



CITIZENS
RIGHTS
PROJECT

Report of our principal activities January – December 2022

Citizens Rights Project is a Scottish Charity, SC051204, regulated by the Scottish Charity Regulator (OSCR); a company limited by guarantee in Scotland, company number SC561815; and regulated by OISC Ref No. N201900077.

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SUMMARY

The Citizens' Rights Project is a non-for-profit organisation launched in Spring 2018 to provide information, advice and support for EU27 citizens in Scotland about their rights before and after Brexit, and to connect with groups and organisations working with the EU27 citizens community.

This is a report of the projects which we undertook in 2022: one funded by the Scottish Government to provide outreach, information and briefing events on EU withdrawal and citizens' rights, and advice and support to citizens who needed to apply to the EU Settlement Scheme (EUSS) in Scotland; one led by our partners in Feniks, funded by the Home Office, where we collaborated in the delivery of an EUSS outreach and support programme in Edinburgh and the Lothians, Scottish borders, Aberdeenshire and Dundee; one in partnership with Settled funded by the Justice Together Initiative to address the current shortage of free, expert and locally accessible legal advice for complex cases related to the EU Settlement Scheme in Scotland; one funded by the Scottish Council of Voluntary Organisations to provide welfare information in European languages; one by the Home Office to raise awareness about the Windrush Schemes in Scotland; and one from the People's Postcode Trust to extend the provision of our new Rights Service to the Italian-speaking community

In 2022, as the lockdown was lifted and the risks of the pandemic decreased, we resumed our face-to-face activity. Online meetings, appointments and events have proven very efficient client and helpful, and we have now incorporated this as a common practice in our organisation.

We were able to develop these activities thanks to a small, but very committed team of 5 to 7 members of staff (most of them working part-time) and 53 volunteers, 34 of which are OISC Level 1 (limited to the EUSS) advisers, who worked incredibly

hard to make sure our services reached as many citizens as possible, to avoid leaving anyone behind. Close cooperation with other organisations providing EUSS support, with local authorities, consulates, third sector organisations and grassroots and community organisations from different areas of Scotland, but also UK-wide, is still a key aspect of the success of our services.

As part of our activity, we continue developing videos, infographics, documents, and other materials, sometimes in different languages, to disseminate and explain different aspects of the EUSS and citizens' rights, as well as the support available. Our website, social media and database have also been important elements in our programme to promote our activity and distribute information.

The project has received positive feedback for these programmes, both from participants and partner organisations, and it has shown, once again, a need to engage further with certain EU citizens groups even 18 months after the deadline to apply to the EU Settlement Scheme.

THE PROJECT IN NUMBERS

	31/12/2021	31/12/2022	Increase
Unique visits on the website	528,438	786,054	48.75%
Unique visitors on the website	144,966	221,123	52.53%
Followers in Facebook, Twitter and Instagram	6,224	6,968 (7,058 including LinkedIn & Vimeo)	11.95% (or 13.4% including LinkedIn and Vimeo)
Update/Newsletter subscribers	443	454	2.48%

FUNDERS



EUSS AWARENESS RAISING AND SUPPORT

Most of the Citizens Rights Project's activity in 2022 continued to be centred around the EU Settlement Scheme (EUSS). We have provided outreach and direct support with funding from the Scottish Government, the Home Office and the Justice Together Initiative.

Although the default deadline for applications to the EU Settlement Scheme was 30/6/2021, many EU citizens seek our support with their applications and issues arising from their status during 2022.

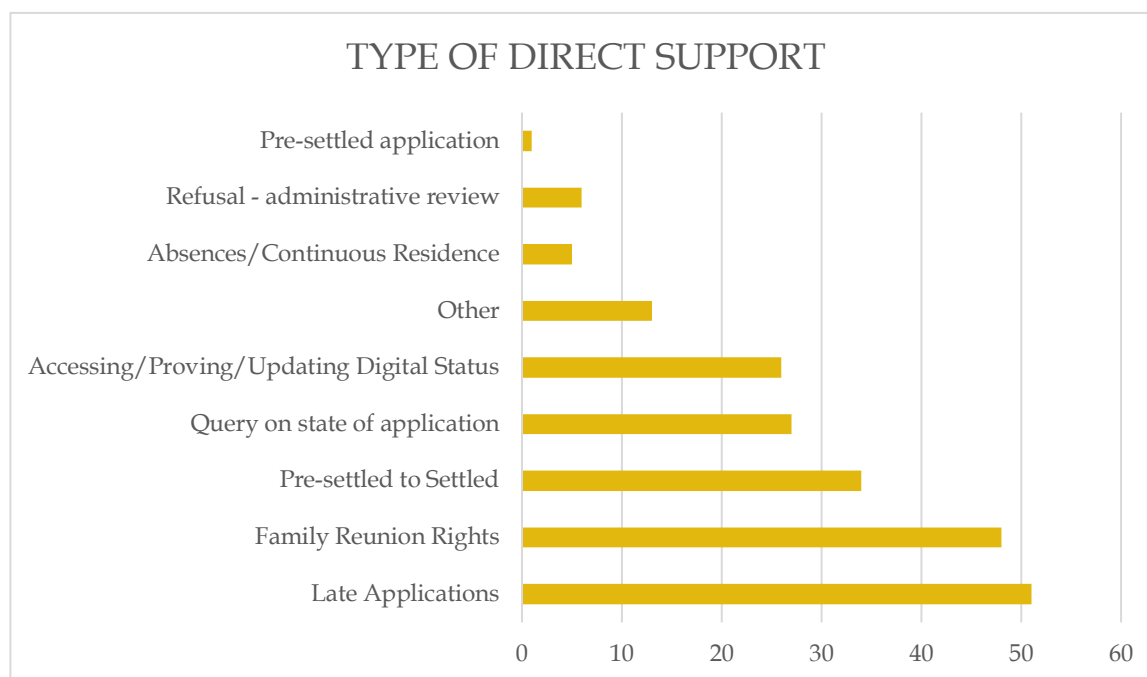
Even today, our evidence and experience suggest that thousands of people may still need to apply for settled status. This could be for several reasons: lack of information, language and digital skills and additional vulnerabilities compounded by the limitations of the Covid19 crisis.

Direct support with EUSS applications and queries

Citizens Rights Project helped 210 clients with their EU Settlement Applications and/or digital status and answered 423 queries from January to December 2022.

Some thought that, at that stage, we would be dealing primarily with pre-settled to settled status applications and family reunion rights, but that was not the case.

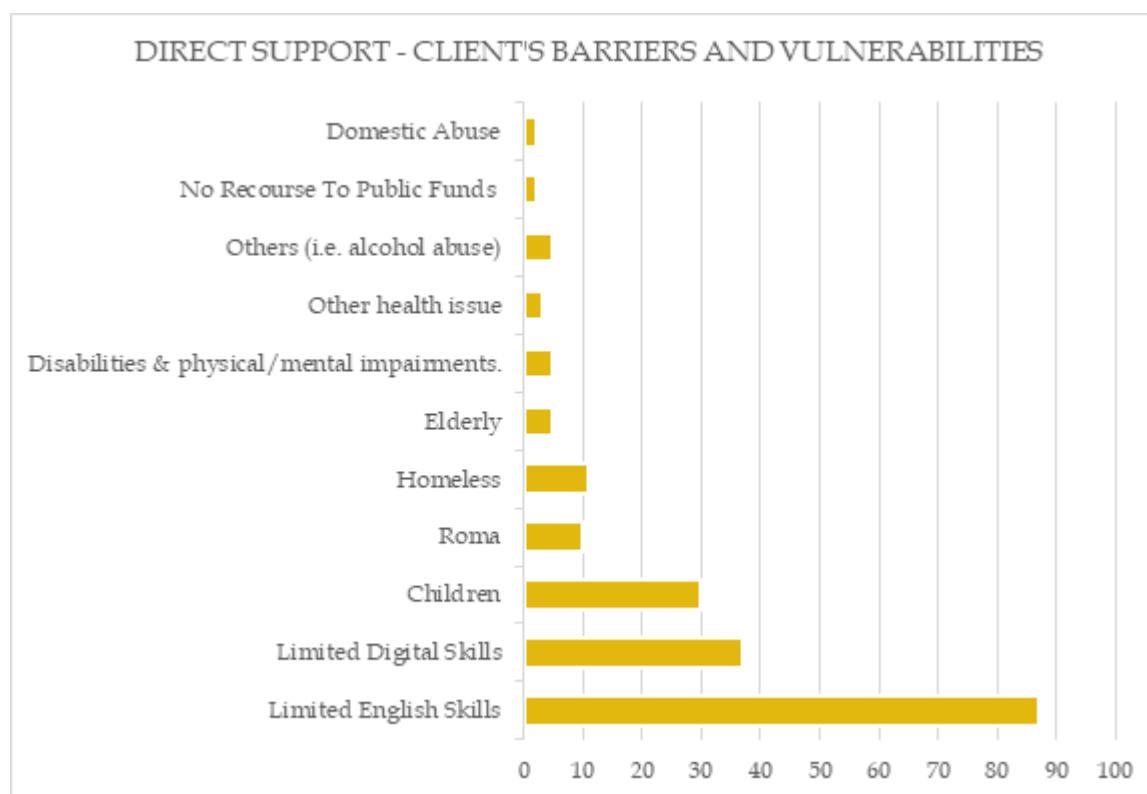
More than half of the clients we provided direct support to in 2022 needed help with late applications (24.3%), family reunion rights (22.8%) or checking the state of the application (12.8%). The last category could lead to supporting the client with finding and submitting further evidence, an administrative review, or a new application. We also support clients switching from pre-settled to settled (16.2%), accessing, proving, and updating their status (12.3%), admin reviews (2.8%), absences and continuous residence (2.3%), on-time pre-settled applications (0.4%), and others (6.1%).



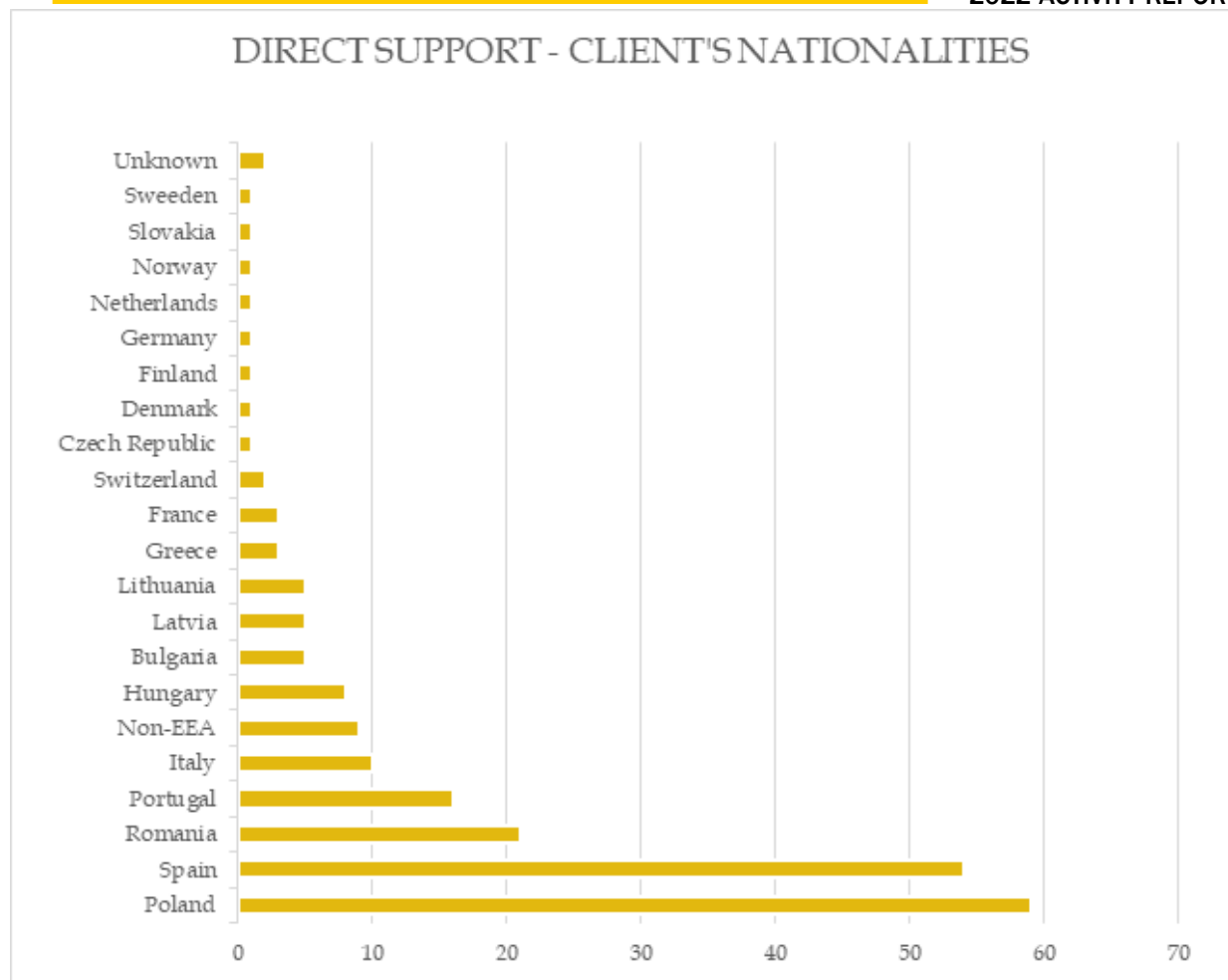
Before the deadline, we registered an average of 24 new clients per month. This figure decreased to 17.5 in 2022, but cases were far more complex and took longer. In some cases, weeks and even months. We are still dealing with some of the cases we open last year.

On many occasions, this complexity is linked to one or several vulnerabilities. 65.7% of our post-deadline clients in 2022 had some barriers to applying to the EU Settlement Scheme or accessing their digital status. 41.4% of our clients last year had limited English skills, and nearly 18% had limited digital skills.

This also means that many cases may require higher level of immigration support. In 2022, more than 15.7% of the cases were referred to an OISC immigration adviser registered at level 2 and 3.

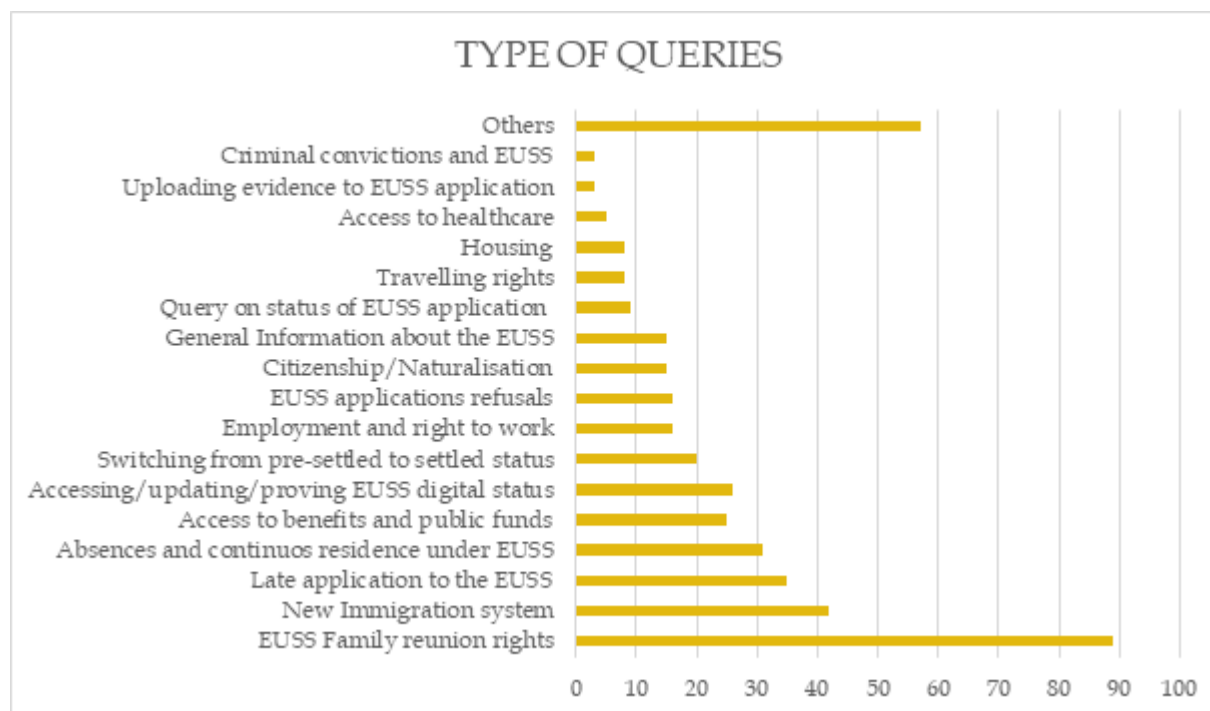


We helped citizens with passports from 20 different EEA countries, and Switzerland. 94% of our clients had an EU/EEA/Swiss passport, and 4% were non-EEA nationals. We did not record the nationality of 2% of the citizens we helped. The top nationalities were Polish (59), Spanish (54), Romanian (21), Portuguese (16) and Italian (10).

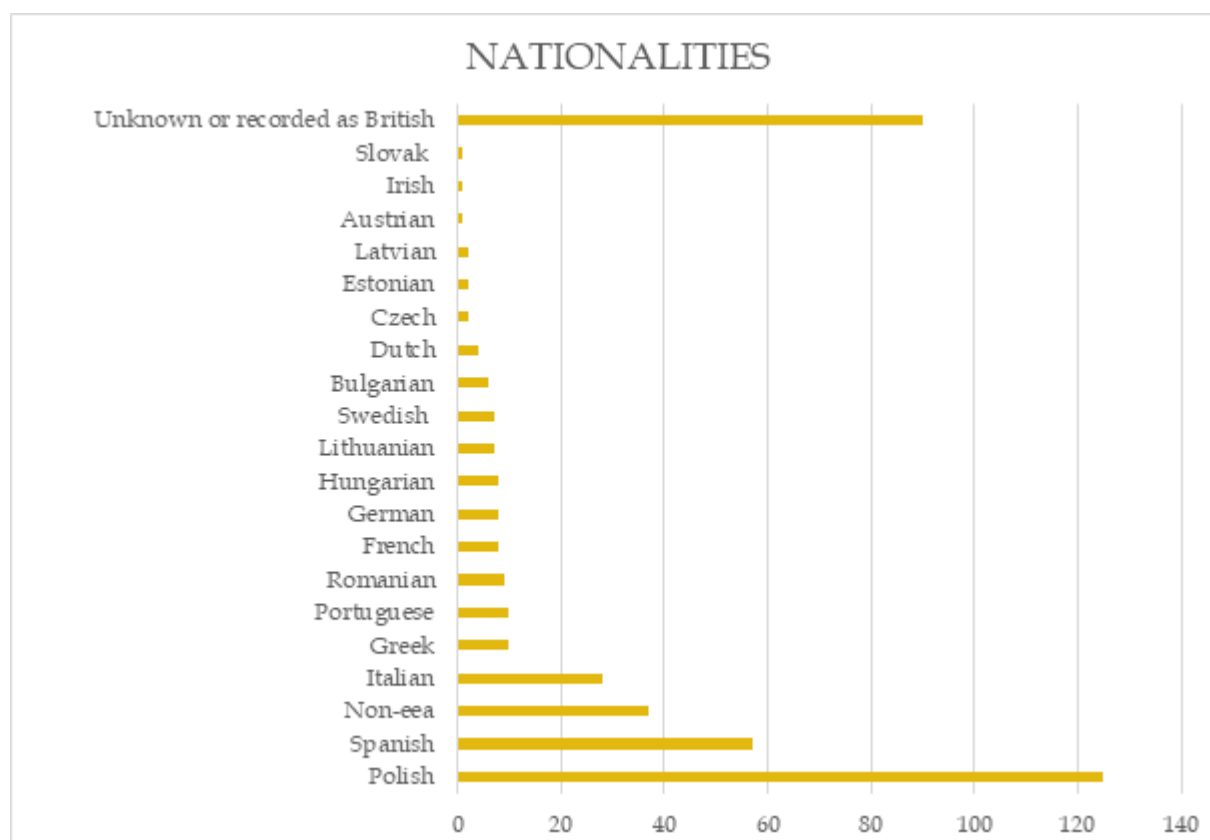


On top of direct face-to-face support, we have also answered 423 queries received via text message, WhatsApp, email, web contact form or phone call. Some of these interactions may have resulted in direct support to the client, others in referrals or signposting to other organisations and services. Many required initial guidance with their EU Settlement Scheme application or digital status, and they could deal with the issue themselves after receiving a reply from our advisers. In the chart below, you can see the topics of those questions.

Nearly 60% of the queries we answered were around issues related to the EU Settlement Scheme and the digital status, and 14.6% around rights when travelling, at work or accessing housing, healthcare, and benefits.



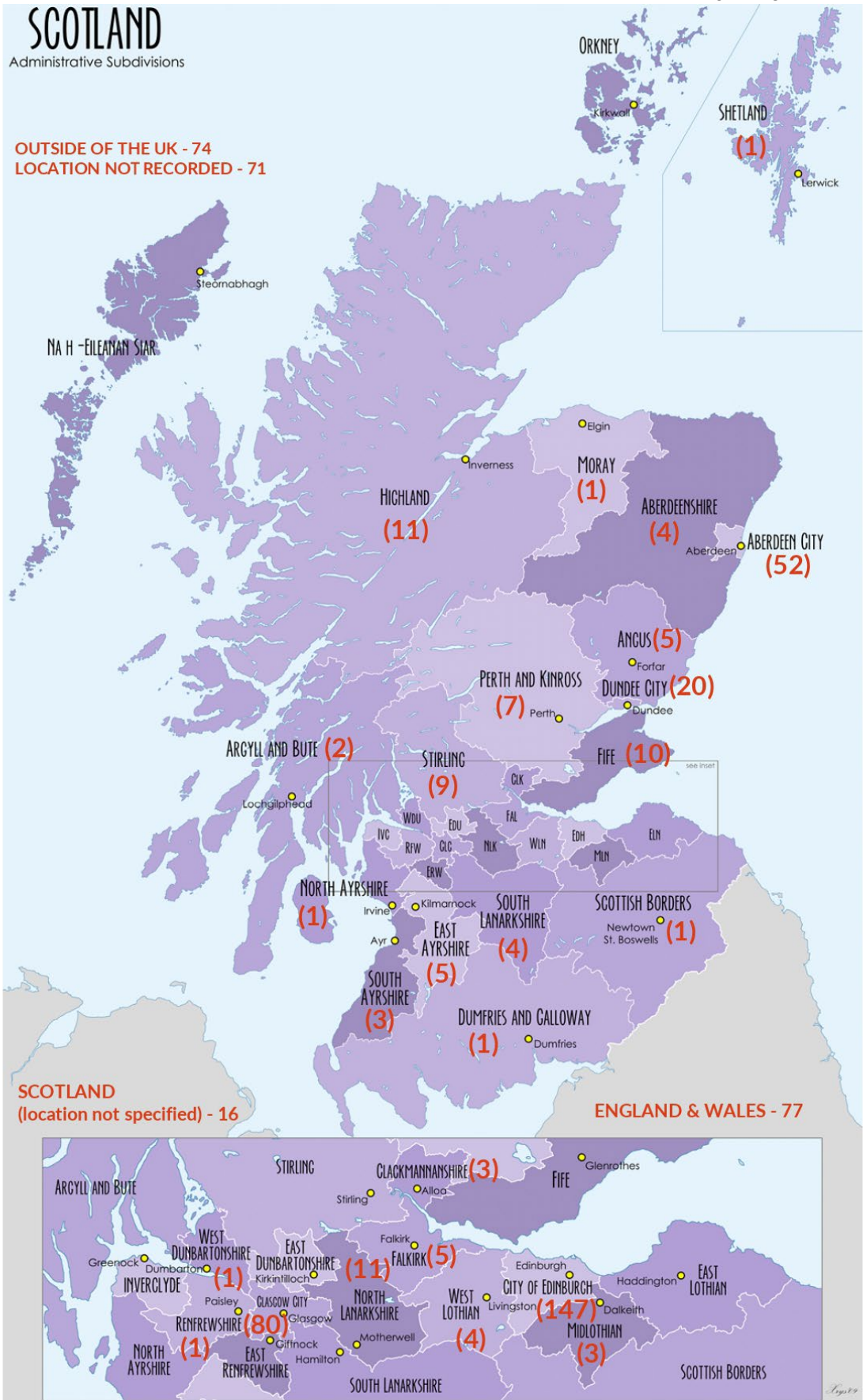
Similar to our direct support service, most of the people who contacted us with questions (nearly 70%) were from EU countries. We have recorded a total of 20 EU nationalities. 9% were non-EEA nationals. The top 5 nationalities were also very similar: Polish (125), Spanish (57), non-EEA (37), Italian (28), and Greek and Portuguese (10).



Thanks to our multilingual team of staff, volunteers, and partners, we can offer support and information in different languages. 41% of the clients we provided direct support to in 2022 had limited English skills, and 33% of those who approached our project with queries chose to do so in their native language. Polish and Spanish were the most used languages, 22 and 7 per cent respectively.

Regarding location, we have supported clients from 26 of the 32 local authority areas in Scotland. 64% of the people we supported were based in Scotland, and nearly 11.9% were abroad. We also recorded clients and queries from England and Wales (12.3%). These clients were referred to services in their areas such as Citizens Advice and Settled.

In the map below you can see how many clients we got per local authority. The biggest percentage (63%) are in Scotland's Central Belt. Outside of this area, our biggest portion of clients was based in Aberdeen, thanks to the extensive outreach work carried out by our volunteers in this city, for which we are very grateful.



Client's feedback

I am writing to thank your organisation for your help and support while making an application for a family permit via the Surinder Singh route to allow my Greek husband to come to Scotland too e with us.

In particular, I would like to commend the efforts of Pawel Kopec who has been guiding us through the process for the last 10 months or so. He has given us excellent support, spending time on emails and Zoom calls and helping us prepare all our documents correctly. We cannot thank him enough. We would also like to thank the different solicitors we spoke to on two occasions for their invaluable advice.

This is a long and stressful process, and your organisation has certainly helped us understand and manage it more effectively than we could alone. Once again, many thanks, and we hope that you will be able to continue your efforts to help others going through the immigration process.

Just wanting to bring message below to your attention. I've received brilliant support by one of your volunteers for my EUSS application, and very grateful for that! Experiences like given below to still be happening is incredible and I am still reeling from that phone call.

Outreach activity: information, briefing sessions and collaborations

Outreach and awareness raising about the EU Settlement Scheme around Scotland is still an important part of our activity, especially as we move further away from the deadline and fewer services are funded to provide information on this matter.

Taking our services around Scotland has been a key part of our mode of operation since our foundation. Many of our webinars and information sessions aimed at NGOs, community groups, local authorities, employers etc, have been held online. This seems more convenient for many attendees, who otherwise may need more time to attend our briefing sessions out of their busy schedules. Moreover, this is also very helpful for those working in more remote and rural locations.

Nonetheless, with the help of our volunteers and partners, we have continued to organise in-person support clinics around Scotland. It is important for us to be able to provide face-to-face support, as most of our vulnerable clients struggle with online communication. However, we have noticed a decrease in the number of appointments booked. On a few occasions, we had to cancel the clinic because we did not reach the minimum number of appointments that we required, and we decided to cancel the face-to-face event and help those with an appointment either online or over the phone. This shows that many of the citizens who still need support with their applications or digital status are hard-to-reach people, so our focus moving forward will be engaging with organisations and individuals who are already supporting, representing, or providing service to EU citizens in vulnerable situations.

Webinars, information sessions and support clinics organised by CRP			
Date	Event	Speakers/advisers	Audience/Attendance
10 January 2022	Webinar: The EUSS deadline has passed – what's next?	In collaboration with Settled and Feniks. Delivered by EU Settlement Scheme advisers and Outreach Officers Pawel Kopec and Gabi Ingle	Partners of the Overnight Welcoming Centre in Glasgow for homeless people run by Glasgow City Mission.
20 January 2022	Webinar: Joining Family Members under the EU Settlement Scheme	Janey Armstrong, solicitor and partner with Drummond Miller LLP	104 registered, 72 attended. To access the recording visit this link - https://vimeo.com/673102854
22 January 2022	EUSS Support clinic in Aberdeen	Volunteers Iona Rennie (Shelter), Vikki Duncan (Shelter), Laura Keith (Turning Point),	6 appointments
17 February 2022	EUSS clinic in Kilmarnock	Outreach Officer Pawel Kopec	6 appointments
19 February 2022	EUSS Support clinic in Aberdeen	Volunteers Iona Rennie (Shelter), Vikki Duncan (Shelter)	6 appointments
8 March 2022	Voting rights for EU nationals in Scotland	Delivered by Catherine Heggie, Partnerships and Information Officer at the electoral commission.	Via Facebook Live: 1.6K people reached, 65 reactions, comments and shares. You can access the recording in this link: https://vimeo.com/690532850

11 March 2022	EUSS Clinic in Forfar	Outreach Officer and EUSS Adviser Pawel Kopec	1 appointment
11 March 2022	EUSS Clinic in Stirling	Outreach and Communications Officer Gabriela Ingle	2 appointments
16 March 2022	Alliance Members Spotlight Session	Delivered by CRP Project Coordinator Noelia Martinez	Numbers not available
18 March 2022	EUSS Support clinic in Glasgow	Outreach and Information Officer and EUSS Adviser Pawel Kopec & Outreach and Communications Officer and EUSS Adviser Gabriela Ingle	8 appointments
18 March 2022	EUSS Support clinic in Falkirk	In Partnership with Central of Scotland Regional Equality Council Outreach Officer and EUSS Adviser Elisabeth Mulero + Volunteers from CSREC Kieran Gilmore and Pamela Correa M.	7 appointments
19 March 2022	EUSS Support clinic in Aberdeen	Volunteers Iona Rennie (Shelter), Vikki Duncan (Shelter), Laura Keith (Turning Point),	10 appointments
19 March 2022	EUSS Support clinic in Dundee	In partnership with Feniks	7 appointments
26 March 2022	EUSS Support clinic in Glasgow	CRP Coordinator and EUSS adviser Noelia Martinez and Outreach Officer and EUSS Adviser Elisabeth Mulero	9 appointments
27 March 2022	EUSS Support clinic in Fort William	Outreach Officer and EUSS Adviser Elisabeth Mulero	3 appointments
14 May 2022	EUSS Support clinic in Aberdeen	Volunteers Iona Rennie (Shelter), Vikki Duncan (Shelter),	6 appointments

		Laura Keith (Turning Point),	
14 May 2022	EUSS Support clinic in Galashiels	In partnership with Feniks. Pawel Kopec.	2 appointments
15 May 2022	EUSS Support clinic in Inverness	Adviser: Elizabeth Mulero	3 appointments booked. Event was cancelled as we require a minimum of 5 appointments to travel outside the central belt. Clients were contacted, and support was provided online to the two people that replied.
17 June 2022	EUSS Support clinic in Inverness	n/a	No appointments booked. Clinic cancelled.
18 June 2022	EUSS Support clinic in Aberdeen	Advisers were volunteers Iona Rennie (Shelter), Vikki Duncan (Shelter), Laura Keith (Turning Point),	7 appointments
18 June 2022	EUSS Support clinic in Fraserburgh	In Partnership with Feniks. Adviser: Pawel Kopec	Only 1 appointment. Query was solved over the phone. Adviser did not travel to Fraserburgh
24 June 2022	EUSS Support clinic in Glasgow	Advisers: Elizabeth Mulero and Noelia Martinez	10 appointments
16 July 2022	EUSS Support clinic in Aberdeen	Volunteers Iona Rennie (Shelter), Vikki Duncan (Shelter), Laura Keith (Turning Point),	9 appointments
4 August 2022	EUSS Support clinic in Glasgow	In partnership with The Space Glasgow Adviser: Noelia Martinez	8 clients. 3 more clients were booked for an appointment online the week after
13 August 2022	EUSS Support clinic in Aberdeen	Volunteers Iona Rennie (Shelter), Vikki Duncan (Shelter), Laura Keith (Turning Point),	3 appointments

25 August 2022	Webinar: Students and the EU Settlement Scheme.	In collaboration with Settled and Feniks.	108 registered, 66 attended. You can access the recording in this link: https://vimeo.com/755527428
17 September 2022	EUSS Support clinic in Aberdeen	Volunteers Iona Rennie (Shelter), Laura Keith (Turning Point),	8 appointments
11 October 2022	EUSS Support clinic in Aberdeen	Volunteers Iona Rennie (Shelter), Laura Keith (Turning Point),	6 appointments
19 November 2022	EUSS Support clinic in Aberdeen	Volunteers Iona Rennie (Shelter), Laura Keith (Turning Point),	6 appointments
17 December 2022	EUSS Support clinic in Aberdeen	Volunteers Iona Rennie (Shelter), Laura Keith (Turning Point),	4 appointments

We tried organising some EUSS clinics in the last quarter of the year in Dundee, Glasgow and Inverness, but, as explained above, it is difficult to arrange many appointments in one day. People either self-referred themselves to our service or other organisations referred their clients to us. Nonetheless, to make sure people are aware of our services, we are part of different networks such as the Civil Society EUSS Alliance run by New Europeans, the Citizens Rights Monitoring Network set up by the EU Delegation in the UK, and the No Recourse to Public Funds meetings run by Fairway Scotland in Edinburgh and Glasgow. We also liaise with bodies like DWP, the Home Office, the Independent Monitoring Authority (IMA), and or the3million. We also attended events organised by other organisations, participated in studies and research, or organise meetings with relevant people who could help us increase our reach. Below is a list of some of these:



Figure 1. On 27 June 2022 met with João Vale de Almeida, former EU Ambassador to the United Kingdom, on a visit to Scotland

Date	Events attended/person met
4 May 2022	Meeting with staff from the Portuguese consulate in Manchester on their visit to Scotland
11 May 2022	Several team members met with researchers from the National Institute of Economic and Social Research, who were making an Inquiry into fair work in the Scottish Hospitality Sector.
16 June 2022	Meeting with the Independent Chief Inspector of Borders and Immigration in their visit to Scotland. We produced a report for that visit.
27 June 2022	Meeting at Glasgow University with the EU Ambassador in the UK Joao Vale de Almeida, to discuss, and make him and his team aware of the current problems and issues that EU citizens are facing related to their immigration status.
28 June 2022	Meeting with Kevin Foster MP, former UK Immigration Minister about our EUSS activity and services.
30 June 2022	Meeting with the Homeless Prevention and Housing Options Team in Edinburgh Council to collaborate in providing EUSS support to EEA nationals in temporary/sheltered accommodation.
19 September 2022	We attended the conference “EU Nationals in Scotland: Experiences, Needs and Support” organised by Migration Policy Scotland. The work and research of Citizens Rights Project was referenced by one of the experts who spoke at the event.
18 October 2022	Interview with members of Justice who wanted to learn more about our experience providing EUSS support in Scotland, for a report they were researching.

25 October 2022	Attended the conference "COVID-19 & support for migrant & minority ethnic communities in Scotland" in Edinburgh
27 October 2022	Attended meeting BEMIS Cost of Living Crisis meeting with UK and Scottish Government, where we raised our concerns about how this could affect EU citizens and their family members and impact our activity.
7 November 2022	Meeting with Cllr Heather Andreson, Europe spokesperson for Dundee City Council and Neighbourhood Services Convener
8 November 2022	Attended the EU Gathering in London organised by the EU delegation in the UK.
9 November 2022	Met with Kendall Bousquet from Migrant Centre Northern Ireland.
10 November 2022	Attended the "Pro Bono Week - Ready to Step Forward" event organised by the Free Legal Services Unit of the Faculty of Advocates.
15 November 2022	Our outreach officer Pawel Kopec delivered was interviewed about the EU Settlement Scheme on the Polish radio Pol.ON
28-30 November 2022	Shared Ground Residential 2022 for organisations and individuals working in the immigration sector, held by Paul Hamlyn Foundation, Unbound Philanthropy and the Justice Together Initiative, with support from and facilitation by The Social Change Agency. It was really valuable to reflect on the future, share the experience of CRP in Scotland providing immigration support, make connections and explore potential funding avenues.



Figure 2. On 20 September 2022, Neil Gray MSP, former Minister for Culture, Europe and International Development at The Scottish Government, met # our team and some of our clients at our office in St Margaret House.

Our volunteers

In 2022, the CRP had 53 registered volunteers, of whom 34 are OISC Level 1 (EUSS) accredited. Some, like our volunteers in Aberdeen Laura Keith, Vikki Moroney and Iona Rennie, have been actively supporting clients with information and immigration advice, helping us to organise clinics or organising the supporting sessions themselves, while the rest assisted us with interpretation, connecting us with clients, and promoting our activities/services on social media and within their local areas.

However, due to the complexity of the cases that reached us and the clients' needs, we have had to put new processes in place and organise training to provide them with the tools and skills needed to deal with these cases.

Our volunteers raised concerns about the work required by most cases that reach our project since the deadline to apply to the EUSS passed. Many are complex and require several follow-ups, which exceed the amount of work a volunteer position should require. Following a meeting, we agree on the following:

- Volunteers need to have at least one member of staff at each outreach clinic. If not present, at least on call.
- Volunteers can refer clients to a member of staff if they don't have the time to deal with the case themselves. A member of staff will pick up the case.
- Recruiting law students interested in getting some experience in immigration law. So far, we have recruited 3 volunteers from Edinburgh University Law Course and partnered with Aberdeen Law Project from Aberdeen University.
- Providing continuous training to provide them with tools and skills when dealing with clients in vulnerable situations and keep them up-to-date in EU Settlement Scheme trends. On top of the information sessions and webinars organised by our project, the following are some of the training we offered to our staff and volunteers:
 - **Labour Abuse and Exploitation in the Cleaning Sector organised by Focus on Labour Exploitation (FLEX) and The Gangmasters and Labour Abuse Authority (GLAA)** [March 2022]
 - **Training in human trafficking and modern slavery with Anushya Kulupana, Associate at JustRight Scotland** [2 April 2022]. We wanted to make sure that our staff and volunteers know how to identify victims of human trafficking and modern slavery, how to gain their trust, and how to react to the matter.
 - **Discrimination training with West Regional Equality Council [23 June 2022]** It covered four types of discrimination under the Equality Act 2010 - direct discrimination, indirect discrimination, harassment, and victimisation. It delves into the characteristics of 'race' and 'religion', focusing on where anti-sectarianism fits within that. The session concludes by looking at ways to avoid discrimination

and positively promote equality. Again, this learning is applicable across all characteristics.

*Thank you for sharing this activity report. And THANK YOU ALL!
As I was a "late arrival", I joined at the beginning of 2021, I did not know about a lot of activities and places, happenings during the two years.
I am impressed by the numbers and diagrams, and about the wide range of activities as you/we were trying to cover all possible channels.
It seems like distance, time, contacts, organizations, communications had no limit! It seems to me you did work 24/7.
Yes, we can be incredibly proud of what we have all done! This is a great TEAM!
I am so proud to know all of you! I also feel lucky to meet you and being a tiny little part of this project.
We, all volunteers could learn a lot during the different training and supporting events, but we could also learn a lot from YOU ALL.
I was lucky to work with Gabi, Dorota, Noelia, and Pawel.
They say "The best leaders are humble leaders". And you all are! Leading with example!
We, volunteers, we could learn humility and commitment to work and how to support other's needs from you all!
A big thanks to Mark Lazarowicz for bringing to life and launching this project and finding the right TEAM!
I strongly believe this TEAM of "thinking together and thinking forward group of people", YOU ALL, should stay together and work together on future projects!*

Zsuzsa Bodnár, volunteer

REPORT: A PHYSICAL PROOF FOR CITIZENS WITH PRE-SETTLED AND SETTLED STATUS

In December 2021, we launched the survey "*Would EU citizens benefit from a physical proof of their pre-settled or settled status?*". The survey was available in English, Spanish, Polish, Italian, Greek, Romanian, Lithuanian, Latvian, Russian, Bulgarian and Hungarian. The survey run for four months and received 752 responses. Of those, 32 participants were British and citizens with a visa. Therefore, their answers were not relevant for the purpose of the report. The findings were based on the other 717 answers.

We wanted to find out if the lack of physical confirmation of status under the EU Settlement Scheme was causing difficulties for EU citizens in Scotland. EU citizens who have secured settled or pre-settled status have no way of proving with physical documentation that they have the right to reside in the UK. Everything is done online through a digital profile. A physical proof will mean having something similar to an ID card, passport or visa stating the status.

Responses to the survey indicated that nearly 90% of the participants who completed it would like to have physical proof of their pre-settled or settled status to reside in the UK.

Most respondents described feeling stressed and anxious, with fears they could be discriminated against using a digital-only migration system. They stated that physical evidence will make the process of proving their right to live, work and study in the UK faster and easier and would give them a greater sense of security and peace of mind. Fear of website glitches and technology, as well as lack of trust in the Home Office and the UK Government, are some of the other reasons listed by the participants. Many even fear another Windrush Scandal.

One contributor to the survey stated: "I feel defenceless without a proper way of proving my status when I cross the border for example. There is a way of getting a QR code or similar, but it is temporary and only valid for specific situations. I applied for my citizenship and in the form, when it says 'prove your status' I had to attach a letter from the government, and the first line of the letter says 'this is not a proof of your status'"

This is not an unfounded fear. Many citizens with pre-settled or settled status have already reported issues with their digital profile. In the survey, 38% of participants confirmed having experienced problems due to the lack of physical proof of their status. These include losing their employment or job opportunities; problems when accessing benefits, housing or healthcare; being removed from their accommodation; having to pay for medical care; or issues when travelling or crossing the border.

It is important to highlight that the vast majority of the people who participated in the survey and demands physical evidence of their status confirmed having good English and IT skills. The position of those who don't possess those skills, particularly vulnerable people who are

most likely to face issues when using their digital profile and would benefit greatly from having a physical document, are likely to be even more serious.

You can read the full report in the following link: <https://citizensrightsproject.org/wp-content/uploads/2022/04/Report-A-physical-proof-for-EU-citizens-with-pre-settled-or-settled-status-2.pdf>

And a summary in this link: https://citizensrightsproject.org/wp-content/uploads/2022/04/Report-Summary_A-physical-proof-for-EU-citizens-with-pre-settled-and-settled-status.png

MULTILINGUAL FACTSHEETS ON WELFARE RIGHTS

In 2022, we also produced information sheets explaining, in simple terms, a number of essential rights for EU migrants and how they can be accessed. You can access them at [this link](#).

They offer easy-to-understand guidance in different languages and provide further resources for support. Our aim producing resources to ensure that migrants can navigate the rights they are entitled to the easiest way possible. This will significantly benefit them, as we guide guiding them through confusing systems which many are struggling through in their second language.

So far, four of these factsheets have been translated into eight languages (Bulgarian, English, Hungarian, Italian, Latvian, Polish, Romanian and Spanish) and contain resources for further support and guidance. The other three are only in English and Italian. We aim to translate them into other languages if we secure funding. Some of them have also been designed in a printable format. We aim to do the same with all of them and seek funding to print copies and distribute them.

Topics covered in the factsheets are:

- Access to Benefits
- Housing
- Maternity Rights
- Pensions
- Social Security Rights
- Universal Credit:
- Working rights

These factsheets have been developed to promote awareness among EU citizens as to which rights, they are entitled to and how to access them, with the assistance of funding from the Scottish Council for Voluntary Organisations (SCVO), the People's Postcode Lottery, and the Scottish Government.

At the end of 2022, SCVO granted us further funding under their Community, Capacity and Resilience Funding to organise multilingual workshops for EU nationals across Scotland based on the content of the factsheets between November 2022 and November 2024.

We aim to organise between 16 to 20 workshops in two years, with 5-12 attendees each. We will start by organising and testing these events in some of the main Scottish towns (e.g., Edinburgh, Glasgow, Dundee, Aberdeen, Perth, and Inverness) with a major concentration of EU migrants. Meanwhile, we will assess interest and potential partnerships and collaboration in smaller towns and rural areas (as (e.g, Kirkaldy, Motherwell, Ayr, Peterhead, Arbroath, Galashiels, Dumfries, Stirling, Falkirk) where EU migrants tend to be more isolated and therefore more susceptible to discrimination and labour exploitation.

We want to create spaces that are easily adaptable to the idiosyncrasy and characteristics of the group. Moreover, participants will feel more comfortable speaking and asking questions and sharing experiences in smaller groups, allowing for more interactions and conversations, especially in those events that require interpretation. Attendees will be able to learn from the speaker, but also from experiences and queries from other attendees.

Our aim is not only increasing the knowledge of EU citizens about their rights, but also reduce isolation by knowing other people in their same situation and the fear of migrants to ask for help or navigate a system and a culture that is new to them.

With our multilingual factsheets, we have covered a gap, as there was hardly any information published in European languages, online or in hard copy, about the right to welfare benefits available to EU citizens with pre-settled or settled status. Nearly 2,500 individuals have already accessed our website post where they can download the factsheets, and organisations such as Dundee Council, Stirling Council Central Regional Equality Council, West Regional Equality Council, Shelter, East European Resource Centre or Simon Community have requested hard copies in different languages.

However, based on our experience providing EUSS support, advice and information, we know that some individuals will still struggle to understand them even in their language and will need further support to enhance their autonomy and independency when navigating the system and accessing their rights. The factsheets will be one of the resources that participants will take home with them after the workshop.

Some studies and reports recommend this kind of activity to improve the lives of migrants in the UK. In a recently published work on the impact of Covid-19 on migrant essential workers in the UK, researchers have pointed out how the pandemic exposed Scotland's dependence on migrant workers to fuel society and the economy. The research is with Polish migrant essential workers, but this pattern is repeated across all migrant communities.

Essential/frontline/key workers in lower- and higher-skilled work risked their own health to tackle the pandemic despite often experiencing insecurity because of restricted citizenship-related rights, and precarious part-time, low paid and insecure employment. Among 6 key recommendations requiring immediate action, there is one relevant to our workshops: protecting and raising awareness of migrant essential workers' employment rights to combat poverty and financial trauma.

Focus on Labour Exploitation (FLEX), on their part, recommends " providing migrant workers with information on their labour rights and support options to help identify and seek remedy for cases of abuse" on their report The Risks of Exploitation in Temporary Migration Programmes.

RAISING AWARENESS ABOUT WINDRUSH IN SCOTLAND

Citizens Rights Project received funding from the Home Office Windrush Community Fund to raise awareness about their schemes between April and October 2022.

Our Windrush project hoped to help any migrants who came to the UK legally before 1989, are now settled here, cannot prove their legal status to work and live in the country, and as a result, may have some issues with proving their immigration status in the past.

When providing immigration support to migrants needing to apply to the EU Settlement Scheme, we noticed that migrants who arrived in the UK pre-1989 are an often overlooked group, whose specific needs and problems are not widely understood. Many of them suffered social isolation and workplace exploitation by employers keen to underpay migrants without documented status in the UK or language skills needed to fight for their rights.

Those who arrived in the UK after World War 2 or in the 1950s and 1960s, often have had their documents lost or destroyed in subsequent years. With current changes to the UK political system, proving their right to live in the UK may become more important to them than ever, particularly as they reach the age when they may need to rely on state financial help.

We could not be sure how big this group of migrants is, but based on information from the Italian consulate, Assembly of French Citizens Abroad and the historical data about Polish soldiers in Scotland (26,000 thousand settled in Scotland after WW2), we believe European migrants alone may constitute around 10,000 people in this group, with at least 10,000 more coming from other communities. We came across some members of these communities in our previous outreach activities, e.g.: the Italian community established in Edinburgh/Leith and Western Scotland/Greenock in the '50s, '60s and '70s; the French community who came to the UK in the 1960s and 1980s; children of Polish and Ukrainian soldiers, who arrived in Windrush, on its way from Jamaica; groups of political dissidents fleeing political turmoil and economic hardships from different parts of Europe in the second half of the 20th century; - political dissidents and refugees from other parts of the world.



Figure 3 The CRP team with Kevin Foster MP, Parliamentary Under Secretary of State (Minister for Safe and Legal Migration), during his visit to our office on 28 June 2022.

Our 7-month outreach programme was aimed mainly, but not exclusively, at the vulnerable groups identified in the course of our earlier activities, but it will be open for migrants of any nationality who came to the UK before 1989 and are now settled here, without proper documentation. Below, you can read about the activities we have organised to raise awareness about the scheme in Scotland.

- Organised four online webinars on the history of the Windrush Generation and providing information about the Windrush Scheme and Windrush Compensation Scheme. You can access the recordings in the link below:
 - Introduction to the Windrush Project - <https://vimeo.com/719824138>
 - Windrush Scheme and Windrush Compensation Scheme Webinar - <https://vimeo.com/726060641>
- Organised an in-person information session in Greenock aimed at the Italian community, in partnership with Circolo Italiano and the Italian Consulate in Edinburgh.
- Organised an in-person information session Edinburgh in collaboration with Elrec, aimed mainly to Asian communities.
- Created a poster and a leaflet, and translated them into Polish and Italian to target two main European communities that could be eligible for the Scheme.

Did you arrive in the UK before 1989?

Did you have problems because you couldn't prove your rights in the UK?

You could be eligible to apply for documentation and/or compensation under the **WINDRUSH SCHEME**. Available to people of **ALL NATIONALITIES!**

Get in touch with us to find out more at: info@citizensrightsproject.org

Mieszkałeś/aś w Wielkiej Brytanii przed 1989?

Miałeś/aś problemy z udowodnieniem prawa do pobytu w Wielkiej Brytanii?

Możesz ubiegać się o dokument potwierdzający Twoje prawo do pobytu w UK i/lub odszkodowanie w ramach **WINDRUSH SCHEME**. Dostępny to osób **DOWOLNEJ NARODOWOŚCI**.

Po więcej informacji skontaktuj się z nami: info@citizensrightsproject.org

Sei arrivato nel Regno Unito prima del 1989?

Hai avuto difficoltà a dimostrare i tuoi diritti nel Regno Unito?

Secondo i termini del Windrush Compensation Scheme, potresti aver diritto ad un risarcimento o/a potresti ottenere un certificato che attesti i tuoi diritti. Questo vale per tutte le nazionalità!

Per ulteriori informazioni contattaci al seguente indirizzo e-mail: info@citizensrightsproject.org

CONTACT

We can answer your questions and help with an application

Support available in multiple European languages

Email: info@citizensrightsproject.org

<http://citizensrightsproject.org>

[CitizRights](#) [EURightsProject](#) [citrights](#)

[Citizens Rights Project](#) [citrights](#)

More information and support available:


Windrush Helpline
Telephone: 0800 678 1925
Email: commonwealthtaskforce@homeoffice.gov.uk

We are Digital
Windrush Support: 08081 96 84 96
Bookings: windrushsupport@we-are-digital.co.uk

Citizens Rights Project is a Scottish Charity, SC051570, regulated by the Scottish Charity Regulator (OSCR) and a company limited by guarantee in Scotland, company number SC268810. Registered office: address: 31 Margaret Road, 121 London Road, Edinburgh, EH7 4AD. Citizens Rights Project is regulated by the OSCR, Ref No. SC268810/007.

WINDRUSH SCHEME

Did you come to live in the UK before 31 December 1988 and are now settled here?



If you faced difficulties because you could not demonstrate your lawful status in the UK:



- You may be entitled to compensation under the Windrush Compensation Scheme
- You can apply for a physical document to prove you can live and work in Britain

We can help you sort this out!

Windrush Compensation Scheme

If you came to the UK before 31 December 1988 and faced difficulties because you could not demonstrate your lawful status in the UK, you may be entitled to compensation under the Windrush Compensation Scheme.

Affected individuals will receive a minimum of £10,000 for 'Impact on Life', and the scheme also compensates for things like loss of access to employment or other services such as healthcare or benefits, immigration fees and time spent in detention.


 You should apply by email.
 You can apply by post, but your application will take longer because of coronavirus

For more information, please visit our website: <https://citizensrightsproject.org/windrush> or the official UK Government website: www.gov.uk/apply-windrush-compensation-scheme



Windrush Scheme

You can apply for a document to prove you can live and work in Britain if you came to live in the UK before 31 December 1988 and are now settled here.

You can be of any nationality!



The application to the Windrush Scheme is free.

 Paper form to apply from within the UK
 Online form to apply from outside the UK

For more information, please visit our website: <https://citizensrightsproject.org/windrush> or the official UK Government website: www.gov.uk/windrush-prove-your-right-to-be-in-the-uk

CONTATTI

Siamo a disposizione per risolvere dubbi e fornirti supporto nella presentazione della domanda.

Siamo in grado di assisterti in diverse lingue europee.

Email: info@citizensrightsproject.org

<http://citizensrightsproject.org>

[CitizRights](#) [EURightsProject](#) [citrights](#)

[Citizens Rights Project](#) [citrights](#)

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WINDRUSH SCHEME

Hai cominciato a vivere nel Regno Unito prima del 31 dicembre 1988?



Se hai avuto difficoltà a dimostrare il tuo diritto a vivere nel Regno Unito:



- potresti aver diritto ad un risarcimento secondo quanto stabilito dal Windrush Compensation Scheme
- puoi fare domanda per avere un documento fisico che attesti il tuo diritto a vivere e lavorare nel Paese.

Ti possiamo aiutare a ottenere quello che

Windrush Compensation Scheme

Se sei arrivato nel Regno Unito prima del 31 dicembre 1988 e hai avuto difficoltà a dimostrare il tuo diritto a vivere nel Regno Unito, potresti avere diritto ad un risarcimento secondo quanto stabilito dal Windrush Compensation Scheme.

Le persone beneficiarie riceveranno una somma pari o superiore a £10.000 come compenso per 'Impact on Life', ovvero per le difficoltà che questa situazione ha loro arrecato. Il programma prevede un risarcimento anche per l'eventuale impedito accesso al lavoro o ad altri servizi come l'assistenza sanitaria, i sussidi, le tasse di immigrazione, o per periodi spesi in detenzione.


 La domanda va presentata via e-mail.
 È possibile fare domanda anche via posta, ma in questo caso potrebbe volerci maggiore tempo per avere una risposta per motivi attribuibili al Coronavirus.

Per ulteriori informazioni, visita il nostro sito: <https://citizensrightsproject.org/windrush> o il sito ufficiale del Governo britannico: www.gov.uk/apply-windrush-compensation-scheme



Windrush Scheme

Puoi richiedere un documento che attesti il tuo diritto a vivere e lavorare nel Regno Unito se hai cominciato a vivere nel Regno Unito prima del 31 dicembre 1988.

Questo vale per tutte le nazionalità!



Presentare la domanda per il Windrush Scheme è gratis.

 Formulário cartaceo per fare domanda dal Regno Unito
 Formulário online per fare domanda dal resto del mondo

Per ulteriori informazioni, visita il nostro sito: <https://citizensrightsproject.org/windrush> o il sito ufficiale del Governo britannico: www.gov.uk/windrush-prove-your-right-to-be-in-the-uk

KONTAKT

Email: info@citizensrightsproject.org

<http://citizensrightsproject.org>

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[EURightsProject](#)
[citrights](#)

[Citizens Rights Project](#)
[citrights](#)

Więcej informacji i pomocy dostępne na:


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 Citizens Rights Project is regulated by the OSCR Ref No. N201900077.

WINDRUSH SCHEME

Czy mieszkałeś/aś w Wielkiej Brytanii przed 31 grudnia 1988 i jesteś tu osiedlony/a?



Jeżeli miałeś/aś problemy ponieważ nie mogłeś/aś udowodnić swojego prawa do pobytu w Wielkiej Brytanii:


- Możesz ubiegać się o odszkodowanie w ramach Windrush Compensation Scheme
- Możesz otrzymać fizyczny dokument potwierdzający Twoje prawo do pobytu w Wielkiej Brytanii

Możemy Ci w tym pomóc!!

Windrush Compensation Scheme

Jeżeli przyjechałeś/aś do Wielkiej Brytanii przed 31 grudnia 1988 i jesteś tu osiedlony/a, oraz miałeś problemy z powodu braku dokumentów potwierdzających Twój legalny pobyt w Wielkiej Brytanii, możesz kwalifikować się do odszkodowania w ramach Windrush Compensation Scheme.

Pokrzywdzone osoby mogą otrzymać odszkodowanie w wysokości min. £10,000 za 'Wpływ na życie', oraz dodatkowo rekompensatę za straty takie jak utrata pracy, brak dostępu do opieki medycznej, pomocy społecznej lub nawet czas spędzony w areszcie imigracyjnym.


 Wniosek należy złożyć przez email.
 Można złożyć go pocztą, ale ze względu na pandemię, wnioski tego typu są rozpatrywane dłużej.




Po więcej informacji odwiedź naszą stronę: <https://citizensrightsproject.org/windrush> lub oficjalną stronę rządu brytyjskiego: www.gov.uk/apply-windrush-compensation-scheme

Windrush Scheme

Możesz ubiegać się o fizyczny dokument potwierdzający Twoje prawo do pobytu w Wielkiej Brytanii jeżeli przyjechałeś/aś do Wielkiej Brytanii przed 31 grudnia 1988 i jesteś tu osiedlony/a.

Dotyczy to osób dowolnej narodowości!



 Wniosek do Windrush Scheme jest darmowy.
 Papierowy formularz dla wniosków z UK
 Formularz online dla wniosków spoza UK

Po więcej informacji odwiedź naszą stronę: <https://citizensrightsproject.org/windrush> lub oficjalną stronę rządu brytyjskiego: www.gov.uk/windrush-prove-your-right-to-be-in-the-uk

- Contacted over 800 individuals, institutions, community groups and charities working with minorities to inform them about our project and share the information about Windrush.
- Sent over 100 letters with materials to community churches and mosques around Scotland.
- Sent over 1500 letters to care homes, churches and community centres with our leaflets to ensure that we reach vulnerable individuals that might not be able to access information in a digital form.
- Sent materials to key Italian and Polish organisations and institutions in Scotland and local areas such as Buckie-Moray, Stirling, Edinburgh, Glasgow and Argyll and Bute.
- Sent five bulletins out to our 3,000 subscribers focused on Windrush. The first and last mailing included a quiz to analyse the level of knowledge in our audience about the Windrush at the start and the end of the programme of activities. Here are links to the bulletins:
 - [Big News: We Begin A New Project On Windrush](#)
 - [FREE Webinars To Commemorate Windrush Day 2022](#)
 - [July 2022 - £10,000 Or More Available For Migrants Affected By The Hostile Environment](#)
 - [Supporting Migrants Who Arrived To The UK Before 1989](#)
 - [Take This Short Quiz And Help Us Gather Information](#)
- Articles in Third Sector Interfaces in Scotland: we sent a custom-written piece about Windrush to all third sector interfaces in Scotland – nearly 50 - and asked them to publish it in their newsletters, bulletin, magazines and/or news sections.
- Met with Windrush Compensation Scheme Team in Sheffield to learn more about the application process, and their internal procedures.
- Reached out to various African and Caribbean activists or organisations in Scotland to connect with Black communities.
- Reached out to organisations representing and providing support to Asian Commonwealth countries in Scotland.

- Attended conferences organised by the Windrush National Organisation in Birmingham and Migration Policy Scotland in Edinburgh.

During the development of our activities and programme, we identified several key issues that should be taken into consideration when raising awareness on the Windrush Scheme and Windrush Compensation Scheme in Scotland:

- "Windrush" is not a keyword that can be used to draw the attention of the public, as many people are not aware of the issues of the Windrush Generation, and has no connotations with this word. It could also suggest that the Scheme applies only to people from the Caribbean community. We have shifted in our messages to underline the key date of 31.12.1988 to target the audience that may meet the criteria.
- We received feedback from some Caribbean activists about their disappointment with the way that the Home Office is managing both Schemes and that have decided not to engage with and participate in any activities organised, sponsored or funded by this institution. We would need more time to work on gaining the trust of the African and Caribbean communities.
- Lack of urgency to apply for the Windrush Scheme as opposed to the EUSS creates difficulties in engaging with people and expecting quick feedback from them.
- Migrant communities in Scotland are widely distributed across the entire country, not gathered in one specific area. This requires using methods that reach large numbers of people as opposed to targeting local communities. Alternatively, repeatedly contacting local organisations might bring results in the longer term.
- After 4 years of hearing about the EU Settlement Scheme, it will take some time for EU nationals to understand how Windrush apply to them too.
- Until now, we have mostly worked with EU nationals. Getting the trust of other communities is something that happens long term. We experienced this when we launched our organisation, and we have now established a reputation as the "default go-to" organisation for individuals and organisations with questions about EU migrants' rights and their legal status in the UK.

In October, we submitted a new application to the Home Office Community Engagement Fund to continue this project between November 2022 and March 2023. This would have been a great opportunity to apply the lessons learnt previously. However, on 28 February 2023, we received a letter from the Home Office saying that they were withdrawing the competition for the 2022-2023 financial year and no funding was going to be awarded.

ANNEX – RESOURCES AND MATERIALS

Our resources

- Padlet page with printed materials - <https://padlet.com/pawel25/citizens-rights-project-printed-materials-hz47atzp420jyasf>
- Padlet page with digital resources useful information and documents for our volunteers - <https://padlet.com/pawel25/citizens-rights-project-digital-resources-qw5p0nhdagb2698t>
- Vimeo page with video presentations and recordings of our webinars - <https://vimeo.com/citzrights>

Our reports, articles and blog posts

- Switching from pre-settled to settled status (November 2022) - <https://citizensrightsproject.org/2022/11/30/switching-from-pre-settled-to-settled-status/>
- Immigration information for UE and Non-EU nationals experiencing Domestic Abuse (September 2022) - <https://citizensrightsproject.org/2022/09/07/immigration-information-for-ue-and-non-eu-nationals-experiencing-domestic-abuse/>
- Citizens Rights Project – Our experience providing EU Settlement Scheme outreach and support after the deadline [August 2022] - <https://citizensrightsproject.org/wp-content/uploads/2023/03/ICIBI-VISIT-16082022-1.pdf>
- A physical proof for EU citizens with pre-settled or settled status: findings of the survey (April 2022) - <https://citizensrightsproject.org/wp-content/uploads/2022/04/Report-A-physical-proof-for-EU-citizens-with-pre-settled-or-settled-status-2.pdf>
- Citizens' Rights Project Activity Report June 2020 – December 2021 - <https://citizensrightsproject.org/2021/09/27/20-09-2021-crp-annual-activity-report-june-20-21/>
- Proving your right to work in the UK (July 2021) - <https://citizensrightsproject.org/blog/>
- Applying to the EUSS after the 30th June deadline (July 2021) - <https://citizensrightsproject.org/2021/07/12/applying-to-euss-after-the-30th-june-deadline/>
- Register to vote in Scottish Parliament elections (March 2021) - <https://citizensrightsproject.org/2021/03/18/register-to-vote-in-the-scottish-parliament-elections/>

- EU/EEA/Swiss nationals with criminality issues – information on applying for Settled or pre-settled status (EU Settlement Scheme) (December 2021) - <https://citizensrightsproject.org/2020/12/18/eu-eea-swiss-nationals-with-criminality-issues-information-on-applying-for-settled-or-pre-settled-status-eu-settlement-scheme/>
- Manifiesto conjunto sobre la pérdida de derechos tras el Brexit in partnership with Spanish organisations and immigrations experts based in the UK (November 2021) - <https://citizensrightsproject.org/wp-content/uploads/2021/12/Manifiesto-conjunto-sobre-la-perdida-de-derechos-tras-el-Brexit.pdf>
- Human Rights For All: Some Recommendations for the Scottish Human Rights Bill on Protecting migrants’ human rights (October 2021) - <https://hrcscotland.org/wp-content/uploads/2021/10/Final-Human-Rights-for-All-recs-for-Scot-Human-Rights-Bill-around-migrants-rights-Oct-2021-1.pdf?fbclid=IwAR0H7-59s3VNNl-ND3S12YAuzl0DuGKL4KBx4m1sEYMAliO-8qb6gd2YmAi>
- Asking some important questions: A collation of Scottish Civil Society Questions for UK and Scottish Governments after UK Withdrawal from the EU (September 2021) - https://citizensrightsproject.org/wp-content/uploads/2021/09/Final-Asking_some_important_questions_report-Sept-2021.pdf
- Issues with the EU Settlement Scheme and EU citizens’ rights report” (June 2021) - <https://citizensrightsproject.org/wp-content/uploads/2021/12/Citizens-Rights-Project-EUSS-issues-1.pdf>
- Citizens’ Rights Project Research Briefing: EU citizens’ access to welfare benefits and pensions (March 2021) - https://citizensrightsproject.org/wp-content/uploads/2021/03/CRP-Research-Briefing-EU-citizens-welfare-and-pension-rights-Withdrawal-Agreement_removed.pdf
- EU Settlement Scheme: Citizen Report (July 2020) - https://citizensrightsproject.org/wp-content/uploads/2020/09/Citizens-Rights-Project-_Evidence-EUSS-ICIBI_final.pdf
- Applying for settled and pre-settled status requires genuine residence (September 2020) - <https://citizensrightsproject.org/2020/10/09/applying-for-settled-and-pre-settled-status-requires-genuine-residence/> - Originally published on Free Movement
- Why COVID-19 jeopardises the EU Settlement Scheme (and what the Home Office can do about it) (July 2020) - <https://citizensrightsproject.org/2020/07/06/why-covid-19-jeopardises-the-eu-settlement-scheme-and-what-the-home-office-can-do-about-it/> - Originally published on The London School of Economics and Political Science Brexit blog.

- “EU Settlement Scheme: lessons from Scotland” (June 2019) - <https://citizensrightsproject.org/wp-content/uploads/2019/06/EU-Settled-Status-Lessons-from-Scotland-FINAL.pdf>
- “Brexit and EU citizens in Scotland: Impacts, challenges and support needs” (January 2019) - https://citizensrightsproject.org/wp-content/uploads/2019/01/REPORT_EU-Citizens-Rights-project_2301.pdf



Providing information, support and advice to EU citizens in Scotland

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