

# EU Settlement Scheme

## Community leaders and local authorities toolkit

### Introduction for community leaders

Autumn 2018





## INTRODUCTION: SUPPORTING EU COMMUNITIES

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EU citizens and their family members who want to stay in the UK beyond 31 December 2020 will need to apply to the EU Settlement Scheme. This allows them to get a new UK immigration status that will protect their rights in the UK once the UK leaves the EU.

The Home Office is putting in place a series of arrangements to accommodate the diverse needs of EU citizens who will require support. To ensure support is available, **we want to enable community leaders to play a vital role in supporting vulnerable or at-risk communities**. We are doing this by providing guidance, a suite of communication materials and regular engagement activity for community leaders. We are also providing grant funding for eligible voluntary and community sector organisations.

To support you in raising awareness and delivering activities around the EU Settlement Scheme, we have created a **community leaders and local authorities toolkit** to provide accurate, timely and accessible communication materials for your use and to share with vulnerable or at-risk communities. Further details on the materials available are provided in this pack. You can also find these on [GOV.UK](https://www.gov.uk).





## PURPOSE OF THESE MATERIALS

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This pack introduces you to the community leaders and local authorities toolkit. It will help you to use the communications materials and share them with EU citizens and their family members in your communities. These materials will also help increase your understanding of the EU Settlement Scheme and the important role you can choose to play in supporting EU citizens.






You can use this information to share with your **organisation's leaders, volunteers, and other networks and peers** who work and engage with EU citizens.

In this pack you will find a **detailed delivery plan** with information on how to use the materials, including recommended channels.



## WHAT DOES THE TOOLKIT CONTAIN?

The EU Settlement Scheme will fully open to EU citizens by 30 March 2019. We have provided you with a community leaders and local authority toolkit to help you deliver community engagement and application support to vulnerable or at-risk EU citizens. This includes:

EU Settlement Scheme briefing information	Videos and animations	Posters	Leaflets	Factsheets
<p>Key information about the EU Settlement Scheme including support available.</p> 	<p>Informative animations such as an application outline animation and videos of EU citizens' stories.</p> 	<p>A poster providing key information and timings.</p> 	<p>Overview leaflet focusing on awareness, eligibility and the support available.</p> 	<p>Factsheets providing an overview of the EU Settlement Scheme and the application.</p> 

As part of this toolkit we will also provide a translated factsheet. We expect that guidance on GOV.UK will be translated into all EU languages when the EU Settlement Scheme fully opens by 30 March 2019.



## HOW DO I USE THE TOOLKIT?

The materials in the community leaders and local authorities toolkit can be used in different ways.



The **briefing information** can be shared with community leaders, councils, managers, volunteers and other peers who work and engage with EU citizens. This can be used for presentations at face to face meetings, in casework and at drop-in sessions with EU citizens.



**Videos** can be shown at meetings and drop-in sessions with EU citizens, and posted on your website or social media.



You can share the **posters, leaflet and factsheets** with EU citizens and your communities, in public areas and on notice boards in libraries and local town halls.



## HOW DO I USE THE TOOLKIT?

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Toolkit item	Purpose	Recommended channel
<b>Community leaders: introduction pack (this document)</b>	To help you use the toolkit and the support provided by the Home Office.	For community organisations' information only.
<b>EU Settlement Scheme briefing information</b>	To provide context and background on the EU Settlement Scheme for EU citizens, with details of the application process.	Use for meetings, casework and drop-in sessions about the EU Settlement Scheme with EU citizens.
<b>Leaflet</b>	To provide information about the EU Settlement Scheme, what EU citizens need to do and the support available.	Distribute leaflets at community events and at local drop-in centres.
<b>Poster</b>	To raise awareness of important dates, requirements, actions and key messages.	Display in communal and public areas in your organisation and share within your communities.
<b>Factsheet 1 – EU Settlement Scheme overview</b>	To provide key information about the EU Settlement Scheme. This document will also be translated into all 23 EU languages and Welsh.	Display in communal and public areas in your organisation and share within your communities and distribute at community events and local drop-in centres.
<b>Factsheet 2 – The application</b>	To outline the application the key parts of the application.	Display in communal and public areas in your organisation and share within your communities and distribute at community events and local drop-in centres.
<b>Digital and social media assets (e.g. animations and graphics)</b>	To raise awareness of the scheme in a visual and engaging format and encourage EU citizens to find out more on <a href="https://www.gov.uk">GOV.UK</a> .	Upload to internal portals, share via email and on social media accounts (e.g. Facebook, Twitter and LinkedIn).



## YOUR ROLE IN SUPPORTING EU COMMUNITIES

It is important to ensure support is available for vulnerable or at-risk EU citizens and their family members who are applying to the EU Settlement Scheme. As community organisations, you can help play a critical role in providing assistance to those who need support to apply.

### Raising awareness

- Community organisations are embedded in their communities. Through your daily interactions, you **understand the needs of those in your communities**, you have **already-established networks** that can reach those who need support and you are a **go-to source of information**.
- With direct support and provision from the Home Office, you can help vulnerable or at-risk EU citizens to apply to the EU Settlement Scheme by offering a range of services from **providing information** through to **end-to-end application services**.
- **You do not have to 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 Services Commissioner (OISC).
- This toolkit **provides the materials and information** you might need to communicate about the EU Settlement Scheme with your networks and communities.





## YOUR ROLE IN SUPPORTING EU COMMUNITIES

We want to ensure that support is available across the UK to those who require digital assistance to complete their application form.

### Providing an assisted digital service

In collaboration with **We Are Digital**, our digital provider, an assisted digital service will be available to provide those who do not have the appropriate skills, access or confidence to complete the online application for the EU Settlement Scheme. Assistance is quick and easy to deliver, with support being offered in three forms:

- over the phone
- face-to-face support in a local centre
- in-home tutors.

**We Are Digital** is looking for delivery partners across the UK to digitally assist EU citizens and their family members who will require face-to-face support in a local centre to make their application, as well as supporting applicants using other online UKVI application forms. Much of this can take place in a local venue such as a library or community centre.

We recognise the important role that **community organisations** play within our local communities to support those most in need. To enable those that require assistance, your network can sign up to provide this service.

Full training will be provided, and community organisations will **receive payment** for every applicant they assist.

If you are interested in your community organisation signing up to provide this service, 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 support visit [GOV.UK](https://www.gov.uk).





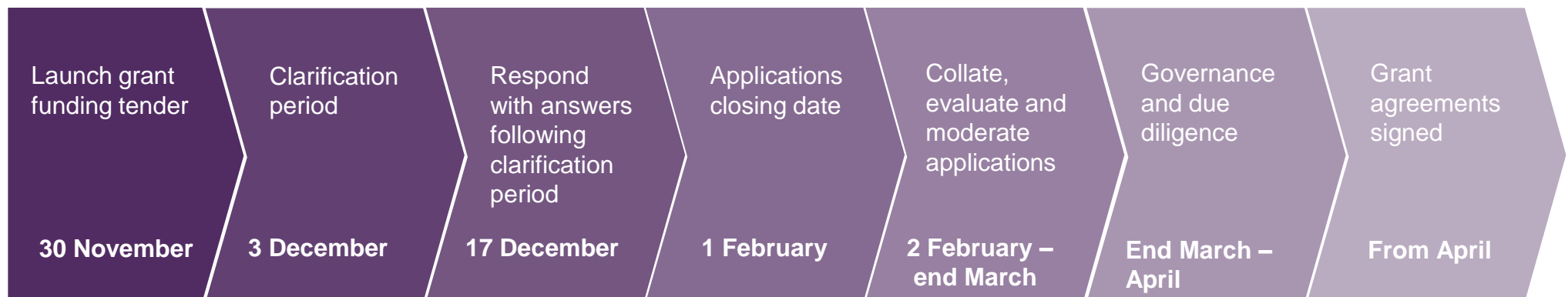
## SUPPORT FOR COMMUNITY LEADERS

### EU Settlement Scheme Grant Funding

To ensure support is available to those who most require it, the Home Office has **up to £9million of grant funding** to be awarded in the financial year 2019/20 to voluntary and community sector (VCS) organisations.

The awarded VCS organisations will be funded and supported by the Home Office to **deliver practical assistance** to vulnerable or at-risk EU citizens and their family members applying to the EU Settlement Scheme.

There will be support for organisations who are awarded funding to help EU citizens through the application process, including training workshops, detailed guidance and other relevant tools. **The open tender launched on 30 November 2018** and will be open until 1 February 2019. If you would like to apply for funding, please visit [GOV.UK](https://www.gov.uk) to for more information. You can find a full timeline of activity below.





## OISC REGULATION: PROVIDING IMMIGRATION ASSISTANCE

In relation to the EU Settlement Scheme, you may want to know what work is classified as providing immigration advice and may need to be regulated by the Office of the Immigration Services Commissioner (OISC).

### OISC information

- The **OISC have published guidance** that sets out what they believe individuals, community and voluntary groups can do to assist others with immigration queries regarding the EU Settlement Scheme, and what activity must be OISC-regulated.
- For more information on how this may affect your organisation, please click [here](#). If you are unsure whether the work you wish to do requires regulation you can e-mail the OISC at [VSS@OISC.GOV.UK](mailto:VSS@OISC.GOV.UK), setting out the work you would like to carry out.

The OISC are working to ensure that a robust but proportionate assessment system will be applied to those seeking regulation to provide immigration advice and services related to the EU Settlement Scheme.

As soon as it is in a position to do so the OISC will be publishing further details of a streamlined application process for 'not for profit' and 'charitable' organisations seeking to provide immigration advice and services related to the EU Settlement Scheme only. Please continue to consult the OISC website for further information.



## MORE INFORMATION FOR COMMUNITY LEADERS

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The Home Office has set up various channels for you to access information about the EU Settlement Scheme.



[Sign up](#) for **email alerts** on the status of EU citizens in the UK.



Stay informed and [sign up](#) to receive a regular **Community Bulletin** from the Home Office for updates on future engagement e.g. training events and teleconferences.



## INFORMATION FOR EU CITIZENS

To support EU citizens in your community you can share information on the various channels and services which the Home Office has set up to access more information about the EU Settlement Scheme.



Encourage EU citizens in your community to [sign up](#) for **email alerts** on the status of EU citizens in the UK.



**Contact centre support** will be available over the phone for those who have questions about their individual applications. For information on the contact centre visit [GOV.UK](#).



An **assisted digital service** will be available over the phone and in person for those who do not have the appropriate skills or confidence to complete the application. For information on assisted digital visit [GOV.UK](#).



**Identity verification support** will be available at a number of locations for those who don't have access to the EU Exit: ID Document Check app. For information about this service visit [GOV.UK](#).



Encourage EU citizens in your community to visit [GOV.UK](#) to learn more about their **EU citizens' rights**, including what settled status means, how to apply and more.

Translated communication materials and guidance will be available. We expect that guidance on [GOV.UK](#) will be translated into all EU languages when the EU Settlement Scheme fully opens by 30 March 2019.