

Refugee Support

Interventions

People come to the UK for a variety of reasons: for work; to study; to join family; or for international protection. In many cases, they will have ample opportunity through their work or study or through their everyday life to mix with people and to speak English and will integrate quickly and successfully. However, some migrants may lack those opportunities, including some people qualifying for international protection, including refugees.

UK Border Agency (UKBA) provides asylum support to destitute asylum seekers and administers the asylum support system. Asylum support was previously provided by the National Asylum Support Service (NASS) and may still often referred to as 'NASS support'. Once refugee status is received, the individual/family have 28 days to find alternative accommodation. They are often left without support and at risk of homelessness.

A Refugee support service has a 28 day deadline to secure accommodation and provide a full support package to single, male and female refugees/families, who have just been granted leave to remain in the UK. Where complex needs are identified, we refer to services applicable to their needs for support with their issues. Our support includes the following:

- Referral from partners To refugee support service
- Initial contact to build trust and understand their situation following referral
- Complete assessment and work with relevant partners to support them to move and sustain accommodation in relevant area.
- Application for bank account and benefits to ensure they have correct income for help sustain future tenancy.
- Registration on Local Housing Schemes and referral for accommodation with private landlords. If applicable, refer to supported accommodation and support with move.

Our experience

We currently deliver this service within Manchester supporting refugees into sustainable accommodation. Over 6 months we supported 66 cases including 22 families, 3 married couples and 41 single people. Our team have supported them to move and settle into areas within Greater Manchester and also London and Liverpool. We have secured a mixture of accommodation including private rented, social housing and supported accommodation.

We work with various partners to support individuals/families, e.g. translation/interpretation services, ESOL providers, Job Centre, DWP, Home Office alongside housing providers.

Possible outcomes on outcomes-based commissioning contract

Examples of outcomes/measures that could be applied with a payment schedule are:

Outcome	Measure (example)
Sustain tenancy and settle into community	Entering accommodation 3/6/9/12/18 months in accommodation
Improved quality of life	Improvements in their well-being via outcomes star/WENWBS