



**RESTRICTED ELIGIBILITY  
SUPPORT SERVICE**

**SUPPORTING NON-UK NATIONALS  
FACING HOMELESSNESS**

# RESTRICTED ELIGIBILITY SUPPORT SERVICE (RESS)

## YEAR 2 IMPACT REPORT 2024-25

With funding from:



In partnership with:



# The service

**The Restricted Eligibility Support Service (RESS) is a partnership between the Greater Manchester Immigration Aid Unit (GMIAU), Boaz Trust, and the Booth Centre. Commissioned by GMCA since 2023, RESS is a unique and innovative homelessness prevention and support service. Combining immigration advice with specialist floating support, it works with Greater Manchester (GM) residents facing immigration-related barriers, helping them to navigate complex systems in order to move on from homelessness, live well and thrive.**

No one should ever be forced into homelessness due to their immigration status. However, for many non-UK nationals in GM, navigating complex systems with restricted access to public funds can be insurmountable barriers, pushing them into homelessness and destitution.

Our data shows that one out of two individuals are already homeless when they are referred to RESS, and two in five are sleeping rough at the time of referral.

RESS is a unique and innovative service nationally, which aims to demonstrate the value of embedded advice-led and solutions-oriented responses to non-UK national homelessness. By collecting and reporting nuanced data on the immigration status and barriers faced by service users, it also allows us to better understand unmet need in this group and gaps in our housing and support systems.

RESS provides person-centred and joined up support to non-UK nationals with restricted or undetermined eligibility for public funds in GM, who are either experiencing homelessness or at risk of it due to their immigration status. By offering a combination of legal advice and floating support, the service offers a pathway for individuals to claim their entitlements, dignity, and stability.

RESS also extends beyond direct service provision. As RESS partners collaborating with GMCA, we aim to facilitate system change, providing training and peer-to-peer advice to support professionals across GM's homelessness, health and probation services to help them to better support non-UK nationals.

We want to design homelessness out of the asylum and immigration systems in GM. Embedding a targeted and specialist approach to working with non-UK nationals into our homelessness response, while at the same time developing understanding across the system, is crucial to achieving this aim. We want to ensure that every individual has the opportunity to move on from homelessness, live well, and thrive in our communities

# Year 1 recap

**450 people supported with immigration advice .**

RESS service users faced significant barriers in accessing support effectively and resolving their immigration status. Two key examples cited by RESS partners included the shortage of accommodation options, especially for people with restricted eligibility, and delays in Home Office decision-making.

## Year 1: Service Delivery outcomes

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### IMMIGRATION AND LEGAL ADVICE

470 people received an immigration assessment - of whom 450 were provided with advice. 128 had issues which could be addressed through one-off legal advice, and 322 were taken on for longer-term casework. Outcomes for this cohort included: 108 immigration applications made; 67 gained access to public funds, 29 gained limited leave to remain; 5 gained indefinite leave; 26 gained pre-settled or settled status; 6 had NRPF conditions lifted; 9 gained access to Legal Aid; 5 gained Exceptional Case Funding; 17 Appeals being progressed; 58 supported with asylum support application and 22 Subject Access Requests made.

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### PRACTICAL SUPPORT AND ADVICE

203 people received wraparound support from the floating support service. Outcomes for this cohort included: 106 gained access to improved accommodation; 58 gained improved access to finances; 18 supported into employment; and 72 involved in volunteering work or other meaningful activities

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### SYSTEM CHANGE AND OUTREACH

During Year 1, 193 drop-in and outreach sessions were held in Bolton, Bury, Manchester, Rochdale & Salford. 116 professionals provided with training and 87 unplanned calls for support from across 40 partner organisations were received.

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# Year 2 in numbers

**444** people received **immigration advice**.

**264** people supported with **accommodation**, **employment**, and/or **wider circumstances**.



**1 in 2** people referred for advice and practical support are **homeless**



**2 in 5** people referred for advice and practical support are **rough sleeping**



**1 in 3** people referred for advice and practical support are **'sofa-surfing'**

## Immigration status upon referral

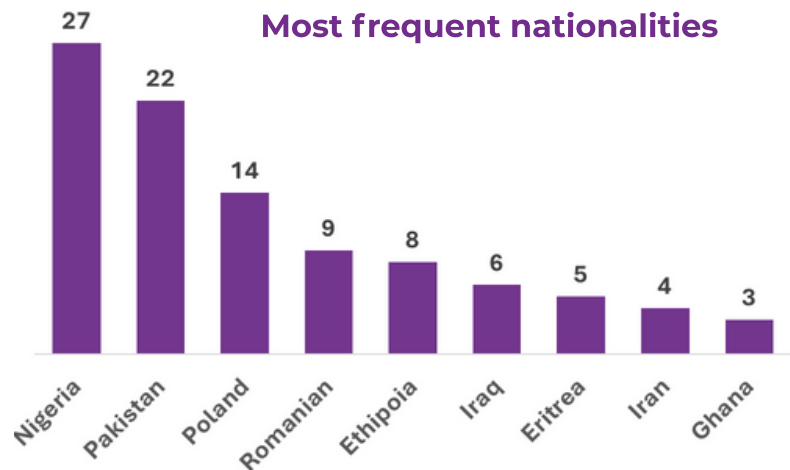
- **60%** of individuals supported had **restricted eligibility due to lack of legal status in the UK**
- **18%** of individuals supported had **leave to enter/remain with restricted eligibility to public funds**
- **18%** of individuals supported had an **unknown immigration status**
- **4%** of individuals supported had **eligibility to access public funds**.

## Nationality

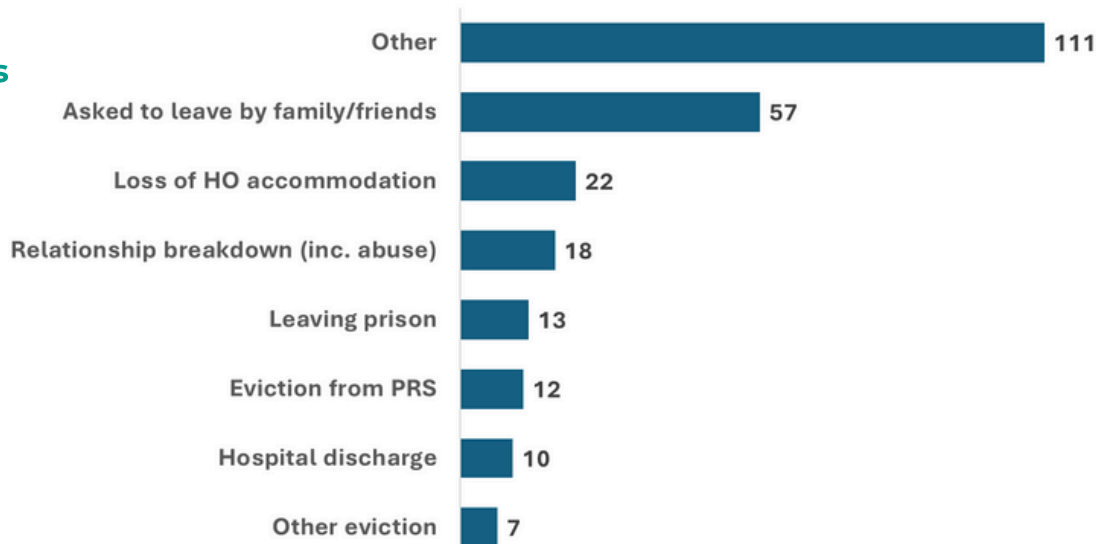
Of those supported:

- **30%** were **EEA** nationals
- **70%** were **non-EEA** nationals

## Most frequent nationalities



## Reason for homelessness



## Service delivery and outcomes

**444** people received an **immigration assessment**. **139** had issues which could be addressed through **one-off legal advice**, and **305** were taken on for **longer-term casework**.

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### Immigration

**42 immigration applications** were made for this cohort, with **29 people gaining access to public funds**, of which:

**5**

gained limited  
leave to remain

**2**

gained indefinite  
leave to remain

**2**

had NRPF  
conditions lifted

**20**

gained pre-settled  
or settled status

**Other immigration outcomes** for this cohort include:

- **15** gained **access to Legal Aid**
  - **10** gained **Exceptional Case Funding**
  - **18 Appeals** being **progressed**
  - **131** supported with **asylum support application**
  - **24 Subject Access Requests** made
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### Immigration Advice Authority level

- **26%** of cases required only **level 1 advice**
  - **74%** of cases required either **level 2 or level 3 advice**
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### Practical support and advice

**203** people received wraparound support from the floating support service. Outcomes for this cohort include:

- **68** gained access to **improved accommodation**
  - **141** gained **improved access to finances**
  - **3** supported into **employment**
  - **12** involved in **volunteering work** or other meaningful activities
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### Systems change and outreach

**8**

advocacy or engagement  
meetings where the RESS  
or system change  
objectives were promoted

**727**

professionals  
provided with  
training

**31**

unplanned calls for  
support from partner  
organisations

# Service impact study - Nadia

**Person centred support from RESS prevented Nadia from experiencing rough sleeping, improved her finances and provided important clarity on her immigration status.**

Nadia was referred to the Service at 69 years old. She was living in temporary accommodation with restricted eligibility to public funds and had a limited understanding of her immigration status.

Unfortunately, Nadia had experienced traumatic personal circumstances and therefore was extremely distressed during her initial meetings with the RESS team. This is where the floating support approach was key. They were able to adapt to Nadia's needs, and arranged weekly meetings with an interpreter, so that they could discuss matters slowly and gently, instead of overwhelming her with information in longer, less frequent meetings.

Nadia was provided with food parcels and supermarket vouchers. She was also made aware of the details of a local foodbank that would be accessible for her with her mobility issues. The floating support team were then able to begin the process of clarifying Nadia's immigration status, by contacting Nadia's solicitor and submitting a Subject Access Request to the Home office. Whilst Nadia was still receiving support from the RESS team, she was unexpectedly evicted from her accommodation. Although unable to secure accommodation from the two councils with which Nadia had a connection to, her RESS support worker was able to talk to Nadia's friend who had agreed to accommodate her, to ensure that this was a safe and viable option. Nadia was also able to access support from the Migrant Destitution Fund and was given another supermarket voucher and bus tickets.

Although Nadia was not able to secure her own accommodation, the support she received prevented her from experiencing rough sleeping, maximised the financial support that she could receive, and provided clarity on her immigration status. The flexible and person-centred approach used by the floating support team was key to engaging Nadia in the service and achieving these outcomes.

# Service impact study - Amira

## Specialist immigration advice from RESS supported Amira to resolve her homelessness, after she was wrongly evicted from Home Office Accommodation.

Amira came to the UK to seek asylum after experiencing domestic abuse in her home country. She was living in asylum support accommodation in Greater Manchester, attended English classes and had a network of friends in her local area. Unfortunately, in November 2024 her asylum claim had been refused, but supported by her immigration solicitor, she had been able to make an intime appeal.

Despite submitting an intime appeal, Amira shortly received a letter stating that her asylum support would end in less than two weeks' time, as her appeal had not yet been accepted by the Tribunal system.

Amira contacted Migrant Help to ask for her support to remain in place and was refused, so the RESS team submitted an appeal against the support discontinuation, providing evidence that the appeal had been submitted on time.

Despite this, a week before Christmas, Amira was made homeless and had no choice but to stay in London with a friend, spending her last funds on a bus ticket. Eventually, through persistence from Amira and the RESS team, her support was reinstated, and she was moved to asylum support accommodation in London and is now rebuilding her support network in a new city. The Tribunal eventually accepted Amira's appeal over a month after it was submitted.

This case study highlights how delays in the Tribunal systems can push people who are eligible for asylum support into homelessness. Cases such as these require daily specialist support, which the RESS team was able to provide to follow up with Migrant Help and the Asylum Tribunal until the issue was resolved.