

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)

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CONTENTS

Introduction supporting EU citizens	2
Materials for you to use	3
Providing support to EU citizens	4
Office of the Immigration Services Commissioner Regulation	6
Access further information	8
Information for EU citizens	9
Flowchart: application process for EU citizens	10
Flowchart: ID verification for EU citizens	11

INTRODUCTION

SUPPORTING EU CITIZENS

EU Settlement Scheme

EU citizens* resident in the UK by 31 December 2020, and their **family members** (including non-EU citizens) need to apply to the EU Settlement Scheme to continue living in the UK **beyond 30 June 2021**. **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 resident in the UK by 31 December 2020, and their family members, to get the immigration status they need to continue to **live, work and study** in the UK beyond 30 June 2021. This status means they will continue to be eligible for **public services**, such as healthcare and schools, as well as benefits and access to public funds. They will also be eligible for British citizenship, if they meet the requirements and want to apply.



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
- **criminality**

The application deadline for those who were resident in the UK by 31 December 2020, is **30 June 2021**.

Help us to 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** by raising awareness, providing information and 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 qualified with the Office of the Immigration Services Commissioner (OISC). This pack contains more information on OISC-regulated activities.

* All references to 'EU citizens' in this document include 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. To access these materials, visit gov.uk/settled-status-community-toolkit

Toolkit item 	Purpose 	Recommended use 
PowerPoint presentation	Provides key information on 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 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 material: • Factsheet (A5)	Provides information in 26 European languages including 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) available to download via the online platform Brandworkz .	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 information on GOV.UK

EU Settlement Scheme guidance and materials have been translated into 26 European languages including Welsh. For translated guidance, visit gov.uk/settled-status-translations. For translated materials, visit gov.uk/settled-status-translated-materials

PROVIDING SUPPORT TO EU CITIZENS

Providing an Assisted Digital service

Support is available 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.



If you would like to provide a local setting for We Are Digital to offer their face-to-face service please contact We Are Digital by email at centres@we-are-digital.co.uk, by calling **03333 445 675** or by texting the word "VISA" to **07537 416944**. For more information please visit: gov.uk/eu-assisted-digital

Grant Funded Organisations

- In October 2020, a further £4.5 million of funding was awarded to 72 grant funded organisations for the remainder of the 2020-2021 financial year, ensuring hard-to-reach people are able to access important information. These organisations support a range of people to apply, including those who are disabled, elderly, isolated, have language or literacy problems, are the victim of domestic abuse, struggle with technology or have further vulnerabilities. This is on top of the £17 million already provided throughout the life time of the EU Settlement Scheme. This competitive process was open to both charities and local authorities.
- A full list of awarded organisations is available on [GOV.UK](https://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.



The Home Office is aware that the way organisations are operating during the COVID-19 pandemic is determined by the relevant public health advice for each UK nation. For more information on their availability please see their specific web pages.

PROVIDING SUPPORT TO EU CITIZENS (CONTINUED)



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.

Assisting adults with care and support needs

- Adults with care and support needs includes adults in various care settings with a range of vulnerabilities.



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

- The Home Office is aware that 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** on **0300 790 0566**. Find out about call charges on **gov.uk/call-charges**.



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

OFFICE OF THE IMMIGRATION SERVICES COMMISSIONER REGULATION

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

What is considered immigration advice?

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

- awareness raising
- general information provision such as leaflets, posters, talks etc.
- signposting
- language support
- upskilling local organisations
- equipment/digital provision

If you are providing technical assistance in completing and submitting an EUSS application form for an applicant because they cannot understand the instructions or questions the form is asking, this does not require regulation by OISC. An organisation also does not need to be OISC-registered if they are helping someone to locate paperwork, explaining what the form is asking for or entering the applicant's responses.

Further information about assistance that can be provided without the requirement for regulation can be found in **OISC's Immigration Assistance Document**.

OFFICE OF THE IMMIGRATION SERVICES COMMISSIONER REGULATION (CONT)

OISC registration

- The OISC has published a streamlined, 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**.
- Organisations will need to show they have satisfied the relevant competency requirements and provide evidence that they are fit to offer advice. There is guidance information available on the **OISC** website which will explain how organisations can achieve the necessary accreditation if they are unable to already evidence the competency requirements.



Application forms for authorisation at OISC Level 1 Immigration (limited to the EU Settlement Scheme) can be completed on the OISC website: [gov.uk/government/publications/guidance-for-the-community-and-voluntary-sector](https://www.gov.uk/government/publications/guidance-for-the-community-and-voluntary-sector)

Individual advisers applying for regulation may need to undergo a DBS service check: [gov.uk/dbs-check-applicant-criminal-record](https://www.gov.uk/dbs-check-applicant-criminal-record)

Please note that:

- OISC will only accept a copy of an original DBS certificate if it's dated within 6 months of the application for regulation being received by OISC (please only provide a copy of the DBS certificate, not the original)
- existing advisers who are moving to a new organisation (with less than a 6-month break), and those increasing their level or categories, are not required to provide a DBS certificate
- OISC reserves the right to request a new DBS check any at time

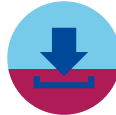
Please visit [gov.uk/government/publications/disclosure-and-barring-service-dbs-check-guidance](https://www.gov.uk/government/publications/disclosure-and-barring-service-dbs-check-guidance) for interim OISC guidance on how to apply for a DBS disclosure certificate.

ACCESS FURTHER INFORMATION

We have provided a number of sources of information about the EU Settlement Scheme:



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



View the community leader toolkit at [gov.uk/settled-status-community-toolkit](https://www.gov.uk/settled-status-community-toolkit) to download communication materials to share with EU citizens. Digital and social media assets are available to download via the online platform [Brandworkz](#).



Access **translated** guidance at [gov.uk/settled-status-translated-materials](https://www.gov.uk/settled-status-translated-materials). You can also request alternative formats.

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://www.gov.uk/call-charges)



EU Settlement Scheme guidance can be found at [gov.uk/eusettlementscheme](https://www.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, can call: **0300 123 7379 (from inside the UK)** +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

EU Settlement Scheme guidance and materials have been translated into 26 European languages including Welsh. For translated guidance, visit [gov.uk/settled-status-translations](https://www.gov.uk/settled-status-translations). For translated materials, visit [gov.uk/settled-status-translated-materials](https://www.gov.uk/settled-status-translated-materials)



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) or text the word “VISA” to **07537 416944**. To check availability of this service and 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. To check availability of this service and for more information, visit [gov.uk/eu-id-scanner-locations](https://www.gov.uk/eu-id-scanner-locations)



Community support

If applicants need more help with their application, they can contact a support organisation. A full list of funded organisations is available on [GOV.UK](https://www.gov.uk). There is also a postcode checker showing local support, 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* and their non-EU family members, should visit gov.uk/eusettlementscheme to apply to the EU Settlement Scheme. The deadline for applications for those who were resident in the UK by 31 December 2020, 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 or biometric residence permit (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

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



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. For the latest estimated processing times for applications, visit [GOV.UK](https://gov.uk). 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://gov.uk).

Pre-settled status

If you have less than 5 years continuous residence in the UK, you will usually be eligible for pre-settled status (also known as limited leave to enter or remain). This means you can stay in the UK for a period of 5 years, until you are eligible for settled status.

Settled status

If you have 5 years or more continuous residence in the UK, you will be eligible for settled status (also known as indefinite leave to enter or remain). This means there is no time limit on how long you can stay in the UK.

* In this document 'EU citizens' includes 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* 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.

Alternatively, you can use a friend's 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 to complete the ID verification step:

If you prefer not to use the app, or if you do not have a biometric identity document. 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 page 8 of this document.

* To use the EU Exit: ID Document Check app, you must have either a biometric passport or a national ID card which contains an interoperable biometric chip, 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.

NOTES

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