

Members' Charter



www.naccom.org.uk

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

Purpose

The purpose of this charter is to set out NACCOM's offer and commitments to you; clarify how you can engage with NACCOM and get the most out of your membership; and set the standards and principles that we will uphold together.

We believe that there's strength in diversity. As a diverse network we want to ensure that those with lived and learned experience of the hostile environment influence and lead our work as much as possible, and we take an anti-oppression, coalition-based approach. We know that the people you support, and your organisation itself, both exist under difficult circumstances. We want the NACCOM network to be a safe, welcoming, engaging and useful space for you and your organisation.

This charter will evolve and change. When we know better, we all have a responsibility to do better. But this is a start of a framework for how we can support and champion each other, and hold ourselves and each other to account.

This is not a quality mark and we won't routinely verify your compliance with this charter. However, it will be used when our board of trustees considers an application for membership, and as part of the membership renewal process. It might also be used in the rare occurrence when there is an indication that a member is no longer able to commit to the standards and principles we have agreed together.

What we offer you



Member calls

Our monthly member calls are a great way for you to stay informed. You can receive policy and campaigns updates and discuss the current challenges and trends affecting your services.



Regional Hub meetings

Our Regional Hub meetings bring together members from across a region or neighbouring regions. Here you can build relationships; discuss challenges, trends and opportunities impacting your work; discuss accommodation solutions; and hear in-depth project case studies. These meetings take place at least once a year, usually in-person in the summer.



Thematic Hub meetings

Our member-only Thematic Hub meetings, usually held online, offer you the chance to explore specific topics and issues in more depth. They often involve guest speakers with expertise on the subject matter and are a chance to share and learn from one another's experience and expertise, explore best practice and develop solutions.



Annual Conference

At our Annual Conference we invite our members, as well as external partners and wider stakeholders, to meet in person, learn from one another, network and build relationships and stand in solidarity. Each year, we hear from keynote external speakers, explore examples of good practice and attend interactive workshops.



Annual General Meeting (AGM)

Our AGM is an opportunity to hear about our shared achievements as a network over the past year, see our annual report, and for members with voting rights (full members) to vote for new and existing trustees. This is usually held online and combined with the launch of our data briefing (see below).



Toolkits and other resources

In collaboration with member organisations, we produce Toolkits and Good Practice Guides to share good practice often complemented by case studies. These include:

- Housing Toolkit (2019)
- Hosting Toolkit (2020)
- Funding Toolkit (2019)
- Hosting Good Practice Guides (2022) in the context of Homes for Ukraine
- 'Working with Housing Associations' Toolkit (2023)



1:1 support

NACCOM staff, particularly the Network Development Coordinators, may be able to offer 1:1 support on an ad hoc basis. This generally takes the form of information, advice and guidance on operational, service development, governance or funding issues. For example, we may help members to explore the appropriateness of a possible accommodation scheme or the best practice and legislative standards on a particular topic, or help members think through a strategic view, or explore funding opportunities including joint bids.



Buddying and mentoring opportunities

In most cases, developing solidarity and building relationships between member organisations occurs naturally across

the network, but we are happy to help you to build these connections and make introductions if you would like us to. This might include organising visits or facilitating buddying and mentoring opportunities.



Leadership network

We wanted to create a space for leaders within the NACCOM network to come together and provide each other with practical and emotional support, sharing ideas, good practice, resources, challenges and solidarity. We have therefore created a Leaders Slack channel and the Director of NACCOM hosts a quarterly Zoom meeting.

We're aware that the NACCOM membership is broad and diverse but would like to keep this as a safe space for leaders within NACCOM member organisations to share the burden and privilege of responsibility. So, this group is therefore appropriate for CEOs and Directors within small to medium size organisations in the NACCOM network, or Leaders (paid or voluntary) who juggle responsibility for strategy, governance, operations and funding. It is expected that only one person per organisation would join this group, apart from where there are roles that are split/shared. Access to this Slack channel is by invite only.



Media opportunities and guidance

We have links with key journalists and national media outlets and are regularly asked to contribute to news stories. This includes working with members and people with lived experience in the network to speak about specific issues. We send out media opportunities via the Google Group, Slack and at monthly member calls. We can also support you if you need advice around media work.



Training courses and webinars

We arrange bespoke and ad hoc training and webinars that respond to specific issues, which usually arise from conversations at member meetings. In recent years these have included staff wellbeing support, mental health first aid training, dealing with PTSD / vicarious trauma, anti-racist practice and fundraising.



Funding opportunities and information

We know how important stable funding is in developing and maintaining essential services. With this in mind, we regularly look for opportunities to influence and inform funders, particularly around the need for core funding. We share funding opportunities via our Google Group and Slack or directly with members if location specific. While we are not able to write funding bids, we can act as a critical friend – particularly if you're working with another organisation on a joint funding bid.



Policy, advocacy and campaigning

We carry out political advocacy, attend strategic meetings to represent the voices of the people supported by our members, and support members to influence key stakeholders.

We share relevant policy, advocacy and campaigns information with members in our regular member calls and through a fortnightly Policy, Research and Advocacy email update. You can subscribe to this email or check our Google Group and dedicated Policy and Advocacy Slack channel.



Annual Members' Survey

Each year, our data briefing paints a comprehensive picture of the extent, impact and root causes of migrant destitution and homelessness across the country. Based on data from our

Annual Members' Survey, it helps us to better understand and evidence the type of accommodation and support our members are providing across the UK as well as who the NACCOM network is supporting and what their needs are. We use the data to shine a spotlight on the increasing complexity of service provision and shape campaigns that push for change.



Supporting members with data

Having good data allows you to tell your story, helps you deliver better services and evidences the need for change. We want to help you become more confident at collecting useful, robust data, so we've developed useful resources. Whilst we ensure evidence collected through the Annual Survey influences policy and practice at the national level, we can also support you to use data to influence local stakeholders and support funding applications.



Slack community

This is a dedicated space for members to collaborate, share and learn from one another, as well as hear relevant updates from the NACCOM team. The Slack community is divided into different channels focusing on specific topics and you're encouraged to join the channels that are most relevant to your work.



Google Group

Any member of staff (including trustees and volunteers with a lead role in operational delivery) in your organisation is welcome to join our member-only Google Group. We encourage you to have at least one staff member signed up. This is a space for us to all share updates and announcements, such as job vacancies, information on internal and external events, reports, policy developments and media opportunities. Please bear in mind that there are Slack channels for specific topics (particularly around accommodation).

What you can expect of us

- 1 We aim to take a trauma-informed approach in our engagement with you and in our internal working practices to protect your staff, volunteers and service users, as well as our own staff and volunteers.
- 2 We commit to staying up to date regarding good practice, and to share relevant developments with you, so that together we can achieve the best possible standards in the quality, safety and management of accommodation and support services. We recognise that NACCOM is driven by the collective expertise and knowledge of our members. Our knowledge of the sectors in which you operate, and the challenges, trends and opportunities you face, is always led by you. We supplement this with our own research, including from our Community Research programme.
- 3 We commit to upholding meaningful relationships with you, promoting a safe and non-judgemental space for you to contact us. We commit to being as responsive as possible when communicating with you.
- 4 We aim to deliver and develop our services in a manner that is responsive to your needs, challenges and feedback, and to be transparent about what we are doing and why.
- 5 We respect the diverse views and opinions within the membership.
- 6 While we recognise that bias and discrimination is not always conscious or intentional, we will continue to commit to not discriminate against any person or group based on grounds of the nine protected characteristics under the Equality Act 2010, namely: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief; sex; and sexual orientation.
- 7 NACCOM is committed to being an anti-racist organisation. We stand in solidarity with those who fight against racism in all its forms. Our values of collective working, justice, solidarity, inclusion, anti-racism, openness, transparency and accessibility underpin all our work, but we recognise that we have much to learn, develop and improve upon, and that this is an open-ended process.
- 8 Our current strategy purposefully commits us to modelling the way we want to see the world; operating in a way that is demonstrable of our values, that is transparent, inclusive, anti-racist and promotes wellbeing. We are working towards an anti-oppression framework centring racial justice through which we will deliver all our work.
- 9 Mental health is as important as physical health. We're committed to establishing and maintaining processes that enhance mental health and wellbeing. We are responsible for ensuring, so far as reasonably practicable, the health, safety and welfare of all our staff, volunteers and the people we work with.
- 10 We will adhere to the highest standards possible in the core governance of the organisation, to ensure we remain an effective, exemplary and sustainable organisation.

What we expect of you

Governance and operations

- 1 We ask that you have your own governing document (such as a constitution or memorandum and articles).
- 2 You agree to take appropriate steps to safeguard the health and wellbeing of your staff and volunteers, service users, and others with whom you engage. You also agree to have in place the necessary policies and practice to safeguard vulnerable people with whom you come into contact.
- 3 You agree to take a trauma-informed approach in order to protect service users, staff and volunteers.
- 4 You agree to aim for the best possible standards in the quality, safety and management of all accommodation and other services provided. You also agree

to take account of the relevant guidance in our published Toolkits (and help us continuously improve that guidance), and to adhere to relevant legislation relating to the provision of housing, other forms of accommodation and safeguarding.

- 5 You agree to respect the rules that apply to your work, including the local, national, and international laws and regulations that govern your operations and your work with people seeking asylum, refugees and other migrants. If you realise that you have violated such rules, you agree to take effective steps to comply as soon as possible. In case there are conflicts between such rules and your mission, you agree to act in good faith to reconcile the conflict openly and in accordance with your organisational values.

** NACCOM is happy to share relevant resources if any members or prospective members need support with governance, safeguarding, trauma-informed care, etc.*

Engagement with NACCOM and other members

- 6 You agree to remain actively engaged with us, including:
 - Attending at least one meeting or event each year.
 - If possible, attending the Annual General Meeting (AGM), particularly if you're a full member with voting rights.
 - Drawing on the collective experience of the NACCOM membership by asking questions and initiating and participating in discussions.
 - Supporting other members with your own knowledge and experience.

- 7 You agree to complete the Annual Survey to the best of your ability and before the deadline, or to let us know if there is a reason that you are unable to do so.
- 8 You agree to pay your annual membership fee within 30 days of the invoice being issued, and to let us know if you are struggling to pay the fee. Membership continues on a rolling annual basis unless terminated (see Membership Policy part 13).

- 9 You agree to keep us informed of any changes to relevant organisational information such as change of address, key staff changes and changes in relevant services.
- 10 You agree to share thoughts, feedback and concerns with us about your area of work.

Behaviour

- 11 You commit not to engage in corruption or fraud.
- 12 You agree to respect the diverse views and opinions within the membership and to look for respectful ways of communicating concerns and resolving disagreements.
- 13 You agree not to discriminate against any person or group based on grounds of the nine protected characteristics under the Equality Act 2010, namely: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief; sex; and sexual orientation.
- 14 You have a stated policy on equal opportunity values or a commitment to improve practice in this area.
- 15 You agree to behave in a way that shows that you will take an anti-oppression approach to your work and partnerships, centres racial justice, and values the voices of people with lived and learned experience.
- 16 You agree to speak and act in ways that respects the dignity and human rights of all.



0161 706 0185 / office@naccom.org.uk / www.naccom.org.uk

 @naccomnetwork  @company/naccom  @naccomnetwork.bsky.social