

Citizens Rights Project

Report of (i) the programme of outreach, information and briefing events on EU withdrawal and citizens' rights; and (ii) the 'Settled Status Angels' programme

August 2019 - May 2020



Edinburgh, 10 June 2020

I. Summary

The Citizens Rights Project provides information, advice and support for EU27 citizens in Scotland about their rights before and after Brexit, and also connects with groups and organisations working with the EU27 citizens community.

This is a report of the activity we undertook between August 2019 and May 2020 for two programmes which were funded by the Scottish Government: firstly, a programme of outreach, information and briefing events on EU withdrawal and citizens' rights; and, second, our 'Settled Status Angels' programme.

After initial preparatory work, we organised, between September 2019 and March 2020, a total of 21 outreach sessions for EU/EEA/Swiss citizens and their families, and 7 briefing sessions for local government, and third sector organisations and community groups. The main focus of these events was raising awareness and providing information about the EU Settlement Scheme (EUSS) to the communities whose members are required to apply for it. In addition, however, we provided information and briefings to those involved in local government and other public agencies, NGOs, and other employers that might be delivering services, supporting or employing EU citizens.

Due to the coronavirus outbreak, we had to cancel 7 events for which arrangements had already been made, namely: 3 outreach sessions in Fort William, Fort Augustus and Kilmarnock, and 4 briefing sessions: one aimed at local government workers in Aberdeen and three combined sessions for the third sector and local government in Galashiels, Inverness and Stirling. We had also made provisional arrangements for another 5 outreach events, in Greenock, St Andrews, Glasgow, Edinburgh and Kingussie. We also had plans to organise our last briefing event at the end of April in Edinburgh. All of these events had to be cancelled or postponed.

From mid-March 2020, due to the national lockdown caused by the Covid-19 outbreak in the UK, we moved our work online. We focused our efforts in adapting our services to make sure we could continue raising awareness on the EUSS, as there was a danger that this could be overlooked below the torrent of Covid-19 information that was everywhere. Up to the end of May 2020, we had delivered 7 multilingual online outreach sessions for EU citizens, along with 5 online webinars aimed at local government and third sector workers. We have also developed a multilingual online 1-2-1 support service for EU citizens.

In addition, since November 2019 we have recruited and trained over 50 volunteers from various areas in Scotland as part of the Settled Scotland project. Some of them have already been involved and helped with different aspects of the project such as language support in 1-2-1 sessions, translations, research and online and local outreach.

As part of our activity we have also developed 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.

We have cooperated closely with Citizens Advice Scotland and Home Office funded organisations providing EUSS support and established good relationships with many organisations in Scotland and the rest of the UK, as well as some EU27 consulates.

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, in particular the deaf community and EU citizens in remote rural areas experiencing language barriers.

II. The project in numbers

Website

- 93,892 unique visits on the website
- 33,151 unique visitors on the website

Social Media

4,130 followers on Facebook, Twitter and Instagram.

849 likes on Facebook, 12.87% more than in the previous 9 month period.

- An average of 22,355 “28 Days Page Engaged Users”¹, a 30.20% increase in comparison to the previous 9 month period.

Twitter: An average of 45.91K tweet impressions per month, almost a 60% increase in comparison to the previous 9 month period.

- 247 new followers, 43.6% more than in the previous 9 month period.
- 2576 profile visits, 69% more than in the previous 9 month period.
- 303 mentions, a 57% increase in comparison to the previous 9 month period.

Events

- 1,108 event registrations
- 27 outreach sessions for EU citizens, 21 offline and 6 online
- 12 briefing sessions, 7 offline and 5 online.

Settled Scotland

- 73 volunteer applications
- 52 volunteers recruited, 41 currently active
- 8 volunteers + 3 members of staff OISC Level 1 (limited to EUSS) registered

Databases

¹ The number of people who had any content from our Page or about our Page in their screen. This includes posts, check-ins, ads, social information from people who interact with your Page and more. (Unique Users)

- We have built a database of more than 3,000 public contacts including local council officials, case workers, third sector organisations, community workers, EU community activists, advisers and others.
- 198 subscribers to our new updates mailing list

III. Background

The outreach programme developed by the Citizens Rights Project (CRP) (previously under the name EU Citizens Rights Project - EUCRP) between September 2019 and May 2020 answered the need in the community for information and support with Settlement Scheme applications from EU citizens, especially vulnerable ones, identified in the earlier stages of the project. This was a continuation of the programme carried out in June 2019, and earlier between February and April 2019, which was developed in response to feedback received from our outreach events in the period November - December 2018 and recommendations from our research reports “Brexit and EU citizens in Scotland: Impacts, challenges and support needs” (January 2019) and “EU Settlement Scheme: lessons from Scotland” (June 2019)

The research report, among others, highlighted the need to “develop ways of supporting EU citizens who may not be able to access information or make an application [under the EU Settlement Scheme] due to issues such as literacies, mental health problems, and disabilities” and to “build on trusted contacts to facilitate accessing information and support.” Our experience in providing outreach activities for vulnerable EU citizens in partnership with organisations across Scotland proved the value of this collaborative approach.

The briefing programme delivered 2020 for local government and non-government organisations, between September 2019 and March 2020, was the continuation of the series of training sessions developed in March 2019. It answered the need to disseminate EUSS information among third sector organisations, community groups and local government to make sure that we reached as many EU citizens as possible, especially vulnerable ones. These sessions give staff and volunteers from those organisations the knowledge and tools they need to successfully support EU citizens in their areas.

Citizens’ Rights Project is a small organisation covering the whole of Scotland. The fact that we have been undertaking our activities on a continuous basis since the project was set up in the spring of 2018 has been one of the keys to our successful delivery of programmes. That continuity of activity has often allowed us to visit locations more than once so our organisation and our work get recognised and we can build trust and rapport with local EU citizens, organisations and institutions. Although at the beginning of the project we were the ones reaching out to offer our services, the level of awareness and trust in our organisation and activities has now exponentially increased among citizens, activists, elected representatives, community and third sector organisations. Many now approach us to organise events, provide information, or ask queries.

IV. Activities

According to the grant agreement with the Scottish Government, the expected outcomes of the main, outreach, project were:

- Increased awareness amongst individuals, particularly EU, EEA and Swiss nationals and their families, of:

- how they are affected by changes to the migration rules as a result of leaving the EU, including in a no deal scenario,
 - the requirements of the UK's EU Settlement Scheme, the application process and the support available for applicants
- Increased knowledge and awareness amongst EU 27 representative groups, community groups and third sector organisations of:
 - the changes to the rights of individuals, particularly EU, EEA and Swiss nationals and their families, which result from EU Exit
 - the application process, and support and resources available to applicants and to their support organisations.

The targets/milestones against which progress in achieving the expected outcomes were:

- Delivery of approximately 24 outreach events for individuals, particularly EU/EEA/Swiss nationals across Scotland with interpretation in EU27 languages were appropriate by 31 March 2020.
- Delivery of 12 briefing and information events for organisations working with EEA nationals, by 31 March 2020: 6 events for NGO and the voluntary organisation sector, and 6 events for local government staff.

As for the Settled Scotland project, the expected outcome was defined as:

- Providing advice and support to vulnerable people, those with complex needs, and those who are at higher risk of missing the opportunity to obtain settled status, aligning with and complementing services provided by the UK Government and other bodies, including the third sector to avoid duplication,

While the targets/milestones against which progress in achieving the expected outcomes were:

- The recruitment of a Scottish coordinator, in charge of setting up a network of volunteers to support vulnerable EU citizens among existing local support groups and service delivery organisations in Scotland.
- The coordinator will develop and manage a network of volunteer advisers to advise vulnerable EU citizens in communities across Scotland.

As noted in the summary at the beginning of this report, part of this activity had to be cancelled and/or modified and adapted as a consequence of the Coronavirus outbreak in mid-March. A contingency plan was then sent to the Scottish Government and it agreed a further extension of the project until the end of May 2020. This contingency plan included the following activities:

- Sharing multilingual information about Covid-19 in our website and social media channels.
- Continue sharing multilingual information and updates about Brexit and the EUSS.
- Organise online information sessions for EU citizens.
- Maintain our communication with our networks and partners, including local authorities and NGOs.
- Developing a 1-2-1 online service.
- Continue training our volunteers and obtaining their DBS and OISC registrations.

- Answering queries.
- Updating, translating and developing our information and promotional materials.

The following sections explain the activities we have developed and how we have achieved those outcomes and milestones.

A. Outreach sessions

Since September 2019, we have delivered a programme of 21 outreach sessions for EU citizens from three targeted groups: (i) Vulnerable groups; (ii). EU citizens living outside the Central Belt; (iii) EU citizens requiring interpretation.

These sessions were delivered across Scotland with help of local partner organisations who work with these vulnerable groups.

The initial format for these events contained a presentation about the EU Settlement Scheme delivered by a legal speaker (on a pro bono basis) and a short presentation by EUSS advisers from Citizens Advice Scotland and/or a Home Office funded organisation about their support services, followed by a Q&A panel. This was based on the continuation of the format successfully used by Citizens Rights Project at our past events, with the added value of inviting other organisations supporting EU citizens.

In January 2020, Citizens Rights Project received approval of our application for Registration as a Level 1 Immigration services (limited to EU Settlement Scheme) provider from the Office of the Immigration Services Commissioner (OISC). Our three members of staff were therefore authorised from that point to provide information advice and services at that level. This meant that our personnel were now allowed to provide information sessions and support.

As a consequence, and also following the feedback received at the earlier stage of the project, we decided to modify the format of our sessions from the beginning of the year. Instead of a two-hour information session, we extended the duration of the event to 6-8 hours and organised a drop-in session with multiple presentations, sometimes in different languages, throughout the day along with a support service provided by advisers from CAB, Home Office funded organisations and ourselves. This provided more flexibility for EU citizens to attend our sessions and offered an additional service that, as we discovered, was much needed.

The new format of the event was introduced in Elgin, Edinburgh (The Crannie and Kimpton Hotel), Pitlochry and Inverness (Kingsmill Hotel) and proved to be very effective. We would develop it further and implement it in our future events when travelling and meeting in larger groups is possible again.

When choosing potential locations for our outreach sessions, we took account of the recommendations of our partner organisations as to the potential lack of service in remote rural areas, and we also responded to requests from NGOs, employers, consulates or MSPs to organise our events with them. Partners also helped to create trust between our project and local communities, and provided significant help when reaching EU citizens in the local area.

The full list of events and partner organisations can be found below.

Table 1. List of Outreach Events and Partner Organisations

Date	Place	Partners	Community
26 September 2019	Govan (Glasgow)	Govan Housing Association, Glasgow North West CAB, Greater Pollok CAB	EU citizens with financial or housing difficulties
8 October 2019	Perth	PKAVS, Perth CAB	Romanian interpreting
29 October 2019	Falkirk	CSREC, Forth Valley Migrant Network, Stirling CAB, Clackmannanshire CAB	Polish and Bulgarian interpreting
7 November 2019	Dunfermline	Fife Migrants Forum, Fife Centre for Equalities, Citizens Advice and Rights Fife	EU27 from various countries (especially Eastern Europeans) with language barriers
27 November 2019	Glenrothes	Fife Migrants Forum, Fife Centre for Equalities, Citizens Advice and Rights Fife	EU27 from various countries (especially Eastern Europeans) with language barriers
2 December 2019	Dalkeith	Midlothian Financial Inclusion Network, Feniks, Edinburgh CAB	Polish interpreting; EU citizens with financial or housing vulnerabilities
3 December 2019	Bathgate	Feniks	EU citizens with low language skills; Polish interpreting; targeting local Industrial Estate
4 December 2019	Broxburn	Feniks	EU citizens with low language skills; Polish interpreting; targeting local Industrial Estate

9 December 2019	Glasgow	WSREC, Glasgow North West CAB	Polish and Lithuanian interpreting
16 December 2019	Inverness	Hungarian Consulate	Hungarian interpreting; EU citizens living outside the Central Belt
17 December 2019	Aberdeen	Hungarian Consulate	Hungarian interpreting; EU citizens living outside the Central Belt
18 January 2020	Dumfries	D&G CAB, D&G Multicultural Association	Polish interpreting; EU citizens living outside the Central Belt
20 January 2020	Stirling	CSREC	EU27 from various countries (especially Eastern Europeans) with language barriers
8 February 2020	Oban	Glasgow North West CAB	EU citizens living outside the Central Belt
10 February 2020	Galashiels	The Bridge – Borders TSI, Peebles CAB	EU27 from various countries (especially Eastern Europeans) with language barriers
15 February 2020	Elgin	Moray Council, Elgin Library, Moray TSI	EU citizens living outside the Central Belt
17 February 2020	Clydebank	Gil Anderson MSP, East Dunbartonshire CAB	
25 February 2020	Edinburgh (The Crannie)	Feniks, The Crannie	Polish and Spanish speaking support
27 February 2020	Pitlochry	PKAVS, Perth CAB	Polish and Romanian speaking support

3 March 2020	Edinburgh (Kimpton Hotel)	Edinburgh CAB, Feniks	Polish and Spanish speaking support
12 March 2020	Inverness (Kingsmill Hotel)	Inverness CAB	EU citizens living outside the Central Belt

We have also attended several other events where we have been invited by our partners or other organisations that have asked for our service:

- 16th October - Outreach visit to “2 Sister Poultry Ltd” in Coupar Angus with PKAVS
- 8th November - Visit to an outreach event in Dumfries organised by Dumfries and Galloway CAB and Dumfries and Galloway Multicultural Association, where we delivered a presentation on EUSS.
- 31st January - Visit to the outreach event "A Table for Europe" organised in Glasgow by The Language Hub to reassure EU citizens during “Brexit Day”.
- 27th February - Visit to Inverness Hotel Association to promote our outreach and support service
- 7th March – Visit to Equal Midlothian Week in Gorebridge where we provided information about the EU Settlement Scheme and our service.

We have also now established a close relationship with a network of hotels, some of them located in remote areas of Scotland. This has opened an opportunity for us to reach EU citizens working in the hospitality sector with information and support. In February 2020, we were invited to an Inverness Hotel Association meeting where we gave a presentation about our project and activities. The various hotels represented expressed an interest in our organising outreach events in their hotels for their staff (and other EU citizens in the area).

We also aim to work closer with employers to provide information and support for their EU workers, but also to provide comprehensive knowledge on EU citizens’ rights and procedures related to EUSS for those employers themselves. These two fields for potential development of our activity will be continued after the lockdown.

The Coronavirus outbreak unfortunately prevented us from delivering more outreach sessions. Due to health and safety concerns for attendees (who, in many cases, can be vulnerable people at a high risk of developing severe symptoms), we made the decision to cancel 3 of our outreach events in Fort Williams, Fort Augustus and Kilmarnock, before the national lockdown was introduced. We were also unable to proceed with 5 other outreach sessions in Edinburgh, Glasgow, Kingussie, Greenock and St. Andrews, which were at the planning stage, scheduled for late March and April.

In response to the new circumstances caused by the Coronavirus lockdown we introduced online information sessions provided in a form of a presentation streamed live on our Facebook page to increase accessibility. We have delivered 5 information sessions about the EU Settlement Scheme, 4 in English, 1 in Polish and 1 in Romanian. Two of our Settled volunteers helped with the session in Polish and another two delivered the Romanian one.

We also organised a series of multilingual sessions, and a session on “Verifying identity using the ID check App” in collaboration with Feniks. Further online information sessions

have been organised for the new grant period commencing on 1 June 2020. So far, we have made arrangements to deliver these in Spanish, Italian, Bulgarian, Greek and Lithuanian by either member of staff or volunteers, and sometimes in collaboration with Settled UK.

During lockdown we have been working extensively on developing our website by reorganising the content, updating existing language versions (Polish, Romanian, Greek, Bulgarian, Spanish, Italian) and uploading Covid-related information. This is still a work in progress, as we are rethinking the design and content of the website to make it more user friendly and make it a point of reference for EU citizens wanting to learn about their rights in the UK.

We have also increased our activity on social media, using them to distribute informational materials such as videos and infographics created by our staff members. In our online activity we have joined forces with Dorota Peszkowska from Feniks, to ensure that both organisations publish coordinated and coherent content that raises awareness of both our services.

B. Briefing sessions

Since September 2019 we have delivered a programme of 7 briefing sessions, 3 for local government workers and 4 for third sector organisations. These events consisted of:

- A presentation by a qualified immigration lawyer on citizens' rights before and after Brexit.
- A presentation by a qualified lawyer or EUSS adviser on the EU settlement scheme.
- A presentation about useful information/resources
- A presentation of a CAS representative and/or a Home Office funded project about their EUSS support services.

The International Organisation on Migration, the Convention of Scottish Local Authorities, and Citizens Advice Scotland collaborated with us in the promotion and delivery of the local government events. EUSS advisers from local CAS bureaus and/or a Home Office funded organisation also delivered a presentation in our briefing sessions aimed at NGOs.

These sessions were directed at case workers and other staff from local government and third sector organisation who have clients may be EU citizens, but who do not necessarily specialise in immigration matters, and were also targeted at members of small, sometimes informal community organisations, who are likely to receive queries about Brexit and the EU Settlement Scheme from their members, but do not necessarily have the specialist knowledge required to help.

Other audience members included any advisers and local authority staff who may need more information about the EU citizens' rights before and after Brexit. We also invited community councils.

The organisations who attended the events varied from small migrant NGOs, housing associations, and community groups to nation-wide organisations.

When choosing potential locations for our briefing sessions for local government, we took into account our experience but also recommendations of our partner organisations, especially COSLA. In the case of NGOs, we frequently contacted third sector networks from different

parts of Scotland to identify suitable locations. The full list of events and partner organisations can be found below.

Table 2. List of the Briefing Events and Partner Organisations

Date	Place	Partners	Audience
27 September 2019	Glasgow	International Organisation for Migration (IOM) UK and Greater Pollock CAB	Third sector
28 September 2019	Edinburgh	n/a	Third sector
9 November 2019	Perth	Citizens Advice Dundee, IOM UK	Third sector
11 November 2019	Edinburgh	Citizens Advice Scotland, IOM UK, Cosla	Local Government
6 December 2019	Dundee	Citizens Advice Scotland, IOM UK, Cosla	Local Government
17 December 2019	Aberdeen	Aberdeen CAB	Third sector
18 December 2019	Glasgow	Citizens Advice Scotland, IOM UK, Cosla	Local Government

Our Chair, Mark Lazarowicz, and our coordinator, Noelia Martinez, were also invited to speak at an event on “Brexit and the Rights of EU Nationals” organised by the Legal Services Agency in November in Glasgow.

In response to the new circumstances caused by the coronavirus lockdown we decided to offer a series of free online seminars on the theme of “Rights in the UK after Brexit”.

Representatives from a wide range of organisations, including from local and central government, NGOs, law centres and advice agencies, took part in the events. Approximately 430 people registered, and a number of the webinars also had long waiting lists. The topics and speakers for the webinars were as follows:

- EU citizens’ rights in the UK under the EU-UK Withdrawal Agreement (Mark Lazarowicz, Advocate)
- Settled Status and pre-settled status (Kenneth Campbell QC)

- Specific issues in applying for settled status (Janey Armstrong, Partner at Drummond Miller solicitors)
- The experience of applicants for settled status (Dorota Peszkowska, EUSS Project Officer in Feniks)
- The ‘suitability test’ – the consequences of criminal convictions for applications for settled status (Alan Caskie, Advocate).

We found that organising these events was particularly important at this time. Understandably, news about Covid-19 dominates the media, and information related to the EU Settlement Scheme has inevitably been somewhat side-lined during this period. This, together with the fact that it is quite likely that those who still need to apply under the Settlement Scheme are the more vulnerable, with more complex cases and harder to reach, made the need to continue raising awareness even more critical. We are aware that our online channels are not always the most convenient way of reaching the most vulnerable, and for that reason communicating with local authorities, activists and organisations have been particularly key in the past two months.

Lastly, in our effort to engage with more organisations providing support to migrants and ethnic minorities, we have also become part of BEMIS Ethnic Minority National Resilience Network.

C. Settled Scotland

The Settled Scotland project began in November 2019 as a response to a high demand of support with the EUSS application within smaller and often isolated EU and EEA communities across Scotland. The project has been developed by the Citizens Rights Project in collaboration with Settled UK. The project’s objective has been to recruit 50 volunteers from across Scotland who would be trained in immigration law related to the EUSS, and subsequently accredited with OISC at Level 1 (limited to EUSS).

We organised three major advertising campaign (two in December and one in January), as well as promoting the project during the outreach and briefing sessions, all of which generated interest not only within European communities in Scotland (from Romanian, Bulgarian, Polish, Lithuanian, Latvian and North Macedonian to Greek, Italian, Spanish, German, Dutch, Swedish, and Irish), but also within first line workers who support EU/EEA nationals through their services (from Shelter, Western Scotland Regional Equality Council, Central Scotland Regional Equality Council, and voluntary EU Hubs, e.g. Oficina Precaria, and Friends of Romano Lav).

We have prepared a number of policies (GDPR, Health and Safety, Signposting, Referrals and Expenses), guidelines (for 1-2-1 support, for delivering information sessions, etc.), forms for reports and feedback, and numerous handbooks and lists of resources about the EUSS for the volunteers. This material was provided to the volunteers in paper forms during the training sessions, and has now been made available online and shared with all volunteers in order to ensure an easy and clear access to all information, and to avoid any misunderstandings and confusion.

The volunteers who had been selected through the application process were trained in immigration law by Jen Ang, solicitor, from Just Right Scotland. In addition, we organised training sessions during which the volunteers learned about citizens’ rights before and after

Brexit; resources available in Scotland and online; and how to deliver the EUSS information sessions and provide professional support with the applications to the EUSS.

By mid-March, we had recruited 52 volunteers, of whom 8 are now OISC Level 1 (EUSS) registered. Unfortunately, due to the disruption caused Covid-19, 7 of the volunteers have had to withdraw from the project, and 4 others appeared to be unreachable. To ensure that we have a minimum of 50 volunteers, we are planning to organise another recruiting campaign which would target the Highlands, North Ayrshire, Scottish Borders and North/Western parts of Scotland as the support available for those who wish to apply to EUSS support in those areas is very limited. The recruitment campaign will begin in mid-June.

[A map with the location of all our volunteers is in the Appendix]

Most of the volunteers are still waiting for their OISC accreditation due to several unforeseen complications in obtaining their disclosure clearances from DS and DBS. First, Disclosure Scotland refused to issue certificates for the volunteers for the purpose of obtaining their OISC accreditations. Some of the volunteers then applied for their DBS through the OISC, which involved doing an ID check at a post office branch and posting the scanned documents directly to the OISC. Unfortunately, due to the sudden outbreak of Covid-19, the OISC was forced to close their offices and have been unable to pick up the letters since.

The volunteers who submitted their ID checks to the OISC are therefore waiting for the reopening of the OISC offices so their applications can be processed. The rest of the volunteers, who had not posted their DBS applications to the OISC, have been referred by OISC to an independent company in England, Due Diligence Check, which has now proceeded with their DBS applications. This process, however, requires posting volunteers' original ID documents to DCC, which then checks the documents and sends them back to the volunteers. As some of the volunteers who have self-isolated themselves at home for various reasons are currently unable to go to a post office, they will need to wait for the end of the lockdown to be able to continue with their DBS application. Volunteers will only be able to apply for the OISC Level 1 (EUSS) accreditation once they receive DBS certificates.

Due to the situation caused by the Covid-19 outbreak, our volunteers have been unable to provide direct physical face-to-face support. To adapt the service, we have developed an online service consisting of online information sessions and 1-2-1 support for clients who need assistance with their EUSS applications. The online information sessions are delivered live and streamed via CRP Facebook page. In May, in collaboration with our multilingual volunteers, we have delivered EUSS sessions in Polish and Romanian and others are planned in Spanish, Italian, Bulgarian, Lithuanian, Greek and German.

The volunteers who gained their OISC Level 1 (EUSS) accreditation in February and March have, however, already been able to assist a small number of people with their applications to the EUSS. Some of the volunteers have been contacted by numerous potential clients, and they will be able to assist with the applications to the EUSS as soon as face-to-face meetings are allowed.

From the beginning of June the online 1-2-1 sessions will be delivered by the volunteers in collaboration with Dorota Peszkowska from Feniks Counselling, who is an experienced OISC Level 1 (EUSS) adviser and can guide the volunteers through that task. This will allow the inexperienced volunteers gain more confidence in the process, as well as ensuring the highest

quality of services we offer. In addition, the volunteers will also be able to practise the referral process, which will be useful after the end of the lockdown when they come across clients with more complex cases who will need to be referred to CAS advisers with OISC Level 2 and 3 qualifications.

We have prepared guidance for our volunteers for both online and face-to-face support that coheres with the OISC requirements. Some of the volunteers have already assisted Dorota Peszkowska as interpreters during the EUSS information sessions and application support events, as well as interpreting during 1-2-1 application sessions (mainly in Spanish, Romanian and Italian).

The volunteers who work within organisations that support clients (WSREC, CSREC, Shelter, etc.) will continue providing 1-2-1 support to their clients within their organisations frame once their offices reopen. Once face-to-face meetings are allowed again, other volunteers will also provide 1-2-1 support.

In the meantime, many of our volunteers have assisted with multiple translations of documents related to the EUSS. Thanks to them we have been able to prepare promotional materials, leaflets about the EUSS application process, the list of documents that the Home Office accepts as a proof of residency, consent forms, online consent forms and feedback forms in Polish, Spanish, Greek, Romanian, Italian, Lithuanian, Bulgarian and German (samples for such translations can be found in the Appendix). In addition, the volunteers have also helped with translating subtitles for short videos about certain aspects related to the EUSS prepared by the CRP, which makes the videos accessible to a wider public.

One of the volunteers was given a temporary placement within our organisation as part of his University studies. He was directly involved in the organisation of information sessions within several hotels that belong to the Highland Hotel Association, which was mentioned above. Unfortunately, these activities have to be postponed until the future re-opening of the hotels post the lockdown.

To ensure that the project runs well, we are in regular contact with our volunteers. We have set up a private group on Facebook for our volunteers, where we share updates on the EUSS laws and regulations, information about various training sessions in which we ask our volunteers to take part [e.g. a series of free in-depth casework training sessions for the EUSS run by Here for Good; "Immigration advice for non OISC advisers: Boundaries & Good Practice" organised by Refugee Action; or our own series of online events: 'Rights in the UK after Brexit' (mentioned above)], and updates about the Settled Scotland project itself. We have also introduced volunteers from the same areas, or those who speak the same languages, to one another in order to allow them to work in groups to avoid duplication and promote a collaborative and supportive approach.

In our commitment to keep close communication with our volunteers, we have scheduled an online 'catch-up' session for Friday 12 June, when we plan to inform them about further updates on the EUSS support and how the Settled Scotland project has adapted to the lockdown situation.

V. Attendance and feedback

A. Reach and feedback from participants - Outreach

For our 21 outreach sessions we had 475 registrations on Eventbrite from which 337 people attended the events. It is worth noting that after a positive start, the attendance dropped significantly in November and early December, almost certainly as a result of the extension of Brexit date (31 October) and incoming General Election (12 December). It later increased from the last event in Aberdeen on 17 December and remained high in the first weeks of 2020. Two events (in Oban and Galashiels) were also affected by the extreme weather caused by storm Ciara which resulted in attendance lower than expected.

We have distributed our informational materials to all people who registered for our events and we estimate that our real reach is higher than the numbers quoted above. From conversations with CAB advisers we know that many of the attendees who decided to book an appointment with them following one of our sessions, mentioned they were seeking advice and support for several members of their family also that required support with EUSS applications.

The general response from attendees to our information sessions was positive as we have received an overall score of 4,67/5 from the feedback forms. They often stressed that the fact that they can talk with their advisers and ask questions, put them at ease. We have observed in people a great deal of uncertainty and anxiety in relation to their status in the UK. Some attendees of our events had already settled or pre-settled status but still required more clarification and reassurance about some issues. When asked if they are comfortable with applying to EUSS themselves, attendees scored on average 4,3/5 but after our session they seemed more comfortable in looking for support scoring 4,7/5.

We have received a lot of positive comments on our videos with Online Information Sessions. Many people appreciated that they could receive information in a clear and accessible way, especially in sessions in their own languages, delivered with help of our trained volunteers. Also, the first support sessions delivered by our volunteers with OISC level 1 (limited to EUSS) proved to be successful and received positive feedback:

'Thank you very much for your help with the settled status application process. Met with Monika [Settled Scotland volunteer] on Friday and she did the application with me. I am very grateful for all you do. Edith A.'

Table 3. Audience and engagement figures from Online Information Sessions

Session	Peak live viewers	Estimated reach	Unique viewers	Post engagement	Questions
1. Online Information Session	28	5,434	2,511	93	5
2. Online Information Session	26	3,684	2,181	94	6

3. Online Information Session	28	5,508	2,605	119	2
4. Online Information Session	26	2,871	1,890	71	1
Polish Online Session	16	1,442	1,003	45	1
Romanian Online Session	10	2,784	872	77	2

In addition to the questions asked during the live sessions we received Facebook messages with questions related to EUSS since the start of our series of online information sessions. We have also received direct emails and web form queries. These questions were mostly related to the specific situation of people who contacted us and required direct advice or arranging an online support session with an OISC adviser. We have cooperated with Dorota Peszkowska from Feniks and Citizens Advice Scotland in dealing with these enquiries. Thanks to our network of multilingual volunteers, we have been able to advertise widely an advice and support service in several EU27 languages and answer queries in people's own language.

B. Reach and feedback from participants - Briefing events

We had 203 registrations for our 6 in-person briefing sessions and 430 for our 5 webinars from which 129 people attended our face-to-face events and 375 our webinars. As it has been highlighted in the feedback section for our outreach events, we have seen a trend change in attendance before and after the last Brexit extension on 31 October 2019 and the UK elections on 12 December 2019. More people become interested in our briefing sessions after these events took place.

After each event, we sent a follow up email with resources to everyone who registered for the events encouraging them to disseminate them with their networks. For this reason, we estimate that our real reach is higher than the numbers quoted above.

Moreover, organising online briefings have been a step in the right direction as this has increased our reach among local government workers, activists and third sector and community organisations exponentially. As can be seen from the figures, we have more registrations and better attendance in our online ones. It is important to highlight that for the last webinar on suitability, we reached organisations working with ex-offenders, and we had a high response for that. This has allowed us to widen and diversify our database even more.

Generally, as regards feedback, we have had very positive comments about all our events. We have asked people how they have found our briefing events on a scale of 1 to 5, with 1 being not very useful and 5 very useful. The average feedback to this question has been 4.5 over 5. People said of our briefing events: *“Very useful information. Thank you!”*, *“Information is very clear, thank you.”* *“Very happy with all the information provided.”* *“No issues. Plenty opportunities for Q&A”*, *“Very well presented and explained”*, *“It covered a lot of information. Thank you!”*, *“Very clear and informative”*.

In our face-to-face briefing events for local government and NGOs, we also asked how comfortable attendees would feel if advising an EU national on their rights post-Brexit, on a scale of 1 to 5. The average response was 3 out of 5. An attendee added the following comment to their answer: *“But signposting 5”*, which is what we really want our attendees to feel comfortable with and have knowledge about.

In our webinars, we ask attendees to comment on the specific topics we covered. This is what some of them said:

- **EU Citizens’ rights in the UK under the EU-UK Withdrawal Agreement with advocate Mark Lazarowicz**

“It was a very handy introduction to the withdrawal agreement

“I wasn't sure what the webinar would cover, but it did provide useful information on the key legislation related to Brexit”

- **Settled Status and pre-settled status with Kenneth Campbell QC.**

“Very informative and easy to follow. It was an extremely useful revision of the training session I attended with you.”

- **Specific issues in applying for settled status with Janey Armstrong, Partner at Drummond Miller solicitors.**

“I found the talk very informative on the whole - there were a number of things identified that I was unaware of, and thus it was very useful.”

- **The experience of applicants for settled status with Dorota Peszkowska, EUSS Project Officer in Feniks.**

“Case studies were very informative and helped me understand more of the barriers encountered by applicants”

- **The ‘suitability test’ – the consequences of criminal convictions with advocate Alan Caskie.**

“It's very interesting to learn how HO considers suitability criteria”

We also gave attendees the opportunity to suggest topics for future events and briefings. Here are some:

- Access to benefits: grants for carers and supported person
- Recruitment focus – information for employers
- Support from consulates and embassies
- British citizenship and dual nationality
- Rights of non-EEA family members, their British nationality applications, what do they risk if they divorce an EU national, etc.
- EU citizens living in the U.K. since infancy, and automatic acquisition of UK nationality .
- Updates on case law arising from EU Settled Status scheme
- Issues faced by homeless EU citizens

C. Feedback from partner organisations

The key to successful activity across the whole Scotland was collaboration with local partners such as local Citizens Advice Bureau, organisations providing EUSS support (Perth and Kinross Association of Voluntary Service, Feniks) and other organisations working with local communities (West of Scotland Regional Equality Council, Midlothian Financial Inclusion Network, Forth Valley Migrant Support Network).

We did our best to ensure that their service was properly promoted and that their suggestions and requests were considered. Our transparent and cooperative approach was highly appreciated by our partners and resulted in their willingness to further collaborate with us in the future:

“It allowed us to join the forces in raising awareness about the EUSS. We also had a chance to discuss with other organisations about their experience in delivering the EUSS support and compare challenges. It was an excellent platform to touch base on any future events that we may organise together. It helped to promote the EU Citizens Support service that we are currently offering.” – Magda S., EUSS adviser from Perth CAB

“Myself and my colleague managed to spread the word about our project and get some new clients as a result. I thought the panel at the end was very good. It was also useful for me and my colleague to have separate rooms at the end to speak with clients.” - Caitlin A., EUSS adviser from Stirling CAB

VI. Highlights and further project activities

The most valuable outcomes of our latest activities have been:

- Bringing useful information and support about the EU Settlement Scheme and EU citizens' rights to EU Citizens living in remote locations, or who experience language barriers.
- Liaising with EU Citizens Support Advisers from local CABs and other Home Office funded organisations providing EUSS support to give them a platform to present their services to the communities who attended our outreach events. This has also developed a long-term relationship which resulted in close cooperation with organising more outreach activities to provide information and drop-in sessions where EU citizens can apply for pre-settled and settled status.
- Building and expanding an awareness of our organisation and service we provide both among the EU citizens living in Scotland and organisations, communities, local government bodies, employers and EU27 consulates. This allows us to reach more people with our outreach activities and provide our outreach sessions more efficiently.
- Developing a network of trained volunteers from across the whole of Scotland who can engage with local communities and provide support and advice in the areas which we cannot reach effectively from Edinburgh.
- Developing and organising the Citizens Rights Project's website and our social media channels to deliver information about the EU Settlement Scheme and EU citizens' rights in multiple languages. We have recognised that these are the key tools to engage with EU citizens in the long term and to allow them to receive information and support at any time.

- Rethinking our website and its content. In the past 9 months, we have worked with our web developers to improve the look and navigation of our website. This is still work in progress, but amongst the developments we plan to introduce is asking our volunteers to help us to look for content in other languages. We are also planning to translate more material into other languages and build a searchable database of organisations in Scotland for people with different vulnerabilities with the aim of identifying as well those that provide language support.
- Disseminating our own multilingual materials and the Home Office resources among a wide range of communities and our partners.
- Building an extensive database of elected representatives, civil servants and local government officers and third sector organisations that help us, in order to disseminate key information about the EU Settlement Scheme and citizens' rights and our offline and online activities, and most importantly reach vulnerable EU citizens.
- Increasing our reach to EU citizens. We have seen a significant increase in the number of queries we received via our website, email and social media.

a. List of potential outreach events in the future

i. Events that have been postponed due to the Coronavirus outbreak:

1. Fort William – hospitality sector
2. Fort Augustus – hospitality sector
3. Kilmarnock – with Italian Consul General
4. Greenock – with Italian Consul General
5. St. Andrews – with Citizens Advice and Rights Fife
6. Glasgow – event for the deaf community

ii. Potential locations for events suggested by groups which have who approached us:

1. Mairi Gougeon MSP
 - a. Stonehaven
 - b. Forfar
2. Angus Council
 - a. Montrose
 - b. Arbroath
 - c. Brechin
 - d. Forfar
3. Martin Docherty-Hughes MP
 - a. West Dunbartonshire
4. Brexit & European Policy Coordinator, Highland Council
 - a. North, West and Central Sutherland – Lochinver, Kinlochbervie, Durness, Tongue, Bettyhill, Lairg
 - b. Northwest Caithness – Thurso, Halkirk, Castletown
 - c. East Caithness – Wick, Lybster
 - d. East Sutherland– Helmsdale, Brora, Golspie, Dornoch, Bonar Bridge
 - e. Wester Ross - Ullapool, Gairloch, Kyle of Lochalsh
 - f. Cromarty Firth – Invergordon, Alness,

- g. Easter Ross – Tain, Dingwall, Strathpeffer
 - h. Black Isle – Fortrose, Muir of Ord
 - i. Eilean a' Cheò – Portree, Broadford
 - j. Caol and Mallaig – Mallaig
 - k. Nairn and Cawdor – Nairn
 - l. Badenoch and Strathspey – Aviemore, Grantown on Spey, Newtonmore, Kingussie
- 5. Councillor Karl Rosie, Thurso Caithness North West Ward, Highland Council
 - a. Caithness, Sutherland & Easter Ross
 - 6. Kirsty L. volunteer
 - a. Inverclyde (Greenock)
 - 7. James Conlan, Arran Community and Voluntary Service
 - a. Arran
 - 8. Susannah R.
 - a. Carse of Gowrie (berry farms)
 - b. Blairgowrie
 - 9. Lucile G.EUSS adviser in Dumfries and Galloway CAB
 - a. Annan (Polish community)
 - b. North Ayrshire
 - 10. Bogdan I., Perth and Kinross Association of Voluntary Service
 - a. Kinross

Appendix

Reports

- EU Citizens' Rights Research Report: [Brexit and EU citizens' in Scotland: Impacts, challenges and support needs](#)

Additional materials

- [List of documentary evidence \(EN, PL, RM, BG, SP\)](#)
- [Settled Status Guide \(EN, PL, RO, BG, ES, GR, IT, HU\)](#)
- [Information Video about Continuous residence](#)
- [Map of the location of Settled Scotland volunteers](#)



<http://citizensrightsproject.org>

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