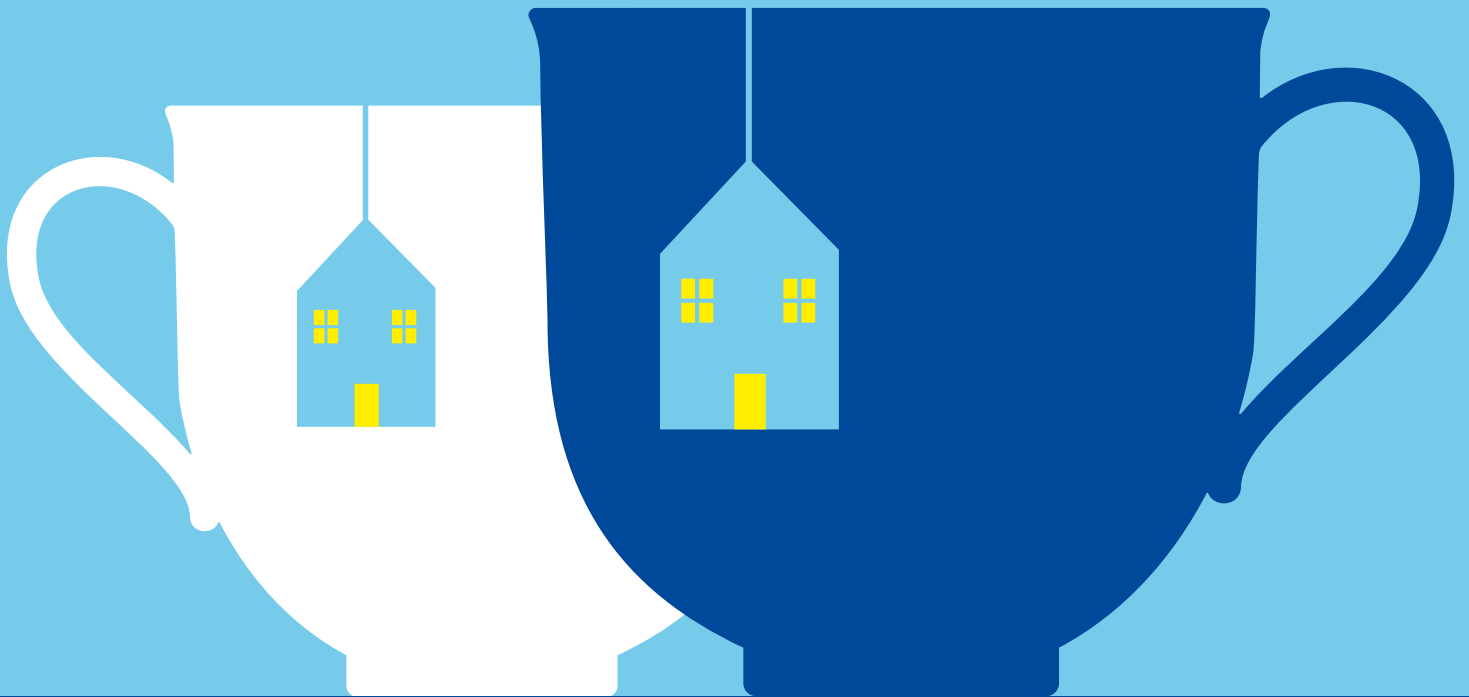




HM Government

# EU SETTLEMENT SCHEME INTRODUCTION FOR COMMUNITY GROUPS



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



# LETTER TO COMMUNITY LEADERS



**We really value the role that voluntary and community organisations play in supporting some of the most vulnerable and at-risk people in our society.**

Throughout the development of the EU Settlement Scheme, we have always been clear that we highly value the contributions EU citizens make to the social, economic and cultural fabric of the UK and that we want them to stay in the UK.

We have strived to remove any doubt for EU citizens resident in the UK. Their rights are protected by the Withdrawal Agreement and we have made it as simple and straightforward as possible for them to obtain a UK immigration status: they will just need to prove their identity, confirm their UK residence and declare any criminal convictions.

The EU Settlement Scheme will enable EU citizens currently living in the UK to be able to stay and continue their lives here much as before, with continued access to work, study, benefits and public services that they have now.

The Home Office is making sure that the EU Settlement Scheme is accessible and capable of handling vulnerable applicants with both flexibility and sensitivity.

To ensure that vulnerable and at risk EU citizens and their family members understand that they need to apply, an important part of our outreach has been to work with a range of civil society organisations. You have the expertise and strong local links that can help raise awareness and understanding about the EU Settlement Scheme with relevant communities. Local community involvement and outreach will also provide EU citizens with a trusted support network to call upon to assist them with this important new immigration status.

Therefore, this communications toolkit has been designed to help you deliver community engagement and application support to vulnerable or at-risk citizens, who will need to apply to the EU Settlement Scheme if they wish to stay in the UK.

A handwritten signature in blue ink, reading 'Caroline Nokes'.

Minister of State for Immigration,  
Rt Hon Caroline Nokes MP

# INTRODUCTION: SUPPORTING EU CITIZENS

## EU Settlement Scheme

EU citizens<sup>1</sup> and their family members (including children) can now apply to the EU Settlement Scheme to continue living in the UK.



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**.

## Help us help EU citizens

- There will be EU citizens who **need extra support** both to be made aware of the EU Settlement Scheme and to **make an 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.
- Further details on **additional materials** that are available to you are provided in this pack.
- 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.






EU Settlement Scheme guidance can be found at [gov.uk/eu-settled-status](https://www.gov.uk/eu-settled-status).

<sup>1</sup> EU citizens used throughout refers to **EEA and Swiss nationals**, who are all eligible to apply to the EU Settlement Scheme.

# MATERIALS FOR YOU TO USE

We have provided suggestions for how you can use the communication materials in this toolkit. These materials can be downloaded from [GOV.UK](https://www.gov.uk).

Toolkit item 	Purpose 	Recommended use 
Community groups: introduction pack (this document)	Helps you use the toolkit materials, outlines your role and the support available.	For community organisations' information only.
Briefing information	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	Provides key information on what EU citizens need to do and the support available.	Distribute at community events and local drop-in centres.
Poster	Raises awareness of important dates and actions.	Display in communal and public areas in your organisation and share with your communities.
Factsheets: <ul style="list-style-type: none"> <li>• EU Settlement Scheme overview<sup>2</sup></li> <li>• The application</li> <li>• ID verification</li> <li>• Support available</li> </ul>	Provides key information and outlines application and support routes for applying to the EU Settlement Scheme.	Display in communal and public areas in your organisation, share within your communities and distribute at community events and local drop-in centres.
Digital and social media assets (e.g. animations and graphics)	Raises awareness of the scheme in a visual and engaging format and provides key information including how to make an application and videos of EU citizens' stories.	Upload to internal portals, share via email and on social media accounts (e.g. Facebook, Twitter and LinkedIn).

<sup>2</sup> This factsheet has been translated into all 23 EU languages, plus Norwegian and Icelandic.

# PROVIDING SUPPORT TO EU CITIZENS

## Providing an Assisted Digital service

Support is available across the UK to those who require digital assistance to complete their application form.

We Are Digital, our digital provider, is offering an Assisted Digital service for those 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.

To find out if support to deliver this service is required in your area, please contact We Are Digital at [HomeOffice@We-Are-Digital.co.uk](mailto:HomeOffice@We-Are-Digital.co.uk). For more information on Assisted Digital visit [GOV.UK](https://www.gov.uk).

## Grant funded organisations

- The Home Office is providing up to £9 million of funding and support to voluntary and community sector (VCS) organisations who have successfully applied to the EU Settlement Scheme Grant Funding. The awarded VCS organisations are supported **to deliver practical assistance** to vulnerable or at-risk EU citizens and their family members when applying to the 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.

A full **list of awarded organisations** will be available on [GOV.UK](https://www.gov.uk). You may also want to share the details of the grant funded organisations with EU citizens who might use their services.

# 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
- Upskill 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 as 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**.



For more information, please visit **GOV.UK**.

## 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.

# INFORMATION ON SPECIFIC CASES

## 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 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.



You can also signpost to the information the Government is providing on [gov.uk/eu-settled-status](https://gov.uk/eu-settled-status).

## 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.
- In the first instance you can work with those individuals and their embassies to apply for **a valid identity document**.
- The Home Office may accept **alternative evidence of identity and nationality** if EU citizens cannot produce the required documents due to **circumstances beyond their control**, or due to compelling practical or compassionate reasons.

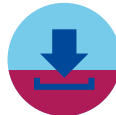


# INFORMATION FOR COMMUNITY GROUPS

The Home Office has 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.



View the community leader toolkit on **GOV.UK** to download communication materials to share with EU citizens.



Access **translated** communication materials and guidance on **GOV.UK**. 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/eu-settled-status](https://gov.uk/eu-settled-status).

# INFORMATION FOR EU CITIZENS

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



## EU Settlement Resolution Centre

- For individual 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 submission form [eu-settled-status-enquiries.service.gov.uk](https://eu-settled-status-enquiries.service.gov.uk).



For more information visit [GOV.UK](https://www.gov.uk).



## Assisted Digital

- This free service is available over the phone and in person if they do not have the appropriate access, skills or confidence to complete the online application form. Contact Assisted Digital by calling **03333 445 675** (Mon–Fri, 9am–5pm and Sat, 9am–4pm).



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 identity verification step if they 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

- A list of grant funded community organisations providing EU Settlement Scheme support will be available on [GOV.UK](https://www.gov.uk).



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



For information on the support available visit  
**[gov.uk/eu-settled-status](https://www.gov.uk/eu-settled-status)**

EU Settlement Scheme – April 2019