



**West Midlands NRPF Best Practice Charter:
developing support pathways for people subject to the
NRPF condition**



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Introduction to the West Midlands NRPF Best Practice Charter

The 14-month Better Pathways project, funded by Barrow Cadbury Trust and led by Brushstrokes Community Project, sought to foreground the voices of individuals with lived experiences of the 'No Recourse to Public Funds' (NRPF) condition, living in the West Midlands, to listen to their experiences of both challenges and positive experiences of support.

A steering group that brought together people with lived experience of NRPF, as well as representatives from local authorities, children's trusts and local charities has met throughout the project and, along with additional contributors, have co-created this West Midlands NRPF Best Practice Charter. The aim of the Charter is to provide support for frontline practitioners in the statutory and voluntary sector working with people with NRPF to support the vital and complex work they are doing under challenging circumstances.

The Charter opens with the Better Pathways co-created commitments that we feel are necessary to guide people with NRPF to pathways to better outcomes and which we invite individuals and organisations across local authorities and voluntary community sector organisations (VCSOs) across the West Midlands to sign up to. The Charter continues in three parts:

- **Part 1** includes two referral process charts, created by the Refugee and Migrant Centre, to highlight support options for people with leave to remain and people without leave to remain. Following this, examples of best practice from NRPF expert practitioners in two local authorities show how multi-departmental and multi-agency working can be developed to best support people with the NRPF condition.
- **Part 2** includes considerations for NRPF service review processes from our NRPF lived experience representatives from Birmingham, Coventry, Sandwell and Coventry who have participated in an advisory group throughout the project. Whilst our advisory group recognise that there is lots of good practice happening across the statutory and voluntary sector, their considerations aim to highlight potential gaps in provision, emanating from their combined experiences.
- **Part 3** highlights some case studies of best practice from voluntary community sector organisations (VCSOs) in Birmingham, Coventry and Sandwell to both highlight the complex work taking place in the VCSO sector and, we hope, to inspire other organisations to take-up some of the working practices that the contributors have shared.

Better Pathways Practice Charter- guiding principles

Our guiding principles for NRPF best practice have been co-produced by our NRPF lived experience advisory group, as well as our steering group members, including representatives from local authorities in the West Midlands and the voluntary and community sector organisations (VCSOs). We propose that this Practice Charter forms a commitment to working in a specific way with people who have NRPF, as well as the ways in which the voluntary community sector and local authorities can work better together to support people with lived experience of NRPF. We hope that individual practitioners, NRPF departments and organisations will pledge to work with the guiding principles.

❖ All parties

'We will strive to better support individuals and families on their NRPF journey by...

- **taking responsibility** even if not in my direct job role – rather than automatically pass on to another department.
- **communicating realistic expectations** to people regarding expected waiting times and process beyond NRPF.
- **recognising that people face different challenges** according to which **type of NRPF status** they have and **where they are on the NRPF journey** and remembering that they need **bespoke signposting** according to both.
- **exercising empathy / active listening skills** – remembering that people may have called about their issue several times and may have been waiting for several years for an issue to be resolved.

❖ Local authorities

‘We will strive to better support individuals and families on their NRPF journey by...

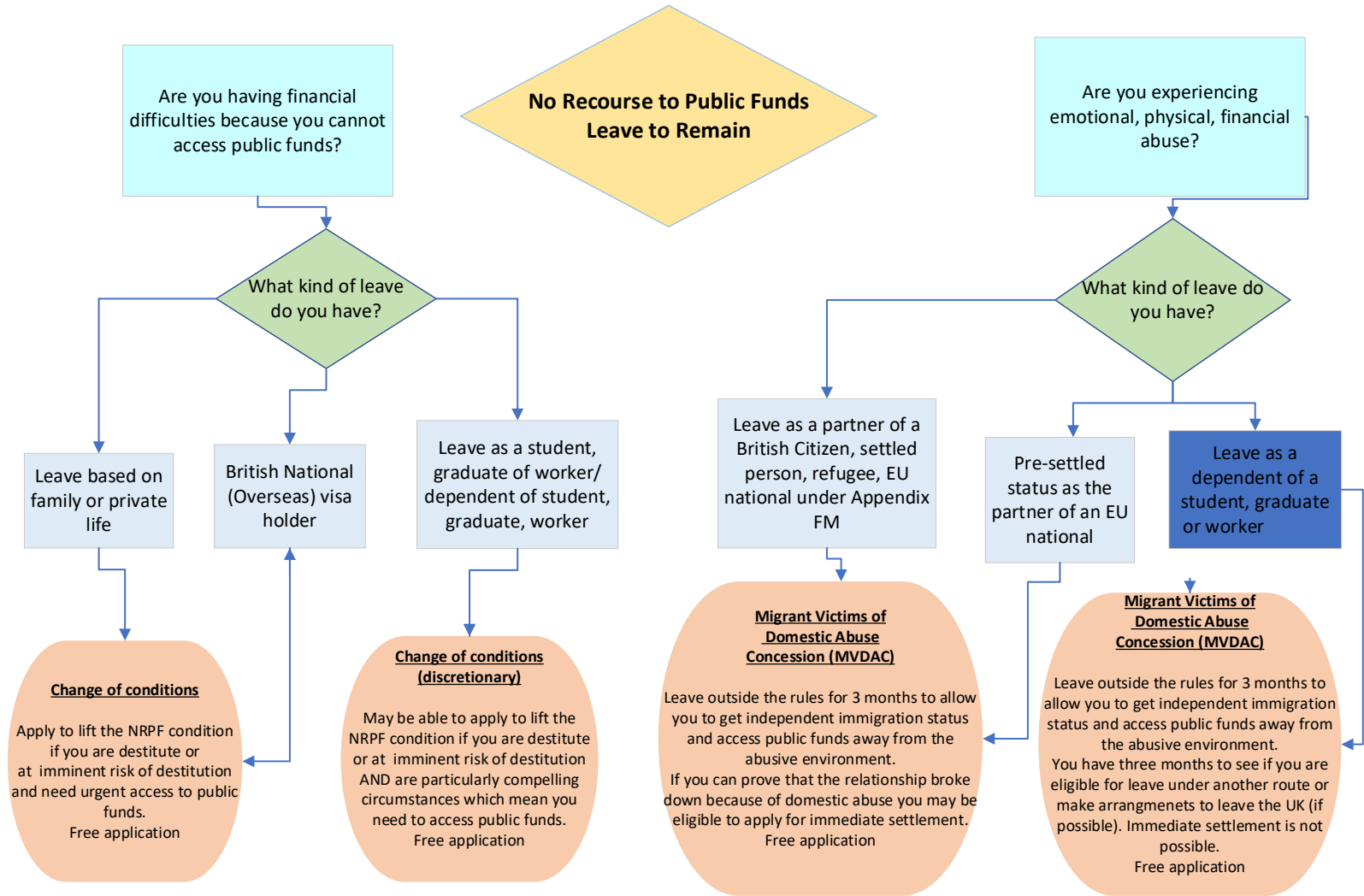
- **strengthening communication with VCSOs to implement a joined-up approach to support**, e.g. inviting local third sector organisations to deliver staff training on NRPF; nominating NRPF representatives to regularly communicate with third sector representatives
- **supporting wider UK and regional local authority NRPF peer learning and networking opportunities**, e.g. sharing with staff details of City of Sanctuary NRPF thematic meetings, West Midlands Strategic Migration Partnership meetings.
- **supporting volunteers and wider VCSO staff by sharing up-to-date statutory NRPF information** in accessible formats that they can share with lived experience clients.

❖ VCSOs

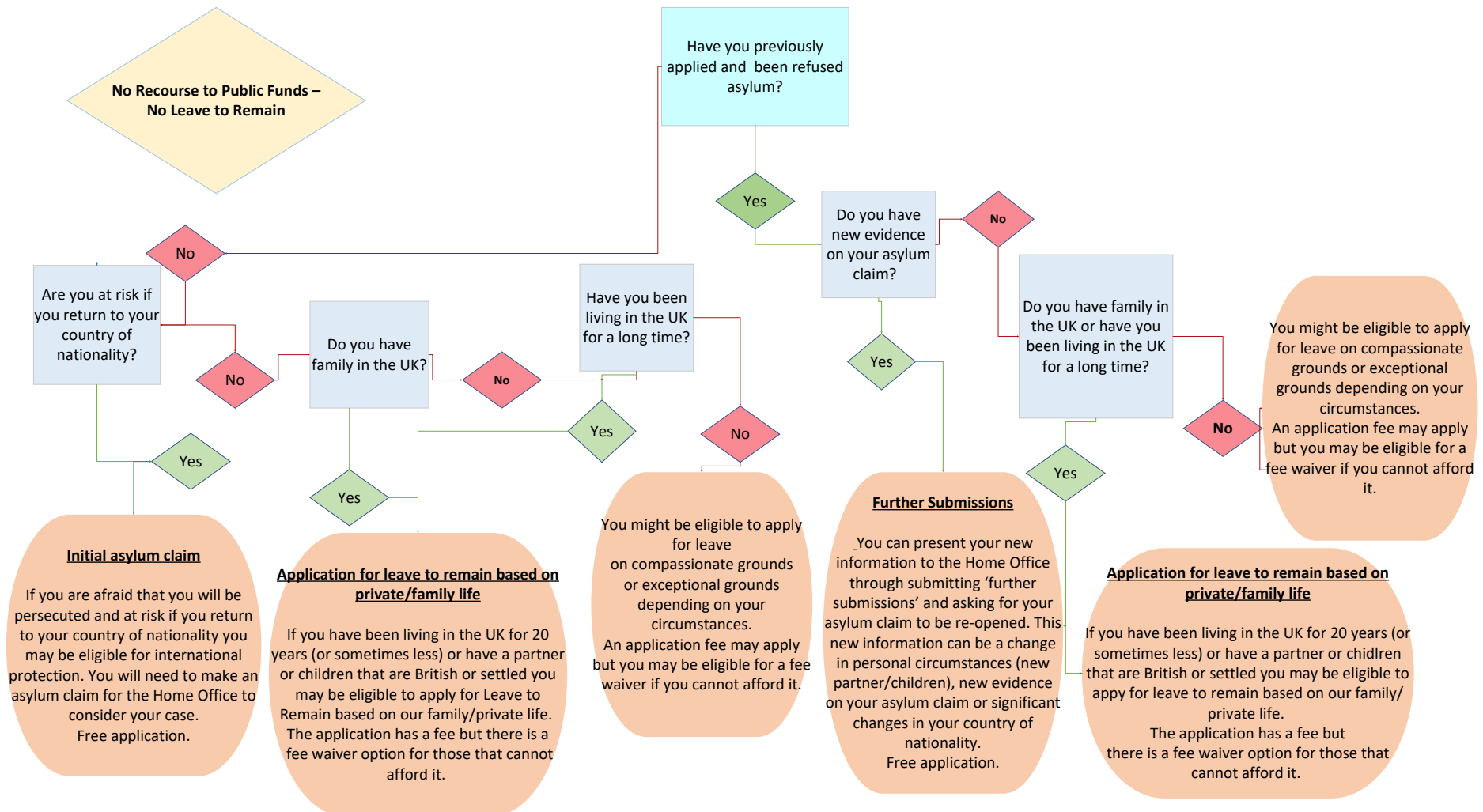
‘We will strive to better support individuals and families on their NRPF journey by...

- **working collaboratively with local authorities by strengthening communication and relationships** with professionals across adult social care, Children’s Trusts, NRPF teams and homelessness services – underpinned by an **ethos of working together**.
- **strengthening communication and relationships with local councillors and MPs** to share NRPF lived experience case studies to **inform local policymaking**.
- **ensuring the voice of those with lived experience of NRPF is supported/ regularly engaged with in service review and design**, e.g. invite lived experience clients to be representatives in a NRPF best practice working group.
- **informing local schools and libraries of local NRPF support** so that they can **better signpost families to local groups and activities**.

PART 1: ‘Determining NRPF support needs’ (individuals with Leave to Remain) (Refugee & Migrant Centre)



'Determining NRPF support needs' (individuals without Leave to Remain) (Refugee & Migrant Centre)

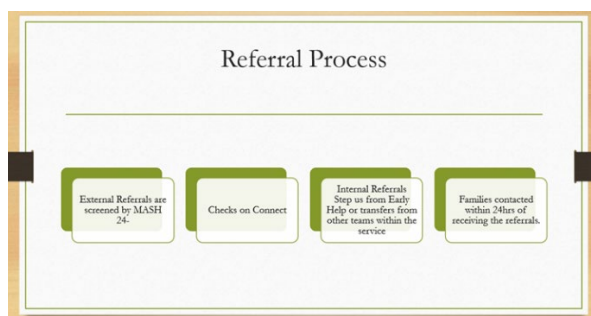


Wolverhampton City Council

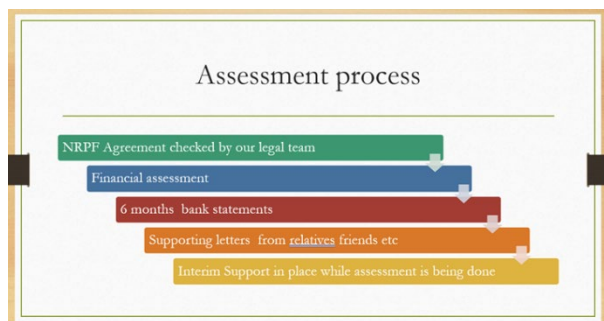
Best practice in NRPF: tailor-made support for families and listening to whole-family feedback

Levy Sibenke, Senior Social Worker NRPF

'Making a shared agreement and commitment with families'



We try where possible to make contact with people within 24 hours of receiving their referral so that we can see where they are at. Our assessment process then begins with us and at this point we discuss with the family our NRPF agreement form. The NRPF agreement is something that we created and which our legal team have approved. The agreement communicates to people our commitment to give ongoing support, whilst also making clear our expectations of them, such as the requirements for those seeking asylum to make an application to the Home Office.

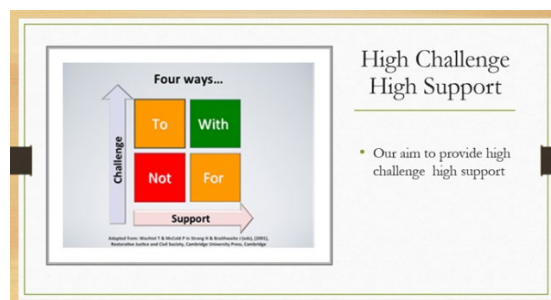


The agreement also outlines the stipulation for us to undertake a financial assessment and explains the necessity for the family to provide 6 months of bank statements. We

also communicate through the agreement that we will be doing home visits, as well as agency checks, and re-assessments every six months. We also clarify that any false information given will be considered as fraudulent.

We use an interpreter if needed to ensure the family understands what we are talking about, and only after we are sure they have understood everything we both sign it and explain that this our shared guidance for how we are going to work with them.

'Providing flexible and tailor-made support for families'



Rather than supporting families uniformly, our support is flexible and tailor-made to the needs of each family; based primarily on the needs of the child.

Our financial assessment comprises a simple form to outline income and expenditure, and from this we can work out areas of required support. Whilst this is being processed, we assess the family's needs quickly and provide them with support whilst they are waiting such as food, electricity or other financial support depending on the needs of the family. Following this, and once we have the outcome of the assessment, we will send them a letter detailing the outcome of the assessment.

Examples of our support include:

Monetary support

If we provide them with monetary support, it could be through their bank account if they have one. If they do not have a bank account, or if it has been closed, we are working with a company in London that provides ATM cards which we can load money onto, and a family can withdraw money with these cards or go into a shop and use them like a normal bank card.

Food support

We register families with Good Shepherd charity so they can supplement their food requirements. We also signpost families to particular Wolverhampton community shops where prices are lower, and we also sometimes provide them with a winter allowance which is usually a one-off payment so that they can offset a number of expenses that they might have.

Accommodation

We have 10 NRPF flats that we use to accommodate families. However, this is not enough for the amount of families requiring support so we have an arrangement the Oaklands Hotel which has got facilities that are suitable for families. They have shared cooking and clothes washing facilities, and there are facilities for children to play. When one of our flats becomes available we will move a family from the hotel into one of them.

Specialised support

If people are victims of domestic violence, we signpost them to specialised support, such as a facility called Haven where they can get counselling and when we get space

in our flats we will house them there. If significant safeguarding issues are identified we will contact our safeguarding team and work out a plan for the family together.

‘Ensuring a clear exit plan for families’

We ensure that we have a clear exit plan in place for families and that they understand this too. For example, following the NRPF condition we support families to apply for Universal Credit and to submit an online application to Wolverhampton Homes to accommodate them so that we know they have a home to go to when they move out of our accommodation. We send the family a closure letter so that they know what is happening. We often also refer families to Early Help for additional help in accessing services until we know they are ready to support themselves independently.

‘Listening to feedback from families to help us do better’

The final thing we do is to ask families to complete our feedback form. We have forms for the parents/carers where we ask questions such as their experience of our service, what they found challenging, and anything they think we should change in the future. They rate us on a scale of 1 to 10 and we use that as a way of re-forecasting our support for them. We also have a feedback form for children, this is especially for those at an age that they can feed back their opinions and ensures we value the child’s voice equally.

Sandwell Children's Trust

Best practice in NRPF: shared decision-making and teamwork

Yemi Olowoyo, Senior Social Worker NRPF

'Sharing responsibilities and decision-making'

In Sandwell, the Children's Trust and Council **work well together** to support individuals and families with NRPF needs. Although the budget is managed by the Council, we **take joint responsibility** and the NRPF Coordinator appreciates our **expertise and recommendations**. We talk through each case together and work well together, speaking multiple times a day.

'Making the referrals process clear and centralised'

Together we designed a referral form for NRPF. The process looks like this: when a family goes through MASH, they are passed to an assessing social worker, who then comes to me to inform me that this family have the NRPF condition. At that point we give the assessing social worker the referral form indicating all the required information and documentation from the family to submit with the referral to ensure we have sufficient evidence to prove that that the family has no recourse.

If I need to send an email that relates to NRPF status, or accommodation, or subsistence I will copy the NRPF Coordinator in so that we are all **working together on the same page** and to **ensure clear communication**: this is key.

Together we decided that while the assessment is going on and until we can decide that a family have no recourse, the financial obligation lies with the Children's Trust. Once we then confirm that it is NRPF then the NRPF Coordinator would then

reimburse what has been spent by us: this ensures we **keep abreast of our budget centrally** as opposed to budgets being spent by local teams.

'Having regular reviews of NRPF cases'

What we are trying to ensure is that we have **constant reviews** to review people's situations and to encourage people to move forward and take responsibility for what their future looks like, such as supporting them to apply for the right to work.

'Avoiding assumptions and categorising'

It is important to start from the understanding that **NRPF is a huge umbrella term** covering multiple situations. People should **avoid making assumptions**, such as that if a family is from a migrant background they must have the NRPF condition or if a family has NRPF they must be destitute. It is important to remember that every family has its own set of complexities and challenges, so although there are different categories of NRPF, within those categories are different shades and **each family must be considered on an individual basis**.

'Being more creative in practice'

I also do **consultations for other teams**. Colleagues from across the Council and Children's Services will call me to talk through a situation with a family they are working with and ask for my opinion and advice and I will talk through it with them. We need to be more creative in practice and **not at look at NRPF in isolation, but rather in relation to other indexes**. It is so important that **we learn from one another and keep sharing practice and expertise** to support colleagues so that we can better support people who are living with NRPF or who have had recently had it.

PART 2: NRPF service review considerations (from NRPF service user advisory group)

Start of NRPF journey

- Early signposting to free English / ESOL / parental support classes in VCSO sector.
- Early signposting to employability support: including job search skills, CV writing, confidence building (particularly important for people who are unable to work due to having young children or have specific health needs), computer skills.
- Communicating realistic expectations about what support is available.

Mid-NRPF journey

- Advice regarding realistic conditions and clear communication of next-steps following positive or negative leave to remain decision according to specific NRPF status (e.g. requirement to move out of NASS supported accommodation or Children's Trust provided accommodation; housing bidding system).
- Supporting people to understand work requirements following decision and/or opportunities open to them (e.g. need to search for employment once child is of school-age; supporting people seeking asylum to apply for Right to Work status).

Post decision status (positive or negative decision)

- Clear 'move-on pathways' post-decision, with specialist support for people with positive decision to access: housing benefits, employment support, ESOL and other classes.
- Clear 'move-on pathways' post-decision, with specialist support for people who are refused, with clear communication of realistic options and potential negative consequences: such as appeals, voluntary returns, withdrawal of support from Children's Trust or NASS.
- Specialised mental health and/or social support groups for individuals according to their situation to reduce chance of exacerbated stigmatisation and fear, e.g. for people classed as 'overstayers'.

PART 3: ‘Best practice

across the third sector’

BRUSHSTROKES COMMUNITY PROJECT

NRPF best practice: developing statutory partnerships and an ecosystem of support

Karolina, NRPF Senior Adviser, Brushstrokes

At Brushstrokes, we have recently introduced a new model to work in closer partnership with Sandwell Council and Children’s Trust to ensure individuals and families can efficiently access the support they need within our Brushstrokes provision. We consider Brushstrokes as an ecosystem of holistic support with everyone working together for the best interests of people with NRPF. At present we are currently piloting this new model (initially solely with families) and are now working with 38 families.

Our model comprises a three-step system:

STEP 1 - ASSESSING THE FAMILIES

Sandwell Children’s Trust share with us a list of their clients. We then contact the families and arrange appointments with them. On meeting the families, we continue the initial assessment process in order to identify the family’s needs and required support and clearly communicate to them the support they are entitled to under Section 17. This is different to previously, when the clients would come to us after having had an initial assessment through the Children’s Trust. This process allows us to build a database with all the information we need for reporting and makes case monitoring easier. All the families will be registered as Brushstrokes clients at this point. It may be the case that some of the

families will not need anything from us, but usually, NRPF work will require the following teams to work together:

- immigration
- resources (essential necessities such as food, weather-appropriate clothing, baby supplies, and toiletries)
- family support.

Additionally, it may also include:

- housing
- employment support
- Early Action
- ESOL + digital skills classes.

Some of the NRPF cases will be complex and not possible to resolve in the short-term. To make sure that we are not neglecting our clients and not missing any important change of circumstances we need to be able to provide some of them with long-term support through our family support team.

Our case monitoring will involve regular meetings or phone calls, providing essential resources, encouraging families to join our befriending groups (for example, man/ woman’s groups, Welcome Wednesdays, community café, play groups, exercise groups, music therapy, and social events).

STEP 2 - EXCHANGE OF KNOWLEDGE

Additionally, we have put in place knowledge exchange activities and training. Some examples of this include delivering training to Council staff on different types of NRPF visas and developing an NRPF training resource as part of the British Council-funded ‘Waiting for School’ project to upskill teachers across the West Midlands with knowledge of some of the challenges that families with NRPF may encounter, the policy context, and routes to support.

Internally, I recently delivered an ‘Introduction to NRPF’ training to all

Brushstrokes advisers. This is a very basic overview of NRPF topic and includes explanation on:

- What is NRPF?
- How to check if someone has NRPF condition?
- Who are NRPF migrants?
- NRPF statistics
- EU citizens and NRPF
- NRPF restrictions and available support (such as support specifically for families and pregnant women)
- Change of condition

To gain even better understanding, especially on financial aspects, visa types, and the time which certain immigration processes take, we are happy to deliver further NRPF training externally.

STEP 3 - NETWORKING

Additionally, for our regular partnership meetings with Sandwell Council and Children's Trust colleagues, we can sometimes invite someone from our network so that they can share experience and best practice to develop a supportive peer community of people working in the area of NRPF.

CHILDREN'S SOCIETY

Best practice in NRPF: longevity, consistency, responsiveness, and informing policy

Mohammed Shazad, NRPF Project Senior Adviser

The Children's Society is a national UK-wide charity campaigning for the rights of children, young people and families and raising awareness of current challenges across multiple strands to inform policymaking, including: child sexual exploitation, county lines and criminal exploitation, mental health and wellbeing,

poverty, missing from home, refugees and migrants, substance misuse, and young carers. The charity also works in a frontline capacity in advocacy for families, with one area of advocacy in the area of NRPF.

Below, Mohamed Shazad from the Children's Society in Birmingham, shares some suggestions for what he views as best practice in NRPF work.

'In terms of NRPF best practice it is important to have NRPF designated projects and staff that specialise in this area, there currently is not enough of this specialised provision considering the amount of people with NRPF and the scale and complexity of the issues they face. This support needs to be provided in the long-term so that service users can rely on it and to develop trust in accessing consistent support: keys aspects of good practice are longevity and consistency.

Key questions

Some key questions organisations can ask to develop these aspects are:

How long has your NRPF work been available?

How much support work do you do specifically around NRPF?

How easy is it for service users to contact your project?

What do you do with regards to cases and how do you follow them on?

Timeliness and connecting policy and practice

Good practice is also about keeping abreast of current issues and being responsive. For example, recently we have been responding to a lot of domestic violence cases.

Feeding into policy is also essential: all of our practice work and policy work informs one another. For example, the Children's Society's Free School Meals successful

campaign led to a commitment to provide free school meals to children with NRPF. It is essential to keep up the momentum of campaigns such as this and to keep communicating and feeding-in current issues to policy makers. As part of this work, we have also created a set of resources to help schools reach families with NRPF which can be accessed on the link below:

<https://www.childrenssociety.org.uk/what-we-do/blogs/free-school-meals-families-NRPF>

REFUGEE & MIGRANT CENTRE, BIRMINGHAM

NRPF best practice: Creating a Network of organisations to provide holistic support

Tamara Manelidou, Senior Caseworker and RMC's Project Lead of Birmingham No Recourse to Public Funds (NRPF) Women's Support Network, Refugee and Migrant Centre (RMC)

The Birmingham NRPF Women's Support Network is spearheaded by Birmingham and Solihull Women's Aid in collaboration with several dedicated partners: Roshni Birmingham, Baobab Women's Project, The Refugee and Migrant Centre, British Red Cross Birmingham, and Central England Law Centre Birmingham. This coalition was formed to bridge the gap in services for women with NRPF—those who are excluded from accessing public funds due to their immigration status or those with precarious immigration situations. Many of these women are survivors of domestic abuse and have nowhere else to turn for help.

While some of these organisations have worked together previously, this new collaboration is driven by a shared belief that a united approach can significantly improve the lives of the women they serve. The network offers comprehensive support to a growing number of women and their

children, addressing critical needs such as immigration advice, benefits guidance, housing assistance, counselling, and advocacy. By providing a safe and supportive environment, the network ensures that women can share their stories and receive holistic care without experiencing further trauma and with reduced waiting times.

This network not only fills a critical void in services but also exemplifies the power of partnership and community support in addressing complex social issues. Through their coordinated efforts, these organisations are making a tangible difference, helping women regain control of their lives and move towards a safer, more secure future.

CF's story is a poignant example of the transformative power of community support. At 17, she was referred to BSWA by the police, pregnant, homeless, and unable to speak English. She had escaped from an abusive situation involving trafficking and child marriage. Her illiteracy and lack of any documentation, such as a stable address, bills, or medical records, further complicated her situation.

Referred to RMC to apply for EU Settled Status, CF faced significant barriers due to her lack of evidence and documentation. Over ten months, with dedicated support from BSWA and Social Services, CF achieved Settled Status. She also received counselling from BSWA and financial assistance from BRC while awaiting social services payments.

During this time, CF began attending English and Math classes to gain independence for herself and her child. Her journey illustrates the critical impact of comprehensive support systems in helping vulnerable individuals to rebuild their lives.

ADAVU

Best practice in NRPf: preventing human slavery across the West Midlands

Liisa Wiseman, Director, Adavu

Spotlight into our work at Adavu through the case of one NRPf client

'Rosina' was exploited as a domestic servant in a wealthy family from another country with little pay, excessive hours, physical and sexual abuse and threats. The family came to visit the UK for a holiday where she was forced to serve the family. She eventually managed to escape the family's holiday accommodation and sought the help of two members of the public who helped her to a Police station.

Rosina was referred into the NRM* and claimed asylum. As she was destitute, she received support under NASS (accommodation and some limited financial support for food and essentials). Upon exiting the NRM as a confirmed victim of modern slavery, Rosina was referred to Adavu for ongoing emotional and practical support.

A multi-agency approach to support

During the period of Adavu's support, we liaised closely with health professionals, her legal representative and other specialist organisations that included:

- **Access to GP and specialist mental health services** (due to self-harm and suicidal ideation and other serious conditions), including requests for medication reviews, psychological support and referrals for specialist counselling
- **Reporting accommodation repairs, anti-social behaviour and supporting multiple relocations**
- Regular **Adavu wellbeing, co-production and training sessions**, as well as Adavu celebration events
- **Practical support** such as a bike to assist with low-cost travel, food parcels when needed, free data, loan of a tablet device, toiletries, Christmas gift parcel, clothes
- **Attending many legal representative meetings and offering emotional support** and supporting letters
- Regular **wellbeing check-ins**
- Arranging a **volunteer placement**
- **Supporting college place** to learn English and basic skills
- Referrals to other organisations and activities to help **build safe social networks**

We acted as the **'golden thread' that co-ordinated and pulled together the other specialist services** (such as employability, legal advice, accommodation) in a holistic approach, whilst offering a foundation of emotional and practical support.

*The National Referral Mechanism (**NRM**) is a government framework for identifying victims of human trafficking and ensuring they receive the appropriate protection and support.

COVENTRY REFUGEE & MIGRANT CENTRE

NRPf best practice: an insight from the 'Combatting Destitution Project'

Alyssa Swiney, Tiphaine Roux & Najmadeen Muhamad, Coventry RMC's Combatting Destitution Project

Coventry Refugee and Migrant Centre's 'Combatting Destitution [CD] Project' is one of many examples of how we support service users with NRPf. Below, we highlight how referrals to this Project come from across statutory agencies.

Referrals and working together across statutory and third sector agencies

Our CD Project receives what could be considered classic referrals from the

Council. For example, we get a lot of referrals from the Council's Housing Team for individuals who are homeless and who have NRPF. This usually includes women fleeing domestic abuse or trafficking as women experience homelessness differently and are not usually found rough sleeping.

As part of the CD Project, the Rough Sleepers Team at the Council also have an arrangement in place where they have funded the bedspaces provided through the Project, and previously have paid the salary for a member of staff to support those individuals.

Referrals to the CD Project also come from Social Services. For example, we have been supporting one woman from Sri Lanka, who was in a coercive relationship with her husband, and who has a child. The client's destitution officer from the Project has been participating in the Child in Need support meeting led by Social Services for over a year to provide updates regarding her immigration case and the support we have been providing. We have also internally referred her to the Complex Needs Team of the Coventry RMC who have followed-up with additional support.

We also get lots of referrals concerning people who have just got their status and been evicted from Home Office accommodation.

Spotlight on support

Below we draw on one of our anonymous NRPF service user case studies, to give a more in-depth insight into how the CD Project has offered vital pathways to support. In summary, the case study concerns a man from Pakistan who came to the UK in 2019 on a spouse visa and since then was involved in an abusive and coercive relationship with his wife and his wife's family, including physical abuse and him being subject to financial control.

Considering his circumstances and the facts, the CD Project took urgent action on the case.

Supporting safety and offering legal advice

Through the CD Project, our staff were able to support the service user to contact West Midlands Police to report the abuse. We also provided a safe environment for him. The legal support plan was to gather all necessary legal documents and supportive evidence to apply for the DDVC, giving him access to several entitlements and rights, for example, the right to work and access public funds, and SET (DV) to secure indefinite leave to remain in the UK separately from his wife/spouse's leave to remain. The client did not know that this immigration route was an option for him. We worked with his legal representative to submit an application for the DDV Concession which he was granted in October 2023. In May 2024, he was awarded his indefinite leave to remain in the UK.

Connecting multiple agencies and signposting to culturally-specific support

The CD project continues to support the client in his application to DV Settlement/ Indefinite Leave to Remain. This has required an enormous task of reviewing documents, gathering the evidence, and requesting supporting letters for the client as a victim of an abusive relationship: all of which were reviewed, packaged, and shared with his legal representative.

The challenges in providing legal support have been to connect different agencies and third parties, and request all information, support statements, and reports, notably discussing with the different legal advisers inside and outside the project. However, through strong collaborative working practices we have

succeeded in gathering the necessary evidence.

Finally, the legal support expands to guide him in the procedure of divorce both traditionally and according to UK family law. For this, we have supported the client to contact Islamic Shari'ah Council in the UK for the Islamic way of divorce, and he was certified with an Islamic Divorce Certificate in December 2023. We have also referred him to a local solicitors' firm for proceeding the civil and legal divorce according to UK family law.

NEWBIGIN COMMUNITY TRUST

NRPF best practice: holistic approach; recognising purpose and belonging.

Megan Tucker, Families and Children Project Manager

Newbiggin Community Trust is an embedded, community-based organisation which aims to provide a place of welcome, inclusion and social cohesion for neighbours in the Winson Green and Handsworth areas of Birmingham. Below we give an insight into some of our support for people with NRPF through the case of one family.

Meeting critical needs

We recently supported a family who were sofa surfing with 3 primary school aged children and who were eating at the local temple. We have a food pantry facility so gave them free food, provided advocacy to get medical support, supported their application for asylum with the Home Office, and attended Brushstrokes and Birmingham Refugee and Migrant Centre with them for advice.

When it came to rehoming the family, the Children's Advice and Support Service should have taken responsibility but unfortunately the staff members were

poorly informed regarding NRPF and the gap between applying for asylum and the time for processing. The family were passed back and forth between the Home Office and social worker. Newbiggin put them up in their community home for three nights as otherwise they would have been on the streets.

The Home Office then said they would house them and directed them to go to their offices in Solihull with their belongings. However, when they arrived the family were told they were not being housed and were left outside. The headteacher at St Michaels COE primary, the school family support worker and I made multiple calls and eventually an-out-of-hours social worker found them a place. We had to collect them from Solihull at 9pm. They have been moved multiple times away from school but continued to attend because we were their only support.

Taking a holistic approach

In this example, and other cases like this, we have found a holistic approach always works best. In this case the school, charity and statutory services were collaborating together. The RMC were integral in helping us to understand the legal responsibilities when negotiating with social workers. We also find that people get treated differently when they know a third party is working with them to support/observe/facilitate empowerment.

Recognising the need for purpose and belonging

In this case, as with many other families we support, the family got involved in community groups and volunteered their time. This gave them a sense of purpose and belonging which is essential. Volunteering also gave them access to food and financial support, places to be in the winter that were warm, refreshments, and social activities. It also opened up access to

advocacy as well as courses and opportunities which help families to become more independent despite the constraints that NRPF can bring.

CENTRALISED RESOURCES: for practitioners working across the West Midlands to support people who have the NRPF condition

- **NRPF Toolkit for Social Workers**

<https://www.wmca.org.uk/media/nxnsh1b/social-workers-nrpf-toolkit-2022.pdf>

- **‘Exhaust All Options’: Local Authorities’ Powers to Accommodate Beyond the Housing Act 1996**

<https://www.wmca.org.uk/media/511pxnqw/exhaust-all-options.pdf>

- **Street Support Network**

Signposting to charities, voluntary groups and government services:

<https://streetsupport.net/west-midlands/>

- **Support options for people with NRPF**

<https://www.nrpfnetwork.org.uk/information-and-resources/rights-and-entitlements/support-options-for-people-with-nrpf>
