

## No Recourse North East Partnership and NRPF: Tackling and Preventing Destitution Project



### How-to Guide

This guide offers more detailed information and advice for those who may be interested in adopting or adapting the initiative in their local area.

This document comprises the following sections (click hyperlink to skip to that section)

- [Initial Idea](#)
- [Early Development of the Project](#)
- [Accessing the Service and Engaging with Service Users](#)
- [Working with People with Lived Experience of Poverty](#)
- [Leadership, Governance and Partnership Working](#)
- [Links to Wider Policies, Strategies and Statutory Requirements](#)
- [Funding](#)
- [Staffing and Resources](#)
- [Monitoring and Evaluation](#)
- [Reach and Impact](#)
- [Learning from Experience](#)

## No Recourse North East Partnership and NRPF: Tackling and Preventing Destitution Project



<b>Title</b>	No Recourse North-East Partnership and NRPF: Tackling and Preventing Destitution Project.
<b>Organisation</b>	No Recourse North East Partnership is facilitated by staff from Grampian Regional Equality Council (GREC), Shelter Scotland and Turning Point Scotland with Fair Way Scotland. Over 40 partner organisations are members of the Partnership.
<b>Category</b>	Promising Local Practice.
<b>Poverty Impact</b>	Prevention., Reduction., Mitigation., Awareness.
<b>Introduction to the Project</b>	
<p>The No Recourse North East Partnership (NRNE) was established to provide support and guidance to partner agencies assisting non-UK nationals with NRPF in the Grampian region. The original motivation in forming the group was to support survivors of domestic abuse with insecure immigration status.</p> <p>With recent increasing numbers of people seeking asylum residing in Aberdeen, Aberdeenshire and Moray, and with significant concerns around inconsistent decision-making by public bodies on the entitlements of non-UK nationals, the need for NRNE’s work has never been stronger. NRNE has identified a clear lack of confidence and expertise in the public and third sector around NRPF and as a result is providing guidance and training through this project to different organisations in Aberdeen and the wider area to enable those within frontline support organisations to provide consistent and quality information.</p> <p>The Partnership and project also have a NRPF lived experience group supporting and steering the work of the Partnership.</p>	

## No Recourse North East Partnership and NRPF: Tackling and Preventing Destitution Project



### Initial Idea

<b>Who had the initial idea?</b>	
Dave Black (Formerly of the Minority Ethnic Housing project and GREC) for the Partnership, whilst for the NRPF project, it was the 4 facilitators (staff from GREC, Shelter Scotland and Turning Point Scotland).	
<b>How did the idea for the project come about?</b>	
Concerns over inconsistent decision-making by public bodies on entitlements of non- UK nationals, and a lack of confidence and expertise in the third sector around No Recourse to Public Funds (NRPF). Also concerns over the lack of safety net for some non-UK national survivors of domestic abuse who were negatively impacted by NRPF status.	
<b>Were plans informed by any published reports / papers / research evidence or practice from elsewhere?</b>	
No	<input type="checkbox"/>
Yes	<input checked="" type="checkbox"/>
<i>Ending Destitution Together Strategy – COSLA and Scottish Government.</i>	
<b>Was anyone else involved in developing the initial idea of the project?</b>	
No	<input type="checkbox"/>
Yes	<input checked="" type="checkbox"/>
Dave Black, Iona Rennie, Laura Keith, Vikki Moroney and key partners from partner organisations.	
<b>Were those with lived experience of poverty involved in developing the initial idea of the project?</b>	
No	<input checked="" type="checkbox"/>
Yes	<input type="checkbox"/>

## No Recourse North East Partnership and NRPF: Tackling and Preventing Destitution Project



<b>Was funding required to support the development of the initial idea of the project?</b>			
No	✓	Yes	
<b>Were specific resources – other than funding - needed when developing the initial idea of the project?</b>			
No		Yes	✓
<b>Please provide details of the resources that were required when developing the initial idea of the project. <i>If not needed, please add N/A</i></b>			
<b>Staff/Volunteer Time</b>	N/A		
<b>Facilities / Workspace</b>	Some meeting spaces for in-person meetings		
<b>Equipment</b>	IT equipment for Teams meetings		
<b>Local Knowledge</b>	Knowing which partner organisations could help with a training pilot.		
<b>Food and Drink</b>	N/A		
<b>Did any barriers have to be overcome when developing the initial idea of the project?</b>			
No			
Yes			✓
<p>Due to a lack of funding, the four volunteers involved in developing the initial idea of the Partnership and project struggled to keep up with demand alongside their regular jobs. Finding funding from the Fairer Aberdeen Fund enabled the Partnership to expand and the project to go ahead.</p> <p>Encouraging statutory services to engage with the project and ensuring that their involvement is consistent amongst staff members was also a barrier.</p>			
<b>Did anything in particular enable development of the initial idea of the project?</b>			
No			
Yes			✓
The connections of the facilitators with third sector organisations in Aberdeen.			

## No Recourse North East Partnership and NRPF: Tackling and Preventing Destitution Project



**How long did it take between having the initial idea and starting the project?**

The Partnership began in 2014 and the NRPF project in 2022.

**Who made the decision to introduce the project?**

Dave Black, Laura Keith, Vikki Moroney and Iona Rennie.

[Return to Introduction](#)

**No Recourse North East Partnership and NRPF:  
Tackling and Preventing Destitution Project**



**Early Development – Pilot Project or Feasibility Study**

<b>Was there a pilot project or feasibility study?</b>			
			No
			Yes, a pilot project
			Yes, a feasibility study
<b>What did the pilot study or feasibility study involve?</b>			
The pilot project involved an initial pilot training session to the charity Home-Start, on 'An introduction to NRPF' at their office with staff members and volunteers.			
<b>Who was responsible for the design and/or delivery of the pilot or feasibility study?</b>			
Susan Bains came into the newly employed position of – NRPF: Tackling and Preventing Destitution Project Officer from the spring of 2022 on a 20 hour a week contract.			
<b>Were those with lived experience of poverty among those involved in the design or delivery of the pilot project or feasibility study</b>			
			No
			Yes
			N/A
			N/A
<b>Was funding required to support the pilot project or feasibility study?</b>			
		No	Yes
			✓
<b>Please provide details of the funding that was used to support the pilot project or feasibility study.</b>			
<b>Which organisation provided funding?</b>		The Fairer Aberdeen Fund.	
<b>How much was required?</b>		N/A	
<b>What was the specific source of funding?</b>		N/A	

**No Recourse North East Partnership and NRPF:  
Tackling and Preventing Destitution Project**



<b>Were specific resources needed to support the pilot project or feasibility study?</b>			
No		Yes	✓
Please provide details of the resources that were required for the pilot project or feasibility study. <i>If not needed, please add N/A</i>			
<b>Staff/Volunteer Time</b>	N/A		
<b>Facilities / Workspace</b>	Meeting space at GREC and other partner venues		
<b>Equipment</b>	IT equipment appropriate for presentations.		
<b>Local Knowledge</b>	Collaborating with a partner charity, Home-Start		
<b>Food and Drink</b>	Provided by hosting organisation.		
<b>Was the pilot project or feasibility study evaluated?</b>			
	No		
	Yes		✓
The pilot project was evaluated through a feedback questionnaire provided to the selected charity who received the training.			
<b>Was there evidence from the pilot project or feasibility study that confirmed that it was working / it would work?</b>			
	No		
	Yes		✓
The pilot project was evaluated through a feedback questionnaire provided to the selected charity who received the training.			
<b>Who made the decision to continue with the project beyond the pilot or feasibility study?</b>			
The NRNE partnership and Susan Bains. The unpredictable and changing scope of immigration policy surrounding non-UK Nationals and also people seeking asylum meant the project was appropriate and necessary to continue in the region.			

## No Recourse North East Partnership and NRPF: Tackling and Preventing Destitution Project



Was the design of the project modified following the pilot project or feasibility study?	
No	
Yes	✓
The pilot training informed the subsequent NRPF training designed for charities and public sector organisations.	

[Return to Introduction](#)

**No Recourse North East Partnership and NRPF:  
Tackling and Preventing Destitution Project**



**Accessing the Service and Engaging with Service Users**

<b>Is there a referral process?</b>		
	No	
	Yes	✓
Both larger agencies (e.g. NHS, local authority departments) and smaller organisations refer to NRNE and the Partnership passes them on or signposts them to the correct organisations.		
<b>Is referral the only way that potential clients are made aware of the project?</b>		
	Yes	
	No	✓
<b>Other than referral, how do potential clients come to know about the project?</b>		
NRNE also provides leaflets and has sections on their website for individuals facing NRPF and organisations looking for guidance.		
<b>What is the most common way through which users typically access the service?</b>		
Email.		
<b>Do you take steps to keep in touch / reach out to service users?</b>		
	No	
	Yes	✓
The preferred method of contact for professionals is via email however the NRNE website also provides a contact form and GREC has a telephone helpline. The project officer also emails a monthly newsletter to the partnership organisations to keep everyone updated.		

[Return to Introduction](#)

**No Recourse North East Partnership and NRPF:  
Tackling and Preventing Destitution Project**



**Working with People with Lived Experience of Poverty**

<b>Are those with lived experience of poverty involved in <u>delivering</u> the project?</b>	
<b>No</b>	✓
<b>Yes</b>	
<b>Are people with lived experience of poverty involved in <u>managing</u> the project or project governance?</b>	
<b>No</b>	
<b>Yes</b>	
N/A	
<b>Are people with lived experience of poverty involved <u>in any other aspect</u> of the project? <i>If so, please describe below.</i></b>	
<b>No</b>	
<b>Yes</b>	
N/A	

[Return to Introduction](#)

**No Recourse North East Partnership and NRPF:  
Tackling and Preventing Destitution Project**



**Leadership, Governance and Partnership Working**

**Who is responsible for managing the project?**

GREC, Shelter Scotland and Turning Point Scotland are the three lead organisations responsible for the project.

Susan Bains is responsible for providing the NRPF specific training to organisations and is the project coordinator.

Susan’s post is managed by Maria Jose Pavez, Co-Director of GREC and one of the new Partnership’s facilitators.

**Is this the only responsibility of the person managing the project?**

<b>Yes</b>	✓
------------	---

<b>No</b>	
-----------	--

The three partner organisations are the main decision makers with input from various partners outside the three lead organisations. This is to ensure NRNE address the most pertinent issues in Aberdeen and the wider Grampian region at the time.

**Is there a Project Steering or Advisory Group?**

<b>No</b>	
-----------	--

<b>Yes</b>	✓
------------	---

The three partner organisations and Susan Bains work together to steer the project in the correct direction. Susan is the project coordinator and provides the relevant and most up to date training necessary for the various charities/organisations who contact NRNE. Susan is also responsible for the administration of the sub-groups of asylum seekers, international students, and domestic abuse survivors all with NRPF. As mentioned, the Lived Experience Group also plays a role in this regard.

## No Recourse North East Partnership and NRPF: Tackling and Preventing Destitution Project



Are any other governance arrangements in place to review strategy and performance?	
No	
Yes	✓
<p>The facilitators meet on a monthly basis to review strategy and performance. The project Co-Ordinator also meets with Facilitators on a monthly basis to provide updates, discuss operational matters and review ongoing progress.</p> <p>At quarterly meetings the full Partnership can give feedback and periodically review the past and future year. NRNE also provide six month and annual reports to their funding body, the Fairer Aberdeen Fund.</p>	

[Return to Introduction](#)

**No Recourse North East Partnership and NRPF:  
Tackling and Preventing Destitution Project**



**Links to Wider Policies, Strategies and Statutory Requirements**

<b>In your opinion, is the project aligned with national and/or local anti-poverty strategies and priorities (e.g., local authority or health board priorities)?</b>		
<b>Don't know</b>		
<b>No</b>		
<b>Yes</b>		✓
Through the Fairer Aberdeen Fund, we could say the NRPF project is indeed part of the city's strategy to tackle poverty.		
<b>In your opinion, has the project benefitted from being part of this anti-poverty strategy?</b>		
<b>Don't know</b>		N/A
<b>No</b>		N/A
<b>Yes</b>		N/A
N/A		
<b>Is the project part of any other strategy?</b>		
<b>Don't know</b>		
<b>No</b>		
<b>Yes</b>		✓
The project has links to Local Authority (LOIP), the Scottish Government, COSLA Ending Destitution Together and Roof Coalition, and New Scots Integration Strategy.		
<b>Is the project delivering a service that is a statutory commitment?</b>		
<b>No</b>		✓
<b>Yes</b>		

[Return to Introduction](#)

**No Recourse North East Partnership and NRPF:  
Tackling and Preventing Destitution Project**



**Funding**

<b>Has external funding been secured to support the work?</b>		
	<b>No</b>	
	<b>Yes</b>	✓
<b>Please provide details of the external funding that was used secured to support this work?</b>		
<b>Which organisation provided funding?</b>	Fairer Aberdeen Fund.	
<b>What was the specific funding stream/source/scheme?</b>	Project funded.	
<b>How much funding was secured?</b>	£23,000 each for three years	
<b>For how long has funding been secured?</b>	Three years	
<b>Is future funding from the same external source a possibility?</b>		
	<b>Don't know</b>	
	<b>No</b>	
	<b>Yes</b>	✓
<b>Is future funding from the same external source based on pre-agreed outcomes or outputs being delivered from this work?</b>		
	<b>No</b>	N/A
	<b>Yes</b>	N/A
Unknown at present time.		
<b>Has a specific sum been secured from the host organisation to support this work?</b>		
	<b>No</b>	N/A
	<b>Yes</b>	N/A

**No Recourse North East Partnership and NRPF:  
Tackling and Preventing Destitution Project**



<b>Please provide details of the funding that was used secured from the host organisation to support this work?</b>	
<b>How much funding was secured?</b>	N/A
<b>For how long has funding been secured?</b>	N/A
<b>Is future funding from the host organisation based on pre-agreed outcomes or outputs being delivered?</b>	
<b>No</b>	N/A
<b>Yes</b>	N/A
We are now in the third year of the project funding (maximum 3 years) and do not yet know what conditions if any will be present going forward.	
<b>What are the future - longer-term - prospects for this work if existing funding sources were no longer available?</b>	
N/A	

[Return to Introduction](#)

**No Recourse North East Partnership and NRPF:  
Tackling and Preventing Destitution Project**



**Staffing and Resources**

<b>Do existing staff from the host organisation contribute toward the work of this project as part of their broader work for the organisation?</b>		
	No	
	Yes	✓
Staff from Grampian Regional Equality Council (GREC), Shelter Scotland and Turning Point Scotland with Fair Way Scotland.		
<b>Are existing staff from the host organisation paid extra (for example, taking on extra hours) to contribute toward the work of this project?</b>		
	No	N/A
	Yes	N/A
<b>Have additional paid staff been employed to contribute toward the work of this project?</b>		
	No	
	Yes	✓
A Tackling and Preventing Destitution Project Officer was recruited.		
<b>Are volunteers involved in delivering the project?</b>		
	No	
	Yes	✓
<p>There is one volunteer at NRNE currently who is an undergraduate Law student at the University of Aberdeen. Using resources from a charity in London who provide support for groups working with children in destitution with NRPF and assessing how to present this information relevant to the Scottish situation for NRNE.</p> <p>The lived experience group are classified as volunteers in the Partnership. This group attend the meetings held by the project officer with guest speakers, and other individuals experiencing life in Aberdeen with NRPF and use these meetings as a way to share learning and information and thereby support other members of their community in the same position.</p>		

**No Recourse North East Partnership and NRPF:  
Tackling and Preventing Destitution Project**



<b>Are specific resources – other than staff/volunteer time and money - needed to support the delivery of the project?</b>			
<b>No</b>		<b>Yes</b>	✓
<b>Please provide details of the resources that are required to deliver the project? <i>If not needed, please add N/A</i></b>			
<b>Facilities / Workspace</b>	Initial training for project officer in regards to the EEA national side of NRPF.		
<b>Equipment</b>	IT equipment for presenting the slideshow during training.		
<b>Local Knowledge</b>	Yes		
<b>Food and Drink</b>	Yes		
<b>Are any of the resources needed to deliver the project provided in-kind, rather than budgeted from project funds?</b>			
		<b>No</b>	
		<b>Yes</b>	✓
Facilities for the project are supported by CPAG, while GREC has provided essential equipment, including a laptop and work mobile phone, to ensure staff have the correct IT set-up. Local knowledge and expertise are drawn from a wide range of project partners, helping to shape delivery and support.			
<b>Were new IT systems, additional software, or upgrades to existing software (databases, Apps) required to deliver this project? .</b>			
		<b>No</b>	✓
		<b>Yes</b>	
However, 'No Recourse North-East Partnership and NRPF' developed the NRNE website. Available here: <a href="https://nrnepartnership.org/">https://nrnepartnership.org/</a>			

# No Recourse North East Partnership and NRPF: Tackling and Preventing Destitution Project



Was additional training – for staff or volunteers - required to deliver this project?	
No	
Yes	✓
Initial training for project officer in regard to the EEA national side of NRPF was provided.	

[Return to Introduction](#)

**No Recourse North East Partnership and NRPF:  
Tackling and Preventing Destitution Project**



**Monitoring and Evaluation**

<b>Is there baseline data to describe what things were like before the start of the project?</b>		
	<b>No</b>	✓
	<b>Yes</b>	
<p>However, data surrounding which training has been provided, what meetings have been held and specifically, how many meetings have been facilitated for each sub-group. There is a lack of NRPF specific data. Recently NRNE have gathered a report together to discuss what the original aims of the subgroups were and how these meetings worked to achieve the aims.</p>		
<b>Is the difference that the project is making measured or monitored by the host organisation?</b>		
	<b>Yes</b>	N/A
	<b>No</b>	N/A
<b>Who within the host organisation is responsible for monitoring the impact of the project?</b>		
Susan Bains: Tackling and Preventing Destitution Project Officer.		
<b>How often is the impact of the project monitored or measured by the host organisation?</b>		
Susan collects the data every six months to create a bi-annual report for the funding body.		
<b>What methods, techniques or strategies are used by the host organisation to measure the impact of the project?</b>		
Post training feedback forms.		

**No Recourse North East Partnership and NRPF:  
Tackling and Preventing Destitution Project**



<b>What information is collected by the host organisation about the project?</b>					
<b>Number of users</b>	<b>Yes</b>	✓	<b>No</b>		
<b>Profile of users</b>	<b>Yes</b>	✓	<b>No</b>		
<b>Experience of users</b>	<b>Yes</b>	✓	<b>No</b>		
<b>Outcomes for users</b>	<b>Yes</b>	N/A	<b>No</b>		
<b>Anything else</b>	<b>Yes</b>	✓	<b>No</b>		
Training provided, meetings held, lived experience groups, the use of the budget.					
<b>Has the data that has been collected by the host organisation been used to adapt the way the project works?</b>					
				<b>No</b>	
				<b>Yes</b>	✓
Using the report created around the subgroups allowed the partnership to review their work and aims. NRNE is looking to create a new NRPF Data Collection Pilot with their GBV sub-group which will help gather the specific details impacting survivors of domestic abuse with NRPF. We also aim to utilise the data to influence positive changes in policy and practice.					
<b>Has an external organisation been employed to formally evaluate the project?</b>					
				<b>No</b>	✓
				<b>Yes</b>	
<b>Is there an intention to employ an external organisation to evaluate the impact of the project in the future?</b>					
<b>Don't know / no current plans</b>					✓
				<b>No</b>	
				<b>Yes</b>	

## No Recourse North East Partnership and NRPF: Tackling and Preventing Destitution Project



Is there an intention to undertake your own formal evaluation in the future to estimate the impact of the project?

Don't know / no current plans	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>
Yes	<input type="checkbox"/>

[Return to Introduction](#)

## No Recourse North East Partnership and NRPF: Tackling and Preventing Destitution Project



### Impact

<b>To what extent have the aims of the project been achieved?</b>	
<b>Fully met</b>	✓
<b>Making progress toward meeting Aims</b>	
<b>Not making progress</b>	
<p>The aims of the project have been achieved as practice has improved across the city. Close links with partners such as Aberdeen City Council have assisted: however, there is still more work to be done due to the ever-changing issues (often caused by changes in immigration law) being faced by individuals with NRPF. Interest has also been expressed from out with the region in our approach, training and practice around the lived experience group.</p>	
<b>What difference has the project made?</b>	
<p>At least 40 third sector and public organisations have received training from Susan.</p> <p>The introduction of the subgroups has allowed key organisations to come together to rapidly address arising issues, share good practice and increase communication between relevant partners.</p> <p>The formation of the Lived Experience group has allowed different individuals experiencing NRPF to connect, learn and have a safe space to be informed and share their experience.</p> <p>A change in how organisations work and help those with NRPF has been seen due to the NRNE training and website.</p> <p>We have seen improved relations between the third and statutory sectors and increasing co-operation at a regional level, as we expand our reach into Aberdeenshire and Moray.</p>	
<b>Have conditions or demand changed since the project was introduced?</b>	
<b>No</b>	
<b>Yes</b>	✓
<p>The demand is increasing within Aberdeen and beyond, as the region became an official dispersal city for people seeking asylum. Many different immigration policy changes also impact the capacity of NRNE.</p>	

**No Recourse North East Partnership and NRPF:  
Tackling and Preventing Destitution Project**



<b>Has the project had the capacity to meet these changing conditions and demand?</b>		
	Yes	
	No	✓
The project struggles with the capacity to address the changing conditions due to a lack of funding, but we prioritise in order to meet the most urgent needs.		
<b>Has the project changed through time?</b>		
	No	
	Yes	✓
<b>What changed</b>	Capacity increase.	
<b>Why has it changed</b>	Changing conditions such as sociopolitical and economic factors.	
<b>Has the project had any unexpected or unintended outcomes?</b>		
	No	✓
	Yes	
<b>In your opinion, is the project having an impact on tackling poverty?</b>		
	No	
	Yes	✓
We tackle poverty by insuring individuals have access to accurate information about their rights and entitlements via the website, contact form , Lived Experience group and upskilling other professionals so that they can correctly advise and support their service users to access employment or benefits (if entitled).		

[Return to Introduction](#)

## No Recourse North East Partnership and NRPF: Tackling and Preventing Destitution Project



### Learning from Experience

<b>What is working well?</b>	
<p>Better engagement online and through using Zoom/Teams meetings.</p> <p>Monthly newsletters/emails working well to keep partnerships and organisations informed.</p> <p>The Lived Experience group allows individuals to connect and is being seen as a model to be copied by other organisations in the region.</p>	
<b>What, if anything, is working less well?</b>	
N/A	
<b>What are the key learning points that you'd like to share with other practitioners?</b>	
<p>Lived experience groups foster a sense of community, and help individuals living in wider communities to access help.</p> <p>Relationship building with relevant organisations, third party sectors and local authorities – it takes time, but is vital.</p> <p>It is important to keep trying to build connections even when initial attempts are not met well or ignored. Staff members change and new connections can be made. In addition, repeat visits to the same organisation keeps people updated and can reach new staff members.</p> <p>We would like to reinforce our training topics by planning for more practice-based guidance and training on how to deal with NRPF issues.</p>	
<b>Are there plans to develop or expand the project in the future?</b>	
<b>No</b>	<input type="checkbox"/>
<b>Yes</b>	<input checked="" type="checkbox"/>
<p>Expand NRNE services further into Aberdeenshire and Moray.</p> <p>Increase and explore data collection through a six-month pilot.</p> <p>Increasing training to address underlying issues of racial discrimination and negative narratives of immigration on media.</p> <p>Ensuring alternative funding is available. Expand connections with more third sector organisations and continue exploring good practice.</p>	

**No Recourse North East Partnership and NRPF:  
Tackling and Preventing Destitution Project**



How easily do you think this project could be replicated in another setting?

N/A

[Return to Introduction](#)