

# Migrant Destitution Toolkit

How to facilitate local partnership working  
and develop pathways out of destitution

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## 1. Introduction

The Migrant Destitution Toolkit is designed to assist frontline homelessness organisations to develop local partnerships and effective joint working in order to support destitute migrants from outside the European Economic Area (EEA) who have no recourse to public funds (NRPF).

Homelessness services need to act now to build partnerships with migrant destitution services and work together to support undocumented and destitute migrants off the streets of the UK. Through coordination, cross-fertilisation and access to good quality legal advice, both sectors can offer solutions to this growing humanitarian problem.

### 1.1 The Strategic Alliance on Migrant Destitution

This toolkit is produced by the Strategic Alliance on Migrant Destitution (SAMD) with funding from the Joseph Rowntree Foundation (JRF). The Strategic Alliance is a unique cross sector partnership between national organisations from the homelessness, refugee and migrant sectors who have come together to ensure that they work more effectively to tackle homelessness and destitution amongst migrant communities.

The Strategic Alliance was set up in 2014 and operates across England. It aims to increase the number of bed spaces available to destitute migrants with no recourse to public funds, as well as providing routes out of destitution, including immigration advice and representation.

The key aims of the Strategic Alliance are to:

- Increase supply of accommodation for people with NRPF
- Support frontline agencies and local partnerships
- Develop integrated pathways out of destitution
- Gather, share and use evidence of what works to inform service providers, funders, commissioners, and policy makers.

The content of this Toolkit has been informed by the findings of the [Joseph Rowntree Foundation \(JRF\)](#) funded Ending Migrant Destitution series of events between 2015/2016. Homeless Link would like to thank all the homelessness and refugee and migrant services who attended and contributed their expertise.

Members of the  
Strategic Alliance on Migrant  
Destitution:



### 1.2 Who is the Toolkit for?

This toolkit is a resource for professionals working in frontline services to support vulnerable destitute migrants from outside of Europe. The aim of this toolkit is to facilitate local partnership working and develop pathways out of destitution for non-EEA rough sleepers, and to ensure that no destitute migrant is turned away either through lack of a robust support offer or through lack of knowledge of options available. Some parts of this resource will be more relevant to those working in a service development role, while others may be more appropriate to those working in roles focused more on partnership working.

This toolkit is designed to promote collaboration between homelessness and migrant support services so as to meet the range of needs that destitute migrants face including housing, subsistence, legal advice and wider support.

In addition to this document, there are lots of other resources available from partners of the Strategic Alliance on Migrant Destitution on models of accommodation, access to immigration advice and important legal opinions on supporting individuals with NRPF. See the Resources section at the end of this toolkit for more information.

Homeless Link has also published specific guidance on supporting people with no recourse to public funds: [www.homeless.org.uk/our-work/resources/supporting-people-with-no-recourse-to-public-funds](http://www.homeless.org.uk/our-work/resources/supporting-people-with-no-recourse-to-public-funds)

While focused on non-EEA migrants with NRPF, parts of this Toolkit can be adapted to focus on the needs of EEA migrants. Homeless Link has guidance available for working with EEA migrants. See the Resources section for more resources from Homeless Link and partner organisations.

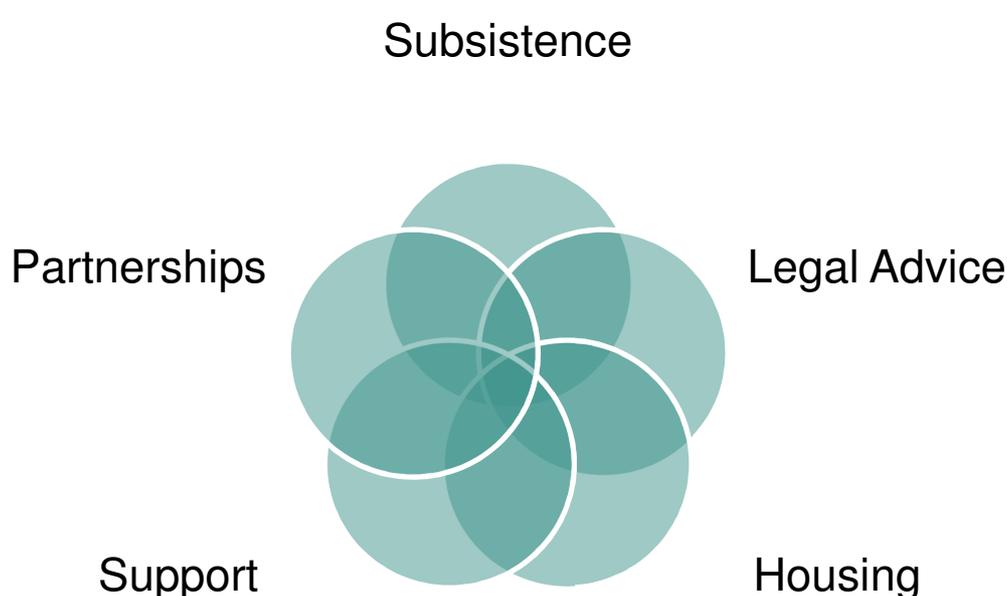
### 1.3 Definitions

This toolkit will refer to both “destitution” and to “rough sleeping”, both of which are commonly used to describe the vulnerable situation many migrants can find themselves in. To understand the technical difference between these two terms, the following definitions are used:

- **Destitution** is defined in section 95 of the Immigration and Asylum Act 1999, which states that a person is destitute if:
  - *“a. he does not have adequate accommodation or any means of obtaining it (whether or not his other essential living needs are met); or*
  - b. he has adequate accommodation or the means of obtaining it, but cannot meet his other essential living needs.”*
- **Rough sleeping** was defined by the Government in 2010 as:
  - *“People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters, or encampments). People in buildings or other spaces not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or “bashes”).”*

## 2. Understanding the needs of destitute migrants

The work of the Strategic Alliance partners has shown that collaborative working between different agencies can help to meet the range of needs that destitute migrants face, by making more effective use of the resources available. In order to deliver solutions to migrant destitution, and provide those individuals with a more robust pathway out of destitution, services that provide a range of support are crucial. We know that this support is limited across the country – so making the best use of available services is more important than ever.



Destitute migrants have a range of interlocking needs, that are rarely all provided by single services. Entitlements and access to services are intrinsically dependent on someone's immigration status and that is why good quality immigration advice is essential to provide destitute migrants with the expert guidance needed that can support pathways out of destitution. Immigration advice is heavily regulated and it is a criminal offence to provide it without being appropriately regulated. Therefore, it is essential to involve advisors regulated by the Office of the Immigration Services Commissioner (OISC) or solicitors and barristers regulated under their professional regulatory bodies.

Without accommodation, migrants exposed to rough sleeping are in danger of worsening physical and mental health, and increased exposure to substance misuse. For destitute migrants, the lack of accommodation is even more challenging as they do not have access to benefits. This leaves this vulnerable group at a higher risk of exploitation and/or trafficking. Access to basic humanitarian and subsistence needs such as toiletries, cash, travel, food and clothing is also a crucial support mechanism for ensuring destitute migrants are able to survive day to day.

To best serve the needs of those in vulnerable positions of destitution and for a service model to be successful, all aspects should ideally be met through partnership work between different agencies. Following

the Strategic Alliance's work investigating good practice across the country, the above diagram represents how any service providing effective pathways out of destitution should ideally be structured.

For more in depth information and resources about the range of needs associated with destitute migrants, please see the Resources section below.

## 3. Developing a shared understanding of No Recourse to Public Funds

### 3.1 Assessing your service offer

Before undertaking development, understand how your service and staff currently offer support to destitute migrants. Whether your service is an open access day centre, a mobile outreach team, drop-in advice service or assessment hub, there are always way to develop aspects of your work. Auditing the support your service delivers will give you the necessary understanding of gaps in skills, expertise, training and resources that exist in your service. Understanding the experience of destitute migrants who access your service can help you to ensure that no individual leaves without some form of support or signposting, no matter how small, to aid them in their time of need.

Questions to consider when assessing your current service offer:

- How many non-EEA migrants currently access your service?
- What information does your service currently collect on non-EEA migrants?
- Which services in your local area provide a range of support to those with no recourse to public funds? These can be broken down into several categories:
  - **Destitution centres** are mainly run by the British Red Cross and small local charities and are where most destitute migrants, refugees and asylum seekers tend to turn for subsistence support. Many of these centres also run basic provision services such as food banks, free clothing stores and a place for migrants to socialise.
  - **Emergency accommodation services** such as night shelters and Severe Weather Emergency Provision (SWEP) provide overnight accommodation for those at risk of homelessness. The majority of these services run only over the winter months or when weather drops to dangerously low temperatures for several days at a time.
  - **Migrant and Refugee Community Organisations (MRCOs) or Black and Minority Ethnic (BAME) community groups** offer space for destitute migrants to seek support from within their traditional community groups, and can provide unique support in connecting with family and friends at home.
  - **Local NRPF accommodation services** such as hosting schemes, spare room provision and shared houses.
  - **Legal advice centres** such as Law Centres and other drop in services where destitute migrants can access immigration advice.
  - **Health and medical projects** that support migrants to access necessary primary healthcare, and other services such as dentistry, opticians and more.
  - **Home Office services** including asylum accommodation, advice and support providers, Home Office public enquiry offices and reporting centres.

- **Emergency services** such as local hospitals, local police, walk in centres and local mental health crisis response teams.
  - **General facilities** such as libraries, local English for Speakers of Other Languages (ESOL) classes, reading groups, volunteering opportunities and skills-based classes.
  - **Faith groups providing specific support and/or accommodation services**
- Do your frontline staff know how to refer and/or signpost to local supporting agencies?
  - Which other local services refer destitute migrants to you?
  - Does your service offer similar support to other local services? Are you working with the same clients and replicating work?
  - Is the need great enough that your service could benefit from ongoing partnership and support from an OISC accredited service?

### **CASE STUDY: Refugee Action's "Frontline Immigration Advice Project"**

For all destitute migrants with no recourse to public funds, understanding their immigration position with the support of qualified immigration advisors is crucial to ensuring they receive long term and sustainable support. Access to legal aid however, is often unavailable or inaccessible for many destitute migrants. As with any individual who is rough sleeping, life on the streets is chaotic, dangerous and complicated for consistent casework. Refugee Action's Frontline Immigration Advice Project offers training and support to frontline homeless services, charities and community organisations to enable them to provide competent and appropriately regulated immigration advice and information.

With significant cuts to legal aid across England and a rise in the numbers of non-EEA destitute migrants, there is an increasing demand for immigration advice. However, this advice must be regulated, and it is a criminal offence to give unregulated immigration advice. The Frontline Immigration Advice Project, in addition to providing free training, offers support on registering with the Office of the Immigration Services Commission (OISC), advice on studying and undertaking OISC assessments and additional resources to frontline services. This enables them to provide competent, appropriately regulated immigration advice and information. By working in collaboration with services in a supervisory capacity, Refugee Action are demonstrating a commitment to increasing the capacity of frontline organisations to deliver free-to-access immigration legal advice to some of the most vulnerable destitute migrants. This advice is crucial to supporting migrants with a range of immigration complexities, and enabling them to move away from a position of destitution.

## **3.2 Supporting staff to make informed decisions**

Having no recourse to public funds (NRPF) doesn't mean that no support is available. It's important to build the understanding of your frontline staff around the issues that destitute migrants face, and the options available that support their pathway out of destitution.

In order to support frontline staff to develop their knowledge and expertise in assessing and providing support for NRPF clients, there are a number of activities that you can implement:

### **1. Create an NRPF resource pack**

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There are many resources available – including those referred to in this document – that can be brought together in one place to create an NRPF resource pack that is easily accessible for all staff in your service. A basic resource pack could include:

- Homeless Link’s NRPF guidance (see below)
- A list of local refugee and migrant support and community organisations, including what each one offers and maps of how to get there
- Up-to-date referral forms for local refer-only services
- Where to find local OISC accredited immigration advice services and legal aid immigration providers
- Accommodation available to migrants with NRPF
- Other local services that may be helpful and accessible to destitute migrants
- Useful websites and advice services focused on alleviating migrant destitution (see Resources section below for some useful examples)

### **2. Review induction packs**

Review your induction pack for new frontline workers in your service to provide staff with the necessary information, resources and further reading to learn about migrants and routes out of destitution.

### **3. Team meetings**

Use team meetings as a space to discuss the issue of migrant destitution and how as a team they are working with those accessing support at your service. Working with rough sleepers, undertaking assessments and providing ongoing support can involve disclosure of sensitive and often traumatic information. Raising NRPF as an agenda item can be a constructive opportunity for staff to discuss experiences and share good practice away from frontline duties.

Review difficult cases, and encourage staff to talk through how the service could have delivered a better outcome. You may find it useful to invite expert practitioners to your case reviews, in order to learn from other services, but also bring clarity to complex or unusual cases.

### **4. Support and supervision**

Your team might include individuals with experience of working with refugees and migrants in previous roles. Explore this area during support and supervision sessions, and be sure to address particular requests or learning opportunities around working with migrants as part of their professional development. Collate a list of training courses available in your area or look for webinars and online material to support self-study.

Staff may also find it difficult working with migrants who have been through traumatic experiences such as torture or fleeing conflict. Be sure to use supervision sessions as a place for staff to share any specific concerns or questions they may have, and consider skills development in trauma informed approaches.

### **5. Migrant ambassador**

Creating a Migrant Ambassador role is an effective way to both respond to individual staff interests and support your service to embed and sustain changes in practice. Migrant Ambassadors in your organisation will build the expertise needed to champion migrants’ rights and to work with staff, communities and partners.

Clearly defining the role will support you in achieving the actions described above, and contribute to closer partnership working (see Cross Sector Working below).

### **CASE STUDY: The Connections at St Martin's response to migrant homelessness**

The Connections at St Martin's (CSTM) is a Central London day centre that provides specialised support for local rough sleepers. Responding to increasing numbers of homeless migrants, it has built up relationships with solicitors and migrant organisations around London. They are involved in networks and meeting groups led by migrant organisations, enabling them to get up to date information on services available for migrant clients and possible changes affecting them. Additionally, CSTM has provided its staff with general training on the specific issues faced by homeless migrants and its rough sleeping outreach team contains an Immigration Caseworker who specifically engages with migrants who are sleeping rough.

When a client discloses having immigration issues, CSTM staff will support clients to contact free phone advice services to get initial immigration advice (e.g. JCWI, Praxis, Afro-Asian Advisory services, Rights of Women, Asylum Aid, etc.). If the client is advised to find a legal aid solicitor, staff will help call well reputed solicitors for the first available appointment. To confirm eligibility for legal aid, CSTM staff can provide a letter to confirm the client's destitution, which will often be enough for the solicitor to take on the case. When legal aid is not available, CSTM staff will refer clients to other homeless charities offering immigration advice, such as Street Legal (See "Street Legal" case study below) or The Passage Day Centre.

Solicitors and immigration advisers often do not have the capacity to help with some of the aforementioned casework and homeless migrants find it very difficult to get evidence on their own (lack of internet skills, lack of storage, illiteracy, lack of confidence to contact authorities, etc.). Frontline CSTM staff also accompany clients to appointments when possible and support with follow up, collating documents and evidence for their Home Office applications, contacting other agencies, making Subject Access Requests (SARs) and supporting migrants to contact family and friends. CSTM staff will also continue to look for accommodation options for their clients while their immigration case is on-going (shelters, hosting schemes, NASS applications, etc.) and support them to access medical and other necessary services, including specialised services for migrants.

Solicitors and immigration advisers find it extremely helpful to have a CSTM staff member as a point of contact to facilitate communication with clients, as well as to support with gathering evidence. This joint working around clients strengthens the relationship among agencies and allows for a more efficient and effective way of helping homeless migrants away from the streets.

## 4. Cross sector working

### 4.1 Joint working in your local area

The first step in developing joint working is to bring together local services to develop a shared action plan based on local need. By coming together to better understand the local context of migrant destitution, and to

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share information and coordinate and implement joint working, more effective ways of tackling local migrant destitution can be developed, which make best use of scarce resources and expertise.

The work of the Strategic Alliance has shown the importance of identifying relevant partners in your area with whom to build relationships and focus your work, especially those that deliver OISC accredited immigration advice or accommodation for destitute migrants. There may be existing forums that your service can join; for example, there is a Strategic Migration Partnership (SMP – see below) in every region, which may have a focus on tackling destitution, and in some larger cities there may be a destitute network. In this case, be sure to contact the coordinator and discuss your particular issues in case there is already work taking place which overlaps with concerns about migrant destitution and rough sleeping. To find out about local forums and check which services are working on migrant destitution locally, you could:

- Attend local homelessness and voluntary sector forums.
- Contact your regional Strategic Migration Partnership lead (see “Strategic Migration Partnerships” below).
- Contact local authority NRPF lead via the NRPF Network (be aware not all LA are part of this network and some are only concerned with migrants with NRPF to whom they have may have a statutory obligation, for example, destitute families including children or adults with care needs).
- Speak to your rough sleeping commissioner or relevant local authority rough sleeping lead
- Find local services in your area using the Homeless England website - [www.homeless.org.uk/facts/homelessness-support-in-england](http://www.homeless.org.uk/facts/homelessness-support-in-england)
- Check the No Accommodation Network (NACCOM) website to see which of their providers operate accommodation services in your local area for refused asylum seekers and other migrants with NRPF.

### **CASE STUDY: Strategic Migration Partnerships**

Strategic Migration Partnerships are regional forums made up of local government, Home Office, voluntary sector organisations, statutory services, migrant support services, accommodation providers and other stakeholders. Their primary functions range from promoting the inclusion of asylum seekers, refugees and new migrants, to identifying gaps in resource provision, developing partnerships between local government services, and raising awareness of the needs of refused asylum seekers and other irregular migrants. Strategic Migration Partnership Leads have a formal relationship with the Home Office, and are funded to undertake some specific work in line with Home Office policy.

While the size and regularity of these forums varies across England, they represent a great opportunity to feedback any issues your service may be facing regarding the provision of support for destitute migrants. Your local partnership officer’s role is to link and inform regional strategies and initiatives, particularly relating to migrant housing issues. While they do not respond to individual cases, they are well placed to identify who in the Home Office is most able to help.

### **CASE STUDY: Birmingham Christian Homelessness Forum**

The Birmingham Christian Homeless Forum (part coordinated by Strategic Alliance member Housing Justice), is a network of faith-based services offering accommodation and support in the West Midlands area. The

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network includes a night shelter, drop-in centres, advice services, drug and alcohol services and services supporting people on release from prison. These services provide varying degrees of support to rough sleepers, many of whom are destitute migrants with no recourse to public funds.

With a part-time funded Housing Justice development worker who links into the wider statutory network of projects, the Forum is a valuable point of contact to develop partnerships and a coordinated response to issues that affect people who are homeless in Birmingham. This includes smaller grassroots groups as well as larger homelessness and housing agencies.

Members of the Forum worked together to develop the Birmingham Churches Shelter, which last winter provided over 1000 bed spaces, mostly for those with no recourse to public funds. Currently some members are working together on a new project, which will provide year-round accommodation and support to those sleeping rough, including those with NRPF. Some are also working with other larger local partners in the areas of support and employability.

The Forum is meeting its aims effectively, which are: to work in partnership to alleviate and prevent homelessness; to campaign locally for justice; to work to realise and unlock potential; to encourage, equip and educate churches and Christians to engage with issues relating to homelessness; to meet practical needs, encouraging hospitality and nurturing community; and to welcome and work with those of all faiths and none.

### **CASE STUDY: Hope for Southall Street Homelessness (HSSH)**

Ealing in West London has high levels of rough sleeping, with the particularly acute problem of rough sleepers with no recourse to public funds. Figures recorded during annual street counts saw an increase in rough sleeping in Ealing of 22% between 2014 and 2015. Within the borough, Southall has the highest level of rough sleepers with around 40% of cases involving a combination of irregular immigration status and complex support needs.

The Hope for Southall Street Homeless (HSSH) Night Shelter is the Southall community's response to this need. A coalition of churches and the Sikh community, with support of other faith bodies, met with local services and formed the charity to address the multiple needs of entrenched rough sleepers. This community initiative came from a recognition that services were struggling to solve this highly visible social problem, motivated by the fact that the majority of those sleeping rough are of Punjabi heritage and are not willing to leave the area to access support.

HSSH addresses this need in formal partnership with the Ealing Community and Outreach Team for referrals, with St Mungo's Street Med service for health concerns, with the Recovery and Intervention Service Ealing (RISE) for alcohol and drug addiction, and with Refugee Action for assessing and managing individuals' immigration claims.

In practice, HSSH removes rough sleepers from the vulnerable situation of the streets by providing bed spaces and round-the-clock cross-sector support. It provides a period of stability during which the partner agencies can engage the guests in steps towards improved health and possible move-on to shared accommodation. In particular, this period offers OISC accredited immigration advice towards a fresh claim for asylum or other grounds for leave to remain, or a dignified return to country of origin.

### 4.2 Aims and objectives

For any partnership meeting or forum that you want to facilitate, consider your aims and objectives, how you will demonstrate the need for joint working, and how you will articulate the benefit for those committed to attending.

The actions below were suggested by representatives from refugee, migrant and homelessness services during the Ending Migrant Destitution series of events. They may be useful when thinking about what you hope to achieve through joint working. Not all of these will be relevant to your area and some may already be taking place, so be sure to check to avoid duplication.

- Share contacts for local immigration advice services and legal aid immigration solicitors/law centres
- Create an information sharing protocol to enable homelessness and migrant destitution services to facilitate more effective working where client groups overlap
- Develop specific multi-agency case conferences for long term destitute migrants
- Develop staff in homelessness services to become Migrant Ambassadors or Champions
- Improving practice in work with the Home Office through clearer protocols which are transparent and open to scrutiny
- Arrange for managers and service development staff to visit local refugee and migrant organisations
- Investigate void bed spaces in local accommodation services that could be used, if only temporarily, for destitute people with NRPF
- Think about ways to engage local housing associations in responding to destitution in their local communities
- Building greater trust and understanding of respective roles through partnership working
- Build partnerships with local services to strengthen funding opportunities
- Create a Migrant Pledge for your local area, to make a commitment to ways of working and shared principles in working with this client group and bind services in shared good practice
- Increase the involvement of local migrant communities in tackling destitution and insecure accommodation
- Arrange for frontline workers to job swap with immigration and advice caseworkers in other organisations
- Support the development of strategic alliances between day centres, night shelters and drop-ins in order to strengthen local pathways out of destitution for migrants with NRPF
- Arrange joint outreach shifts for known hotspot areas with migrant rough sleeping issues
- Develop joint working protocols between frontline homelessness services and OISC accredited immigration advice services

- Demonstrating better ways of working through monitoring and evaluation of pilots and/or services and disseminating the learning

### 4.3 Delivering a cross sector Migrant Destitution Event

Homeless services and migrant organisations may have different ways of working and a different perspective on migrant destitution. In organising the event, emphasise the positive and action orientated approach it will take, and in promoting and delivering it, focus on understanding the common goals of both sectors i.e. to end migrant destitution. Encourage attendees to be open to understanding the different missions and working approaches of other services.

#### 1. Agenda

Give an equal amount of time on the agenda for both homelessness and migrant support organisations. This will inspire confidence from all attendees, provide a better balance of information for them, and increase the opportunities for shared learning. Presentations, workshops and break-out sessions, in which delegates can learn and share practical experiences, are effective ways to develop learning and increase opportunities for action. Finally, make space in your agenda for the voice of those with lived experience of migrant destitution, enabling local migrant community groups, forums and support networks to share their insights.

(See Appendix 1: Sample Migrant Destitution Event agenda)

#### 2. Presentations

Use presentations about areas of new working practice or projects to outline the particular pressures and challenges that services are faced with. This is an effective way of demonstrating the benefits of joint working in your local area.

The Ending Migrant Destitution events organised by the Strategic Alliance facilitated presentations on different models of accommodation for destitute migrants, innovative approaches to delivering immigration advice, advocacy and representation for refused asylum seekers and other destitute migrants, as well as on the wider national context of migrant destitution. Such approaches can be an effective way of sharing good practice, and assisting services to rethink how they help this group and who they need to partner with to successfully support pathways out of destitution.

The Strategic Alliance has found that ways of working will vary in different localities; there is no one-size-fits-all model to providing bed spaces for non-EEA migrants with NRPF, for example. There are innovative models across England however – utilising different structures and funding approaches depending, for example, on local housing markets. Models of NRPF accommodation may present a variety of challenges to different service providers such as concerns about legal issues, funding and partnership working. Migrant destitution events enable the sharing of good practice and offer the chance of replicating or adapting service models in new areas. For a useful review of project types and subsequent property types, see the two tables in the appendices.

(See APPENDIX 2: Brief guide to NRPF accommodation types: property types, ownership, arrangements, and issues to consider.)

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Similarly, there are different ways of developing access to immigration advice, advocacy and representation which are critical to supporting pathways out of migrant destitution. For an in depth study of models of immigration advice for refused asylum seekers or a review of different accommodation models, see the SAMD Resources page on the Strategic Alliance website (see Resources page below).

It is not uncommon for destitute migrants to take a long time to resolve their complex immigration cases, hence the importance of understanding and facilitating early access to legal advice. However, demonstrating the impact of your service can be challenging, especially when considering working with destitute migrants with no recourse to public funds. Outlining the financial impact that your service has on local public services is one way to engage local authorities and commissioners attending your event. Ensure you prepare your key messages beforehand, and link these to your main aims and objectives for the day.

### **CASE STUDY: Demonstrating the impact of supporting destitute migrants using social return on investment (SROI)**

Highway House (HH) is a homeless shelter based in North London that provides bed spaces for between 30-40 rough sleepers each night. For six years, HH has provided shelter and support to rough sleepers from outside the UK, with a large proportion unable to access traditional welfare support. HH provides vital emergency accommodation spaces for those discharged by local authorities and hospitals, along with sign posting, employment advice, counselling and healthcare support.

In order to engage with commissioners and funders, HH commissioned a piece of research by the University of East London to provide an assessment of the social value of the service. Researchers undertook interviews with current destitute migrants accessing (HH) and measured their socio-demographic profiles against potential costs of help through more established statutory support.

The SROI study for Highway House found that for every £1 of investment in the project, £5 is produced in the form of public value. They are using this figure to promote the impact of their service to policy makers and funders and compare to other models of support. Their research also outlines the lifesaving support provided by staff at the project to some of the most marginalised rough sleepers. By developing an evidence and evaluation tool to assess the social value of their project, HH are able to demonstrate cost saving to the public purse – especially for local authority adult and social care departments.

### **3. Discussion**

Structure your discussion and workshop areas so that your delegates will benefit as much as possible. Try to avoid the same individuals from the same organisations being drawn together – and really take this opportunity to facilitate new partnerships and sharing of contacts. Each group should have a facilitator and note taker, who can guide the discussion. Make sure each facilitator has some prompts to stimulate and guide the topic of discussion. This will stop conversation going off topic and also support everyone to contribute into the roundtable discussion.

Give each group large sheets of paper and pens, and ask them to map out what the current system looks like for destitute migrants with NRPF. You can then use systems theory to map out the current provision for destitute migrants, and highlight the interactions that they have with services.

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Using easy to understand and clear diagrams helps to highlight not only gaps in service provision but also can show where services are duplicating work and offering similar services. You can use APPENDIX 3 – Migrant Destitution System Map to present the exercise, but groups can present their mapping exercise in any way they like.

To make the event as effective as possible, following the mapping exercise, ask attendees to think about how local partnerships in their area could work to achieve better pathways out of destitution. You can use the diagram from section 2 of this Toolkit: APPENDIX 4 – Interlocking needs of destitute migrants Venn diagram.

Finally, to help drive action following your event, commit to one action they will take going forward to improve the outcomes of destitute migrants in their local area. Be practical and realistic; some actions will be small but ensure that all are recorded and passed to the event organiser to be followed up.

### **CASE STUDY: Ending Migrant Destitution event: Manchester**

In 2016, Homeless Link organised an Ending Migrant Destitution event for the migrant and homelessness sectors, which was delivered in Manchester. Drawing together services from across the North West of England, this event was one of a series of regional events supporting the work of the Strategic Alliance on Migrant Destitution. To encourage cross sector working, a diverse range of organisations were invited, including homelessness services, outreach teams, immigration advice services, local authorities, housing associations and migrant destitution services.

The event involved keynote speakers sharing good practice from across England, and allowed lots of time for networking, roundtable discussions and group feedback, with a focus on practical approaches to supporting destitute migrants.

The following questions were used to stimulate discussion in the roundtable groups:

- Placing the destitute migrant at the centre, can you map out what the current support system looks like for destitute migrants, from the personal to the national?
- What are your most significant challenges in providing/commissioning services for destitute non-EEA migrants with no recourse to public funds in your region?
- As a group, please list three actions that your organisations could commit to, in order to better develop partnerships in your area to further support destitute migrants.

In structuring the event, each table was planned so that it had a good variety of services from different sectors, moderated by Homeless Link or Strategic Alliance partners. Services were placed together to encourage the sharing of ideas and to increase possibility of future joint working.

Following the event, a Strategic Alliance Action Group was set up to bring together key partners who had committed to further actions to work in a 'task and finish' approach. This Action Group provided the platform for initial mapping exercises of destitute migrant provision, and the development of improved pathways out of destitution for destitute migrants in the Greater Manchester area.

### 4. Involving those with lived experience

Involving those with lived experience of migrant destitution brings expert understanding of using frontline services. It gives a platform to the perspective of migrants and involves them in the design of new services that will be more effective in supporting pathways out of destitution. Before the event, work with your co-delivery partner(s) to plan who you will invite to deliver this, what their presentation will involve, and ensure that they understand their role throughout the meeting.

Experiences of destitute migrants can be presented in a variety of ways:

- Written accounts presented or read out by staff members
- In-person testimonies and experiences of rough sleeping
- Videos or audio recordings
- Q&A between members of staff and clients, which can be opened up to questions from delegates.

#### **CASE STUDY: No Accommodation Network (NACCOM) “Voices from the Network”**

Following a significant increase in media requests during the 2015-16 coverage of the refugee crisis, the NACCOM network - made up of frontline services - is developing a response that proactively and positively involves the direct stories of those with lived experience of migrant destitution, by:

- Inviting beneficiaries to attend regional group sessions (supported by a caseworker/friend) where they undertake a storyboard exercise and discuss communication tools. The aim of these one-off sessions is to equip and resource beneficiaries with added skills to become potential spokespeople for the services they have passed through.
- Launching an action group for those with lived experience of destitution, with the vision to empower unheard voices to engage with the public and challenge perceptions through a creative, supportive platform. The idea has been developed with input from members and beneficiaries, one of whom was involved in successfully pitching the concept to funders in a multi-media format.

## 5. Working with different approaches

Working with both the refugee and migrant and homelessness sectors brings together a broad range of approaches to supporting those who are destitute and homeless. The Strategic Alliance on Migrant Destitution was developed as a way to promote greater understanding and foster cross-fertilisation of good practice between the two sectors. Discussion and acknowledgement of the challenges that each sector works with can help to avoid misunderstandings, for example in some of the following areas:

### 1. Timescales

Rough sleeping services and statutory organisations often work towards a focused agenda, with a primary concern to move people away from rough sleeping as a means of avoiding risk and preventing harm. Consequently, homelessness services are not usually designed to work with the long-time scales associated with immigration cases if that means people remain destitute. The concern from refugee and migrant groups is

that a focus on ending rough sleeping is not adequately matched by consideration of what alternative options migrants have and how risky these might be. Most frontline refugee and migrant organisations concentrate their support on a more human rights based approach with the provision of due process of law (including adequate appeals etc.).

Immigration cases are often complex or take a long time to resolve, or both; for example, it can take up to two years to resolve the case of a young person who has grown up in the UK but whose status was never regularised. Refugee and migrant groups offer the range of choices to individuals according to their situation and support them in their decision to pursue a particular route to securing their immigration status, even if this means that the person will continue to have no access to funds or shelter.

## 2. Funding

For organisations from both sectors, funding remains a key issue, and one that is integral to the sustainability of any service. Migrant and refugee services rely heavily on donations from the public and grants awarded from private trusts and foundations. Homelessness services are going through an unprecedented level of funding cuts, with accommodation based services being especially badly hit. The reliance of many homelessness services on funding from local authority commissioning frameworks can lead to a lack of flexibility over providing new and innovative solutions to migrant destitution.

There is an expectation on the part of commissioned services to achieve targets quickly and limited, if any, provision within contracts for housing costs not covered by welfare benefits. This is especially the case for individuals with no recourse in the current “hostile environment” of political debate and restrictive policy-making towards migrants. Funders have expressed to the Strategic Alliance however, that they are looking for greater collaboration in funding applications, and are willing to fund services that make the best use of resources and expertise. With rough sleeping and destitution on the rise, this represents a clear opportunity for cross sector working across the refugee and homelessness sectors.

## 3. Terminology

The terminology used by services around “reconnection”, “repatriation”, “returning home”, “country of origin”, “voluntary return” are often not fully understood. The need for greater clarity and demonstration of working practices is essential to avoid continued misunderstanding. For example, reconnection via rough sleeping services is an option that migrants generally may want to consider, but must be explored in the context of the individual’s circumstances. The potential of rough sleeping, fears of persecution and inability to assimilate or receive support on return to their home country should be fully investigated and taken into consideration by frontline workers. For those who are subject to immigration control, advice on possibilities to return must be provided only by those who are qualified to do so (have Level 2 OISC accreditation) as it would otherwise be a criminal offence. Further to this critical point, risk of return for those who have fled needs to be delicately examined by someone with the relevant background.

Some contracts to support homeless people off the streets, particularly in London, require joint work with Home Office enforcement teams; these are not necessarily backed up by suitably robust and transparent protocols that protect the rights of the individual subject to enforcement action. Demonstrating the impact of joint working will influence commissioners to resource the needs of destitute migrants more effectively in their

commissioning process. This in turn will help them be transparent about, and weigh up, the efficacy of liaison arrangements with Home Office enforcement.

Finally, understanding the difference between “destitution” and “rough sleeping” is really important when working in partnership, as lack of clarity around these phrases can be detrimental to effective working (See page 4 for the definitions of these two terms). The refugee and migrant sector needs to develop more effective ways to demonstrate the impact of migrant destitution on local homelessness e.g. levels of sofa surfing, numbers of migrants supported and hidden within migrant communities and clear mapping of where destitute migrants access support.

#### **4. Working with people with complex needs**

Both sectors encounter destitute migrants with the full range of complex support needs, including substance misuse, mental health issues and offending. The homelessness sector, however, is traditionally better equipped to support those presenting at services with complex issues. How can rough sleeping services help to share this knowledge and expertise, to enable refugee and migrant services to be better placed to cater for the needs of those most vulnerable? This can include better training of volunteers, risk assessment procedures, public health, safeguarding and much more. On the other hand, migrant and refugee services are often better equipped in understanding and working with those who have suffered trauma in various forms (through war, rape, assault, trafficking, torture, refugee journeys etc.), and its potential physical impact. These services are also more familiar with cultural and diversity needs, as well as those specific to asylum seekers and refugees. By working together, both sectors can be effective in preventing destitute migrants from developing worsening complex needs, and potentially save lives.

The experience of the Strategic Alliance has shown that, by acknowledging these differences and ensuring there is good leadership, areas of common practice can develop. A clear focus on your particular shared client group and their specific needs can help reconcile differing working approaches. New services such as Street Legal are working to develop closer working practices between the two sectors by combining assessment and outreach services with immigration advice and accommodation.

#### **CASE STUDY: Street Legal**

Street Legal is a London partnership between three agencies, which has been established to support destitute migrants on the streets of the capital. It brings together the resources and expertise of two migrant support providers, PRAXIS Community Projects and Refugee Action, and the homelessness agency St Mungo's. Street Legal is focused on the estimated 1,000 people per year who are sleeping rough, appear to have no recourse to public funds, and are often undocumented.

The project delivers cross sector working in order to facilitate immigration assessments of rough sleepers who come into contact with homelessness outreach services. They support destitute migrants off the street initially, to receive assessment by OISC accredited immigration advisors, while the homelessness agency provides temporary bed spaces. In doing so, Street Legal works towards building trust and integrating a human rights based approach to their frontline outreach work.

The primary aim is to reduce rough sleeping quickly and safely, while working towards achieving a resolution of an individual's immigration situation or empowering them to make an informed decision to return to their

country of origin. Street Legal explicitly aims to build frontline capacity in the homelessness and migration sectors by training and sharing learning so that high quality advice and housing provision are delivered to more people by more agencies. A further key aspect to the project is the designated task of engaging migrant community groups, in order to reach out to those experiencing hidden homelessness and therefore not coming into contact with traditional rough sleeping services.

## 6. Call to action

Migrant destitution is not inevitable. The work of the Strategic Alliance on Migrant Destitution has brought together good practice from across England in supporting destitute migrants, which can inspire and inform change to support pathways out of migrant destitution. It helps if solutions are led from the ground up as there is no one-size fits all universal approach. Responses to migrant destitution need to be evidenced based and driven by local leadership, involving the voice of those with lived experience to design and deliver solutions.

The greatest success in supporting destitute migrants to move away from the vulnerable position of rough sleeping has been through collaboration across the refugee and migrant sectors – utilising the skills and expertise inherent on both sides. This strategic approach is needed across the board, and should be used to demonstrate the impact of this work to local government, commissioners, funders and to the general public.

More bed spaces across the homeless and housing sector must be unlocked to provide both respite and safety to those migrants attempting to receive support from refugee and migrant organisations. This support to move away from destitution can rarely be achieved by one service alone however, and is best delivered through partnership and alliances between frontline services. Within this holistic approach demonstrated in this toolkit, all methods for developing shared understandings of working approaches and access to good quality immigration advice should be pursued.

## 7. Resources

### Strategic Alliance on Migrant Destitution:

- [Homeless Link](#) is a national membership charity for organisations working directly with people who become homeless in England. We work to make services better and campaign for policy change that will help end homelessness. Homeless Link is the host of the Strategic Alliance.
- [Housing Justice](#) is the national voice of Christian action in the field of housing and homelessness. They believe that human dignity is challenged by the lack of decent housing, and also support night shelters, drop-ins and hundreds of practical projects nationwide by providing advice and training for churches and other community groups who work with homeless people.
- [NACCOM](#) is a national charity supporting a network of agencies that provide accommodation for migrants who have no recourse to public funds. Most of these are asylum seekers whose asylum claims have been rejected, but for a variety of reasons have not been deported. They are not entitled to benefits or housing, and forbidden to work.
- [Migrant Rights Network](#) is a national NGO working and campaigning in support of migrants in the UK. Their work brings together migrant activists and support organizations, think tanks, academics, faith groups and public sector representatives to advocate for a rights-based approach towards migration in the UK.
- [Refugee Action](#) is an independent charity that supports refugees and asylum seekers to resettle and build new lives in the UK, as well as campaigning for a fairer asylum system.
- [Refugee Council](#) provides support and advice to refugees and asylum seekers, as well as support for other refugee and asylum seeker organisations. The Refugee Council also produces a large number of reports and educational material relating to refugee issues, and lobbies politicians and the media on these issues.
- [British Red Cross](#) is the United Kingdom branch of the worldwide humanitarian organisation the International Red Cross and Red Crescent Movement. The British Red Cross provides a range of services to refugees, including managing a number of refugee reception centres nationwide. The work includes providing refugee orientation services and ensuring that life essentials, such as shelter and food are provided for.

### Strategic Alliance on Migrant Destitution Funders:

- [Joseph Rowntree Foundation](#) is an independent organisation working to inspire social change through research, policy and practice. Their work stretches across housing, homelessness, poverty, income and benefits, and migration.
- The [Metropolitan Migration Foundation](#), formerly known as the Ashmore fund, helps migrants and the communities they live in, including people who are refugees and asylum seekers.

### Existing resources from the Strategic Alliance on Migrant Destitution:

For practical downloads to support you in helping destitute migrants in England, please go to the SAMD resources page. This includes introductions to working with destitute migrants, legal analysis, models of accommodation and more. [www.homeless.org.uk/our-work/national-projects/strategic-alliance-on-migrant-destitution/resources-for-supporting](http://www.homeless.org.uk/our-work/national-projects/strategic-alliance-on-migrant-destitution/resources-for-supporting)

## Homeless Link

### Existing resources from Homeless Link:

#### *Task and Targeting Toolkit*

Based on cross sector working in areas across England, Homeless Link have a toolkit specifically designed to give your service the framework to achieve multi-agency task and targeting meetings to address specific rough sleeping issues in your area. [www.homeless.org.uk/our-work/resources/task-and-targeting-toolkit](http://www.homeless.org.uk/our-work/resources/task-and-targeting-toolkit)

#### *Supporting people with no recourse to public funds (NRPF) – Guidance for homelessness services*

This guidance provides information for services working with homeless adults without dependents who have no recourse to public funds. Alongside detailed information about legal entitlements, it also provides guidance on developing support offers for this client group and includes steps about how to alleviate destitution and access funding. It includes a section at the end listing specialist support organisations working with those with NRPF. [www.homeless.org.uk/our-work/resources/supporting-people-with-no-recourse-to-public-funds](http://www.homeless.org.uk/our-work/resources/supporting-people-with-no-recourse-to-public-funds)

#### *Demonstrating your impact: Masterclass for homelessness providers*

This masterclass is suitable for those with responsibility for managing, developing or using internal monitoring systems, including project managers and information officers. It is also suitable for those with a more general remit around service improvement or influencing commissioners. [www.homeless.org.uk/masterclass/impact](http://www.homeless.org.uk/masterclass/impact)

### Webinars:

#### *Supporting destitute migrants with no recourse to public funds*

This webinar, delivered as part of the Strategic Alliance on Migrant Destitution, looks at what support is available for non-EEA migrants who find themselves rough sleeping and with no recourse to public funds (NRPF). [www.homeless.org.uk/Supporting\\_non-EEA\\_Migrants](http://www.homeless.org.uk/Supporting_non-EEA_Migrants)

#### *Trauma Informed Care*

Trauma Informed Care is an emerging good practice in the homelessness sector which enables people to develop an understanding and resilience, and to minimise the chance of traumatisation. For a free online webinar on trauma informed care follow this link - [www.homeless.org.uk/our-work/resources/webinar-catchup/basic-intro-TIC](http://www.homeless.org.uk/our-work/resources/webinar-catchup/basic-intro-TIC)

For more resources, toolkits, webinars and practical support on supporting those at risk of rough sleeping please visit our resources page: [www.homeless.org.uk/our-work/resources](http://www.homeless.org.uk/our-work/resources)

### Other resources and useful links:

*Homeless Link is not responsible for the content of external websites*

- [Asylum Appeals Support Project](#) offer advice and assistance with challenging Home Office refusals to provide asylum support – including telephone advice line, publications and good practice training.

## Homeless Link

- [Housing England](#) is a regularly updated online database of over 9,000 services across the UK - hostels, day centres and other advice and support services for homeless people and those at risk of homelessness.
- [Housing Rights Info](#) is a regularly updated website hosted by the Chartered Institute of Housing which aims to provide accurate information to recent arrivals and to advisers about entitlements to housing, based on people's immigration status.
- The [Joint Council for the Welfare of Immigrants](#) offer free and confidential legal advice for undocumented migrants including one to one drop in sessions and a telephone advice line.
- The [Law Centres Network](#) offer legal advice, casework, representation to individuals and groups. They are independent and operate on a not-for-profit basis.
- The [NRPF Network](#) is a network of local authorities and partner organisations focusing on the statutory duties of migrants with care needs who have no recourse to public funds. Their website contains useful resources, briefings, training options and updates on recent case law.
- [Office of the Immigration Services Commissioner \(OISC\)](#) website enables advisors to search for OISC accredited immigration advisors in your local area.
- [Shelter](#) offer advice on all aspects of housing and homelessness including housing benefit, private renting, evictions and statutory support.
- [Street Link](#) is a national referral service to help members of the public obtain near-immediate assistance for rough sleepers. A member of the public who is concerned that someone is sleeping on the streets can report the individual's details via the Street Link website or by calling the referral line number on 0300 500 0914. Someone who finds themselves sleeping on the streets can also report their situation using the same methods.

## Appendix 1: Sample Migrant Destitution Event agenda

# Migrant Destitution Event

## Developing links between the homelessness, refugee and migrant sector

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### AGENDA

- 9:30am** Registration & Refreshments
- 10:00am** Welcome and Chair's Introduction
- 10:15am** The Homelessness Perspective: Understanding the context of local migrant destitution (Homelessness Service)
- 10:45am** Discussion and Q&A
- 11:00am** Break
- 11:15am** The Refugee/Migrant Perspective: Tackling migrant destitution (Refugee/Migrant Service)
- 11:30am** Lived Experience Presentation (Destitute migrants with lived experienced of homelessness)
- 11:45am** Roundtable Discussion
- 12:30pm** Feedback and Action Planning
- 1:00pm** Close and Evaluation

## Appendix 2: Brief guide to NRPF housing models: property types, ownership arrangements and issues to consider

**Table 1: Property types, ownership/lease arrangements and issues that arise**

Type of project and examples	Ownership/tenancy arrangements	Financial arrangements	Legal and related issues that arise
<p><b>1. Hosting</b></p> <p>A range of formal and informal schemes, mostly outside London, usually aimed at refused asylum seekers. E.g. Grace Hosting (Leeds); ASSIST (Sheffield)</p>	<p>Properties usually owner-occupied but may be private or social rented; arrangement with guest is likely to be a licence.</p>	<p>Guest makes no payment. Costs of the scheme (e.g. administration, publicity, support for hosts, help with extra food costs, insurance), support and immigration advice must be covered/provided by charity responsible.</p>	<p>NRPF: no issues. Criminal law: hosting arrangements have not so far raised any issues; purposes of scheme (alleviate destitution etc.) can be made clear in licence agreements. Immigration Act 2014 (where in force): if no rent paid, there is no residential tenancy agreement. However, if the host rents the property (rather than owns it), there is an argument that the landlord may be liable for a civil penalty if they do not make the required immigration checks on the guest. If the Act comes into force more widely, hosting schemes may need to limit themselves to owner-occupier hosts.</p>
<p><b>2. Providing rooms in a shared house with wrap-around support</b></p> <p>e.g. Hope Projects (Birmingham), BOAZ Trust (Manchester), Open Door (Middlesbrough) and Praxis Community Projects (London)</p>	<p>Properties are usually leased from another owner (e.g. housing association) either at a peppercorn rent or rent-free for a fixed period; arrangement with tenants is likely to be a licence as no rent paid.</p>	<p>Occupier makes no rent payment; in many cases may receive subsistence help from the charity. Costs of the scheme must be covered/provided by charity responsible, although the owner of the house may do repairs.</p>	<p>NRPF: no issues. Criminal law: purposes of scheme (alleviate destitution etc.) can be made clear in licence agreements. Immigration Act 2014 (where in force): if no rent paid, there is no residential tenancy agreement; if a small charge is made, this must be for services other than accommodation (e.g. food, services, essential living needs), otherwise a residential tenancy agreement could be created.  Social Housing Providers including housing associations who have had no grant on a property may need to seek consent from the Homes and Communities Agency (HCA) to donate a property in this way. For more information on this see: ACF Legal Opinion.</p>
<p><b>3. Providing rooms for migrants within a mixed, shared house</b></p>	<p>Properties may be owned by the charity or provided to it as in (2) above. Most occupiers</p>	<p>As in (2).</p>	<p>NRPF: no issues. Criminal law: purposes of scheme (alleviate destitution etc.) can be made clear in licence agreements. To avoid conflict with</p>

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e.g. Open Door North East, Arimathea Trust	will be formal tenants; one or two rooms are then provided on a no-rent licence basis.		other tenants with regular status, liaison with the Home Office is advisable to minimise risk of raids. Immigration Act 2014 (where in force): as in (2) Social Housing Providers: as in (2).
<b>4. Communities</b> e.g. EMMAUS, religious communities and Catholic Worker houses	Properties may be owned by the charity or provided to it as in (2).  Tenants pay rent from their own income/benefits; one or more migrants with NRPF are accommodated on a no-rent licence basis.	As in (2). Possible impact under Immigration Act 2014 of payment in kind as these communities often require work from community members which needs to be in return for goods and services, not accommodation.	As in (2).
<b>5. Night shelters</b> e.g. BOAZ Trust (Manchester), Hope for Southall Street Homeless	Properties may be owned by the charity/church or provided to it as in (2). Occupiers are licensees.	As in (2).	NRPF: no issues. Criminal law: purposes of scheme (alleviate destitution etc.) can be made clear in licence agreements. Immigration Act 2014 (where in force): very likely to be an agreement excluded from the provision in the Act as a 'hostel', even if a rent is charged.
<b>6. Hostels (free bed spaces on a limited basis)</b> e.g. St Mungo's (Street Legal), Salvation Army, Women's Aid, Zakat Foundation	Properties may be owned by the charity or provided to it as in (2). Occupiers are licensees.	As in (2).	As in (2).
<b>7. Paying rent for a migrant to live in a house or hostel</b> e.g. British Red Cross; Zakat Foundation	No property ownership. Tenancy or licence is between property owner and migrant.	Relies on charitable donations or on cross-subsidy from other income.	NRPF: no issues. Criminal law: purposes of scheme (alleviate destitution etc.) can be made clear in licence agreements. Immigration Act 2014 (when in force); restrictions would apply but not if the property were to be in an excluded category i.e. hostel or refuge or where the rent payer could get a 'discretionary right to rent' for the occupant.

**Table 2: Property types, ownership/lease arrangements and issues that arise**

<b>Property types</b>	<b>Ownership/lease arrangements</b>	<b>Issues that arise</b>
<p><b>1. Empty vicarages</b></p> <p>Belonging to the Church of England: potentially a lot of these in urban areas. There are many of these but some are easier to access for community use than others e.g. Glebe properties</p>	Peppercorn rent or rent-free for a specified period.	Negotiating handover can be bureaucratic and Church Commissioners expect to see monetary maximisation of church assets. Cost of heating and maintenance may be prohibitive. Surveying expertise needed to identify housing maintenance issues. Appropriateness of layout and location are issues.
<p><b>2. Properties belonging to other faiths</b></p>	Peppercorn rent or rent-free for a period of time.	As in (1) although might not be as bureaucratic in some cases.
<p><b>3. Individuals donating properties</b></p>	Individuals may gift a property, for example one they have inherited.	Surveying expertise needed to identify ongoing costs/housing maintenance issues.
<p><b>4. Individuals 'lending' a property</b></p>	Lease for specified period of time	Clarity about rights and period of occupation and maintenance responsibilities; cost of lease may be an issue.
<p><b>5. Social Investment</b></p> <p>A group offers a social investment opportunity, via purchase of a house for a social purpose usually with a 2-5% return</p>	Lease and rent must be charged to deliver return to investors.	This model is mainly possibly where groups are able to charge rents (or where the investor is able to rely purely on an increase in value of the property in a rising housing market); increasingly groups are doing this by housing refugees with status as well as destitute migrants, using their skills in managing housing and developing less reliance on charitable income and greater sustainability – see below. The requirement to charge rents high enough to cover return on investment can mean groups pursue exempt accommodation which has a very specific set of requirements and may inhibit people who want to get employment, or contracts, e.g. with local authorities supporting families or vulnerable individuals under Section 17 of the Children’s Act or Section 10 of the Care Act.
<p><b>6. Registered providers (RPs) Housing Associations and other social housing providers set aside a small number of</b></p>	Peppercorn rent and lease (significant variation in types of leases from both sides)	Clarity about maintenance responsibilities, although this applies to most options.  Social housing providers including housing associations who have had no grant on a property may need to seek consent from the Homes and

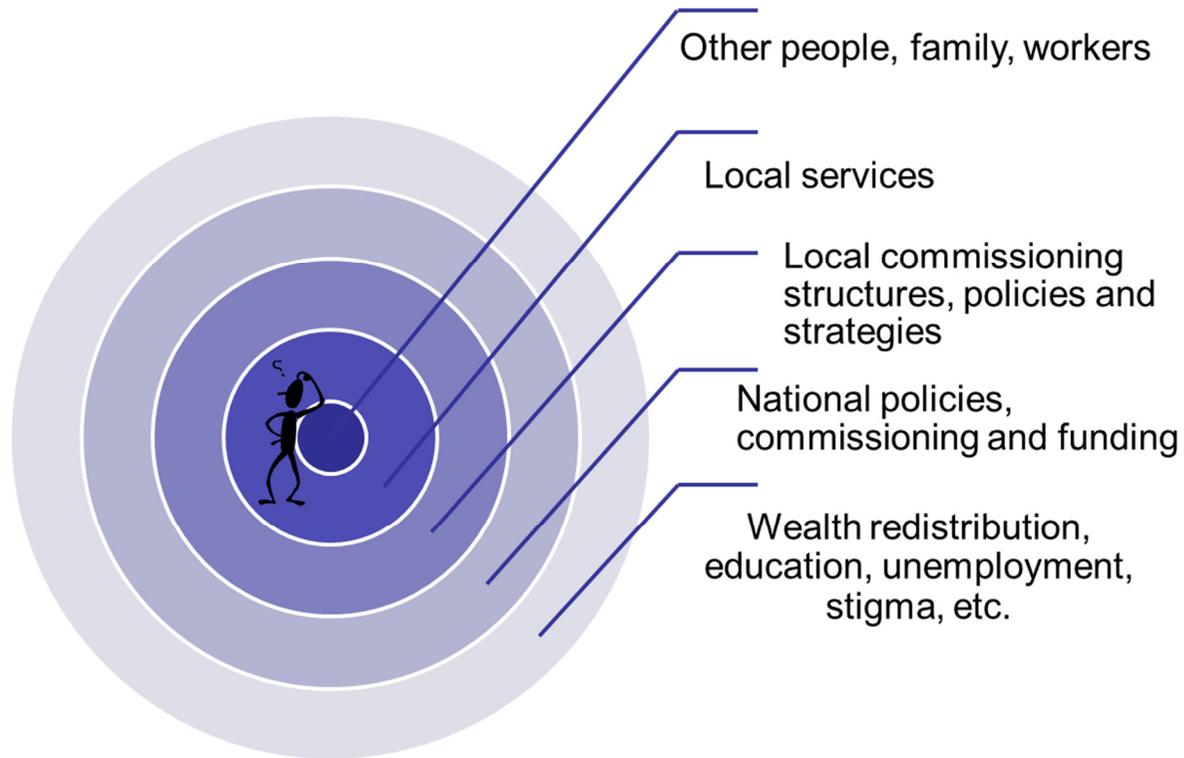
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<p><b>properties from a large portfolio.</b></p> <p>In areas of low demand for housing projects housing migrants may be a regenerative force.</p>		<p>Communities Agency (HCA) to donate a property in this way. For more information on this see: ACF Legal Opinion.</p>
<p><b>7. Properties provided by private landlords.</b></p> <p>Groups are able to demonstrate they manage properties well and find good tenants, particularly in areas where students no longer need to live in the private rented sector due to the expansion of student housing.</p>	<p>Lease or management agreement? Management fee may be charged as income source.</p>	<p>If leased there may be a higher level of maintenance responsibilities transferred. For larger properties there may be HMO licencing issues depending on size of property, number of occupiers, which local authority it is in, etc. (see <a href="http://www.housing-rights.info/private-rented-sector-law.php#property-condition">www.housing-rights.info/private-rented-sector-law.php#property-condition</a> for more details). Need to charge a rent as with (5) – only works if the scheme has a sustainable source of income from (for example) other tenants paying rents.</p>
<p><b>8. 'Meanwhile use' or 'property guardianship' or short life housing</b></p>	<p>Lease or management agreement?</p>	<p>This approach has not been piloted yet but groups in London and Leeds have been inspired by dot.com, the social enterprise which is competing with property guardianship companies such as Camelot, partly by offering additional social</p>

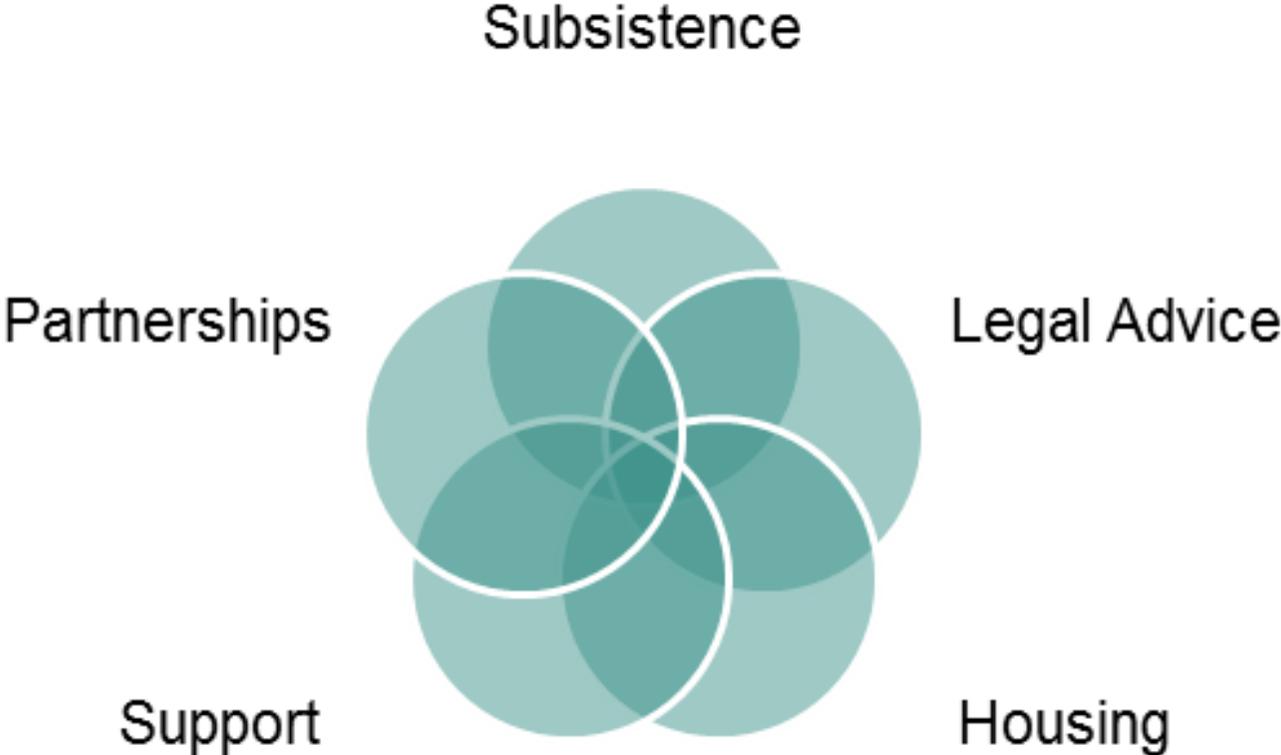
Both these tables are from [How to improve support and services for destitute migrants \(Petch, Perry and Lukes, 2015\)](#), with thanks to the Joseph Rowntree Foundation.

Appendix 3: Sample Migrant Destitution systems diagram

# What might a system for destitute migrants look like?



Appendix 4: Interlocking needs of destitute migrants Venn diagram





## **What we do**

Homeless Link is the national membership charity for organisations working directly with people who become homeless in England. We work to make services better and campaign for policy change that will help end homelessness.