podcast, highlighting and profiling our members' work, in relation to issues such as housing pathways for refugees, Homes for Ukraine and hosting, risks of homelessness to Afghan refugees, and the change in process to asylum move-on, resulting in an increase in homelessness across the UK.

We also continued to work with members and key partners, including IMIX, to share communications good practice, develop shared messaging about our collective work, and respond to crises in a timely, constructive and strategic way. This included position statements on key events in the year, such as the introduction of the Illegal Migration Act, plans to ban tents for rough sleepers, and the release of Government's Ending Rough Sleeping for Good Strategy.

Over the year we have also continued to develop relationships with key journalists, to ensure that the issue of destitution and homelessness amongst refugees, people seeking asylum and other migrants, is clearly understood by a wide range of stakeholders and audiences, and helps to shape a more positive narrative around refugee protection and welcome, as well as build the case for change.



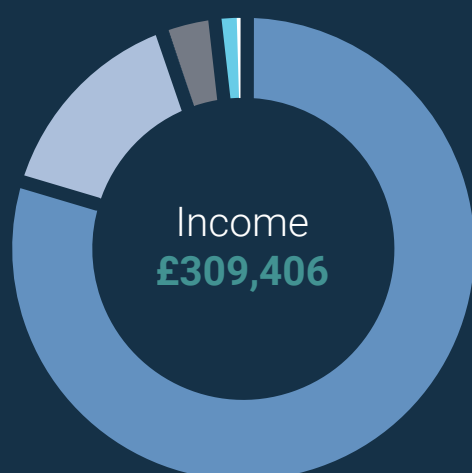
Financial Report

NACCOM remains in a sound financial position with £205,566 in unrestricted reserves, but we recognise the need to focus on fundraising and income generation over the next year. Of this balance, the trustees have designated £26,060 from our 2021 BBC Radio 4 Charity Appeal (which took place in the financial year ending in 2022) to continue to support NACCOM members with wellbeing and fundraising support – two areas chosen by members for additional support – leaving NACCOM with free reserves of £179,506.

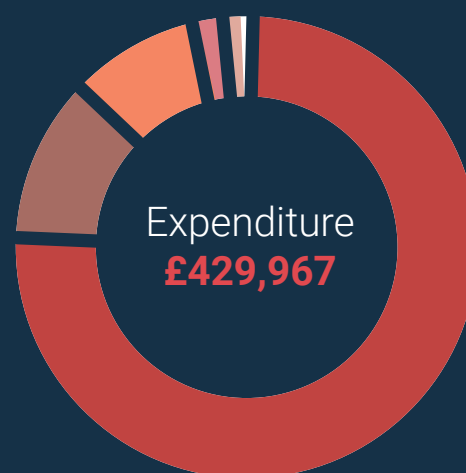
This year (July 2022 to June 2023) we were delighted to secure core funding from Oak Foundation and are also grateful to existing funders who supported us with one-off cost-of-living grants for our staff team.

We operated at a planned deficit this year, primarily to spend down restricted funds that we had accrued, but which took longer to deliver against, during the Covid-19 pandemic. This was also due to the investment in the team following the Community Research review, which led to the employment of a full-time Community Research Facilitator and an independent HR review, which led to a staffing restructure and improved salary and benefits offer across the team.

In the coming year we will be bringing in external fundraising support for both NACCOM and our network, with the focus of the support for NACCOM being the development of a new income generation strategy and support with some targeted fundraising, to ensure that we continue to have robust plans in place for sustainability and to deliver our charitable objectives.



	2022/23	2021/22
Unrestricted funds/donations	£248,853	£250,996
Restricted grants	£45,194	£66,056
Membership fees	£8,545	£8,950
Other income	£5,971	Nil
Events income	£843	Nil
Total:	£309,406	£326,002



	2022/23	2021/22
Staffing costs and related expenses	£326,418	£240,800
Other activities	£52,049	£36,746
Support costs (operational)	£39,467	£17,420
Fundraising	£6,514	£4,942
Annual Conference and events	£4,053	£7,326
Marketing/comms	£1,466	£5,015
Total:	£429,967	£312,249

Full list of NACCOM Members per region (as of June 2023)

Scotland	
Full Members	Associate Members
Refugee Survival Trust	Govan Community Project
Ubuntu Women Shelter	SFAR (Scottish Faiths Action for Refugees)
Safe In Scotland	

Northern Ireland	
Full Members	Associate Members
Participation and the Practice of Rights PPR	Homeplus NI
	Migrant Centre NI
	Starling Collective

North East	
Full Members	Associate Members
Action Foundation	DAR (Darlington Assistance For Refugees)
Open Door North East	West End Refugee Service (WERS)

North West	
Full Members	Associate Members
ACAP (Ashton Churches Asylum Project)	ARC Blackburn
Asylum Link Merseyside	Birchwood Community Church
Boaz Trust	Destitution Project (Bolton)
Caritas Diocese of Salford	Heart for Refugees
Kairos Housing	Penrith and Eden Refugee Network
New Neighbours Together in Burnley	Refugee Women Connect
RADAR (Rochdale Action with Destitute Asylum seekers and Refugees)	
Safety4Sisters North West	
The Passionists	

Yorkshire and Humberside	
Full Members	Associate Members
Abigail Housing	Asylum Hosting Wakefield
ASSIST Sheffield	Happydays UK
BEACON (Bradford Ecumenical Asylum Concern)	IDAS – Safe Havens
DASH Destitute Asylum Seekers Huddersfield	Institute of Our Lady of Mercy
Giroscope	Positive Action for Refugees and Asylum Seekers PAFRAS
Hope Housing	Rotherham Ethnic Minority Alliance (REMA)
LEDAS Leeds Destitute Asylum-Seekers Support	Simon On The Streets
Leeds Asylum Seekers' Support Network LASSN	Unity in Poverty Action - Leeds Homeless Charter
Princes Avenue Methodist Church Open Doors	Welcome House
St Monica's Housing	
St. Augustine's Centre	
West Yorkshire Destitute Asylum Network WYDAN	

East and West Midlands	
Full Members	Associate Members
Birmingham Community Hosting Network (BIRCH)	Nottingham & Nottinghamshire Refugee Forum
CARAG (Coventry Asylum & Refugee Action Group)	
Coventry Migrant Women's House	
Coventry Refugee and Migrant Centre	
Father Hudson's Care	
Fatima House	
Hope Projects	
Host Nottingham	
Metropolitan Thames Valley Housing (Migration Foundation) MTVH	
Nottingham Arimathea Trust	
One Roof Leicester	
Sanctus St.Marks	
Severn Angels Housing and Support	
The Night Shelter (Coventry)	
Upbeat Communities	
Whispers of Hope	
Wolverhampton City of Sanctuary	

Wales	
Full Members	Associate Members
Ethnic Minorities & Youth Support Team (EYST) Wales (was Share Tawe)	Holy Family of Bordeaux
Home4U	Oasis Cardiff
Housing Justice Cymru (Wales)	Tai Pawb
ShareDydd	Welsh Refugee Council
The Sanctuary Newport	

London, South East and East of England	
Full Members	Associate Members
Asylum Welcome	Action for Refugees in Lewisham AFRIL
C4WS Homeless Project	Crisis
CAST (Communities And Sanctuary seekers Together)	Hackney Migrant Centre
Connection Support	Haringey Migrant Support Centre
Giuseppe Conlon House (aka London Catholic Worker)	Helen Bamber Foundation
Glass Door Homeless Charity	Hope for Southall Street Homeless (HSSH)
Greenwich Winter Night Shelter	Hope into Action: Southampton (part of City Life Church Southampton)
Housing Justice	Praxis Community Projects
Jesuit Refugee Service UK (JRS)	Rainbow Migration (formerly UK Lesbian & Gay Immigration Group)
King's Arms Project	Reading Refugee Support Group
Martha House	Refugees in Effective and Active Partnership (REAP)
NOAH Enterprise	Signposts
Southampton and Winchester Visitors Group (SWVG)	Southwark Day Centre for Asylum Seekers
Thousand41000	Sufra NW London
	The Entrepreneurial Refugee Network (TERN)
	Together with Migrant Children
	Voices in Exile Brighton
	WTRRP Watford and Three Rivers Refugee Partnership
	Young Roots

South West	
Full Members	Associate Members
Bristol Hospitality Network (BHN)	GARAS
Devon and Cornwall Refugee Support (DCRS)	International Care Network
	Open Door International Language School ODILS
	Refugee Support Devon
	Refugee Welcome Homes CIC
	Swindon City of Sanctuary

UK-wide	
Full Members	Associate Members
DePaul Nightstop (Including Night Stop North East)	Association of Visitors to Immigration Detainees (AVID)
Hope at Home	Breaking Barriers
Micro Rainbow	Commonweal Housing Limited
Refugees at Home	Green Pastures
SJOG Hospitaller Services	Hope Into Action UK
	Refugee Action
	Refugee Council
	The Children's Society
	Welcome Churches

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

Or connect with us on:  [@naccommnetwork](https://www.facebook.com/naccommnetwork)  [@NACCOMNetwork](https://twitter.com/NACCOMNetwork)

For all direct enquiries, please contact us at:

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