



Stockton-on-Tees
BOROUGH COUNCIL

No Recourse To Public Funds

Information

&

Advice Pack

Having no recourse to public funds (NRPF) does not mean that no support is available. This Advice pack aims to provide you with information to assist you.

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Homelessness and Housing Solutions

Stockton-On-Tees Borough Council, Homelessness and Housing Solutions team provide advice and assistance to all customers with a housing need. However in circumstances where a person has no recourse to public funds they are not generally eligible for homelessness assistance. In very limited circumstances i.e. if you are a victim of domestic violence, meeting set criteria or if a temporary Severe Weather Emergency Provision (SWEP) has been put in place, this would not apply. Please read on.

Who can the Homelessness and Housing Solutions Service help?

If you have no recourse to public funds generally you will not be eligible for assistance.

If you have no recourse to public funds and are the victim of domestic abuse:

The Destitute Domestic Violence Concession supports those who have entered or stayed in the UK as a spouse, unmarried partner, same-sex or civil partner of a British Citizen, or settled citizen and this relationship has permanently broken down due to domestic violence.

A victim may be eligible if:

- a) they came to the UK or were granted leave to stay in the UK as the spouse or partner of a British Citizen or someone settled in the UK;
- b) Their relationship has permanently broken down due to domestic violence and abuse.

If the Severe Weather Emergency Protocol has been activated by the council.

Customers who have no recourse to public funds will be provided with temporary accommodation under this SWEP protocol. Accommodation will be in the form of Bed & Breakfast or hostel provision. Access to the accommodation will be subject to service users conforming to criteria set out by the accommodation provider. Anyone who is accommodated through these provisions will be directed to attend Housing Options the next working day so appropriate advice and assistance can be given.

You can visit us at: Stockton Central Library and Customer Service Centre
Church Road, Stockton, TS18 1TX
Email us: Housing.options@stockton.gov.uk
Telephone: 01642 528389

Service Opening times: - Mon, Tues & Thurs: 9am to 4pm. Wed: 12.30pm to 4pm. Fri: 9am to 3.30pm.

If you are homeless in an emergency outside these times you can telephone the **Emergency Duty Team:** 01642 524552, 5pm – 8.30am weekdays and all-day weekends (including bank holidays).

Find an immigration adviser

You can get immigration advice if you need help with getting permission to stay in the UK. Immigration advisers can help you with most things to do with immigration, including helping you to fill in the right forms and representing you at a tribunal.

Advisers do not make immigration decisions and can only give you advice.

There will be no change to the rights and status of EU citizens currently living in the UK until 30 June 2021, or 31 December 2020 if the UK leaves the EU without a deal. You and your family can apply to the EU Settlement Scheme to continue living in the UK. The scheme will open fully by 30 March 2019.

The Office of the Immigration Services Commissioner

The Office of the Immigration Services Commissioner (OISC) is where you can find a registered immigration adviser and make sure they meet certain standards.

For example, advisers must:

- Carry insurance against giving poor advice
- Keep up to date with current immigration advice.
- You can see a list of people who are banned from acting as immigration advisers.
- You can complain about an immigration adviser if you think you've had a bad service.

OISC maintains a register of the immigration advisers that they regulate. You can find OISC-registered advisers in your area and check if the adviser charges a fee.

You can also find immigration advisers through:
The Law Society if you live in England or Wales

You cannot get help or your money back if an adviser is not regulated.

The Website for the Office of the Immigration Services Commissioner

<https://www.gov.uk/government/organisations/office-of-the-immigration-services-commissioner>

Agency Support

Nightstop North East - Middlesbrough

Contact Info

Mobile: 07850515204
Landline: 01642 249 782
Email: nightstopne@depaulcharity.org.uk

Nightstop provides emergency accommodation for people who are in immediate housing crisis. The project works with homeless and vulnerable people aged of 16 to 25 and provides overnight accommodation in the homes of volunteer 'hosts' who will provide a clean and safe environment with an evening meal, breakfast and a 'listening ear' if required. Nightstop provides accommodation on a 'night by night' basis, followed by contact with them and/or their key worker on a daily basis to address continuing need for the service.

Open Door North East

Address: Melbourne House, Newport Road, Middlesbrough, TS1 5QH
Telephone: 01642 213634
Email: info@opendoornortheast.com
Website: <http://www.opendoornortheast.com/>

Open Door North East rents rooms to refugees with leave to remain, they have a limited number of room which they can rent to failed asylum seekers if available and the individual meets the criteria.

Justice First

Address: 135 Norton Road, Stockton-on-Tees. TS18 2BG,. England
Telephone: 01642 601122
Email: info@justicefirst.org.uk
Website: <http://justicefirst.org.uk/>

Justice First Works with people who are in the final stages of the asylum process, to give them the best possible opportunity to use the available evidence to support their claim for asylum. Usually this is at the point in the asylum process where legal services are no longer available to them. They discuss the range of realistic options available to people at this stage in the process and advise appropriately. They are Office of Immigration Services Commissioner (OISC) registered and have a wide range of experience in these areas.

Justice First offer a range of services to those who are homeless and destitute with no recourse to public funds.

They work with local partner organisations who can provide humanitarian support to those in need.

Support Available: –

- Advice
- Emotional support
- Immigration advice
- Mary Thompson Fund - Access to assistance to those experiencing destitution Fridays at 3pm at 135 Norton Road, Stockton-On-Tees.
- A point of referral to GP

Stockton Citizens Advice Bureau

Stockton and District Advice and Information Service (SDAIS)

Address: 24-26 Wellington Street, Wellington Square, Stockton-on-Tees.
Drop in times: 9am till 12.30pm.
Telephone: 01642 633877/ 01642 535471
Send us an email at: support@stockton-cab.co.uk

Offering advice on Welfare Benefits, Debt, Housing, Advocacy, Employment, Immigration, Tax and other areas.

Enquiry Services: - Stockton & District Advice & Information Service (SDAIS) can offer advice and assistance with many problems. Our general and specialist advisers receive ongoing training to keep up to date with the latest government changes.

Our Face to Face Service: - Appointments and Drop-in Session and Specialist Appointments every weekday, can also offer Saturday Appointments on request. Telephone to book in advance.

Advice line Service: -A national telephone information service. To contact call 03442 451 295 open from 9:30am to 3:30pm, Monday to Friday (charges may apply see your provider for details).

CGL - Stockton Recovery Service

Address: 32-34 Williams Street, Stockton-on-Tees, TS18 1DN
Telephone: [01642 673888](tel:01642673888) **24hr helpline:** 0800 0522050
Opening hours: Mon & Weds -9.00am-7.30pm Tues, Thurs & Fri-9.00am-5.00pm
Saturday-9.30am-1.00pm (Needle exchange only)

Stockton Recovery Service is an integrated drug recovery service. They offer a wide range of interventions from prescribing services through to needle exchange facilities and harm minimisation advice. Stockton Recovery Service can assist persons who are no recourse to public funds meeting the criteria for their service.

Arrival Practice Stockton

Address: Endurance House, Clarence Street, Stockton-on-Tees, TS18 2EP
Telephone Number: 01642 615415
Website: www.arrivalpractice.co.uk

Arrival provides free, confidential health care. They also have a specialist service for newly arrived asylum seekers in the Stockton-On-Tees area.

The Red Cross

At Arrival Practice every Wednesday morning between 9.30am and 11.30am, Please speak to reception to book an appointment.

Red Cross can offer:

- Destitution Support
- Women in Crisis Project
- Travel Documents and Biometric Permit Applications
- Family Reunions Assistance
- Family Tracing
- Sign posting to solicitors
- Move on Support for housing and finance
- Emotional support
- Escort to legal and medical Problems

If you need housing advice or are homeless: Help for victims of Domestic Abuse

What is Domestic Abuse?

Domestic Abuse can refer to a range of behaviours such as (but not limited to):

- **Domestic violence** - a pattern of controlling and aggressive behaviours from one adult towards another, within an intimate or family-type relationship. It can take the form of physical, sexual, psychological, financial or emotional abuse. The violence and abuse can be actual or threatened and can happen once or on a regular basis.
- **Honour based violence (HBV)** - can be described as a collection of practices, which are used to control behavior within families or other social groups to protect perceived cultural and religious beliefs and/or honour. Such violence can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their honour code. It is a violation of human rights and may be accept as a form of domestic and/or sexual violence.
- **Forced Marriage (FM)**. FM is a marriage conducted without the valid consent of one or both parties and where duress is a factor.
- **Female Genital Mutilation (FGM)**. FGM is a grave violation of the rights of females.

If you are experiencing Domestic Violence, Honour Based Violence, Forced Marriage, Female Genital Mutilation or any behaviour from a partner, family member or person whom you live with which is concerning to you and you want help please arrange to speak to an officer from the Homelessness and Housing Solutions team. Depending on your situation we will tailor our response to you and work with you to form a plan to address your safety, support needs and any accommodation issues that need resolving.

Who can the Homelessness and Housing Solutions Service help?

We can provide advice to **anybody** who approaches the service. In some cases, we will refer you to specialist agencies that may be better able to help in your circumstances.

What we will do when you contact us?

Our main aim is to help you to stay in your current accommodation, but if this is not possible because of the domestic violence you are experiencing we will give you appropriate advice and help to find you somewhere else to live. We will ask you questions about your situation and will consider your safety and needs at all times.

What will the Homelessness and Housing Solutions Service do?

Refer you to specialist support from agencies best suited to help you.	Try to assist you to keep your existing accommodation
Help you explore your housing options	Give advice on the council's statutory duties
Provide temporary/emergency accommodation	

What if I am in danger tonight and need somewhere safe to stay?

Some customers will qualify for emergency accommodation. It may be possible to arrange either emergency hostel/refuge accommodation or alternative temporary accommodation for you and your family to keep you safe.

If you are worried about becoming homeless you should contact us as soon as possible.

You can visit us at: Stockton Central Library & Customer Service Centre
Church Road, Stockton-on-Tees, TS18 1TX

Email us: Housing.options@stockton.gov.uk

Telephone: 01642 528389

Or write to us: Homelessness and Housing Solutions, 16 Church Road,
Stockton-on-Tees, TS18 1TX

Service opening times:

Monday, Tuesday, and Thursday: 9am to 4pm

Wednesday: 12.30pm to 4pm

Friday: 9am to 3.30pm

If you are homeless in an emergency outside these times you can telephone the **Emergency Duty Team**: 01642 524552, 5pm - 8.30am weekdays and all-day weekends (including bank holidays).

WHO ARE THE LOCAL SUPPORT AGENCIES?

You may, of course, wish to contact the local support agencies yourself, here you will find their contact details.

Accommodation

Locally there is refuge provision for customers experiencing domestic abuse.

If you need a refuge tonight and would prefer to approach the agencies yourself, their contact details are as follows:

Harbour Support services Phone: 01642 553323 (Stockton office) Telephone: 03000 202525 (24 hours) Email: info@myharbour.org.uk	EVA Women's Aid Redcar: Phone: 01642 490677 Fax: 01642507099 Email: info@eva.org.uk
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<p>FOUNDATION Redcar Phone: 0113 3030150 Fax: 0113 3030151 Email: Redcar@foundationuk.org</p>	<p>HALO project Phone: 01642 683 045 Emergency: 08081 788 424 (24 hr./free) Email: info@haloproject.org.uk</p>
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The above information is to assist you with contacting local support agencies with the intention of making enquiries regarding emergency refuge availability. Please note ideally, we would recommend that you consider approaching the Homelessness and Housing Solutions service and working with us to address your situation and to assist you with this process.

The decision to accept your referral for placement is down to the individual provider, each provider will have qualifying criteria and will most likely need to make enquiries regarding your circumstances.

SUPPORT AVAILABLE

In the service contact details above for EVA Women’s Aid, Harbour Support Service, HALO project and FOUNDATION Redcar please refer to each individual services website for the most up to date service information available.

My Sisters Place

My Sister's Place (MSP) is an independent 'one stop shop' for women who are, or who have suffered from domestic violence. The service is based in central Middlesbrough and provides services to women aged 16 years and over.

As a one stop shop the service aims to meet the varied needs of women suffering domestic violence and works in partnership to ensure access to the relevant support and protection for women.

Telephone : 01642 241864 01642 224812

E-mail:reception@mysistersplace.co.uk

Website:[My Sister's Place website](#)

Each support provider offers an advice and outreach services for victims of Domestic Abuse. For victims of Forced Marriage (FM). **Female Genital** Mutilation (FGM) Honour based violence (HBV) who wish to contact a service provider direct please direct your contact to the HALO project for specialist support.

Outreach support can be in the form of 1 to 1 sessions with a member of the team, in a group with other people or a combination of both.

Services can possibly offer:

- Safety planning, to enable you to reduce the risks of harm to you and your children
- Advice about housing, including the security of your home
- Access to advice about your civil and criminal legal options
- Support with attending court
- Access to financial/budgeting advice

- Programmes to enable you to rebuild your confidence
- Help to rebuild your involvement in the community
- Access to support for your children
- Support to rebuild your relationship with your children
- Signposting to other specialist services which may benefit you

National information and support

National Centre for Domestic Violence

Telephone 0844 8044 999 or visit www.ncdv.org.uk.

Women's Aid

Telephone 0808 2000 247 (free phone 24-hour helpline) or visit www.womensaid.org.uk.

The Men's Advice Line

Telephone 0808 801 0327 or visit www.mensadviceline.org.uk.

Respect

Information and advice for people who are abusive towards their partners. Telephone 0808 802 4040 or visit www.respectphoneline.org.uk.

Broken Rainbow Helpline

Information and signposting to services for lesbian, gay, bisexual and transgender people experiencing domestic violence. Telephone 0800 999 5428.

Forced Marriage Unit

Telephone 0207 008 0151 (Mon to Fri, 9am to 5pm) or 020 7008 1500 (Out of hours, ask for the Global Response Centre).

The Hideout

The charity Women's Aid created www.thehideout.org.uk because children and young people said they wanted more information about domestic violence that's easy to read and understand.

Public Funds

A person with no recourse to public funds (NRPF) cannot access certain welfare benefits, homelessness assistance from the council and an allocation of social housing through the council's register. A person with NRPF is prohibited from accessing specified welfare benefits and public housing. These are set out in section 115 Immigration and Asylum Act 1999 and paragraph 6 of the Immigration Rules, although some exceptions apply.

Public funds that a person with NRPF cannot claim		
Welfare benefits		
Attendance allowance	Disability living allowance	Working tax credit
Carer's allowance	Council tax reduction	Severe disablement allowance
Discretionary welfare payment made by a local authority	Income-based jobseeker's allowance	Income-based employment and support allowance
Child tax credit	Council tax benefit	Housing benefit
State pension credit	Universal credit	Child benefit
Income support	Personal independence payment	Social fund payment - includes: <ul style="list-style-type: none"> • Budgeting loan • Sure start maternity grant • Funeral payment • Cold weather payment • Winter fuel payment
Housing		
An allocation of local authority housing provided under the Housing Act 1996	An allocation of a housing association property provided via the local authority rehousing list	Local authority homelessness assistance provided under the Housing Act 1996

A person with NRPF may therefore access other publically funded services and would not be breaching immigration conditions if they receive these. However a person's immigration status may be a factor in whether they will be able to meet the requirements to access a particular service. This means that there will be several publicly funded services that a person with NRPF will be able to receive. Details of immigration requirements for some key public services are set out here.

Public funds that a person with NRPF can claim		
Work related welfare benefits, A person with NRPF may be able to claim: <ul style="list-style-type: none"> • Maternity allowance • Contributory- based jobseeker's allowance • Retirement pension • Contributory-based employment & support allowance • Statutory maternity pay • Guardian's allowance • Statutory sickness pay • Incapacity benefit • Bereavement support payment 	Social services assistance: In some instances, social services may provide housing and financial support to people with NRPF: <ul style="list-style-type: none"> • A family where there is a child in need • A young person who was formerly looked after by a local authority • An adult who requires care and support due to a disability, illness or mental health condition • if it is necessary to prevent a breach of their human rights. 	NHS treatment: <ul style="list-style-type: none"> • GP services • NHS Walk in centres • Treatment for certain contagious diseases • Accident & emergency treatment at a hospital NHS treatment that may not be free Treatment provided in a hospital (other than that listed above) and also by some community services will not be free for some. Dependant on immigration status have NRPF.

Legal aid	Housing association tenancy. A person with NRPF can rent a property from a housing association if they have applied directly to the housing association	Government funded childcare
Free school meals	Concessionary travel passes	

Exceptions

There are some exceptions to the general prohibition to public funds when a person has NRPF because they are 'subject to immigration control'.

There are exceptions for nationals of: Algeria, FYR Macedonia, Morocco, San Marino, Tunisia and Turkey due to agreements these countries have with the UK. For information about which benefits are affected and the conditions that the person may need to meet.

Other exceptions set out in the Home Office guidance are summarised below:

Child benefit

When the parent of a British child has leave to remain with NRPF then they will normally be restricted from applying for child benefit or child tax credit if the other parent cannot apply for these unless one of the following exceptions applies:

- They are the family member of a British, EEA or Swiss national, for example, a parent of a British Citizen child. Note that this does not apply to Zambrano carers (primary carer of a British Citizen child) because they are excluded by the child benefit eligibility regulations.
- They are a national of Algeria, Morocco, San Marino, Tunisia and Turkey and are working lawfully in the UK.
- They are the national of, or a person who has come to live in the UK from, one of the following countries: Barbados, Bosnia-Herzegovina, Canada, Croatia, FYR Macedonia, Israel, Jersey & Guernsey, Mauritius, Montenegro, New Zealand, and Serbia.
- They were entitled to child benefit prior to October 1996.

Working tax credit

Nationals of Turkey and Croatia who are lawfully present in the UK can claim working tax credit even if they have NRPF.

Child tax credit

Nationals of Algeria, Morocco, San Marino, Tunisia and Turkey who are working lawfully in the UK can claim child tax credit even if they have NRPF.

People subject to a maintenance undertaking

When a person has indefinite leave to remain as the adult dependent relative of a person settled in the UK, they will have NRPF for the first five years that they are resident in the UK, or after the maintenance undertaking was provided (whichever date is later). Once this period has passed, they will be able to claim any of the public funds listed above that they are entitled to.

They will be able to claim public funds if the sponsor, who provided the maintenance undertaking, dies before the five year period has passed.

A joint council tenancy cannot be granted to a couple if either of them has NRPF. However if the partner of a person with NRPF is eligible for public funds, for example is a British citizen or has indefinite leave to remain, they may hold a sole tenancy.

Housing benefit and council tax reduction

A person who has recourse to public funds **may** be entitled to claim housing benefit and council tax reduction. However, if they are living with a partner who has NRPF, then before they make a claim they would need to find out from a benefits adviser:

- Whether they have to include their partner's details on the housing benefit or council tax reduction claim
- If they have to include their partner's details on the claim, whether they will receive an additional amount of benefit because of their partner's presence

If the person making the claim receives an additional amount because of their partner's presence then this could cause a problem for a person who has leave to remain with the NRPF condition. They would need to seek advice from an immigration adviser to find out whether this benefit claim will cause a problem for their immigration case, now or in the future.



FOODBANK INFORMATION



There are several organisations locally operating food banks and/or hot meals - offering a lifeline to those in need. An example of some of these excellent agencies are:

The Salvation Army
Billingham Foodbank
Labyrinth Holistic Café
AWAY OUT
The Moses Project

All agencies know that anyone can find themselves at crisis point for a number of different reasons.

Most agencies will ask for a food voucher or letter from a referring agency, the reason for this is to ensure that people are seeking help and not just responding to a crisis. This is also to stop the abuse of the foodbanks and ensure that the use is by those only in genuine need.

If you feel you are struggling to put food on the table please ask to speak to an officer regarding getting assistance. An officer will chat to you about your circumstances. The officer can provide you with advice and assistance regarding your circumstances, offer you support if needed to help address some of the issues behind the reasons for your crisis. Information regarding food assistance points can be obtained from a homelessness and housing solutions team officer. Vouchers/letters will be issued to those in need.

