

Ending destitution
for people in the asylum
and immigration system

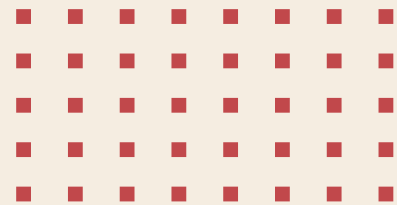


OUR IMPACT

2023-2024



Welcome to our Impact Report, where we highlight the collective achievements of the No Accommodation Network (NACCOM) during 2023/2024. Our 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. Thank you for supporting us on our journey.



We have faced hardship and we have stood against it. Making change is not easy but at least we are struggling to change it. It brings peace and happiness in our hearts and minds.

Ann

NACCOM Community Research Volunteer





OUR VALUES

Collective working

JUSTICE

SOLIDARITY

INCLUSION



Anti-racism

OPENNESS

Transparency

ACCESSIBILITY

Together we promote solidarity, connections and good practice, and influence policy and practice change across the UK. Here's how:



Facilitating networking and the sharing of knowledge and good practice to provide pathways out of destitution and homelessness.



Influencing policy and campaigning to bring about positive change in the asylum and immigration system.



Gathering and disseminating data and insights on destitution from our network to tackle its root causes.



Training and supporting people with lived experience to research and communicate their findings and experience.



Challenging the hostile environment through our growing media presence.



THANKS TO YOU

Here are some of the key impacts of our collective work over the past year:



140+ MEMBER ORGANISATIONS supported and empowered throughout the UK.



Supported the regrant of a **COMBINED £376,000** to members through the Guardian and Observer Charity appeal.



4,416 PEOPLE experiencing destitution and homelessness accommodated by our member organisations.



41 PEOPLE with lived experience took part in our latest community research project.



12 REGIONAL member hub meetings held, bringing members across the network together.



140 PEOPLE representing 65 organisations gathered for our Annual Conference in York in March 2024.



COURAGE, CREATIVITY, AND RESILIENCE

Homelessness amongst refugees rocketed in 2023, in large part due to ill-thought through changes made to the asylum move-on process under the Government of the day, which resulted in large numbers of newly granted refugees being evicted into homelessness and, for many, street homelessness. These changes caused major trauma and hardship for refugees, and resulted in a huge increase in demand for support from NACCOM members. It also caused – and continues to cause – challenges and concern over members’ ability to support people with NRPF or restricted recourse to public funds.

But despite a year of dealing with more Government chaos, overwhelming need and the hostile environment, we’re choosing to reflect on the year positively. NACCOM and our network have achieved so much, responding to these challenges with courage, creativity, and resilience.

One of the most significant achievements was NACCOM’s role in the Guardian and Observer Charity Appeal, alongside partners Refugees at Home and the Refugee Council. The appeal raised over £1.4 million, enabling NACCOM to regrant £376,201 to our members. We also had the opportunity to share powerful stories about the issues faced by refugees in the UK.

NACCOM also expanded its influence by joining the Asylum Reform Initiative Governing Group, a collaboration of national charities working on asylum issues. This allows NACCOM to represent our members at the highest level, ensuring that the issues of homelessness and destitution were central to any discussions about asylum system reform. NACCOM also played a key role in discussions with the All-Party Parliamentary Group for Ending Homelessness, advocating for policy changes such as providing refugees with 56 days’ notice before eviction.

A key accomplishment for the year was the launch of the ‘Refused?’ report by NACCOM’s Community Researchers. This report revealed the harsh reality faced by individuals whose asylum claims are unjustly denied. It garnered widespread attention, culminating in an exhibition at the Museum of Homelessness. We also launched a new toolkit at the Homes for Cathy conference to empower Housing Associations to play a greater role in ending migrant destitution. And we held NACCOM’s first in-person annual conference in years, bringing together over 140 members, partners, and people with lived experience to mark a powerful moment of solidarity and remind us of our incredible collective power.

We have much still to do, and a difficult road to travel, but we are extremely proud of all we continue to achieve. We will keep going until homelessness and destitution is designed out of the asylum and immigration system for good.



Bridget Young
Director, NACCOM



Caron Boulghassoul
Chair, NACCOM

THE NACCOM NETWORK IN NUMBERS

*Data from NACCOM Annual Survey 2023/2024



140 MEMBERS ORGANISATIONS
across the UK

- 25 hosting schemes
- 47 property schemes
- 19 night shelters/emergency accommodation
- 4 lodgings




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

- 1,941 people** with refugee status – nearly double the number last year
- 1,257 people** with No Recourse to Public Funds (NRPF)
- 1,367** were rough sleeping or in informal/insecure accommodation before accessing member services



More than **HALF A MILLION NIGHTS**
of accommodation were provided by members



4,151 PEOPLE
could not be accommodated, highlighting the scale of unmet need




4,212 PEOPLE
were given financial support



2,224 PEOPLE
received asylum and immigration legal advice from accommodation providers within the network



6,436 STAFF & VOLUNTEERS
in the network



57% OF MEMBERS
have people with lived experience at Board level

Building Lived Experiences
Finn, Kas and Shamim (NACE)
Iman Al-Harithi (St Augustines, Halifax)
Patrick Masebo (MRSN)
Ibtissam Al-Farah / Pascale Gayford
(Refugee Action)



NETWORK DEVELOPMENT

Supporting our members to network, share knowledge and build good practice to provide pathways out of destitution and homelessness for people in the asylum and immigration system is a core part of our work.

Our Network Development team works collaboratively with members to help them develop strategies, build capacity and create sustainable and workable accommodation and support models. We do this by encouraging the creation of accommodation provision for destitute people seeking asylum in areas where there is currently no provision; facilitating collaborative working and partnerships; and providing members with up-to-date, relevant information and best practice, for example via guides, toolkits and events.

16

New members welcomed this year

12

Member hub meetings held, across six regions of the UK

2

New resources launched

10

Events and conferences supported

7

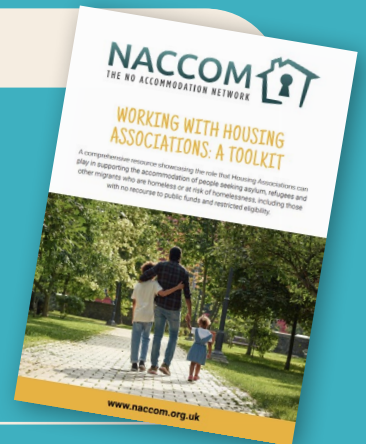
Pieces of collaborative work with partners



NETWORK DEVELOPMENT; THE YEAR'S HIGHLIGHTS

Working with Housing Associations – A Toolkit

Housing provides a vital pathway out of destitution and homelessness for people seeking asylum, refugees and other migrants. Housing Associations can play an increasingly important role in the establishment of partnerships and in the provision of housing and other related services. In October 2023, we published the toolkit [Working with Housing Associations](#), which showcases the partnership working between NACCOM members and Housing Associations in developing best practice.



Trauma-informed hosting

Offering a safe, welcoming host home is key to fostering resilience against trauma and to supporting the wellbeing of people seeking sanctuary. Last year we reported on a new Trauma Informed Hosting Coalition (TIHC) facilitated by Trauma Treatment International, organising a focus group with our members to explore different practices. TIHC are working on a model based on key principles that promote the emotional wellbeing of guests, hosts and staff. Longer term, TIHC hopes to influence local and regional hosting practices to ensure trauma awareness and support are at the core of all hosting schemes.

Supporting best practice in Wales

At a Wales Senedd event we shared the work we are doing with Housing Justice Cymru (HJC) to support the building of a Nation of Sanctuary. We are working with HJC and other members to develop good practice and build capacity in the delivery of accommodation solutions in Wales. Our Working with Housing Associations Toolkit has been promoted at several events aimed at Local Authorities and Housing Associations. We have partnered with HJC to write a National Hosting Standard for Wales as part of a piece of work commissioned by the Welsh Government, in collaboration with Trauma Treatment International and Safer Foundations.

Lodging schemes

In 2023 the Government's plans to clear the asylum backlog, compounded by the ongoing effects of the hostile environment, caused a sudden surge in homelessness amongst newly granted refugees. Lodging schemes – whereby a person with refugee status pays to lodge in a private home – can provide a workable solution. We held a members meeting to facilitate the sharing of advice and good practice on this topic, leading to more members establishing, or developing plans for, lodging projects. We also published a short Lodging Guide document, outlining the fundamentals of setting up a lodging scheme.



Becoming a new member of NACCOM has been a very positive experience for the British Red Cross. We have particularly valued their convening role this year, with regular meetings and events that bring together NACCOM members to discuss the most pressing issues facing our sector...The NACCOM Policy, Research, and Advocacy Newsletter is invaluable.

British Red Cross



POLICY, RESEARCH AND ADVOCACY

Influencing policy and campaigning to bring about positive, lasting change in the asylum and immigration system.

Our Policy, Research and Advocacy work strives to understand the root causes and human impact of destitution and identify solutions in policies and practice. Our 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.

10

Joint letters advocating for policy change

5

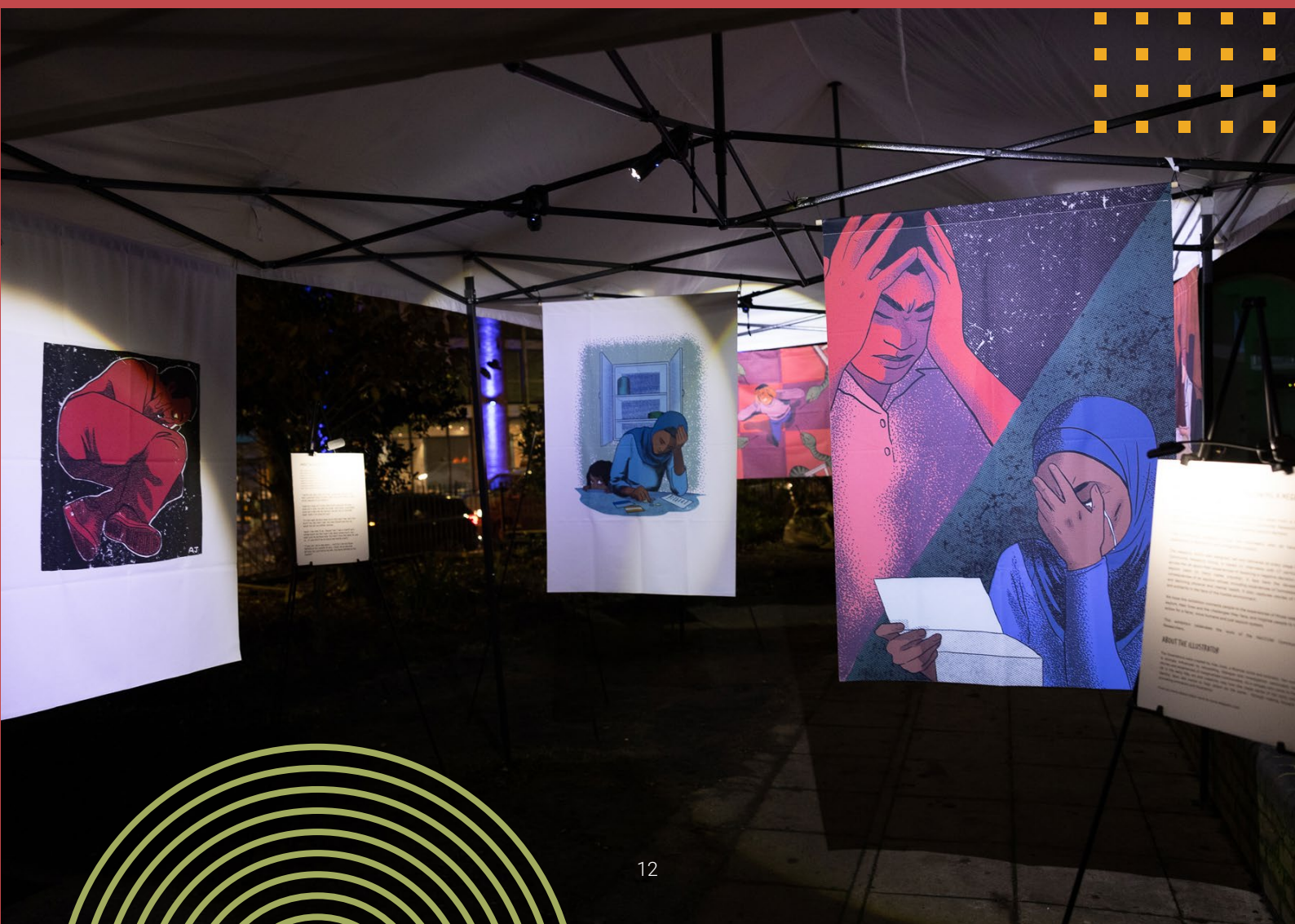
Reports published

8

External presentations

4

Coalitions supported



POLICY, RESEARCH AND ADVOCACY; THE YEAR'S HIGHLIGHTS

Campaigning against the hostile environment

Last year we played a key role in supporting several sector-wide campaigns that opposed hostile immigration and asylum policies, particularly those introduced through the Illegal Migration Act 2023 by the previous Conservative Government, to highlight the risks of homelessness and destitution that these policies could cause.

These included plans to make asylum claims 'inadmissible' if a person arrived in the UK irregularly, the Rwanda deportation plan and 'Safety of Rwanda Act', raising awareness of the impact of these policies on frontline organisations and people in the asylum system.

We also worked with partners in the homelessness and housing sectors to oppose a planned ban on rough sleepers using tents in urban areas; the 'British Homes for British Workers' social housing proposal; and the push to exempt asylum accommodation from HMO licensing requirements.

The 2024 General Election and beyond

In the run-up to the 2024 General Election in the UK, we empowered members to engage and influence their local MPs and supported several national campaigns including Together with Refugees' 'Fair Begins Here', and Homeless Link's 'A Home for Everyone.' Shortly after the election we published 'Vital Solutions to Ending Migrant Homelessness', our joint briefing with Homeless Link evidencing the key drivers of homelessness amongst migrants, and the level of ambition needed from the new Government to end it. We continue to communicate the impact of asylum and immigration policy on frontline organisations and people with the new Government, taking part in the monthly Ending Rough Sleeping Group chaired by MHCLG; the Asylum Support Strategic Engagement Group chaired by the Home Office; and the Homeless Migrants Advisory Panel chaired by the Greater London Authority.

Responding to the 'move-on' emergency

The stark increase in homelessness amongst people leaving asylum accommodation was triggered by [a change in process to the asylum move-on period](#) in August 2023 as well as the Government's push to clear the backlog before the end of that year. We gathered evidence on the impact this had on frontline services in our network and people they support. Together with key partners we pushed for a series of policy and process recommendations to mitigate the immediate and long-term risks of homelessness.

Vital solutions to ending migrant homelessness

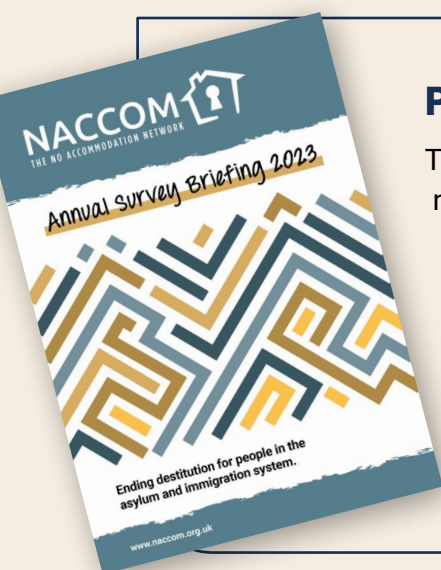
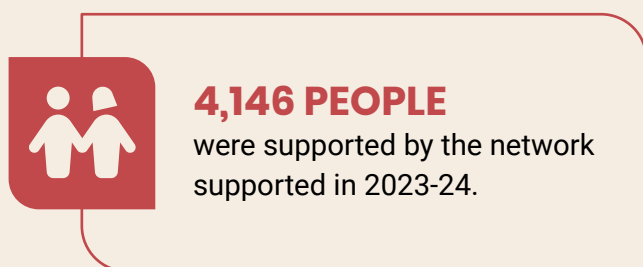
Homeless Link and NACCOM published 'Vital Solutions to Ending Migrant Homelessness', a policy briefing exploring the key drivers of, and potential solutions to, homelessness amongst migrants. The briefing was co-branded with more than 70 organisations working in the fields of homelessness, housing, and migrants' rights, including Criss, Shelter, the Refugee Council, and Refugee Action.



DATA COLLECTION

Gathering and disseminating data and insights on destitution from our network to tackle its root causes.

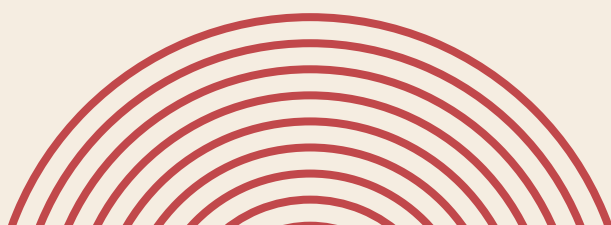
Our latest annual data, launched in Autumn 2024, tracks the scale and impact of destitution and homelessness in the asylum and immigration system, and revealed how our frontline members are responding. It showed that 4,146 people were accommodated by the network in 2023-24; there was a big increase in the number of people with refugee status accommodated; and there was a sharp rise in the number of people in the asylum and immigration system requiring some form of support from charities to meet their basic needs. Despite ongoing challenges we found that frontline charities provide a vital safety net when statutory support fails or is withdrawn.



Pushing for change

This data is used to shape and inform NACCOM's policy, advocacy and network development work, as well as joint campaigns and projects with partners. We also secured coverage in the Guardian, the Big Issue, Inside Housing and other titles. Raising awareness of the data supports our collective work to bring an end to destitution and homelessness in the asylum and immigration system.

Read the full Annual Survey Briefing [here](#).



COMMUNITY RESEARCH

Training and supporting people with lived experience to shape, conduct and publish powerful research.

We believe that meaningful change is only possible when people with lived experience are at the heart of the process. Our Community Research Programme has continued to develop this year, ensuring that people with lived experience play an equitable role in NACCOM's mission to end destitution and advocating for change. Our volunteer Community Research Group (CRG) held a brilliant exhibition event at the Museum of Homelessness, and contributed to important and impactful research projects, advocating for systemic change to the hostile environment. After four years of the Community Research Programme, we're now working with external evaluators to capture learning and identify good practice which we will share with the network and use to shape the next phase of the programme.

5

Community Research volunteers

41

People with lived experience participated in Community Researcher-led focus groups

9

Partner organisations involved

3

Research reports supported



There are some things that people who don't have experience just can't understand. They might know the policies and the rules but we understand what it's like to be in the system. We can bring a valuable insight.

Shamim

Community Research Volunteer



THE YEAR'S HIGHLIGHTS

Museum of Homelessness

The CRG united with the wonderful Museum of Homelessness in Finsbury Park to co-produce and run an installation and event based on their findings from their ['Refused?' report](#). Featuring vivid illustrations and powerful quotes, this exhibition brought to life the research findings in an impactful and creative way that was authentic to the ethos of the group. The purpose of the exhibition was to highlight key insights from 'Refused?' to invited guests, including policy-makers, partners and funders, at a special launch event.



“ It was empowering to be in this space... We could see ourselves before we even started to talk. It is good to inspire other refugees not to sit on their talents while they wait for the Home Office decision. - **Nico**, *Community Research Volunteer* ”

Research into migrant destitution

COMPAS published a major research report, ['Understanding Migrant Destitution in the UK'](#), which explores the effects of UK immigration policy on migrant destitution. Several of our Community Researchers served on the experts-by-experience advisory board, also taking on roles as peer-researchers and contributing to the launch and dissemination of the research findings, including at a conference at the University of Oxford.

Advocating for change

Highlights include CRG members convening a lived experience roundtable for an inquiry by the APPGs on Poverty and Migration into ['The Effects of UK Immigration, Asylum and Refugee Policy on Poverty'](#) alongside COMPAS. One of our Community Researchers, Ann, spoke powerfully at an [extraordinary general meeting](#) of the APPG on Ending Homelessness about the importance of ensuring no one is discharged from public institutions into homelessness. The meeting led to the APPG calling on Government to “break the link between homelessness and the asylum system”. The CRG also submitted a contribution to the [Commission on the Integration of Refugees](#).

IN THE MEDIA

Challenging the hostile environment through our growing media presence.

In a year marked by heightened hostility towards migrants in both real world and digital communities, particularly during the far-right racist violence of summer 2024, NACCOM played a key role in highlighting the experiences of our frontline member organisations and the people they support. We secured widespread media coverage across print, online, radio, and podcasts, shedding light on critical issues such as rising refugee homelessness and the wider impacts of punitive policy changes including the Illegal Migration Act, Safety of Rwanda Act, and planned social housing reform. We also collaborated with members, key partners and journalists to respond strategically to crises, including the far-right riots, and issued position statements on major developments, to ensure that the risks and impacts of homelessness and destitution were highlighted.

15

Articles across digital and print media

2

Podcasts

£376,208

Regranted to members from The Guardian and Observer Charity appeal

10

Statements, joint statements and open letters published



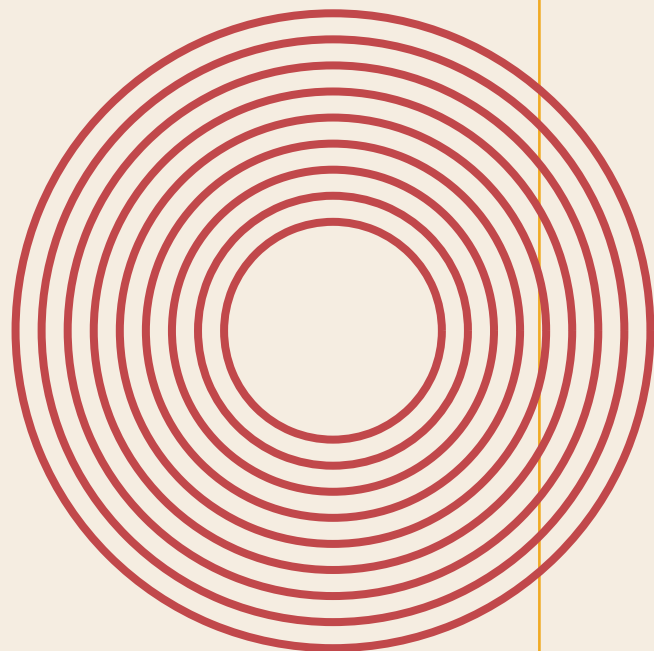
The Guardian and Observer Charity appeal

We were delighted to partner with *The Guardian* and *Observer* on their 2023 charity appeal, which shone a spotlight on the hardship and injustice experienced by refugees, people seeking asylum and other migrants in the UK. Alongside NACCOM, our members the Refugee Council (also representing the Scottish Refugee Council and Welsh Refugee Council) and Refugees at Home were joint recipients. We redistributed the majority of the money we received (£376,208) to smaller, grassroots and community-led members, working on the frontline in areas of high need. This helped provide vital accommodation, support and wide-ranging services to those facing homelessness and destitution as they navigate the UK's hostile asylum and immigration system.

NACCOM members Boaz Trust in Manchester, Open Door North East in Middlesbrough, Ubuntu Women Shelter in Glasgow and Asylum Link in Merseyside all received high-profile features in *The Guardian*.

Grant recipients

- Open Door North East
- Asylum Link Merseyside (ALM)
- The Boaz Trust
- Hope Projects
- One Roof Leicester
- Upbeat Communities
- Ubuntu Women Shelter
- Action for Refugees in Lewisham (AFRIL)
- Refugee Welcome Homes CIC
- Bristol Hospitality Network
- ASSIST Sheffield
- Abigail Housing
- The Gap (Sanctuary Newport)
- Penrith and Eden Refugee Network
- Starling Collective
- Hope at Home
- Coventry Asylum & Refugee Action Group (CARAG)
- Martha House association
- C4WS Homeless Project
- Refugee Support Group (RSG)
- Devon and Cornwall Refugee Support
- RAY (Refugee Action York)
- Leeds Asylum Seekers Support Network
- St Augustine's Centre
- Kairos Housing
- Nottingham Arimathea Trust
- Refugee Sanctuary Scotland (Formerly Refugee Survival Trust)
- C.A.S.T - Communities and Sanctuary Seekers Together
- Rochdale Action with Destitute Asylum seekers and Refugees (RADAR)



THANK YOU

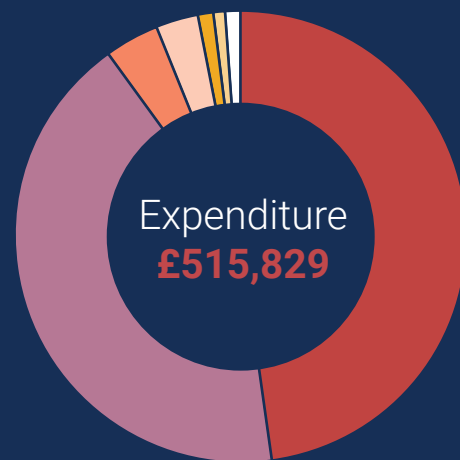
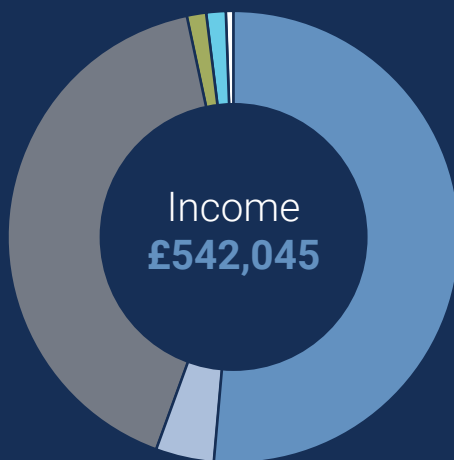
Our heartfelt thanks to our partners, funders and, of course, our members. We could not do the vital work we do without your support, insights and empowerment. Together, we are working to end destitution and homelessness in the asylum and immigration system.

[CLICK HERE](#) to view our partners, funders and members

FUNDING AND FINANCE

Last year we worked with Fair Collective to support members and NACCOM directly in improving our access to fundraising knowledge and options. We look forward to using our new income generation plan over the next financial year. We also finalised our bespoke safeguarding policy and began working with Safer Foundations on the implementation plan.

NACCOM remains in a sound financial position, and we look forward to benefiting from our revamped income generation strategy. This year we will have £249,305 in unrestricted reserves. Of this £151,273 has been designated as organisational reserves to cover four months of operating costs. The trustees are confident that the charity will continue to exist for the foreseeable future.



	2023/24	2022/23
Unrestricted funds/donations	£472,742	£248,853
Restricted grants	£38,785	£45,194
Restricted grant (from Guardian Appeal to re-grant to members)	£376,208	N/A
Membership fees	£13,403	£8,545
Other income	£12,872	£5,971
Events income	£4,243	£843
Total:	£918,253	
Total (less Guardian Appeal re-grant amount):	£542,045	£309,406

	2023/24	2022/23
Staffing costs and related expenses	£426,824	£326,418
Grants paid out (re-grants from Guardian Appeal)	£376,208	N/A
Support costs (operational)	£35,798	£39,467
Other activities	£27,712	£52,049
Annual Conference and events	£8,929	£4,053
Marketing/comms	£8,566	£1,466
Fundraising	£8,000	£6,514
Total:	£892,037	
Total (less re-grant amount):	£515,829	£429,967

OUR TEAM

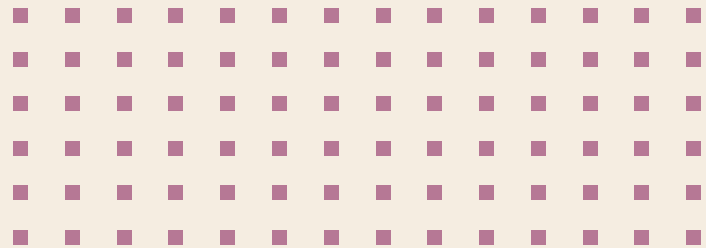
We are a small, high-performing staff team dispersed nationally across the UK, working across Finance and Operations; External Affairs; and Network Development.

Find out more, <https://www.nacom.org.uk/meettheteam>

OUR TRUSTEES

Many thanks to our 2023-2024 trustees, for the solidarity and support they give so generously:

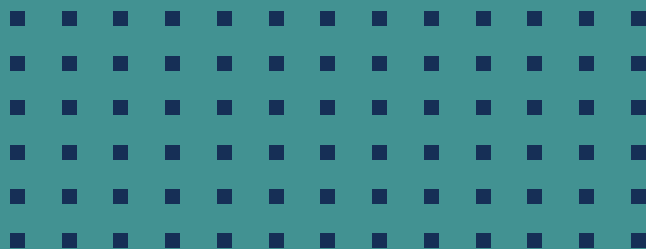
- Caron Boulghassoul (Chair)
- Washington Ali
- Jonny Darling
- Phil Davis
- Catherine Houlcroft (Resigned November 2023)
- Shukry
- Traci Kirkland
- Olivier Robin





NACCOM
IN AN ACCELERATOR ENVIRONMENT

NACCOM Winter Hub
8 February 2023



GET IN TOUCH

If you would like to get in touch with NACCOM then please email:

office@nacom.org.uk

www.nacom.org.uk

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