

# Supporting non-UK nationals: planning for RSI 2022-25



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## Speakers:

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[www.homeless.org.uk](http://www.homeless.org.uk)

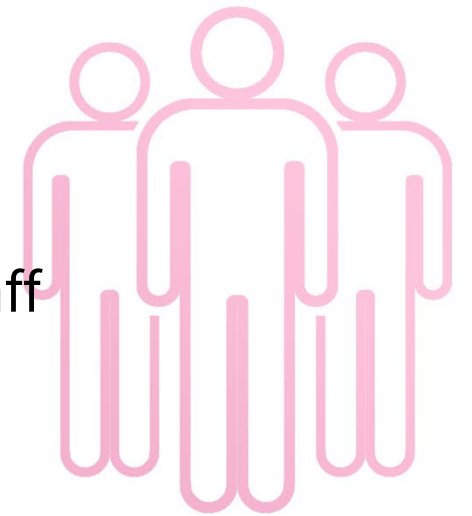
Let's end homelessness together

# Finding local solutions to non-UK national homelessness



# Key challenges

- **Uncertainty** around entitlements, funding and pathways
  - undermines meaningful engagement w/ VCSE
- Capacity for complex **immigration advice**
  - Long-term funding needed
- **Trauma** and substance misuse
  - Difficulty recruiting multi-lingual/ EU national staff
- Data-sharing and **trust**



# Priority areas for local action

Inclusive, accessible mainstream services

Embed independent immigration advice

Address data gaps

Targeted, appropriate support

Unlock accommodation solutions

Use convening power: partnerships for learning, planning and casework

Transparency on data-sharing with the HO

Intel and advocacy for national policy change

# Key areas of visible progress

- Shift in narrative at local and national levels
- Formalising partnerships and improving immigration advice models
- Commitments to preserving accommodation options for NUKN
- Use of RSI 2022-25 – long-term; targeted; preventive



# Immigration Advice for Rough Sleepers Fund (IARSF)



Learning from the first six months

Belinda Moreau-Jones Head of Grants and Investments

Tom Flynn Grants Manger

# Immigration Advice for Rough Sleepers Fund (IARSF)



April 2021 for delivery over 12-15 months

Greater London Authority (GLA) funding of £557,000 for frontline organisations to support Londoners sleeping rough to prove or obtain secure immigration status and enable a positive move-on from the streets or from emergency accommodation.

Projects funded by the Immigration Advice for Rough Sleepers Fund aim to reach migrant rough sleepers to reduce their vulnerability to rough sleeping again or becoming entrenched rough sleepers, as well as reducing their risk of falling victim to exploitation or crimes such as modern slavery.

# IARSF grantees



Projects led by homelessness charities, and projects led by immigration & asylum charities with homelessness partners as referring organisations

- **Depaul UK**
- **Lewisham Refugee and Migrant Network**
- **Micro Rainbow**
- **NEWway Project**
- **South London Refugee Association**
- **St Mungo's**
- **Thames Reach**



# IARSF funding



IARSF has funded:

- Homelessness staff acting as immigration link workers (non-OISC)
- Homelessness staff providing initial advice (OISC Level 1)
- Immigration advice staff, in-house or external partners – OISC Levels 2-3, solicitors
- Translation and other practical support costs

In-house homelessness staff providing coordination and admin support release the funded capacity of immigration partners to focus on regulated legal matters

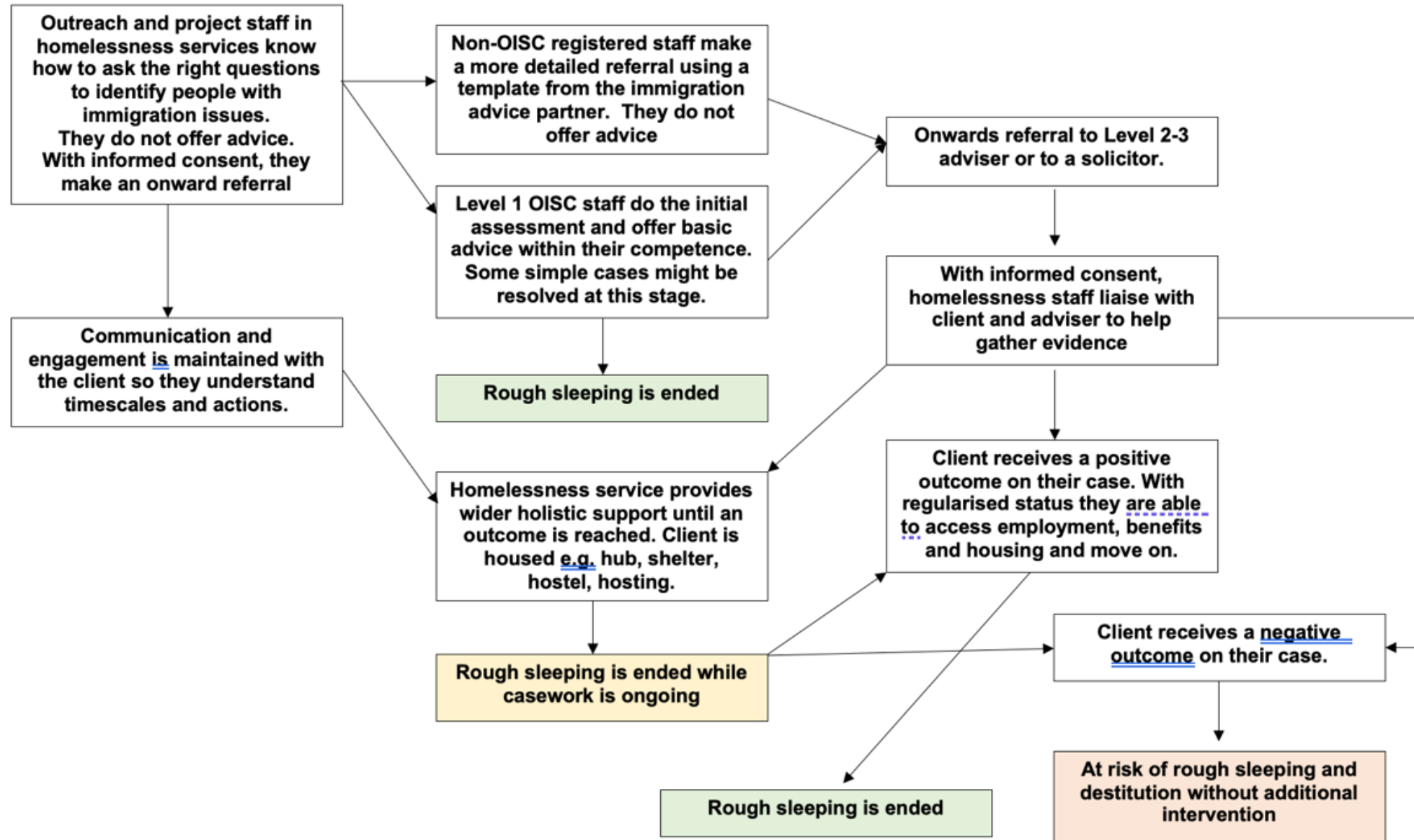


# IARSF funding for immigration advice



- **Direct funding of salaries** of immigration advisers and/or solicitors for a fixed period (in-house or external partner)
- **Fixed fee per case** funding (from homelessness org to external immigration partner)
- **Fixed fee** initial advice and casework or onward referral to legal aid solicitors
- Service Level Agreement for applications for **Exceptional Case Funding (ECF)** via an external immigration partner on basis that complexity of cases will reach ceiling for higher ECF fees so the solicitors will be reimbursed

# IARSF process map



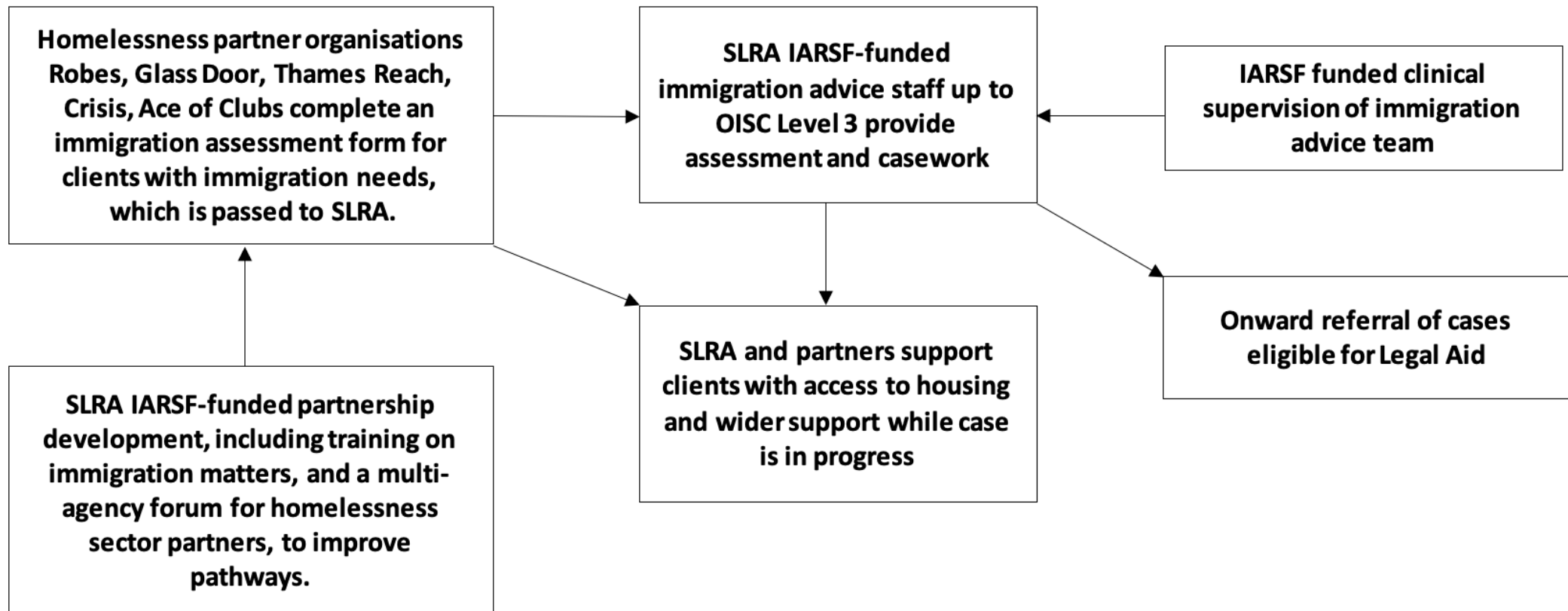
# IARSF grantee: South London Refugee Association (SLRA)



## South London Refugee Association IARSF process map

Grant: £83,975

Target number of people assisted with immigration advice: 220 over 15 months



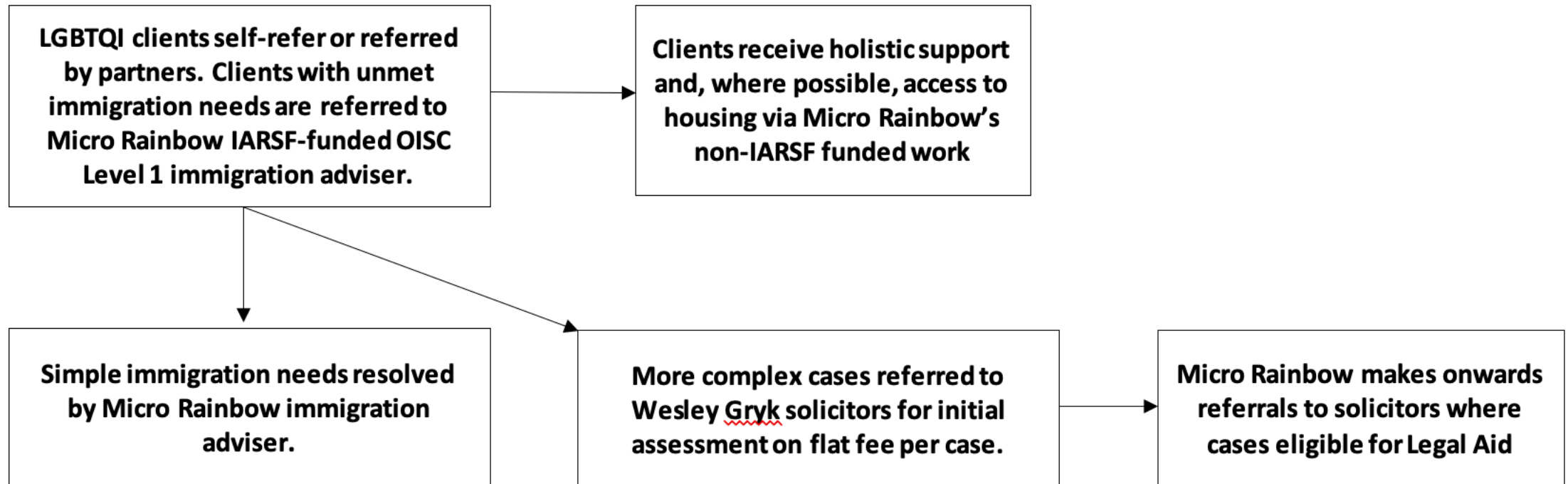
# IARSF grantee: Micro Rainbow



## Micro Rainbow IARSF process map

Grant: £57,932

Target number of people receiving immigration advice: 34 over 14 months



# IARSF – learning from the first 6 months



## Common themes

- People are often unsure of their immigration status
- Immigration advice/representation received in the past but poor quality or lost contact before reaching an outcome
- Homelessness staff can easily miss underlying immigration issues without training on questions to ask and how to spot signs e.g. trafficking
- People who are homeless often have complex cases
- There is a high demand for OISC Level 2-3 advice to deal with this complexity

# IARSF – learning from the first 6 months



## Advantages of homelessness sector involvement

- Bridging and holding role
- Holistic support
- Efficiency
- Accommodation links



# IARSF – learning from the first 6 months



## OISC Level 1 registration

### Benefits:

- Greater in-house expertise to support clients and colleagues
- Basic advice is delivered in-house, speeds up some outcomes
- More comprehensive assessments lead to higher quality of onward referrals
- Good practice and organisational commitment to meeting immigration needs

### Challenges:

- Training is resource intensive and demanding on the worker
- Resource allocation for the organisation to be OISC registered
- A lot of the demand for advice will be out of scope at Level 1





# IARSF – learning from the first 6 months



## Non-OISC immigration workers

- Bridge to immigration advice
- Point of contact to channel and filter questions and cases from the wider organisation to immigration advice partners
- Immigration advice partners give them feedback on:
  - shaping assessments to improve referrals
  - evidence gathering and casework preparation
- These workers do not provide any immigration advice



# IARSF – learning from the first 6 months



## Holding role and holistic support

- Immigration casework takes time
- Finding a legal aid solicitor can take months
- Home Office processes are slow and responses may be incomplete
- High risk that people will disengage, especially when dealing with other issues e.g. homelessness, substance misuse, mental ill health
- Value of holistic support while people wait for an outcome
- No quick fixes for immigration advice projects – funding and support must allow for lengthy casework



# Access to advice and representation



IARSF projects use a range of routes:

- Referral to OISC Level 2-3 and solicitors at external partners
- A mix of fixed fee and pro bono partnerships with legal firms for initial assessment and referral on to legal aid solicitors
- In-house OISC Level 2-3 (immigration and asylum charities)
- Solicitor providing in-reach to homelessness service



# IARSF – learning from the first 6 months



## Access to advice and representation

- Building relationships with firms offering good quality representation
- Close partnership working between immigration and homelessness services to share progress and work to gather evidence
- Access to specialist advice e.g. solicitors with experience of representing LGBTQI asylum seekers
- Immigration advisers are often committing to cases that will take longer to resolve than the IARSF funding period



# IARSF – learning from the first 6 months



## Managing demand

- Demand is unequally distributed across seasons and boroughs
- Cases are lengthy– speed of EUSS cases is not representative of typical complexity
- People sleeping rough often mobile across borough boundaries and access to support should not be limited by local connection (some boroughs have no immigration advice available above Level 1, and onward referral to solicitors will be wherever there is capacity)



# IARSF – learning from the first 6 months



## Managing demand

- Acknowledge complexity over quantity
- IARSF grantees extended referral routes to manage uneven demand
- Sub-regional funding could help accommodate these patterns of demand
- Funding per case (as opposed to salary) can release capacity of advice providers to support other cases at times when demand drops in this cohort e.g. fewer people sleeping rough in the summer months.



# Accommodation



- IARSF grantees have access to a range of housing options through their existing projects and partnerships e.g.
  - NSNO hubs
  - Shared houses
  - Night shelters
  - Hostels
  - Hosting schemes
  
- Whenever possible, people should be safely housed and able to access wider services while receiving immigration advice





# IARSF – learning from the first 6 months



## Accommodation

- It takes time to build trust with an individual and build their case
- Evidence gathering is time-consuming
- Clients need to stay in touch with their adviser
- Without accommodation, there is a higher risk that someone drops out of the process without an outcome
- The delays and uncertainty around immigration processes take a toll on people's mental health and well-being
- There needs to be a support role with housing, separate to the advice role





# IARSF – learning from the first 6 months



## Data sharing and trust

- Some reluctance from people to disclose immigration status due to fear of Home Office involvement
- Concerns about historic data sharing between outreach and Home Office raised by clients from time to time
- Clear separation of homelessness provision and immigration advice helps to build trust
- Clarity on data sharing – verbal communication backed up by policy and signed agreement, ongoing communication about information sharing
- Partnership agreements include data sharing – approach to consent is explicit and robust



# IARSF – learning from the first 6 months



## Other learning

- Budget for translation: IARSF grantees regularly use translation services
- Budget for welfare needs: travel and mobile phone data to attend appointments and maintain engagement
- Access to basic facilities: accessing advice in a service with showers, food and laundry maximises engagement for people on the streets



# Funding immigration advice projects



## Next steps

- Immigration advice is essential to end rough sleeping
- Funding streams such as RSI are an opportunity to embed learning from IARSF in new or continuing projects
- Sub-regional or pan-London approaches are best suited to the demand for and supply of immigration advice in the London context
- Partnerships between homelessness and immigration specialists improve coordination and raise quality for people on the streets
- Training for non-specialist homelessness teams increases efficiency and confidence to identify who needs immigration advice



# Thank you



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# OXFORDSHIRE HOMELESS MOVEMENT

## OHM – NRPF project

*Chris Keating – CEO Connection Support*

*Yvonne Pinner – Project Manager Oxfordshire Homeless Movement*



# What is OHM?

We are a **partnership** of the many organisations working to ensure that nobody should have to sleep rough on the streets of Oxfordshire.

OHM aims to bring together everyone addressing homelessness in the county and shows people how and where to get involved.

- Always listening to the voices of those with **lived experience** of homelessness
- Focus on filling the critical **gaps in provision** that others can't

# NRPF project

# What is the project?

- A project to support people with No Recourse to Public Funds
  - giving an opportunity to help some of our most vulnerable neighbours find a home and rebuild their lives
- Partnership with 3 selected and specialist delivery partners
- To provide support and accommodation to the c.20 people in interim accommodation venues with NRPF
- Costed over a 5-year period with the aim to take referrals
- Total cost of between £1.242M and £1.482M depending on property supply



# How was it developed?

- OHM Steering Group agreed this as a priority and sped up by Covid-19
- Working Group set up including Steering Group\* and non Steering Group members
  - Aspire\*
  - Asylum Welcome
  - Connection Support\*
  - Crisis local\* and national
  - Oxford City Council\*
  - Oxfordshire Community Foundation\*
  - Refugee Resource
  - Sanctuary Hosting
  - St Mungo's\*
  - The Gatehouse\*

# How was it developed?

- Working Group delivered:
  - Summary and full prospectus
  - A fully costed solution
  - Specific Strength Based Assessment for guests
  - Input from LEAF
- Mini tender process led to the selection of 3 delivery partners for the project

# Who are the partners?

- **Aspire**
  - Property management and maintenance services
- **Asylum Welcome**
  - For the non-EEA cohort: immigration and asylum casework to support access to and maximise effectiveness of legally aided help
  - For the EEA cohort: support to regularise status
- **Connection Support**
  - Overall project management
  - Create tailored support plans to holistically care for the client's ongoing wellbeing, and create a plan with the client to help them move forward
  - Specialist support relating to trauma and lived experience

# Where does the housing come from?

- Property planning
  - Soha Housing are providing properties to house 12 individuals at a peppercorn rent
  - Other Housing Associations are being contacted
  - Colleges have provided interim units
  - Costings take into account having to pay for some properties at more than peppercorn rent

# Where does the funding come from?

- Fundraising so far
  - OHM fundraising activities
  - Council funding
  - Local philanthropists
  - Trusts and foundations
- Current position
  - Sufficient funds to support 12 people for 18 months
  - Ongoing applications by Aspire, OHM and Connection Support
  - Aim to move gradually to 18 guests by September
- Challenges
  - Fundraising is challenging in the current environment
  - Partners must balance fundraising priorities

# What's the latest news?

- 17 clients being worked with
- 9 guests have already been housed across Oxfordshire:
  - 8 in 2-3 bed properties
  - 1 temporarily in a partner HMO
- When the YHA temporary accommodation closes there will be a further 4 clients needing housing
- Overall cohort is 21 clients

# Farzad's story



To find out more, please visit:-

<https://www.oxfordshirehomelessmovement.org/nrpf-project>



**Thank  
you!**

**JOIN THE  
MOVEMENT**



**OXFORDSHIRE  
HOMELESS  
MOVEMENT**

**Nobody should have  
to sleep rough on our  
streets**

[www.oxfordshirehomelessmovement.org](http://www.oxfordshirehomelessmovement.org)

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ISLINGTON

# Islington Council Case Study: A Humanitarian Housing Response – Preparing for RSI 5 and future interventions

20 January 2022

"The only option they had is to put me in the shelter...they didn't just dump me there...they kept on checking on me...They kept on updating me about my case...I really appreciate the Islington Council...I really appreciate them, because if it wasn't them I think I wouldn't have been alive by now."

"...thanks to your colleagues... [they] saved my life because when I was on the streets, I called so many people, it was only Islington Council...they called me and they took me from the street...and every day they bring food, they bring groceries, they call me..."How are you doing?", they've been fantastic and they got a place for me."

### **Comments from the "everyone in" experience**


"...a couple of years ago...I lost my ability to work...after that, I was homeless and since the beginning of the lockdown, I've been living in a small studio flat...in Islington... I've been living on the street for about a year before the pandemic started and nobody showed me anything, and I was...suicidal when...coronavirus...started...my life improved a lot since I am housed...it would have made a major difference...if I got housed like a year and a half ago, when I really needed that"

"...before I got this accommodation I was living...rough for about eight years. Everything was really tough for me...I lived in a shelter for...one year...until when I got this virus and they brought me here...they did what they could to make my life at least like a human being...They take care [of me]...I shouldn't have been alive by now."


## Leverage existing knowledge – NRPF is not new

- What are the experiences of social work teams delivering statutory support to people with NRPF and what are the similarities with the housing response for rough sleepers? ([www.nrpfnetwork.org.uk](http://www.nrpfnetwork.org.uk))
- What are the statutory support costs in your area? (NRPF Connect data – 68 local authorities, spending £57 million on 3200 households)
- How are cases getting resolved? (NRPF Connect data - 2.5 years average time on support, 51% close because leave to remain granted)
- Unitary / London boroughs / met districts – RSI 5 funding must benefit both the social services' and the homelessness response to help manage overall costs of accommodation and subsistence provision.

## Work with the strategic priorities of the council

- What kind of place does the council / politicians want to create? How can the response to rough sleeping and NRPF work to achieve this?
  - Get the Leadership to decide on important issues such as subsistence payment amounts & how long emergency support should continue.
  - Implement statutory safeguarding duties to protect lives under existing statutory framework (not just about COVID).
  - RSI 5 funding is vital but not going to sort everything out, councils will have to respond to the needs of residents with NRPF in the long-term.
- 

## Deliver a targeted, expert response

- Considerable money will be needed for emergency accommodation provision (statutory & discretionary) on account of UK immigration policy
  - **Number 1 lesson – get the staffing levels right.** Proven that targeted casework responses = better outcomes and cost reduction.
  - Invest in immigration advice to support good Home Office decision-making
  - Record and evidence costs of NRPF statutory support
  - Record and evidence costs of NRPF discretionary support
- 

## Accomm. & subs spend – Discretionary Cases

	Number of cases	New cases	Cases closed	Total cost at end of quarter	Projection by year end
Start of year	34			N/A	£ 434,000.00
End of Q1	32	5	7	£ 146,000.00	£ 493,000.00
End of Q2	31	2	4	£ 281,000.00	£ 521,000.00
End of Q3	27	3	4	£ 380,000.00	£ 537,000.00

# Immigration status, 27 discretionary households

Immigration Status	Number of people
Settled status ILR (EUSS)	3
Pre-settled status LTR (EUSS)	3
EUSS application submitted pre-30 June 2021	3
EEA national – working-out arrival dates / next steps	5
<b>Total European Economic Area</b>	<b>14</b>
Limited leave with recourse to public funds (other)	1
Limited leave with recourse to public funds (10 year route)	1
Limited leave with NRPF (other)	1
Indefinite Leave	1
<b>Total - Non EEA with immigration status</b>	<b>4</b>
No record held by Home Office	1
Overstayer / Breach	3
Illegal entrant / Deception	5
<b>Total – Non EEA without immigration status</b>	<b>9</b>