How to Access Refuge Funding Mechanism

1. Find refuge space

- The accommodation provider, Migrant Help, or an advice agency/support worker should help a woman to ring the National Domestic Abuse Helpline (NDAH) to discuss refuge options
- Alternatively, Women's Aid has a dedicated service for professionals that may be able to assist you with the search

2. Request refuge funding

- Once refuge space is found, email the Asylum Safeguarding Hub (asylumsafeguarding@homeoffice.gov.uk)
- Provide *as much detail as possible* (including surivor's name, DOB, HO reference number, information on asylum support eligibility, refuge details, including contact and payment information)
- NOTE: the Asylum Safeguarding Hub **can** approve refuge funding when someone is not yet on support and hasn't yet submitted an application for asylum support (ASF1) *as long as they are eligible for it*

3. Refuge funding approved

- The Asylum Safeguarding Hub will contact the refuge and issue a letter confirming refuge placement, payment rate, and other details (including a support application will need to be made if not yet done)
- If the individual hasn't applied for asylum support, support them with making an ASF1 via Migrant Help
- If it takes longer than 48 hours for the Asylum Safeguarding Hub to confirm refuge placement (or if it is an urgent case), please contact ASAP at wla@asaproject.org.uk to see if we can escalate your case

4. Register as a supplier

- After receiving the approval letter, the refuge provider should accept terms of the letter and confirm the space
- If not already set up as a supplier, contact Accommodation Reconciliation and Data Team at artinvoices@homeoffice.gov.uk to be set up as a supplier (note: this only has to be done once)

5. Start invoicing

- The refuge provider should send invoices directly to the Accommodation Reconciliation and Data Team at artinvoices@homeoffice.gov.uk, and they can decide how often to invoice (monthly, weekly etc.)
- There is no time limit to HO payment of refuge space – survivors can be supported into s95/s4 when they are ready to leave, as long as they remain eligible for asylum support

Steps for Move-On from Refuge into Asylum Support

1. Notify the Asylum Safeguarding Hub (asylumsafeguarding@homeoffice.gov.uk) with as much advance notice as possible so that appropriate accommodation can be sourced (we recommend at least 6 weeks)

2. Gather evidence of specific accommodation requirements (i.e. single gendered, self-contained etc); keep in mind, while asylum support accommodation is allocated on a no choice basis, the DA policy explains that accommoadtion should be suitable for any survivors and their dependants

3. Send evidence and accommodation request to outreach@migranthelpuk.org, and also copy the Asylum Safeguarding Hub (asylumsafeguarding@homeoffice.gov.uk) and include an eviction date for refuge exit

4. If you don't receive a response within 1 week, contact Migrant Help Escalations Team (escalations@migranthelpuk.org); if there is additional delay, please contact wla@asaproject.org.uk if you would like us to escalate the case to the Home Office and troubleshoot the delay

5. Make it clear in your communication that the survivor cannot be discharged from the refuge unless you know the location is safe

Updated February 2026

ASAP ASYLUM SUPPORT APPEALS PROJECT