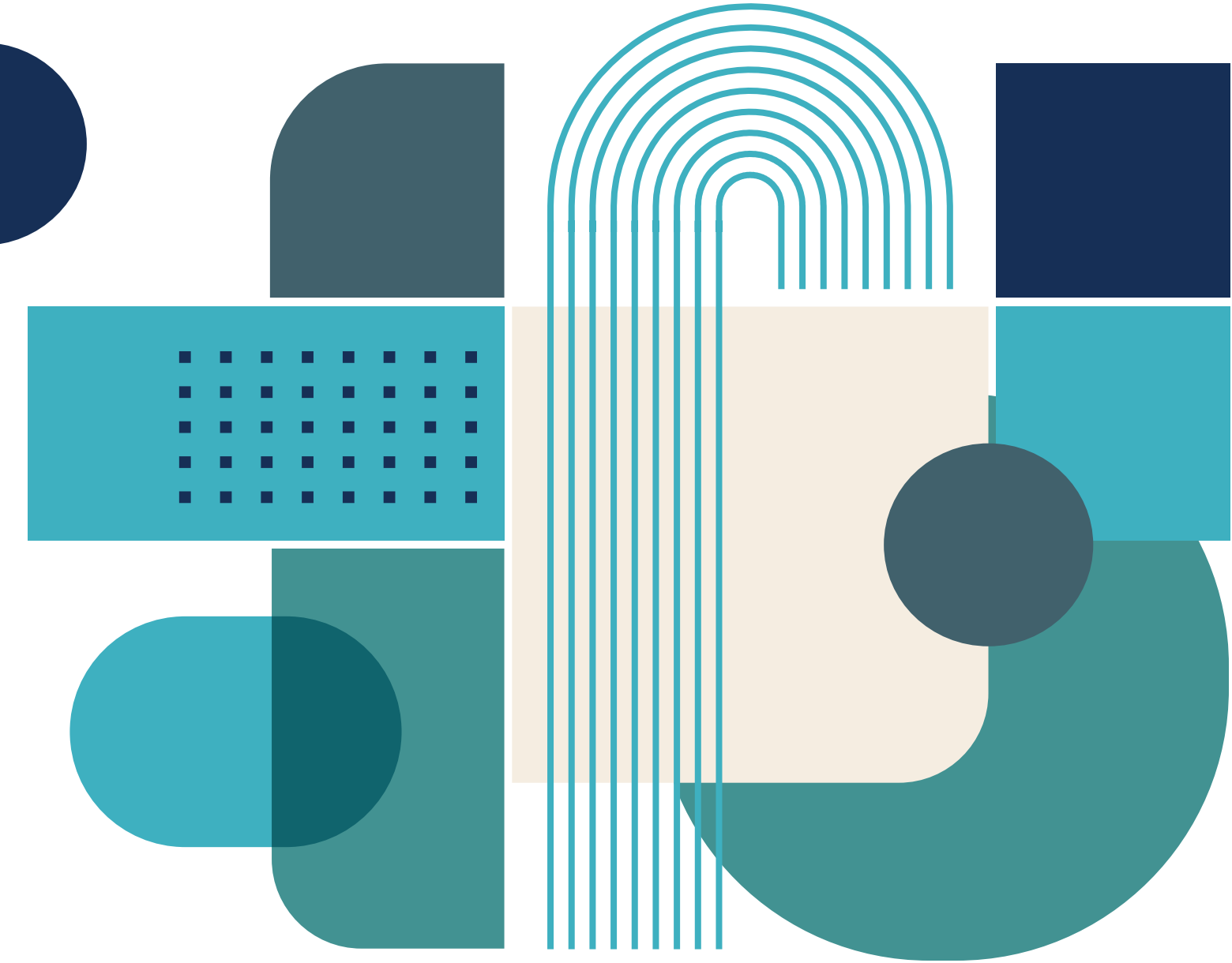


NACCOM
THE NO ACCOMMODATION NETWORK



A DATA BRIEFING FROM THE NACCOM NETWORK

Understanding destitution and homelessness
in the asylum and immigration system

2023 / 2024

www.naccom.org.uk

INTRODUCTION

Every year, NACCOM carries out an Annual Survey to assess the extent and impact of destitution and homelessness across the NACCOM network over the preceding 12 months, and how frontline voluntary sector organisations in our UK-wide network are responding to challenges and opportunities.

The data collected from our members through the Annual Survey captures vital information about the services they have provided, as well as the people they have supported, during the past year, and highlights the increasing scale and complexity of destitution and homelessness experienced by people in the asylum and wider immigration system. The key data, alongside in-depth analysis, is presented through our yearly data briefing.

WHY IS THE DATA IMPORTANT?

This evidence base helps us to gain a broader and deeper understanding of the experiences of, and responses to, destitution and homelessness across our network. It also gives us a valuable insight into the failings and gaps in wider, statutory asylum and immigration support systems and infrastructure, underscoring the crucial role played by the voluntary sector in providing pathways out of destitution and homelessness.

The data is used to shape and inform NACCOM's policy, advocacy and network development work, as well as joint campaigns and projects with partners, which support our collective work to bring an end to destitution and homelessness in the asylum and immigration system.

Each year we work with members to ensure that as many of them as possible are able to participate in the Annual Survey. Whilst this year we have received more survey responses than in any previous year, we know that the true scale and impact of destitution and homelessness across - and beyond - our network is always greater than what we are able to report through our Annual Survey.



ABOUT THE 2023/2024 ANNUAL SURVEY

The 2023/2024 Annual Survey is the 11th iteration of the survey. Both NACCOM's Full Members (that provide accommodation) and Associate Members (that provide mainly support services) were invited to participate, capturing data from their service provision across a 12-month period (for most members this was April 2023 to March 2024).

NUMBER OF RESPONSES:

96 members responded to this year's Annual Survey:

56

Full Members

(84% of all Full Members)

40

Associate Members

(59% of all Associate Members)

CHANGES TO THE ANNUAL SURVEY THIS YEAR:

Each year we refine our Annual Survey to help us track the impacts of some of the key UK asylum and immigration policy changes and challenges from the preceding year. The 2023/2024 Annual Survey has been developed and adapted in the following ways:

- To help us more accurately track the impact of the asylum backlog clearance, as well as the Illegal Migration Act 2023, for the first time we asked members to explicitly share the number of people they supported whose asylum claim had been declared 'withdrawn' or 'inadmissible' by the Home Office during the 12-month period, as well as the move-on outcomes for these groups.
- We introduced a series of qualitative questions to help us understand the impact of the refugee homelessness emergency triggered by the asylum backlog clearance, including examples of effective partnership working, and good practice in Local Authorities' responses to the situation.
- Recognising that a growing number of NACCOM members now provide asylum and immigration advice services, we introduced additional questions to help us understand the impact of this advice-based work.

DATA BRIEFING; WHAT THE 2023/2024 ANNUAL SURVEY TELLS US

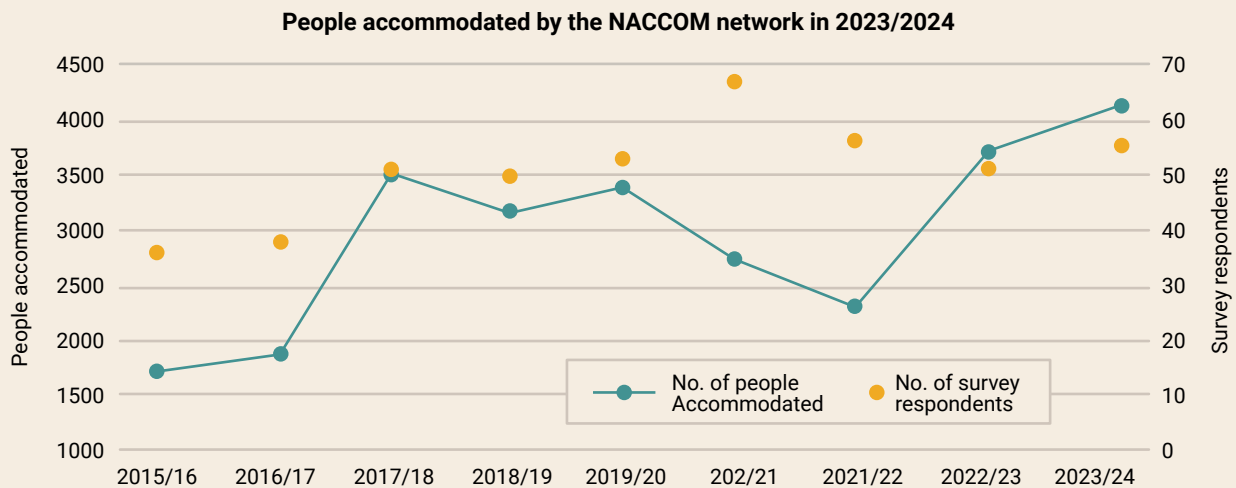
KEY INSIGHTS



4,146 people were accommodated by the network in 2023/2024

For the second year running, the network accommodated more people than in any previous year since NACCOM began recording Annual Survey data in 2013, highlighting the scale of need in the asylum and immigration system in terms of people experiencing destitution and homelessness.

This also reflects the increasingly vital and expanding role that voluntary services play in alleviating destitution and providing accommodation pathways out of homelessness for people – and particularly newly granted refugees - in the asylum and immigration system, with members collectively providing over 500,000 nights of accommodation for the first time.



Year	No. of people accommodated	Min. nights of accommodation provided	Ave. length of stay (nights)	No. of survey respondents delivering accommodation
2023/24	4,146	501,371	121	55
2022/23	3,724	479,474	129	51
2021/22	2,281	333,845	146	56
2020/21	2,771	413,089	149	66
2019/20	3,373	423,552	126	53



1,941 people with refugee status were accommodated by the network – nearly double the number last year

Members accommodated 1,941 refugee adults, a 99% increase on last year's figure of 977. This was driven by the major increase in refugees leaving asylum accommodation at speed, and often directly into homelessness, as part of the previous Government's aim to clear the asylum backlog before the end of 2023, as well as short-term changes to the move-on process during August 2023, which significantly drove up levels of homelessness amongst new refugees.

People with refugee status constituted nearly half (47%) of all people supported by the network in 2023/2024 - compared to just over a quarter (26%) last year – and many members described major adaptations to their services in response to the refugee homelessness emergency. In some instances, this resulted in members accommodating refugees for the first time, whilst others explored new accommodation models, such as lodging, to meet local demand amongst this group.



850 people were rough sleeping at the point of accessing services

Members accommodated 850 rough sleepers, a 125% increase on last year's figure (378). The increase in rough sleeping across the winter of 2023/24 forced many members to re-think their emergency accommodation support provision for people experiencing, or at risk of, rough sleeping. Responses ranged from the opening of new night shelters to the mass distribution of rough sleeping packs, including tents and sleeping bags, for people that members were unable to accommodate due to capacity.



1,257 people with No Recourse to Public Funds (NRPF) were accommodated by the network

Members continued to provide vital pathways out of homelessness for people with restricted or No Recourse to Public Funds (NRPF), as highlighted by the number of people who were granted some form of leave to remain whilst accommodated by members, which rose this year to 151, from 67 last year.

In addition, 236 people were supported to lodge fresh claims after an initial refusal, whilst many others were supported to move on from homelessness by accessing support provided by the Home Office or Local Authorities - highlighting the important role that stable, temporary accommodation and holistic support, including legal advice, plays in empowering people with restricted eligibility to resolve their asylum claim and move forward.



Finding stable housing for refugees continues to be a challenge due to the wider housing crisis

Private rented accommodation remains the most common housing outcome for refugees leaving member services this year (47%). However, 48% of refugees who moved on from members' services were unable to access stable, independent accommodation in 2023/2024, highlighting the impact of the wider housing crisis on people in the asylum and immigration system.



4,151 people could not be accommodated by the network due to capacity constraints

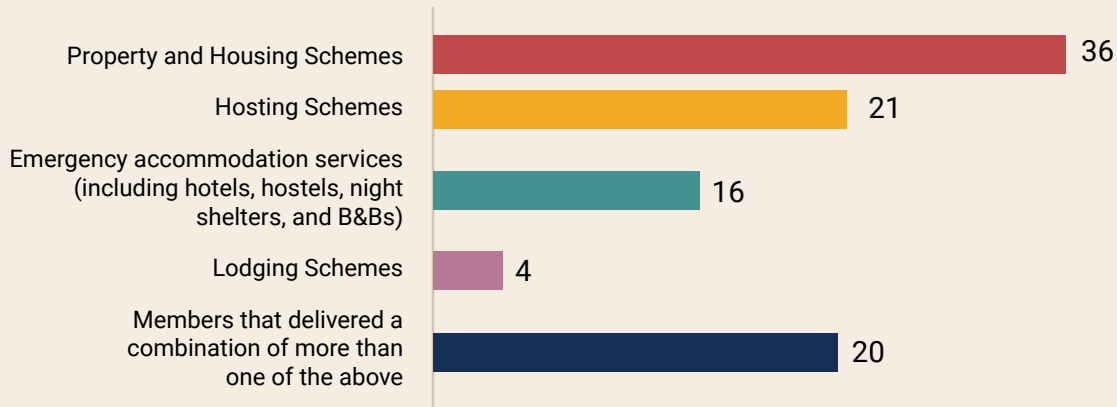
Whilst the network was able to adapt and respond to accommodate and support more people than ever before, there was also a major increase in the number of people that members were unable to accommodate, which was significantly higher in 2023/2024 than last year. This figure increased by 83% to 4,151 people this year – yet is likely still a severe underestimation of the true scale of unmet need even across the NACCOM network, let alone more broadly across the UK.



SERVICE PROVISION ACROSS THE NACCOM NETWORK

ACCOMMODATION PROVISION

Of the 56 accommodation providers that completed the survey, there were:



4,146 PEOPLE

were accommodated across the network over the year.

This is 11% more than in 2022/23, and 82% more than in 2021/22.

Of which at least **1,367** people were previously rough sleeping or in informal or insecure accommodation.



At least

501,371 NIGHTS

of accommodation were provided across the network.

This is 5% more than in 2022/23, and 51% more than in 2021/22.



4,212 PEOPLE

were given financial support by members.

This is 10% more than in 2022/23 and 2021/22.

At least **1,214** people received both financial support and accommodation.



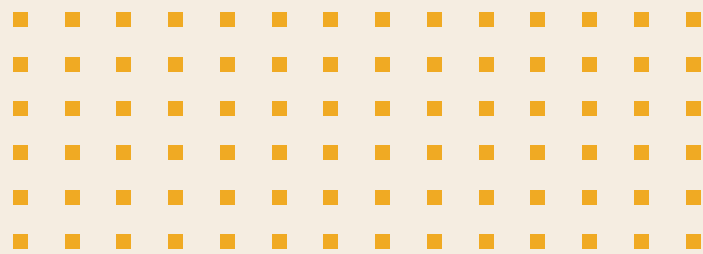
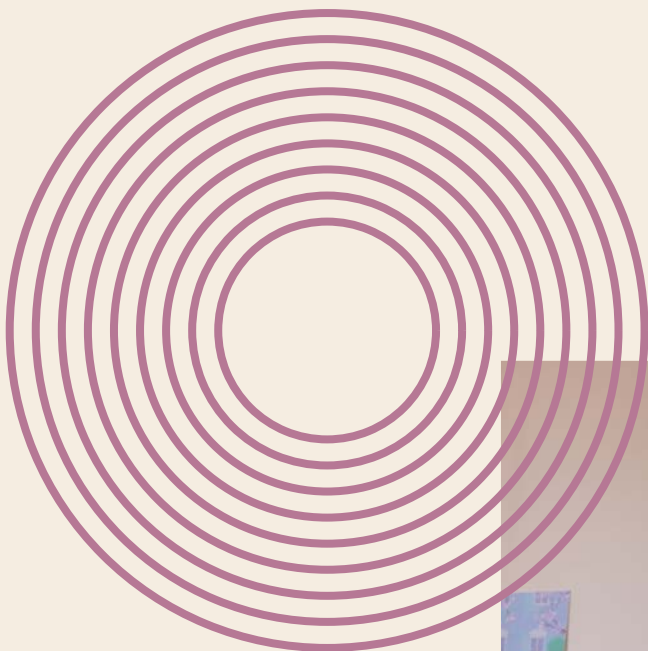
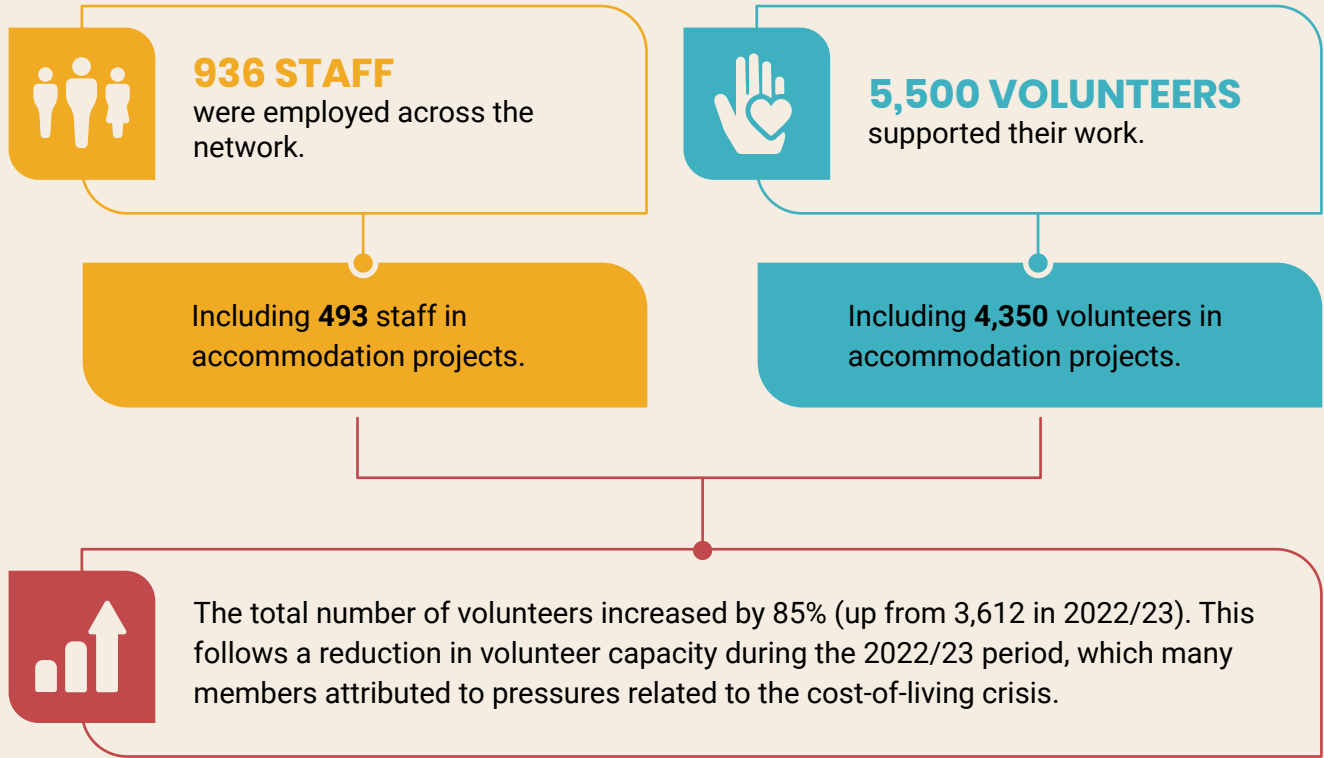
Meanwhile,

2,224 PEOPLE

received asylum and immigration legal advice from accommodation providers within the network.

STAFF AND VOLUNTEERS

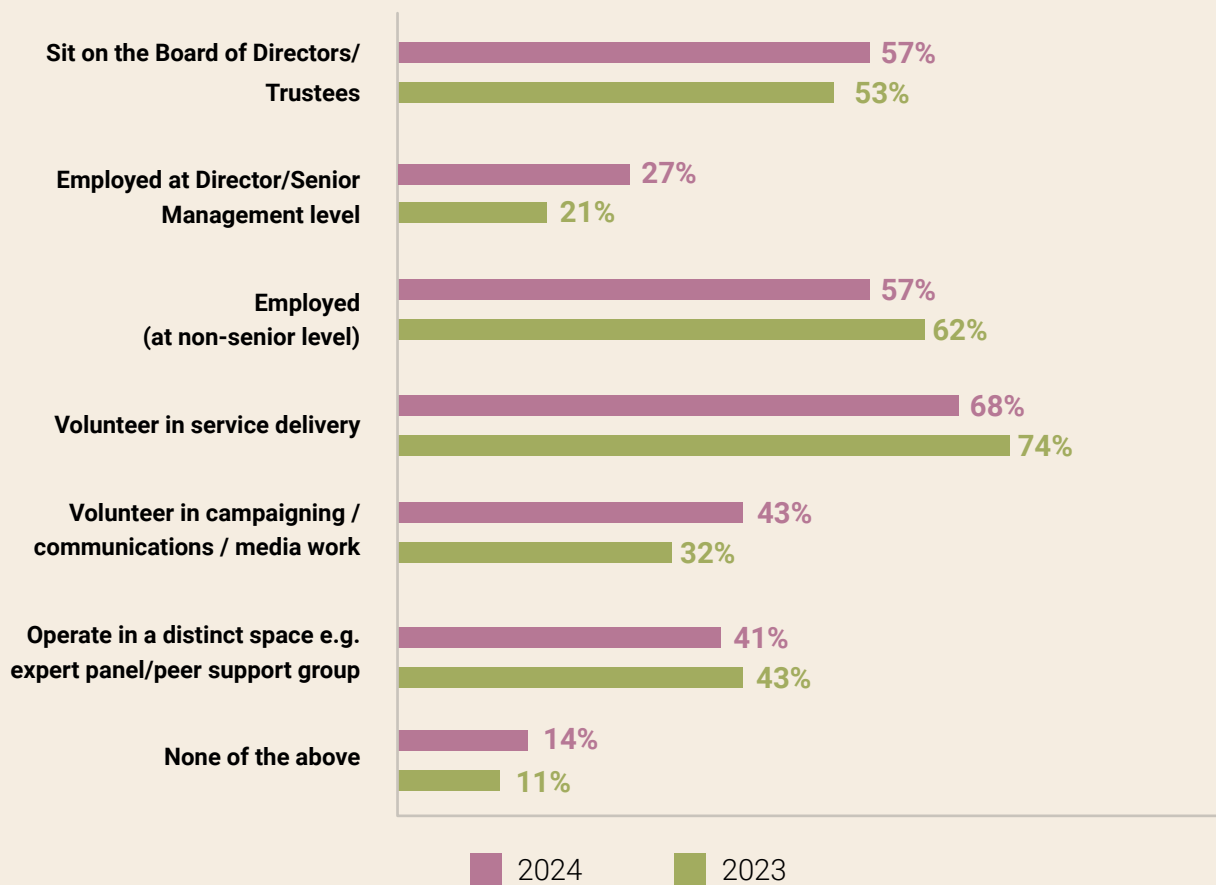
Across the organisations that responded to the survey:





The role of people with lived experience in accommodation projects

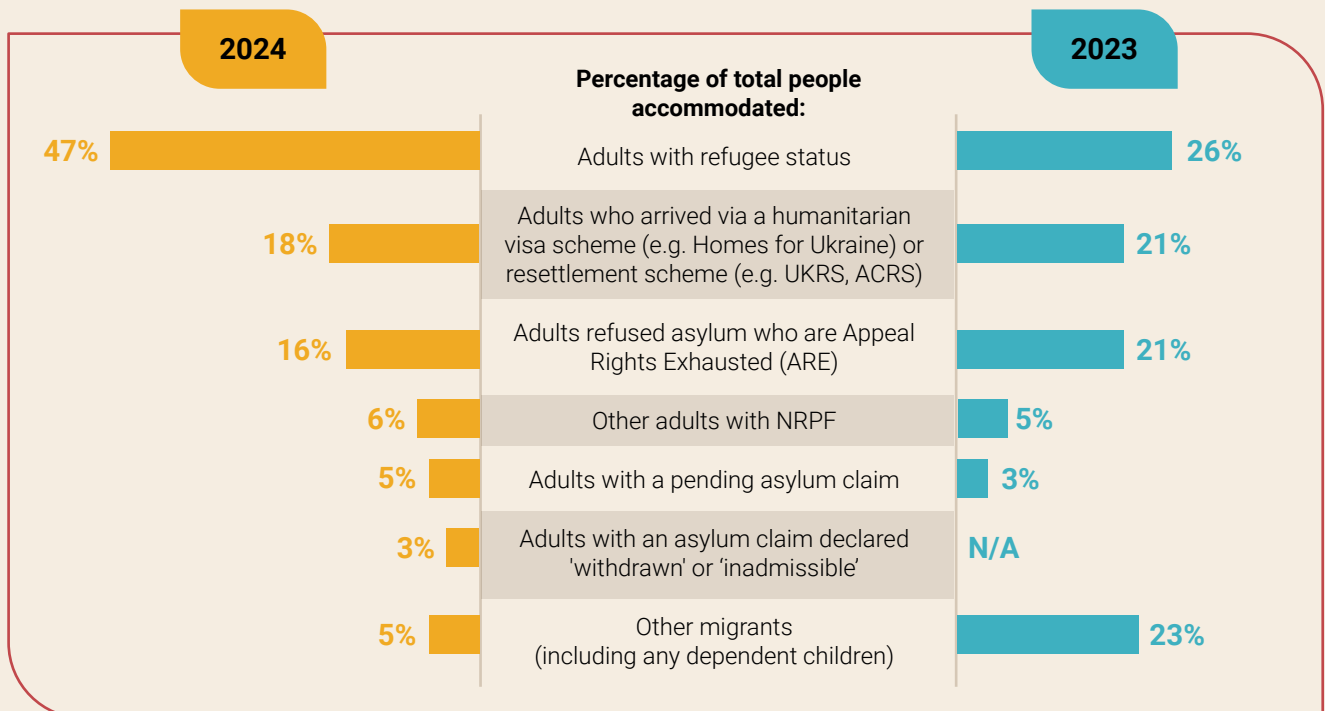
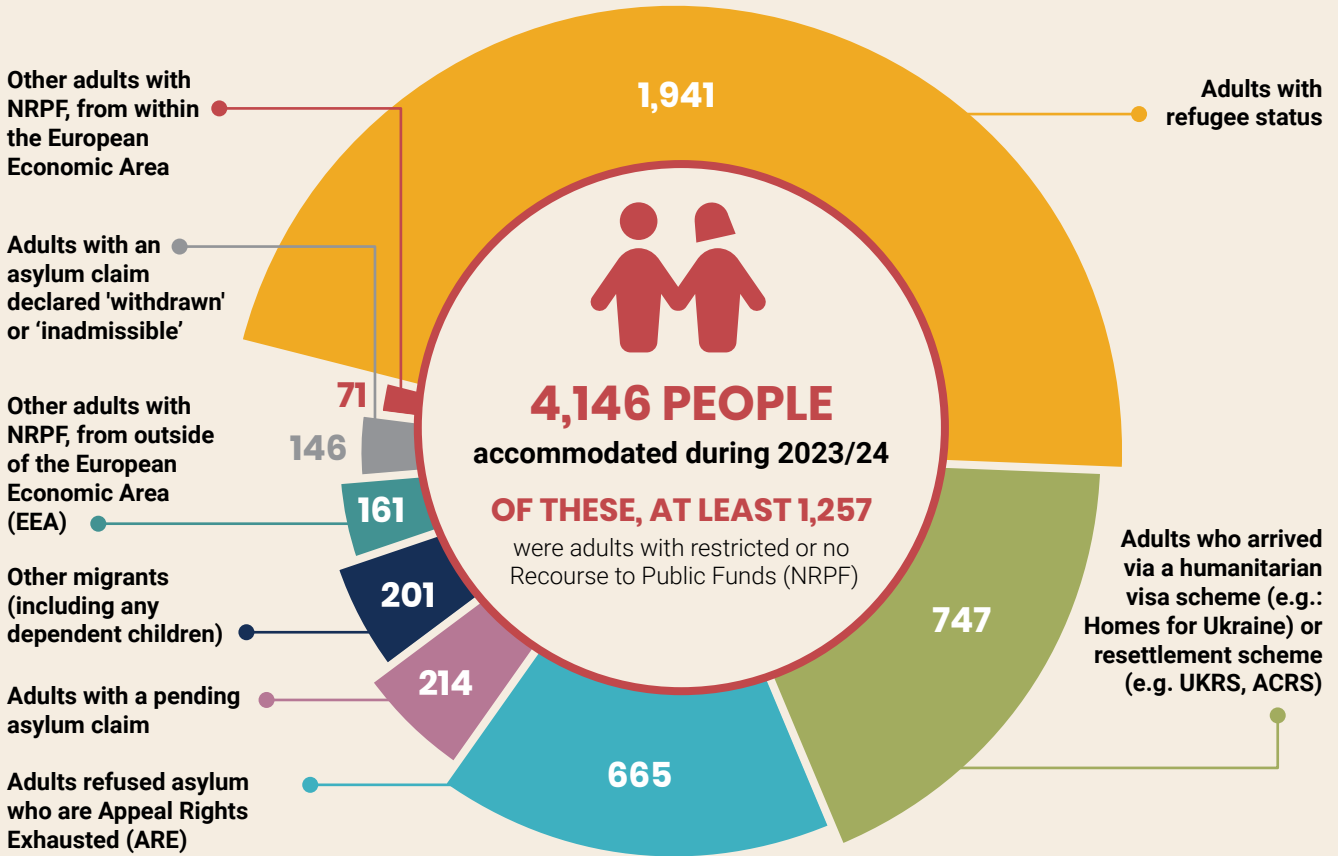
One of NACCOM's strategic goals is that people with lived experience play a core and equitable role in highlighting the human impact of destitution, and creating and sharing the solutions to destitution promoted by NACCOM. We use the Annual Survey to understand and map the strategic and operational roles that people with lived experience play in member service delivery across the network each year.



This year we saw increases in the proportion of members with people with lived experience sitting on the Board of Trustees (57%, increasing from 53% in 2022/23), employed at Director/Senior Management level (27%, from 21% last year), and volunteering in campaigning, communications, and media work (43%, from 32% last year).

Nonetheless, there is significant progress to be made. Several members delivering accommodation still did not have people with lived experience involved with the running of their organisations, with slightly more survey respondents reporting no lived experience participation this year (14%) than last (11%).

WHO DID THE NETWORK ACCOMMODATE?



STATUS OF PEOPLE ACCOMMODATED BY THE NETWORK



2,688 ADULTS WITH SOME FORM OF LEAVE TO REMAIN

Across 2023/24, our network accommodated at least 2,688 adults with some form of leave to remain, the majority of whom were newly granted refugees, and people arriving in the UK through the Homes for Ukraine scheme.

In addition to facing the same socioeconomic conditions that drive homelessness across the population as a whole, migrants – even those with access to public funds – often face unique challenges created by the asylum and immigration system, which make them more vulnerable to homelessness and destitution.


 SOS

1,941 (47%) Adults with refugee status

Once again, adult refugees formed the largest group accommodated by the network, rising from 977 in 2022/23, to 1,941 this year, representing nearly half (47%) of all people supported, compared to just over a quarter (26%) the previous year.

Whilst the risk of *homelessness* faced by newly granted refugees has been well documented, and the impact of rising homelessness amongst refugees on the network was clear in last year's survey, the Government's aim to clear the legacy backlog of asylum cases by the end of 2023 led to unprecedented numbers of new refugees exiting asylum accommodation at pace – and in many cases, directly into homelessness.

Beginning in August 2023, the situation was exacerbated by a dramatic increase in Home Office decision-making on asylum cases, and a simultaneous change in procedure for ending asylum support, which for many people drastically reduced the time they had to make move-on arrangements, including finding accommodation, after being told to leave their asylum accommodation.

The result was a surge in newly recognised *refugees being made homeless*, which had an enormous impact on both homelessness and migrant services. Fortunately, and despite many services already operating at capacity and with limited options at their disposal, the network responded swiftly, accommodating nearly double the number of refugee adults supported across the previous year.



Adapting and responding to the refugee homelessness emergency

The refugee homelessness emergency had far-reaching implications for our members – with nearly two-thirds (63%) of members reporting having to adapt their services to meet demand. Several members, who typically did not accommodate refugees, described temporarily widening their referral criteria to support this group in response to rising local need. Other members responded by increasing their emergency accommodation offerings to support people experiencing or at risk of rough sleeping. This ranged from opening new night shelters to using funds to book hotel rooms and bed-and-breakfasts, and distributing rough sleeping packs.

Whilst not all experiences were positive (some members described examples of gatekeeping, for example), many members spoke positively about the relationships they built or strengthened with Local Authorities during this period. This includes collaborating with councils to develop lodging schemes, or new arrangements to work with councils and asylum accommodation providers to support clients, including those in hotels, through the move-on process.



747 (18%) Adults who arrived via a humanitarian visa scheme or resettlement scheme

Charity services, and particularly those delivering hosting schemes, have played an increasingly vital role in meeting the housing needs of those arriving in the UK through visa schemes, specifically the Homes for Ukraine scheme.

Following a major rise in the number of adults on humanitarian visa schemes accommodated by members last year (which rose from 138 in 2021/22, to 796 in 2022/2023), the total plateaued this year.

Of the 747 people supported, the vast majority (693) were accommodated by a small number of hosting projects in the network involved in the delivery of the Homes for Ukraine scheme. Meanwhile, members accommodated 54 people who had arrived in the UK via resettlement schemes (i.e. the Afghan Citizens Resettlement Scheme, the Afghan Relocations and Assistance Policy, or the UK Resettlement Scheme).



201 (5%) other people (including any dependent children)

The network accommodated an additional 201 other people who were not identified as fitting into any of the above categories, which we estimate to in large part constitute the dependent children of adults accommodated by members.



1,257 ADULTS WITH RESTRICTED OR NO RECOURSE TO PUBLIC FUNDS (NRPF)

Across the reporting period, NACCOM members accommodated at least 1,257 adults with restricted or no recourse to public funds.

As we explored in our joint briefing with Homeless Link, '[Vital Solutions to Ending Migrant Homelessness](#)', migrants with NRPF are particularly vulnerable to destitution and homelessness as they are locked out of the statutory support safety net, and face a greater likelihood of experiencing discrimination and other structural barriers that prevent them moving on from homelessness.

Cutting someone off from vital statutory support, including homelessness assistance, social housing and other key benefits, severely limits both the accommodation and support options available to them, leaving many reliant on specialist services like those within the NACCOM network.

As seen below, the circumstances in which a person may be described as having NRPF are fluid and diverse, and a person's potential routes out of destitution and homelessness will depend on their circumstances.



665 (16%) Adults refused asylum who are Appeal Rights Exhausted (ARE)

Members accommodated 665 adults refused asylum who are Appeal Rights Exhausted (ARE). This is equivalent to 16% of people accommodated by the network this year, compared to 21% in 2022/23.

This reduction is partly due to the increasing number of people with refugee status being accommodated by the network, but also indicative of a continued decline in the number of refused asylum seekers accommodated by the network - from a peak of 1,270 people in 2019/20.

Our Community Research report '[Refused? Experiences following a negative asylum decision](#)' explores why so many people in this position are made vulnerable to experiencing homelessness, and the avenues available to them after a refusal.

As described later in this briefing, many NACCOM members provide a holistic support package to support people refused asylum out of homelessness - most commonly through the application of a 'fresh' asylum claim (also known as 'further submissions').

Across the reporting period there was a huge increase in the number of people refused asylum, most of which are now [likely in the asylum appeals backlog](#). As a result, we expect this total to increase next year.



100 (2%) Adults with an asylum claim declared 'withdrawn'

This year, for the first time, we asked members to tell us how many people they accommodated who had an asylum claim declared 'withdrawn' by the Home Office, and subsequently not served with either a positive or negative decision.

Like those refused asylum, people with a withdrawn asylum claim are locked out of the statutory safety net and can only re-access Home Office support in narrow circumstances, for example when their claim has been reinstated.



46 (1%) Adults with an inadmissible asylum claim

The network supported an additional 46 people who had entered the asylum inadmissibility process. Legislation introduced via the Nationality and Borders Act 2022 and Illegal Migration Act 2023 (IMA) sought to increase the number of claims deemed 'inadmissible' by the Home Office, and subsequently discarded.

Whilst the IMA has since been partially repealed, and thousands of claimants who had entered the inadmissibility process permitted to have their claims processed as usual, some people were pushed into destitution and homelessness because of these policies during our reporting period.



214 (5%) Adults with a pending asylum claim

Members accommodated 214 people who had an open asylum claim but were not accessing Home Office support, a significant rise on last year's figure of 129 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.



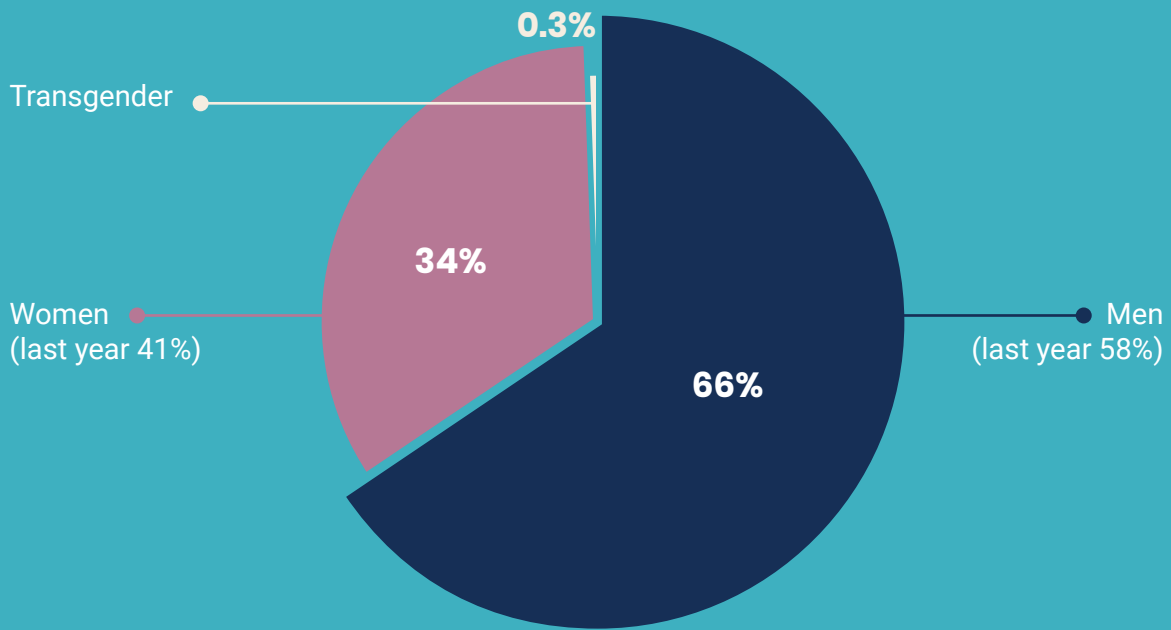
232 (6%) Other adults with NRPF

The network supported 232 people who had restricted or no recourse to public funds but had not previously claimed asylum. This was an increase on the previous year (184).

This is a potentially wide-ranging cohort and may include migrants who have NRPF condition attached to their visa, people without current regularised status, EEA nationals with pre-settled status and their families, and people with outstanding applications for leave to remain.

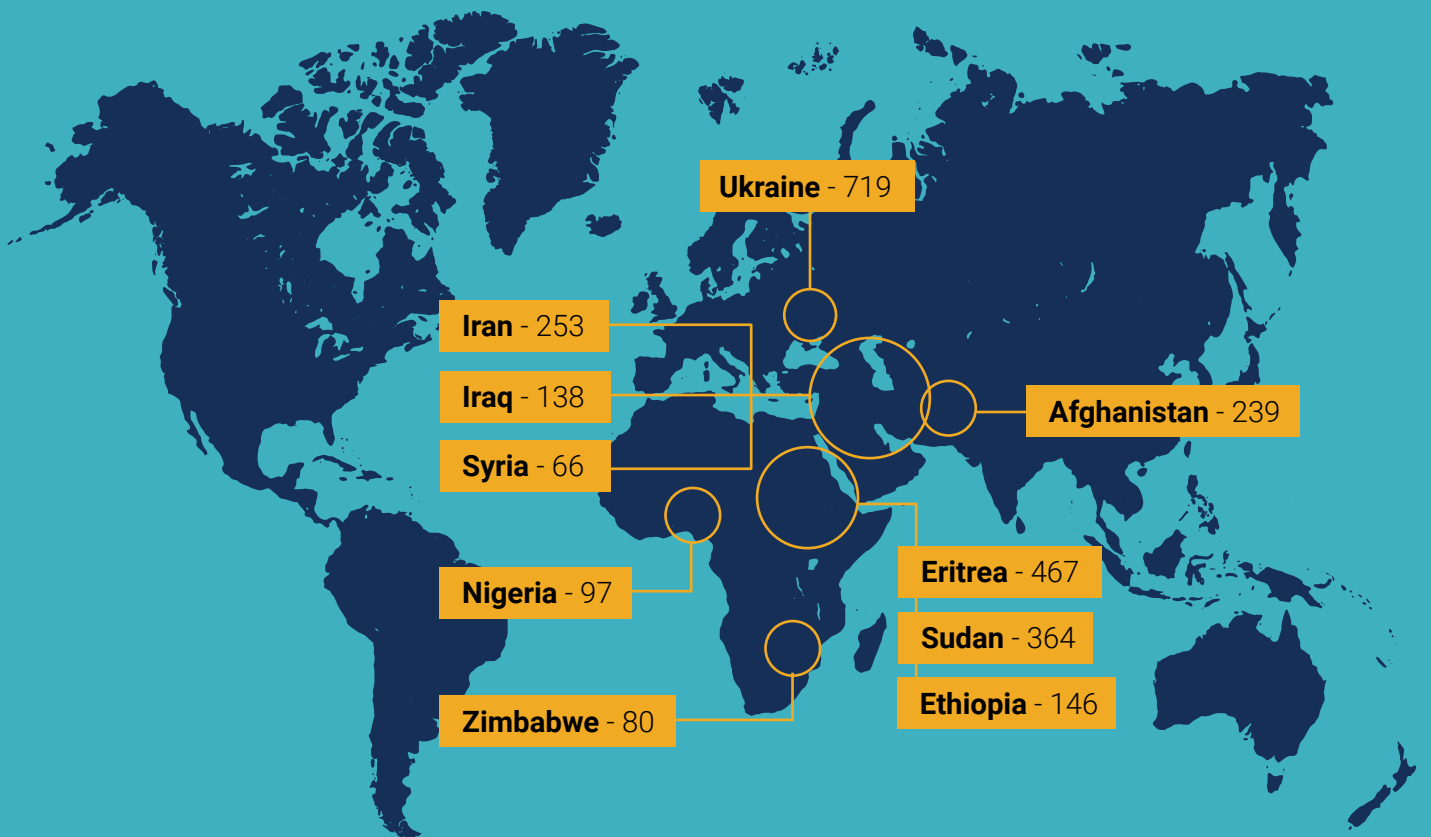
Of those supported, just over two-thirds (161) were from outside of the European Economic Area (EEA), whilst 71 were from within the EEA.

GENDER BREAKDOWN OF PEOPLE ACCOMMODATED



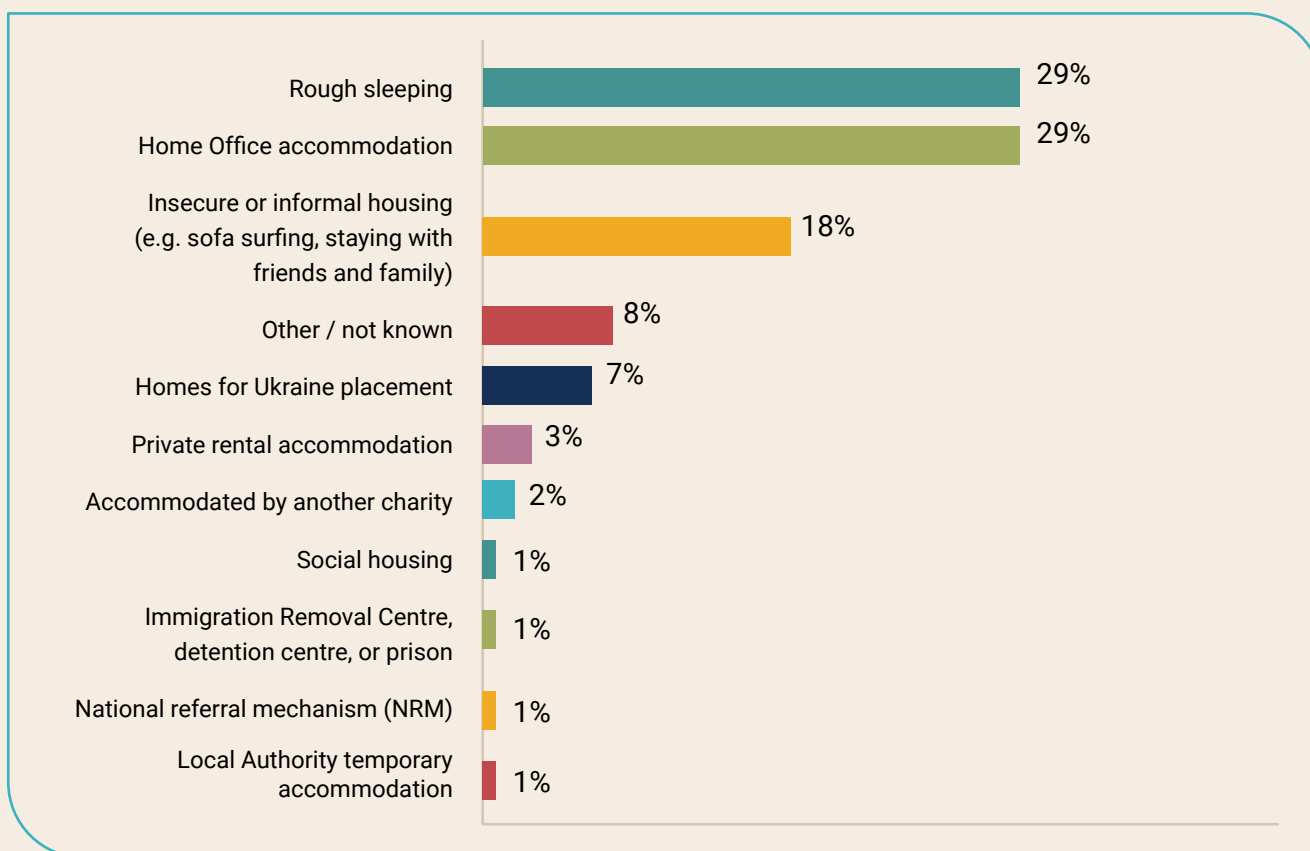
NATIONALITY BREAKDOWN OF PEOPLE ACCOMMODATED

Across 2023/24, members accommodated people from at least 52 countries. The ten most common known 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:



KEY INSIGHTS:



1,367 people were referred into member accommodation having either been rough sleeping, or having left an informal or insecure housing arrangement (e.g. sofa surfing or staying with friends and family).

In particular, there was a stark rise in the number of people sleeping rough who were then accommodated by members, which increased from 378 (13% of total) in 2022/23, to 850 (29%) this year – an increase of 125%.

There was also a dramatic 129% increase in the number of people who were successfully referred to members' support directly upon leaving Home Office accommodation, which increased from 377 (13% of total) in 2022/23, to 863 (29%) this year.

Our data is coherent with government statistics which recorded an increase in the number of people entering homelessness upon leaving Home Office accommodation during the reporting period – including a *major increase in rough sleeping*.

7

HOW MANY PEOPLE COULD NOT BE ACCOMMODATED BY MEMBERS?



Members were approached by 4,151 people who they were unable to accommodate (based on 27 respondents).

This is 83% higher than last year's total of 2,261 (based on 19 respondents).

This figure tells the story of a network which continues to operate at capacity, but is a vast underestimation of the true scale of unmet need, in and beyond our network. More than half of the accommodation providers responding to our survey told us that they do not currently collect this data consistently, and so were unable to report it in our survey. Of those that did report the figure, some told us that the total provided significantly underestimated true need, as they had been unable to accurately capture all referrals – or simply stopped accepting referrals altogether – due to the unprecedented demand for services this year.



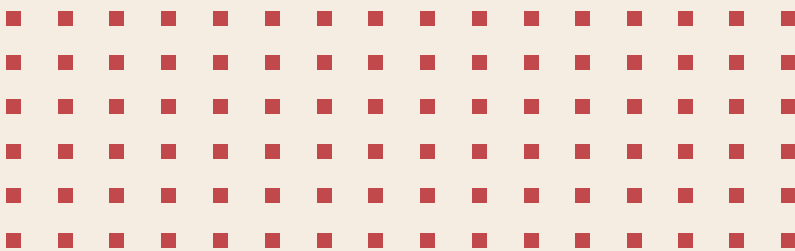
WHAT TYPES OF ACCOMMODATION WERE PROVIDED BY MEMBERS?



Hosting schemes – 1,971 people accommodated
(21 hosting schemes responded to this year's survey).

Key insights

- 1,971 people were hosted this year, a slight reduction on last year's record figure (2,060).
- Hosting schemes played a vital role in meeting the housing needs of newly granted refugees at risk of homelessness, and accommodated approximately twice the number of refugees this year than last year.
- Whilst some members continue to participate in Homes for Ukraine, the total number of Ukrainians supported fell this year – with *the majority of arriving Ukrainians* now having moved into their own homes.
- Although hosting appears to have fully recovered from the Covid-19 pandemic, when levels dipped, the overall number of hosts this year (1,099) remains below the peak (1,350) reported in the 2019/20 survey.
- Some members continued to report challenges with host recruitment during the reporting period, citing the ongoing cost-of-living pressures and competition from the Homes for Ukraine scheme as barriers to recruiting new hosts.
- Fortunately, we continue to see hosting schemes working collaboratively with each other. Two-thirds of hosting schemes reported working in a partnership with other hosting organisations - most frequently Refugees at Home (48%).





Housing and property schemes – 1,543 people accommodated *(36 property schemes responded to this year's survey)*

Key insights

- Housing and property schemes accommodated 1,543 people this year, surpassing the previous highest total (1,503 in 2020/21).
- Members reported having access to 288 properties.
- Most frequently, these properties were rented or leased by the member directly from a private landlord (23%), leased from a landlord but managed by the member (19%), owned outright by the organisation (18%), provided by a housing association (13%), or provided by faith groups (11%).
- Where applicable, it was most common for members to access these properties at 'peppercorn' rates or rent free (45% of properties), with 28% made available at below market rent (28%), and just over a quarter (26%) at full market rent.
- Nine members reported delivering exempt accommodation – also known as 'supported housing' - to refugees.



Lodging schemes – 29 people accommodated *(Four members delivering lodging schemes responded to this year's survey)*

Key insights

- Lodging schemes in the network accommodated 29 people this year, across 19 lodge households.
- Lodging is a new service model within the NACCOM network, primarily established to meet the need for accommodation amongst newly granted refugees. Unlike with hosting, under a formal lodging arrangement the lodger pays an affordable rent, typically with money from housing benefit or earned income.
- Two of the four lodging schemes were delivered in partnership with a Local Authority who funded the service in response to the increase in homelessness amongst refugees.

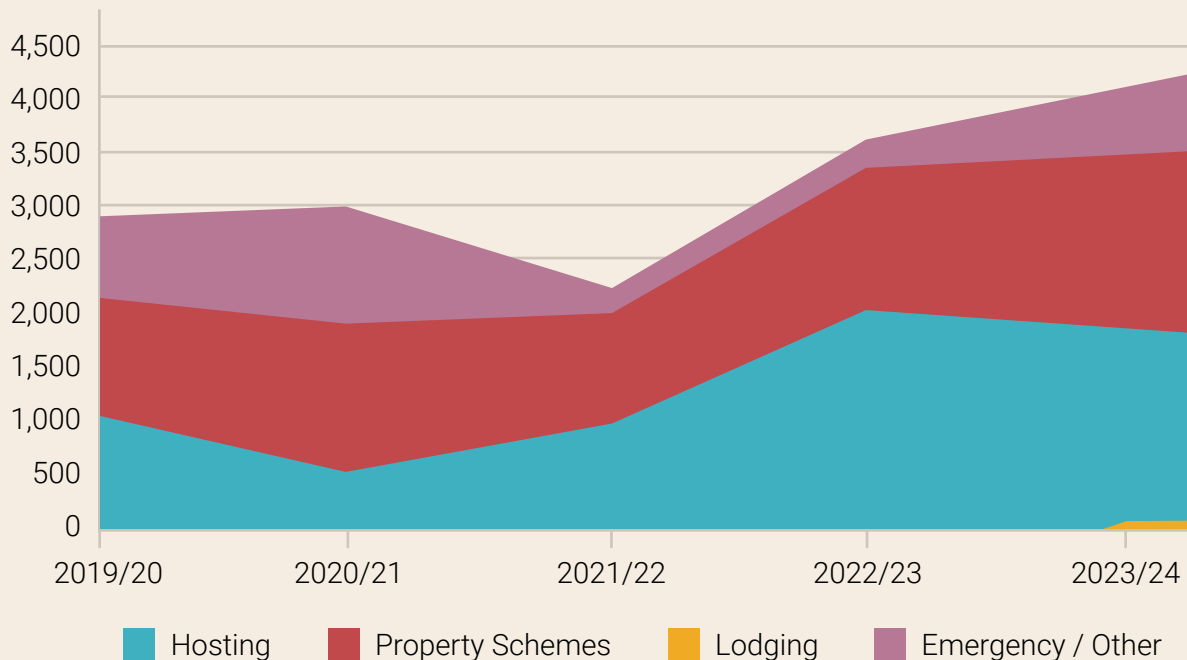


Night shelters and emergency accommodation – 697 people accommodated (16 members delivering emergency accommodation responded to this year's survey)

Key insights

- This year the number of people supported in emergency accommodation more than doubled (from 313 in 2022/23).
- The increase in emergency provision is indicative of the rise in rough sleeping amongst migrants in the past year, and *particularly those leaving the asylum system*.
- Six members reported delivering communal night shelters (compared to three last year), as the use of night shelters, including communal models, became prominent once again. The return to communal shelters, which had largely stopped during the Covid-19 pandemic, has also seen a drive to develop a better quality of space for those needing night shelter accommodation.
- Five members described providing hotel accommodation for those at risk of rough sleeping, four provided hostel accommodation, and three reported paying for rooms in B&Bs.

PEOPLE SUPPORTED BY ACCOMMODATION TYPE:



Year	Hosting	Property Schemes	Lodging	Emergency/Other
2023/24	1971	1543	29	697
2022/23	2120	1245	0	313
2021/22	770	1171	0	351
2020/21	362	1503	0	1113
2019/20	986	1148	0	739

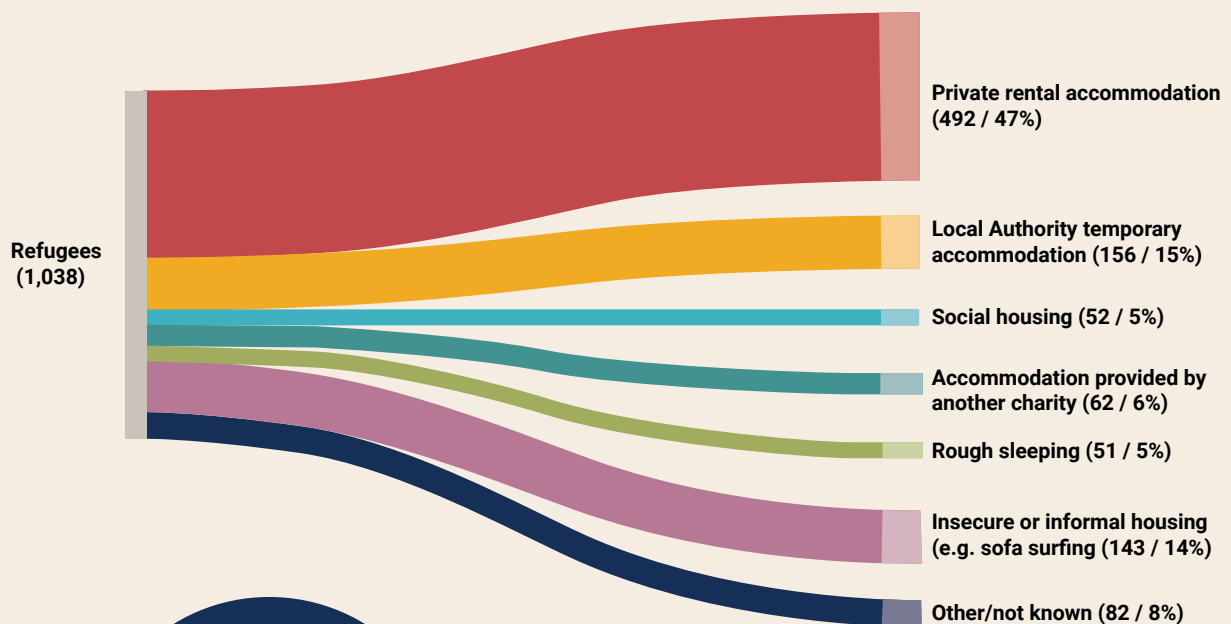
MOVE-ON OUTCOMES FOR PEOPLE IN THE NETWORK

In our Annual Survey we ask members to report on the outcomes of those who left their services during the 12-month period. We divide this section of the survey into housing outcomes for those with some form of leave to remain (such as refugees), and move-on outcomes for people with NRPF.

HOUSING OUTCOMES FOR PEOPLE WITH LEAVE TO REMAIN

Refugees

1,038 refugees left member accommodation projects during 2023/24. Once again the most common move-on outcome (47%) reported by members was to private rented accommodation. However, there was a notable reduction in access to social housing amongst individuals leaving members' services this year, which fell from 18% in 2022/23.*



*The figure for 2022-23 included those with refugee status, and a small number of people with other forms of leave to remain (e.g.: Ukraine scheme visas)

Spotlight on housing outcomes

In recent years it has become more challenging for newly granted refugees to access social housing, and this year members described the increasing difficulty of securing social housing for their clients. Whilst some members reported cases of gatekeeping from councils, more broadly the oversubscription and shortage of social housing resulted in even those with priority need for homelessness support spending longer in temporary accommodation.

Finding appropriate, quality housing in the private rented sector also continues to be a major challenge confronting refugees, and the services supporting them. Refugees face multiple and distinct barriers when attempting to enter the private rented sector, including a lack of affordable housing, unfamiliarity with the highly competitive UK rental market, and potential discrimination based on ethnicity, race, or the receipt of benefits.

This can increase the likeliness of dependence on Local Authority temporary housing, sofa surfing, or continued support from charities.

Humanitarian visa schemes

166 people who had arrived in the UK on a humanitarian visa scheme, in most cases the Homes for Ukraine scheme, moved on from members' services in 2023/24. Most of these (69%) left the UK - presumably returning to Ukraine - whilst just under a quarter (23%) accessed private rented accommodation in the UK. Much smaller numbers were rematched via the Homes for Ukraine scheme (3%), accessed temporary accommodation (2%), entered social housing (2%), or were reliant on insecure or informal housing (1%) upon leaving members' services.



MOVE-ON OUTCOMES FOR PEOPLE WITH NRPF

Across 2023/24, NACCOM accommodated 1,043 adults with NRPF. The circumstances in which a person may be classified as having NRPF are fluid and diverse, as are their potential routes out of destitution and homelessness.

Many members will deliver a holistic support model – a combination of accommodation, individualised support, and legal advice – with the objective of helping people with NRPF to regularise their status in the UK or explore the other legal options that they be available to them.

151

people were granted some form of leave to remain whilst accommodated by members

151 people were granted leave to remain whilst accommodated by members this year, a significant rise from last year's figure (67).

Of these, more than half (54%, or 82 people) had previously been refused asylum, with an additional 16 people (11%) granted leave to remain after having an asylum claim withdrawn or declared inadmissible. Many of these were likely granted status as a result of a successful 'fresh claim.'

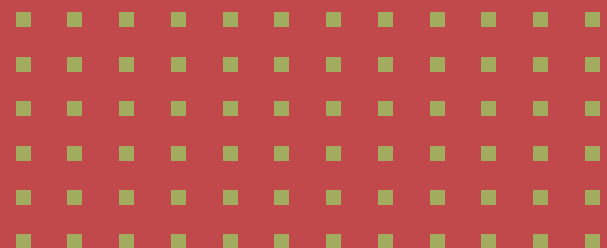
20 people (13%) who had not previously claimed asylum were granted leave to remain, of which 14 were from outside of the EEA and six were from within the EEA.

169

people were referred into Home Office support

Members successfully referred 169 people into Home Office accommodation (e.g. Section 4, Section 95/98, Schedule 10). For those accommodated by members who had previously been refused asylum, this was by far the most common move-on outcome.

However, a fresh claim is not the only circumstance in which a person experiencing homelessness may be able to access (or re-access) Home Office accommodation. For example, a person whose asylum support has been incorrectly ended may be eligible for s95 support, whilst those with pending Article 8 applications, those on immigration bail, or whose asylum claims have been withdrawn, may be eligible for Schedule 10 support.



78

people were referred into statutory support for people with NRPF

This year, members successfully referred 29 people into Local Authority support for children and families with NRPF, 21 people into support for adults with care needs, and 26 people into other forms of local statutory support.

As we explored in 'Unlocking the Door', councils have a statutory duty to support certain people with NRPF who have care needs and may also reserve bedspaces for others with NRPF. However, successfully referring people into this support, even where there is a care need, can be extremely difficult. This year, members once again described examples of gatekeeping from councils and the denial of services for people with NRPF, as well as extremely long waiting lists for vital needs assessments.

41

people were supported to engage with the Government's voluntary returns scheme

Of these, the majority (66%, or 27 people) were people who had not previously claimed asylum and were from outside of the EEA - a group for whom this was the most common recorded move-on outcome.

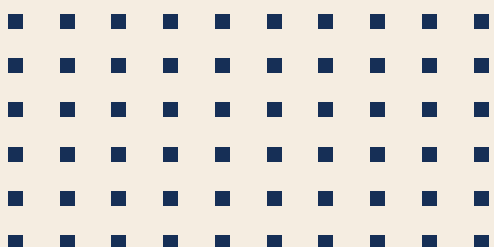
Whilst there is a diversity of approaches and attitudes to the Government's voluntary departures and returns scheme within the network, a handful of NACCOM members have services specifically tailored to support people with a return to their home country.

Only 12 people who had previously engaged with the asylum system resorted to voluntary returns, meaning it represents a very small proportion of all move-on outcomes amongst this cohort.

27

people referred into the National Referral Mechanism (NRM)

NACCOM members referred 27 people into the NRM, the framework for identifying and referring potential victims of modern slavery. Most frequently these were people refused asylum (15, or 56%), followed by those whose claims had been withdrawn (8, or 29%). For this latter group, entry into the NRM was the joint-most common move-on outcome recorded.

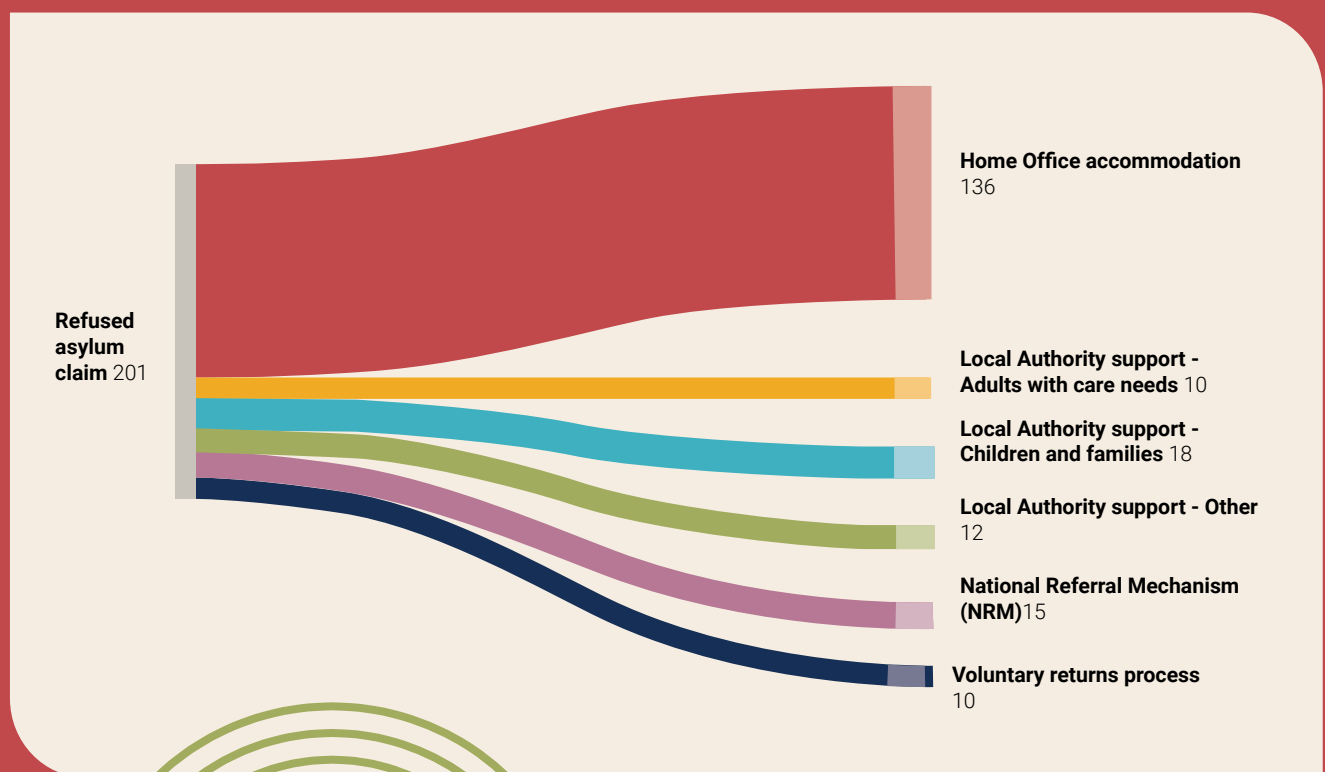


HELPING PEOPLE TO RE-ENGAGE WITH THE ASYLUM SYSTEM

Members helped 236 people to submit 'fresh' asylum claims. According to data obtained by NACCOM via an FOI request, in the UK between 2020 and 2023, 11,395 people previously refused asylum were granted leave to remain as a result of a fresh claim.

However, lodging a fresh claim can be difficult, and its success contingent on expert evidence which can be expensive and difficult for clients to find without specialist help. Fortunately, and as documented in our 'Refused' report, as well as other research published in the past year by [JRS UK](#), [Hope Projects](#), and the [Boaz Trust](#), many services in our network support people refused asylum who are 'appeal rights exhausted' to re-engage with the asylum system.


A person will be eligible for asylum accommodation – typically Section 4 support - whilst their new claim is pending a decision. With members helping 236 people they accommodated to lodge fresh asylum claims in 2023/24, unsurprisingly Home Office accommodation was by far the most common recorded move-on destination amongst the 201 people refused asylum that left members' services across the year.



LEGAL ADVICE CAPACITY ACROSS THE NETWORK

Access to good quality advice and legal representation is vital for people in the asylum system. However, the declining availability of legal aid provision – now extremely difficult to access across much of the UK - means that access to legal representation is often denied to people seeking asylum. It also places increased importance on charity and voluntary services who provide legal advice and representation.

Fortunately, many NACCOM members provide asylum and immigration legal advice to people in the asylum system, often in tandem with accommodation.



41 members reported providing asylum and immigration advice, of which:

- 37** offer at least OISC Level 2 advice, or have a qualified solicitor
- 21** offer both accommodation and advice services



8,797 PEOPLE were supported with legal advice by members. Including

2,224 by accommodation providers within the network.



Members also reported having **289 EMPLOYEES AND VOLUNTEERS** accredited to provide asylum and immigration advice (OISC Level 1 or above).



1,151 PEOPLE were granted leave to remain whilst supported by advice services.



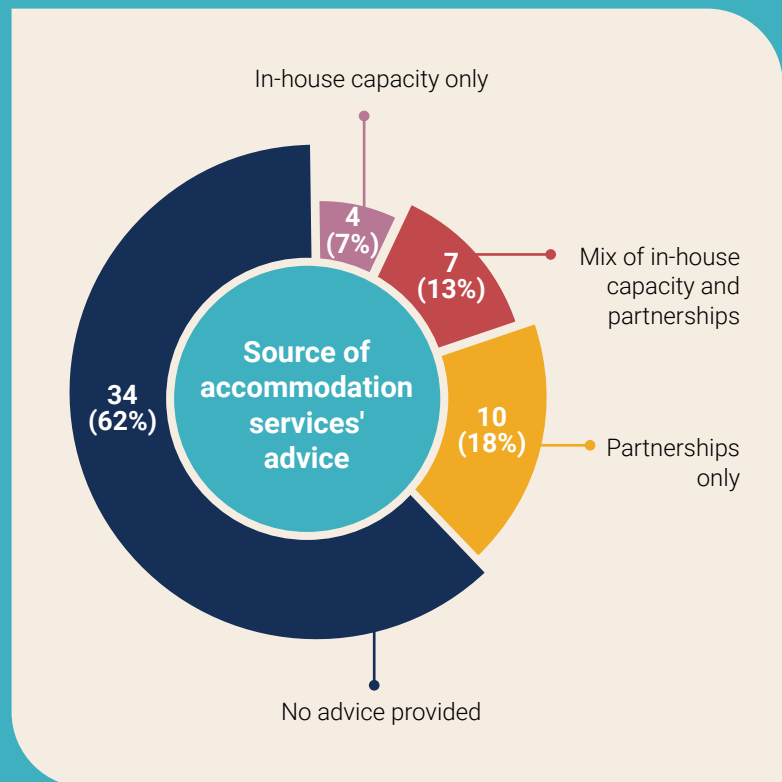
ADVICE WITHIN ACCOMMODATION SERVICES

As previously described, many NACCOM members deliver a holistic support model of accommodation, individualised support, and legal advice, with the objective of helping people experiencing homelessness to regularise their status in the UK.

Across 2023/24, **21 accommodation services** within the network reported providing asylum and immigration legal advice to the people they accommodate – either directly through in-house services, or via a formal relationship with a local provider.

Combined, these members **delivered advice to 2,224 people** and supported **218 people to be granted some form of leave to remain**.

However, the majority (62%) of NACCOM accommodation services still do not have a formal way of connecting their clients with immigration and asylum advice - with only eleven (20%) providing advice services in-house.



DELIVERING ASYLUM AND IMMIGRATION ADVICE IN PARTNERSHIP

The arrangements that members have in place to meet their clients' needs for advice and legal representation are diverse.

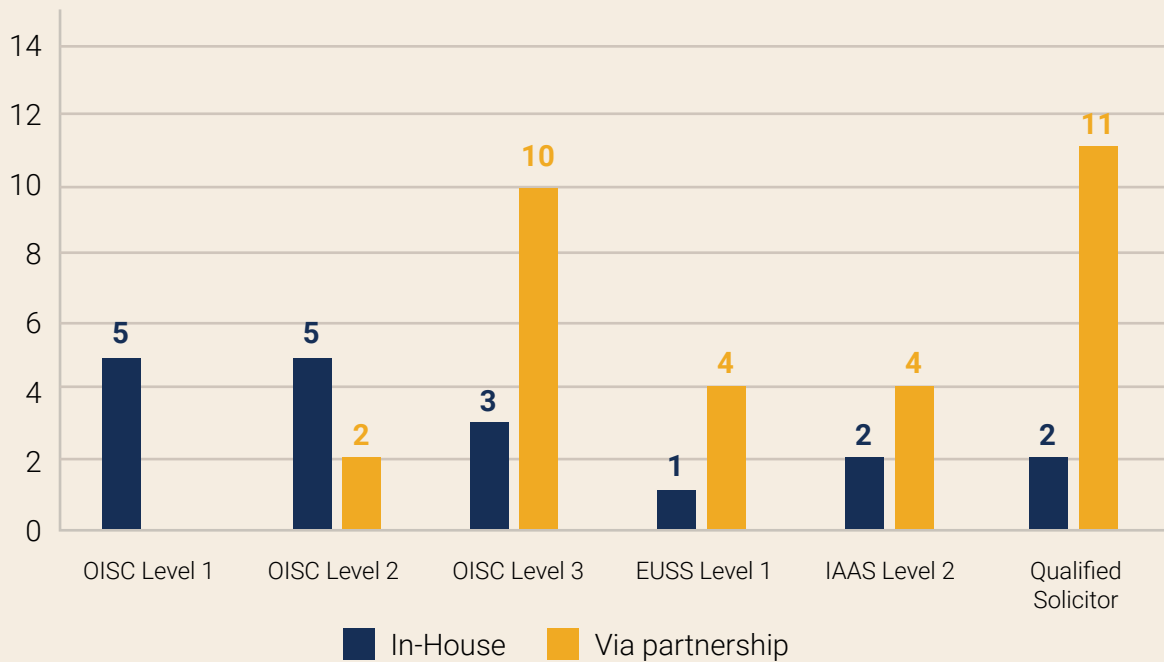
Of the 17 members that offered advice through a partnership – and, often, more than one partnership – nine had an arrangement with another charity to provide advice to people they support; seven worked with a law centre; four worked with a private law firm; and one worked with a Local Authority.

LEVEL OF ADVICE PROVIDED

Of the accommodation services that provided asylum and immigration advice, all **21 offered at least OISC Level 2 advice**, meaning they can lodge fresh claims amongst other substantive asylum work (see more information in the box below). Of these, **16 also offered at least OISC Level 3 advice**, allowing them to carry out substantive work on appeals. **12** had access to a solicitor, allowing them to explore the possibility of judicial review for their clients' cases.

As shown below, more complex or substantive advice is mainly provided through partnerships with external providers, with in-house services often weighted towards OISC Level 1 and 2 provision.

Level of legal advice provided by accommodation services

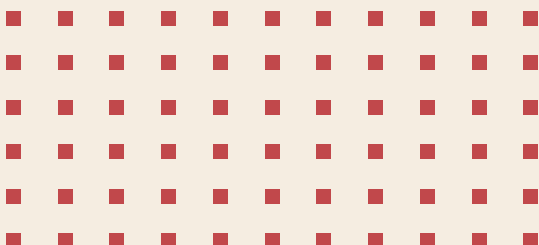


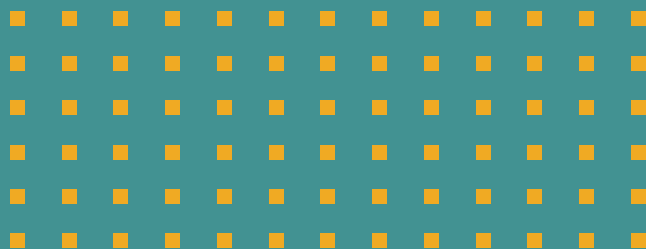
Some members may have in-house provision, but still rely on partnerships to meet need, even for work at the same accreditation level. OISC level refers to highest level of accreditation.

Why does OISC level matter?

Substantive asylum work is not permitted at OISC Level 1 and is reserved for those with OISC Level 2 and above asylum and protection accreditation, who can work on initial asylum applications and further submissions or fresh claims, up until a decision is received and the applicant needs to appeal. Whilst someone with OISC Level 2 accreditation can lodge notices of appeal, more substantive appeals work including making representations to or appearing before courts or tribunals is reserved for those with OISC Level 3 accreditation.

For immigration work, OISC Level 2 allows you to work on all kinds of immigration applications up until the point when an appeal may be necessary – including making representations to UKVI on illegal entry, overstayers, removal and deportation cases, and applications for bail. Judicial reviews require a solicitor and cannot be done under OISC accreditation.





GET IN TOUCH

If you would like to get in touch with NACCOM about our policy or advocacy work, please email: office@naccom.org.uk

www.naccom.org.uk

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