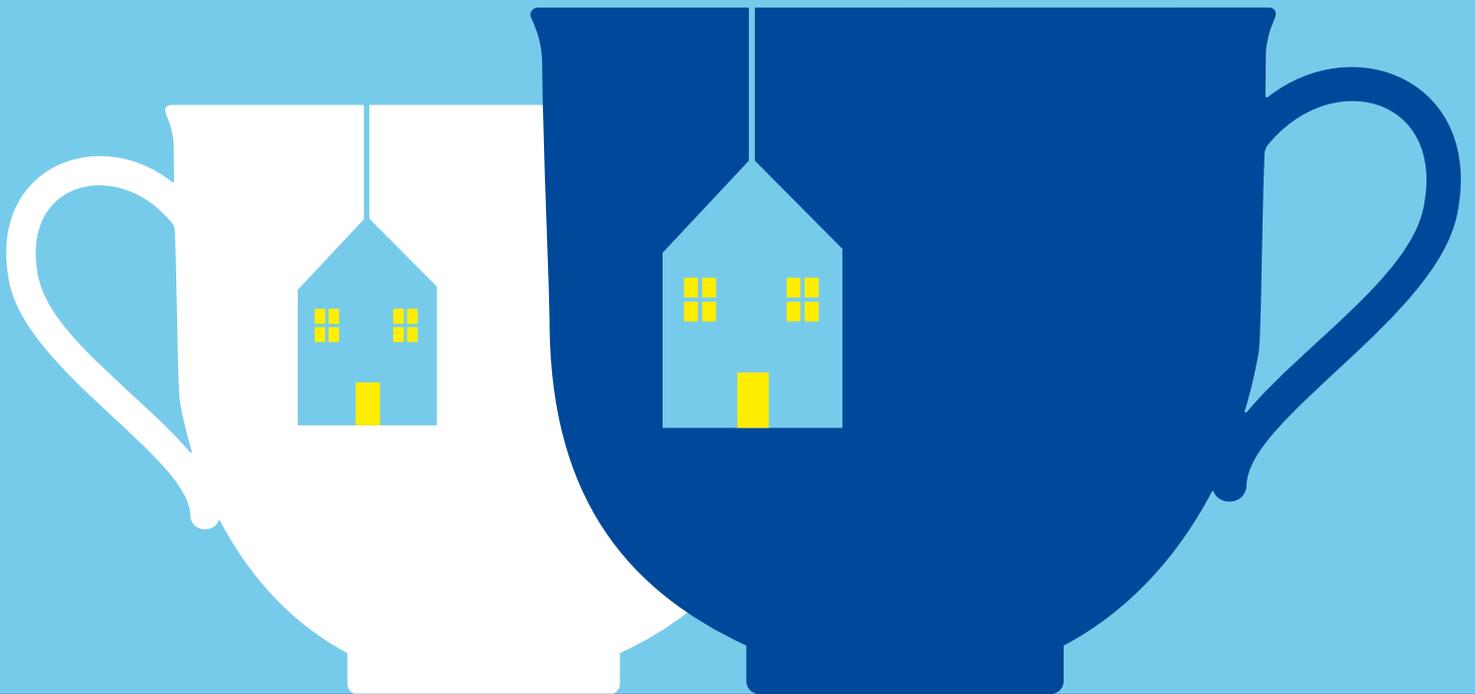




HM Government

# EU SETTLEMENT SCHEME INTRODUCTION FOR COMMUNITY GROUPS



For more information on the EU Settlement Scheme, including the support available, visit  
[gov.uk/eusettlementscheme](https://www.gov.uk/eusettlementscheme)

February 2020



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# INTRODUCTION

## SUPPORTING EU CITIZENS

### EU Settlement Scheme

**EU citizens<sup>1</sup>** and their **family members** (including non-EU citizens) need to apply to the EU Settlement Scheme to continue living in the UK.

**Children** need to secure an immigration status as well as adults. For more information visit: [gov.uk/eusettlementscheme](https://gov.uk/eusettlementscheme).



The EU Settlement Scheme allows EU citizens and their family members to get the immigration status they need to continue to **live, work and study** in the UK. This status means they will continue to be eligible for **public services**, such as healthcare and schools, as well as public funds and pensions.



The **online application** form can be accessed using a computer, tablet or mobile phone. There are three key parts to the application: **identity, residence** in the UK, and **criminality**. The application deadline is **30 June 2021**.

### Help us help EU citizens

The EU Settlement Scheme has been developed to make it **as straightforward as possible** for EU citizens and their family members to get the immigration status they need. An important part of the Scheme is the **support available, especially for vulnerable or at-risk citizens**, who may need help with their application.

- This pack has been designed to provide you with helpful information about the EU Settlement Scheme, and increase your understanding of the important **role you can play** in supporting vulnerable and at-risk EU citizens.
- You can **help vulnerable or at-risk EU citizens within your communities**, from raising awareness and providing information, through to supporting them with their application.
- You should **not interpret information** provided by the government and you must be careful not to provide immigration advice unless you are registered with the Office of the Immigration Service Commissioner (OISC). This pack contains more information on OISC regulated activities.

<sup>1</sup> All references to 'EU citizens' in this document mean EEA and Swiss citizens, who can all apply to the EU Settlement Scheme. EU citizens do not need to apply if they have indefinite leave to remain or enter, or are an Irish citizen, but they can if they want to.

# MATERIALS FOR YOU TO USE

Download the materials below and use with EU citizens, to inform them about the EU Settlement Scheme. Visit [gov.uk/settled-status-community-toolkit](https://www.gov.uk/settled-status-community-toolkit).

Toolkit item 	Purpose 	Recommended use 
PowerPoint presentation	Provides key information about the EU Settlement Scheme including support available.	Use in meetings and drop-in sessions with EU citizens about the EU Settlement Scheme.
Leaflet (A5)	Provides key information on what EU citizens need to do and the support available.	Distribute at community events and local drop-in centres.
Poster (A3)	Raises awareness of the need to apply.	Display in communal and public areas in your organisation and share with your communities.
Factsheet (A5)	Provides the key points of the EU Settlement Scheme on one side, and lists the support available on the reverse.	Distribute at community events and local drop-in centres, and share with relevant organisations.
Translated materials: <ul style="list-style-type: none"> <li>• Factsheet (A5)</li> <li>• Poster (A3)</li> <li>• Video</li> </ul>	Provides information in 25 European languages and Welsh.	Distribute at community events and local drop-in centres, and share with relevant organisations.
Digital and social media assets (e.g. videos and graphics)	Raises awareness of the scheme in a visual and engaging format and provides key information.	Upload to internal portals, share via email and on social media accounts (e.g. Facebook, Twitter and LinkedIn).



## Translated guidance on GOV.UK

The guidance on the EU Settlement Scheme has been translated into 25 European languages and Welsh. Visit [gov.uk/settled-status-translations](https://www.gov.uk/settled-status-translations) and share the link with those who might need language support.

# PROVIDING SUPPORT TO EU CITIZENS

## Providing an Assisted Digital service

Support is available across the UK at over 300 locations to those who need digital assistance to complete their application form.

We-Are-Digital, our digital provider, is offering an Assisted Digital service for EU citizens and their family members, who do not have the appropriate skills, access or confidence to complete the online application form.

Support is offered in the following ways:



Over the phone



Face-to-face support  
in a local centre



In-home tutors

A number of community organisations across the UK have signed up to be a **delivery partner** of this service to provide face to face support in a local setting.



Contact We-Are-Digital at [HomeOffice@We-Are-Digital.co.uk](mailto:HomeOffice@We-Are-Digital.co.uk) and on **03333 445 675** if you would like to provide a local setting for We-Are-Digital to offer the face-to-face service. For more information on Assisted Digital visit [GOV.UK](https://www.gov.uk).

## Grant funded organisations

- The Home Office has provided £9 million of funding and support to voluntary and community sector (VCS) organisations **to deliver practical assistance** to vulnerable or at-risk EU citizens and their family members when applying to the EU Settlement Scheme. The funding is in place until April 2020.
- A full **list of awarded organisations** is available on GOV.UK. You may also want to share the details of the grant funded organisations with EU citizens who might use their services: [gov.uk/help-eu-settlement-scheme](https://www.gov.uk/help-eu-settlement-scheme).



We recommend you get in touch with **grant funded organisations** in your area to explore how you can work together to support EU citizens. These organisations will be an excellent resource in your area for making referrals, particularly in offering advice and application assistance to vulnerable EU citizens.

# PROVIDING SUPPORT TO EU CITIZENS (CONTINUED)

## Assisting adults with care and support needs

- Adults with care and support needs includes adults in various care settings with a range of vulnerabilities.
- To support adults with care and support needs the Home Office is **directly engaging with a range of stakeholders**, including the Local Government Association, the Association of Directors of Adult Social Services, the Office of the Public Guardian as well as representatives from private care providers, voluntary and community sector organisations.



We recommend that you **engage with your relevant service leads**, cabinet members, local charities and community groups or representatives to explore opportunities to work together to assist adults with care and support needs in applying to the EU Settlement Scheme.

## Assisting those with no identity documents

- We are aware some EU citizens, or their family members, cannot provide evidence of their identity and nationality in the form of a passport, national identity card or biometric residence card.
- The Home Office may accept **alternative evidence of identity and nationality** if applicants cannot produce the required documents due to **circumstances beyond their control**, or due to compelling practical or compassionate reasons.
- To discuss individual cases and to access the paper application form for those who are unable to obtain an identity document please call the EU Settlement Resolution Centre.



In the first instance you can work with those individuals and their embassies to apply for **a valid identity document**.

# OFFICE OF THE IMMIGRATION SERVICE COMMISSIONER REGULATION

All organisations providing immigration advice must have the appropriate regulation level from the Office of the Immigration Service Commissioner (OISC) in line with the services they are providing.

## What is considered immigration advice?

Organisations do not necessarily need to be OISC regulated in order to get involved with providing help and support to EU citizens about the EU Settlement Scheme. Organisations can **help deliver a range of activities** without OISC accreditation. This includes:

- Awareness raising
- General information provision i.e. leaflets, posters, talks etc.
- Signposting
- Language support
- Upskilling local organisations
- Equipment/digital provision

If you are filling in a form for an applicant because they cannot understand the instructions or questions the form is asking, it does not constitute immigration advice. An organisation also does not need to be OISC registered if they are helping someone to locate paperwork.

It is only when you are providing one-to-one advice, for example helping an applicant understand the paperwork, advising on what paperwork to include, exploring their individual circumstances or explaining outcomes that you need regulation.

## OISC registration

- The OISC has published details of a streamlined and fast-tracked application process for not-for-profit and charitable organisations seeking to provide immigration advice and services related to the **EU Settlement Scheme only**.



Application forms for authorisation at OISC Level 1 Immigration (limited to the EU Settlement Scheme) can be completed on the **OISC website**.

## OISC Level 1 Immigration (limited to the EU Settlement Scheme)

- Organisations who wish to deliver services that require Level 1 Immigration (limited to the EU Settlement Scheme) accreditation, including grant funded organisations, will be expected to apply for the fast-tracked application process and participate in the training course, once available. This will allow them to achieve the necessary accreditation if they are unable to already evidence the competency requirements.

## The process

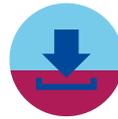
- Applications will take around four to six weeks to process and successful organisations will be granted Level 1 Immigration accreditation for the EU Settlement Scheme only. Organisations will need to show they have satisfied the relevant competency requirements and provide evidence that they are fit to offer advice.

# ACCESS FURTHER INFORMATION

We have set up various channels for you to access information about the EU Settlement Scheme:



**Sign up** to receive a regular **Community Bulletin** from the Home Office for updates on future engagement opportunities e.g. training events and teleconferences. Search 'EUSS community bulletin' online.



View the community leader toolkit at [gov.uk/settled-status-community-toolkit](https://gov.uk/settled-status-community-toolkit) to download communication materials to share with EU citizens.



Access **translated** communication materials and guidance on **GOV.UK** (see p3). Alternative formats can also be requested.

If you have any questions about supporting EU citizens to apply for the EU Settlement Scheme you can contact the specific **EU Settlement Resolution Centre** number by calling **0300 790 0566**. Find out about call charges on [gov.uk/call-charges](https://gov.uk/call-charges).



EU Settlement Scheme guidance can be found at [gov.uk/eusettlementscheme](https://gov.uk/eusettlementscheme).

# INFORMATION FOR EU CITIZENS

To support EU citizens in your community you can signpost the support services below:



## EU Settlement Resolution Centre

For questions about their application, EU citizens can call **0300 123 7379** or +44 (0) 20 3080 0010 from outside the UK (Mon–Fri, 8am–8pm and Sat–Sun, 9.30am–4.30pm). Find out about call charges at [gov.uk/call-charges](https://www.gov.uk/call-charges).

They can also ask a question using the online form [eu-settled-status-enquiries.service.gov.uk](https://eu-settled-status-enquiries.service.gov.uk).



## Translated information

The guidance on the EU Settlement Scheme has been translated into 25 European languages and Welsh. Visit [gov.uk/settled-status-translations](https://www.gov.uk/settled-status-translations).



## Assisted Digital

This free service is available over the phone and in person if applicants do not have the right access, skills or confidence to complete the online application form. Contact We-Are-Digital by calling **03333 445 675** (Mon–Fri, 9am–5pm). For more information visit [gov.uk/eu-assisted-digital](https://www.gov.uk/eu-assisted-digital).



## ID document scanning service

This service is available to complete the proof of identity step if applicants do not have access to the EU Exit: ID Document Check app. There may be an administrative fee to use this service. For a list of locations, visit [gov.uk/eu-id-scanner-locations](https://www.gov.uk/eu-id-scanner-locations).



## Community organisations

If applicants need more support with their application, they can contact a nearby community organisation. Visit [gov.uk/help-eu-settlement-scheme](https://www.gov.uk/help-eu-settlement-scheme).



For more information about the EU Settlement Scheme, including the support available, visit [gov.uk/eusettlementscheme](https://www.gov.uk/eusettlementscheme).

# FLOWCHART

## APPLICATION PROCESS

EU citizens<sup>1</sup> and their non-EU family members should visit [gov.uk/eusettlementscheme](https://www.gov.uk/eusettlementscheme) to apply to the EU Settlement Scheme. The deadline for applications is **30 June 2021**.

### Start your 3-step application

Provide basic information such as your name, date of birth, contact details and nationality.



#### Proof of identity

Using a valid passport, national identity card, or biometric residence card (if you are a non-EU citizen) you can verify your identity in several ways:

- Use the EU Exit: ID Document Check app on compatible iPhone and Android phones
- Send your identity document by post to the Home Office
- Visit an ID document scanning service location. For a list of locations offering this service, visit [gov.uk/eu-id-scanner-locations](https://www.gov.uk/eu-id-scanner-locations).

You will also need to provide a digital photo of yourself, so it can be checked against your identity document.



#### Proof of residence

Provide your National Insurance number, if you have one.

If you do not have one, do not worry, a list of suggested evidence that is accepted can be found at [gov.uk/eu-evidence-of-residence](https://www.gov.uk/eu-evidence-of-residence).



#### Criminality check

Declare any criminal convictions. Only serious or persistent criminality will affect your application.

This will not affect the vast majority of EU citizens and their family members.

### Approval

Subject to application checks, you will be granted settled or pre-settled status, depending on how long you have lived in the UK.

You will get digital proof of your status through an online service. In most cases your new immigration status will be granted within a couple of weeks. You can track the progress of your application online or by contacting the EU Settlement Resolution Centre.

Once you receive your status, details will be provided by email on how to access it on [GOV.UK](https://www.gov.uk).

#### Pre-settled status

If you have **less than five years** continuous residence in the UK, you will usually be eligible for pre-settled status (also known as limited leave to remain or enter). This means you can stay in the UK for a period of five years, until you are eligible for settled status.

#### Settled status

If you have **five years or more** continuous residence in the UK, you will be eligible for settled status (also known as indefinite leave to remain or enter). This means there is no time limit on how long you can stay in the UK.

<sup>1</sup> In this document 'EU citizens' means EEA and Swiss citizens, who can all apply to the EU Settlement Scheme.

# FLOWCHART

## ID VERIFICATION

To prove your identity you can:



### Use the EU Exit: ID Document Check app:

Scan your identity document<sup>1</sup> and upload a photo of yourself using the app, which is available on compatible iPhone and Android phones.

Check whether you can get the app on your phone, and see step by step instructions: [gov.uk/guidance/using-the-eu-exit-id-document-check-app](https://www.gov.uk/guidance/using-the-eu-exit-id-document-check-app).

You can use a friend or family member's phone if yours is not compatible with the app.

If you do not have access to the EU Exit: ID Document Check app, or if you prefer, you can:



### Visit an ID document scanning service location:

Visit an ID document scanning service location which provides access to the EU: Exit ID Document Check app, so you can complete the identity verification step.



### Send your identity document to the Home Office by post:

If you prefer not to use the app, or if you do not have a biometric identity document, you can post your identity document to the Home Office to complete the ID verification step. Once you start your application you will be provided with the address. The Home Office will return your document.



A wide range of support is available for applicants to the EU Settlement Scheme. Please see p8.

<sup>1</sup> To use the EU Exit: ID Document Check app, you must have either a biometric passport from an EU country, Iceland, Liechtenstein, Norway or Switzerland, or a UK residence card with a biometric chip if you're the non-EU family member of an EU, EEA or Swiss citizen.







For information on the support available visit  
[gov.uk/eusettlementscheme](https://www.gov.uk/eusettlementscheme)