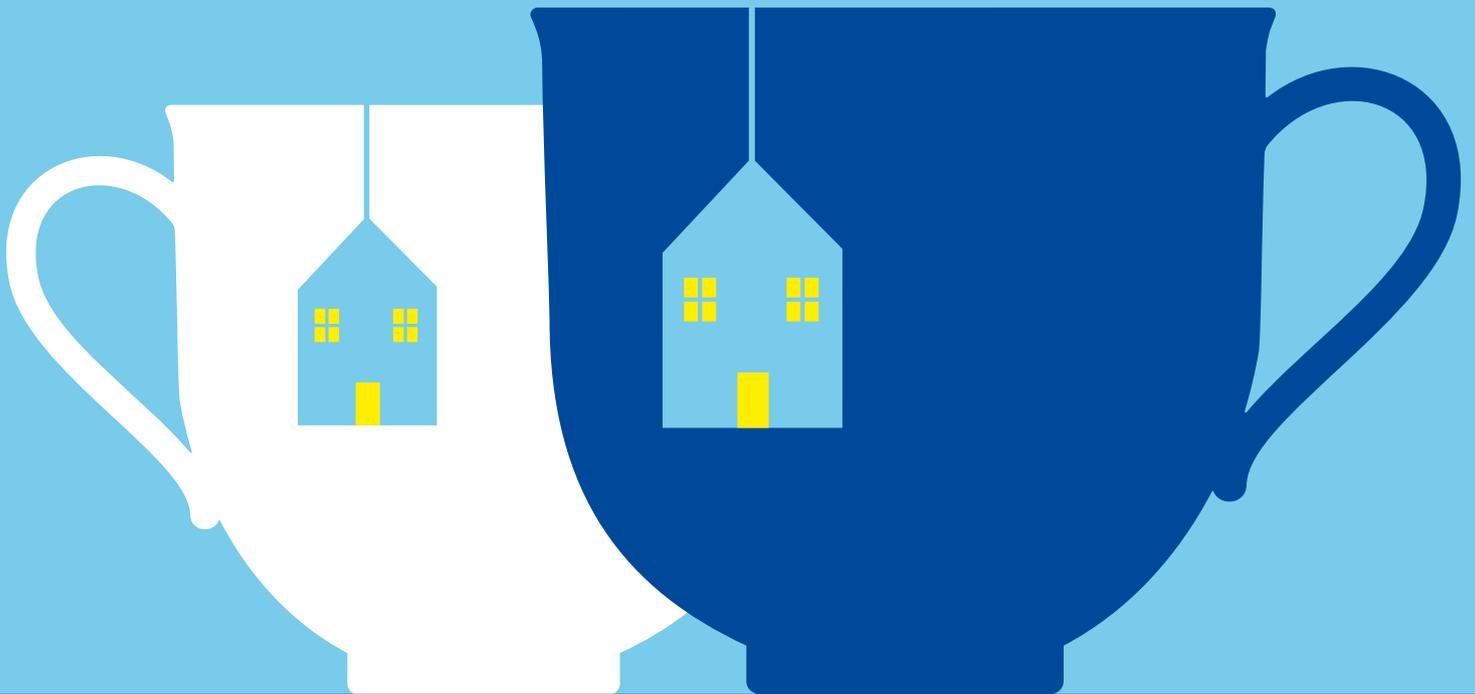




HM Government

EU SETTLEMENT SCHEME INTRODUCTION FOR LOCAL AUTHORITIES



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 citizens¹ 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.



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**.



Local authorities are responsible for making applications to the EU Settlement Scheme on behalf of **looked after children** in their care. Updated guidance will be published shortly.

Help us help EU citizens

- **As a local authority**, you are a major provider of information affecting people's everyday lives and you are often the first point of contact for a diverse range of people on many important issues. You also have responsibilities for some vulnerable groups. You can **help provide assistance** to those EU citizens who need support to apply to the EU Settlement Scheme – particularly EU citizens that are most vulnerable and hard-to-reach.
- We value your **strong networks** and hope you will work in collaboration with us to make sure EU citizens in your area are informed about the EU Settlement Scheme and how to apply.
- You can **support vulnerable or at-risk EU citizens** by raising awareness and providing information, as well as signposting them to the appropriate support services to meet their needs.
- You can also access translated communication materials and guidance on gov.uk/settled-status-translations. Alternative formats can also be requested.
- We recommend you **get in touch with grant funded organisations** in your area to explore how you can work together to support EU citizens.

¹ In this document 'EU citizens' means 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 at gov.uk/settled-status-local-authorities-toolkit to use with EU citizens. To access the EU Settlement Scheme web shop for **free printed materials** email eusettlementscheme@homeoffice.gov.uk.

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, and share with relevant organisations.
Poster (A3)	Raises awareness of important dates and actions.	Display in communal and public areas in your organisation and share with relevant organisations.
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"> • Factsheet (A5) • Poster (A3) • Video 	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 and share the link with those who might need language support.

LOCAL AUTHORITY STATUTORY OBLIGATIONS

Applying on behalf of looked after children, children in care and care leavers



Governments in the UK have confirmed that local authorities (and social care trusts in Northern Ireland) will make **EU Settlement Scheme applications on behalf** of looked after children in their care.

For other categories of children in care and care leavers, **local authorities should inform relevant parties and support** with applications as necessary.



The Home Office is **directly engaging** with local authorities, social workers, and those making applications on behalf of looked after children, children in care and care leavers to provide support and information. Updated guidance will be published shortly.



If you have any questions, please contact your Director of Children's Services.



You can also signpost to the information the government is providing on [gov.uk/eusettlementscheme](https://www.gov.uk/eusettlementscheme).

OFFERING ASSISTANCE ADULTS

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 and assist adults with care and support needs in applying to the EU Settlement Scheme.



You can also signpost to the information the government is providing on gov.uk/eu-settled-status.

Mental Capacity

- Where someone who **lacks mental capacity** has appointed a legal representative with Lasting Power of Attorney, or has a Deputy appointed by the Court of Protection, their legal representative should **make an application on their behalf**.
- If someone's **mental capacity fluctuates** then their **consent** should be sought, when they are able to give it, for **an appropriate third party** to make an application on their behalf if they are unable to apply themselves.
- In each case, the person acting on behalf of the individual will need to be satisfied (i) that they **have the authority** (in the general sense of permission or consent) to do so; and (ii) that they are acting in the **best interests of the individual** in accordance with the **Mental Capacity Act 2005**.
- Those signing the declaration on behalf of someone without mental capacity should **upload a letter** in the evidence section of the application form to inform caseworkers of the individual's circumstances.

OFFERING ASSISTANCE

IDENTITY DOCUMENTS

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. Find out about call charges at [gov.uk/call-charges](https://www.gov.uk/call-charges).



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

SERVICES YOU CAN PROVIDE

Providing an Assisted Digital service

Our delivery partner, We-Are-Digital, is offering an Assisted Digital service at over 300 locations 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



Sign up to become a delivery partner of this service and provide face-to-face support in your local authority. Contact HomeOffice@We-Are-Digital.co.uk and visit gov.uk/eu-assisted-digital.

Offering an ID document scanning service



As part of the application process applicants can prove their identity using the **EU Exit: ID Document Check app**, available on compatible iPhone and Android phones.



The ID document scanning service **offers applicants an alternative way** to get their passport, national identity card or biometric residence card verified if they are unable to use the app, or are struggling with this part of the application process.



As a local authority, you can **sign up to provide this in-person service**, giving applicants access to compatible iPhones and Android phones. A fee can be collected for each applicant you help by providing this service.

- We would like more local authorities across the UK to offer this service, particularly in areas with the largest EU populations. Training and assistance to set up the service is provided. A list of current **locations offering this service** is available on gov.uk/eu-id-scanner-locations.
- This service is operated within Registration Services, at the first tier of County Councils. If you are from a District Council, you can check if your County Council has already registered to offer this service.



Contact paul.dumke@southwark.gov.uk, the Vice Chair of the National Panel for Registration, if you are **interested in providing this service**.

OTHER ORGANISATIONS

Office of the Immigration Service Commissioner (OISC) regulation

All organisations providing **immigration advice** must have the **appropriate OISC regulation** level in line with the services they are providing. For further information on how council staff can obtain accreditation through the OISC EUSS Level 1, visit the **OISC website**.

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.



As a local authority, you can provide the following services without the need for regulation:



Providing the Assisted Digital service



Providing the ID document scanning service



Making applications on behalf of looked after children for which a local authority has a care order, and holds parental responsibility

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**, as well as a postcode checker showing local support: **gov.uk/help-eu-settlement-scheme**. You may want to share the details of the grant funded organisations with EU citizens who might use their services.



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.

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.



Attend local authorities engagement events to **stay informed with updates and support** from the Home Office.



View the community leader toolkit at gov.uk/settled-status-local-authorities-toolkit to download local authority communication materials to share with EU citizens.

- Access translated communication materials and guidance at gov.uk/settled-status-translations. Alternative formats can also be requested.
- If you have any questions about supporting EU citizens to apply to the EU Settlement Scheme you can contact the **EU Settlement Resolution Centre** number by calling **0300 790 0566**. Find out about call charges on gov.uk/call-charges.



EU Settlement Scheme guidance can be found at 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.



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/assisted-digital](https://www.gov.uk/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 your 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 citizens¹ 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.

¹ 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 document¹ 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.

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 p10.

¹ 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)