

# STATUTORY AND VOLUNTARY ACCOMMODATION, SUPPORT AND ADVICE AGENCIES

**24-hour emergency support: gender-based violence and homelessness**  
 Children's Services and Adult Safeguarding Team (duty team for children and vulnerable adults at risk of homelessness).....**0161 234 5001/text 07860 003160**  
 Greater Manchester Police.....**0161 865 4275**  
 National Domestic Violence helpline.....**0808 2000 247**

**Other support: homeless migrant women & women experiencing gender-based violence**  
 BOAZ Trust (accommodation, advice and advocacy for destitute asylum seekers and refugees).....**0161 202 1056**  
 Booth Centre (advice and support for homeless people and EU nationals).....**0161 835 2499**  
 British Red Cross (advice and material support for refugees).....**0161 888 8932**  
 Centrepont (City Centre Project) (young people).....**0161 228 7654**  
 City Hearts (pastoral and practical support for victims of trafficking and modern day slavery).....**0151 3292 949**  
 Cornerstones (emergency 'Pods' for homeless women).....**0161 232 8888**  
 Greater Manchester Immigration Aid Unit.....**0161 740 7722**  
 Greater Manchester Police Modern Day Slavery Coordinator.....**07890 639836**  
 Independent Choices/ Domestic Abuse helpline (Domestic abuse support and advice; info on refuge space; LGBTQ specialist line).....**0161 636 7525**  
 Independent Domestic Violence Advocate .....**0161 234 5393**  
 Manchester Action on Street Health (health care & support for women sex workers).....**0161 2734 555**  
 Manchester City Mission - Narrowgate Night Shelter (basic mixed night shelter).....**0161 736 7959**  
 Manchester Rape Crisis Helpline.....**0161 273 4500 / Office: 0161 273 4591**  
 Manchester Women's Aid (refuge and outreach for women who have experienced domestic abuse, including BAMER Sahara Project) .....**0161 660 7999**  
 Maya Project (group of organisations supporting Black, Asian, Minority Ethnic and Refugee women and girls).....**07515188862**  
 Nightstop Greater Manchester (overnight accommodation for people under 25 and homeless).....**0161 507 3414 / 07966396129**  
 No Recourse to Public Funds Team (Children & Families Directorate) **0161 227 3901**  
 Refugee Action Asylum Crisis .....**0161 831 5449**  
 Safe Spots Wythenshawe (domestic abuse support and drop-in).....**07873889637**  
 Safety4Sisters (specialist support for migrant women experiencing gender based violence - advocacy & group).....**0161 464 9505**  
 Saheli (South Asian women's refuge)..... **0161 945 4187/0161 877 1321**  
 Shelter Housing and Homelessness Advice.....**0161 820 7589**  
 St Mary's Sexual Assault Referral Centre.....**0161 276 6229/07827329254**  
 .....24 hr helpline: **0161 276 6515**  
 Town Hall Homeless Team (advice on street homelessness).....**0161 234 4692**  
 Trafford Rape Crisis helpline.....**0800 783 4608 / BME-specific 0800 434 6484**  
 Victim Support.....**0300 303 0162 / out of hours support line: 0808 1689 111**  
 Womens Direct Access Hostel (24 hour; single homeless & pregnant women).....**0161 219 6050**

**Physical and mental health support**  
 Asylum Seeker Mental Health Consultation Service.....**0161 358 1044**  
 Community Mental Health North West Area Team.....**0161 277 1170**  
 Crisis Team (out of hours).....**0161 922 3801**  
 Greater Manchester Mental Health NHS Foundation Trust.....  
 .....**0161 276 6577/07815310757/0161 271 0630**  
 Mental Health Home Treatment Teams - Urgent care access team.....**0161 271 0325**  
 NESTAC (New Step for African Community) & Health & wellbeing cross cultural mental health (CMHP) .....**01706 868993**  
 The Northern Sexual Health Service HIV Clinical Nurse Specialist Team  
 .....**0161 276 5221/ The Northern Central phone line: 0161 701 1555**  
 Self help services mental health care and counselling.....**0161 226 3871**

Vulnerable baby service.....**0161 861 2258**

**Voluntary services: Migrant support**  
 African Rainbow Family (Support For LGBTIQ refugees and people seeking asylum).....**07711285567**  
 Ananna- Manchester Bangladeshi Women's Organisation (support, advice & activities for Bangladeshi women).....**0161 257 3867/2122**  
 ASHA GMIAU (Asylum Support Housing Advice).....**01613595420**  
 Cheetham Hill Advice Centre ..... **0161 7402461 / 0161 740 8999**  
 Chrysalis Centre (family support centre, parenting classes).....**0161 226 8090**  
 Europa (advice/support for European migrants).....**0333 305 8570/07754398007**  
 George House Trust (support and advice re HIV).....**0161 274 4499**  
 LISG (Lesbian Immigration Support Group) .....**07503 351922**  
 Manchester Refugee Support Network (advice regarding benefits, housing, asylum & immigration).....**0161 868 0777**  
 Mustard Tree (support for homeless & destitute migrants - food, advice re housing, benefits, debt, clothing, household goods).....**0161 228 7331**  
 .....General Enquiries **0161 850 2282**  
 Rainbow Haven (Tues/ Weds drop in & support).....**0161 3703472 /07985 884043**  
 Refugee Action (asylum crisis team).....**0161 831 5450**  
 The River Manchester (Food Bank & support for women experiencing domestic violence).....**0161 371 5522**  
 Wai Yin Women's Centre (Chinese organisation supporting ethnic minority groups).....**0161 833 0377**  
 WAST (Women Asylum Seekers Together - drop in and self help)  
 .....**0161 464 7374 /07821 540745**

**Northwest Specialist Refuges**  
 Ashiana (Sheffield).....**0114 255 5740**  
 Amadudu (Liverpool).....**07801 597066 / 0151 734 0083**  
 Anah Project (Bradford).....**0845 960 6011**  
 Humraaz (Blackburn).....**01254 695800**  
 Kirklees Asian + Black Women's Welfare Association (Huddersfield)....**01484 304 338**

**Other Specialist Support Agencies outside the North West**  
 Aire Centre (Advice on Individual Rights in Europe).....**0207 831 4276**  
 The Angelou Centre (Newcastle-based specialist support for BME women experiencing gender-based violence).....**0191 226 0394**  
 ASAP (Asylum Support Appeals Project).....**0203 716 0284**  
 .....advice line: **0203 716 0283**  
 Consonant (formerly Asylum Aid).....**0207 354 9631**  
 .....General Enquiries **0208 571 9595**  
 IMECE Women's Centre.....**0207 354 1359**  
 IKWRO (Iranian and Kurdish Women's Rights Organisation):  
 .....Mon to Fri 9.30-5.30: **0207 920 6460**  
 .....Out of hours emergency: **07846 275246** (Kurdish, Arabic, English)  
 .....**07846 310157** (Farsi, Dari, English)  
 Imkaan.....**0207 842 8525**  
 Karma Nirvana (support for victims of honour-based abuse).....**0800 5999 247**  
 LAWRS (Latin American Women's Rights Service).....**0207 336 0888**  
 Maternity Action (support for pregnant women).....**02072532288**  
 Modern Slavery Helpline.....**0800 0121 700**  
 National LGBT+ Domestic Abuse Helpline.....**0800 999 5428**  
 Rights of Women.....**0207 490 7689** (for immigration/asylum law advice)  
 .....**020 7251 6577** (for family law advice) - other numbers available on website  
 Southall Black Sisters Helpline (London based specialist support for BME women experiencing gender-based violence, with online NRPF project).....**0208 571 0800**

For more information on these agencies, including websites, addresses, and further details, please visit our database at [www.gmiau.org](http://www.gmiau.org). **This is correct as of December 2019; if your agency's details are out of date, please let us know at [info@gmiau.org](mailto:info@gmiau.org) and we will update them.**

# Supporting women at risk of violence and abuse with no recourse to public funds

## A Practitioner's Guide

from Greater Manchester Immigration Aid Unit and Safety4Sisters, updated December 2019

- Public funds: definitions and questions
- Different types of immigration status
- Guide to emergency and longer-term support for women at risk of domestic and other violence, abuse or trafficking



## What are public funds?

Public funds are a range of benefits available to people with a low income. They include:

income-based jobseekers allowance	domestic rate relief (Northern Ireland)
income-based employment and support allowance	state pension credit
income support	attendance allowance
child tax credit	severe disablement allowance
universal credit	personal independence payment
working tax credit	carer's allowance
housing benefit	disability living allowance
child benefit	local authority housing and homelessness assistance
council tax benefit	social fund payments
council tax reduction	discretionary welfare payments

If you have no recourse to public funds, there are benefits based on National Insurance contribution which may be available to you. The following benefits may be available based on National Insurance contribution:

contribution-based jobseeker's allowance
incapacity benefit
retirement pension
widow's benefit and bereavement benefit
guardian's allowance
statutory maternity pay

**Legal aid is not a public fund.** If you have no recourse to public funds and have no income or a very low income, **you may be entitled to legal aid.**

In the following situations, local authorities have to provide support (including accommodation and food) to people who have no recourse to public funds:

- mental or physical ill health, disability or age - with care needs
- being pregnant or a nursing mother
- being an adult with responsibility for children
- being an unaccompanied or separated child

## Different types of immigration status

Before taking any action, make sure to get legal advice.

### Under immigration control

Need leave (permission) to enter or remain in Britain

#### Spouse visa or family reunion visa

No recourse to public funds

Right to work

**Domestic Violence Rule** and **DDV concession** apply (explained below)

#### Other visas: Student, visitor, dependent, work permit, tourist

No recourse to public funds

Domestic Violence Rule does **not** apply

Right to work with restrictions

#### People who have claimed asylum and are subject to Immigration Bail

Entitled to accommodation and subsistence under **Section 95**

Cannot work without special permission

#### People with refugee status

Entitled to work and to apply for public funds

#### Failed asylum seekers

Asylum refused and appeal rights exhausted

May still be entitled to **Section 95** support if they have children

**Section 4** (non cash debit card and accommodation under certain conditions) is available

### No immigration status

People in the UK without permission or who have entered illegally

No right to work or to public funds.

#### Trafficked women

No rights to work or to public funds until they are officially identified as having been trafficked.

## Different types of immigration status (continued)

### Not under immigration control

British citizens: Commonwealth citizens: People with indefinite leave to remain or humanitarian protection

Rights to apply for benefits/public funds and to work

#### EEA (European Economic Area) nationals

Under EEA regulations, not immigration rules. Under certain conditions, you have the rights to: apply for social housing and benefits, and to apply for homelessness advice, assistance and accommodation

## Supporting a woman at risk who has immigration issues

### Immediate responses:

#### Can she understand you?

If not, take her number and find someone to speak to her in her own language

#### If she can, ask for more details

Get her phone number, address, and details of any injuries.

#### Advise her to call the police, if she feels able to do so.

But make sure that she knows her rights – the police should not question her about her immigration status. Carry out a risk assessment and safety plan.

#### You can also arrange to meet her at a safe place and/or pay for a taxi for her.

#### Guidelines for in-person meeting (this will vary depending on each situation):

Offer a confidential and non-judgmental approach.

Give her time and space to tell her story – this will also allow you to take down comprehensive evidence which may be used to support her case later.

Address any physical or mental injuries resulting from violence or threats of violence – these may also be used as evidence.

Find out about her immediate needs – is she destitute? She might need food, bus fares, emergency accommodation.

**Reassure her** that you will find her **safe overnight accommodation** and that you can support her to access **legal immigration advice**. Resources can be found on the reverse of this leaflet.

#### Support her to contact:

**1. Emergency helplines and refuges** (details of relevant services are on reverse of leaflet)

**2. Her immigration advice lawyer** - if she doesn't have one, direct her to immigration advice lines and GMIAU

**3. Social services** - specifically the No Recourse to Public Funds Team

**4. Advocate and support her** to ensure social services carry out a Human Rights Assessment or Children in Need assessment

**5. Help her to navigate** the relevant routes to securing safe accommodation and support on the next page.

**6. If she has no recourse to public funds** and does not qualify for social services support, contact Safety4Sisters for advocacy and emergency support and advice.

Follow up on the meeting to ensure her safety. Make sure she has enough money to attend appointments, for example.

**Don't** use the immigration system against the perpetrator.

Make sure that you have explained the systems and her rights clearly and practically.

#### Don't give up!

**Take time to talk to the woman and find out her full history and relationship details. She may have been previously misadvised, and you might find out she is able to secure her stay in the UK on a route that wasn't obvious at first.**

## Options to explore for support:

**Section 98** - temporary accommodation provided by the Home Office for people seeking asylum on a no choice basis

**Section 95** - more permanent Home Office accommodation for people whose asylum claims are ongoing

**Domestic Violence Rule:** If you have come to the UK on a spouse or partner visa and you are experiencing domestic violence you can apply for indefinite leave to remain under the domestic violence rule. You can apply at any time, including during the probationary period and if you have overstayed your visa.

**Destitution Domestic Violence (DDV) Concession:** For people applying for indefinite leave to remain under the domestic violence rule, who are destitute. Under the DDVC you can be granted 3 months temporary leave to remain in which you can access public funds and therefore accommodation and benefits.

### Section 4 Application

Section 4 allows for the provision of support to refused asylum seekers if they are destitute, or likely to become destitute in 14 days, and meet certain criteria.

### Asylum application

If you need to apply for protection in the UK (asylum), GMIAU can offer support and legal advice. Emergency accommodation is available for people seeking asylum, if they are destitute while their claim is being processed, under section 98, and, following this, section 95.

### Application as main carer of a British child

Legal aid is not available, but GMIAU can advise on putting in a fee waiver application in order to make an article 8 application.

### Application as main carer of an EEA child

### Application to lift the NRPF condition

If a woman is unable to survive independently (she is destitute) once she has left an exploitative or violent relationship, she can apply to have the no recourse to public funds limitation lifted. Contact GMIAU for more information.

### Article 8

A human rights appeal for leave to remain based on the right to family and/or private life.

### Trafficking/modern day slavery

If there is a possibility that the woman has been trafficked or is a victim of modern day slavery, she could have access to specialist support and advice through the National Referral Mechanism. First responders can use the NRM online form at [modernslavery.gov.uk/start](http://modernslavery.gov.uk/start)

**Greater Manchester Immigration Aid Unit provides** legal immigration advice and representation; asylum support and housing; refugee family reunion; support for women at risk.

1 Delaunays Road, Crumpsall Green, Manchester M8 4QS

0161 740 7722

[info@gmiau.org](mailto:info@gmiau.org)

**Safety4Sisters provides** support, advocacy and group work for migrant women who have experienced gender-based violence and/or homelessness.

C/O Partisan Collective, 19 Cheetham Hill Road, Manchester M4 4FY

0161 464 9505 [info@safety4sisters.com](mailto:info@safety4sisters.com)