

EU Citizens' Rights Project - Scotland

Outreach project for EU27 citizens

June 2019

Report



Edinburgh 15.07.2019

Summary

The Citizens Rights Project provides information, advice and support for EU27 citizens in Scotland and connects groups and organisations working with the community.

In June 2019, we organised five outreach sessions for EU citizens facing barriers in accessing information about their rights, especially about the new “EU Settlement Scheme.” This was a continuation of the information events organised between February and March 2019.

We also collaborated with the Cabinet Secretary for Government Business and Constitutional Relations and the Minister for Europe, Migration and International Development, in the organisation of an event to present the findings of the Brexit Stakeholder Engagement Fund. During this event, we presented lessons learnt by the project and experiences of the EU community we worked with, and launched our report “[EU Settled Status: Lessons from Scotland](#)” (see report in the Appendix). This paper summarises insights derived from the work undertaken by the EU Citizens Rights Project Scotland between February 2018 and June 2019.

The focus of these sessions was to reach otherwise unengaged groups, due for example to a language barrier, digital exclusion, social exclusion, remoteness, and lack of awareness of

the scheme or disability, among others. The programme of events was accompanied again by a robust online and offline information campaign.

As well as reaching members of the EU27 community through attendance at outreach events, the event organised in partnership with Deaf Action was also live streamed in Facebook and reached around 1000 people (as for 24/06/2019). You can see the video [here](#) (also in Appendix).

The project has received positive feedback, both from participants and partner organisations, and it showed 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 barrier.

Background

The outreach programme developed by the Citizens Rights Project (CRP) (previously under the name EU Citizens Rights Project - EUCRP) in June 2019 answered the need in the community for increasing Brexit awareness among EU citizens, especially vulnerable ones, identified in the earlier stages of the Project. This was the continuation of the programme carried out between February and April 2019, which was developed in response to feedback received from our outreach events in the period November - December 2018 (see the report in the Appendix), recommendations from our research report [Brexit and EU citizens in Scotland: Impacts, challenges and support needs](#) and also the feedback received from the sessions organised between February and March 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.” Moreover, experience in providing outreach activities for vulnerable EU citizens in partnership with organisations across Scotland proved the value of this collaborative approach.

In particular, the information event for deaf EU Citizens in Edinburgh was organised in response to a direct need communicated by the community to our project in an event organised for the BSL Latvian community in Dundee at an earlier stage of the Project.

Outreach sessions

In June 2019, we delivered a programme of five outreach sessions for EU citizens facing multiple barriers. These included migrants with poor English skills, poor digital literacy, general literacy issues, groups in remote locations without access to local help centres and a

session for the deaf EU community in Edinburgh. These sessions were delivered across Scotland with help of local partner organisations who work with these vulnerable groups.

These were a continuation of the information sessions organised between February and April 2019. The partners for the outreach sessions were selected from a pool of organisations previously contacted by the project. The Citizens Rights Project provided specialised information, language support and publicity for the sessions, and the partner organisations provided valuable insight into their clients' needs and availability. Partners also helped to create trust between CRP and local communities. The full list of events and partner organisations can be found below.

Table 1. The List of Partner Organisations for the Outreach Events

	Location	Partner	Community	Needs and barriers
1	Aberdeen	Kevin Stewart MSP	EU citizens of various backgrounds, mainly Polish and Spanish	Low language skills;
2	Tain	High Life Highland Lifelong learning	Polish	Language provision; remoteness;
3	Wick	High Life Highland Lifelong learning	Polish and Bulgarian	Remoteness; language provision
4	Edinburgh	Deaf Action	EU Deaf Community	No international sign provision for the EU community
5	Fraserburgh	Fraserburgh in Touch	Portuguese	Remoteness; low language skills; lack of local services (CAB)

Each session was advertised according to the needs of each community. In some cases individual invitations were sent (i.e: Deaf Community in Edinburgh). In all of them, the help of our partners was key to reach the communities, especially in remote areas. All sessions were advertised more traditionally by leafleting and social media activity. Other key organisations working with EU citizens and vulnerable communities in the area were also contacted via email, Facebook messaging or social media tagging.

Moreover, all these sessions were also attended by the new EU national support advisers appointed by Citizens Advice Scotland in different locations across Scotland. This was very helpful not only for the advisers who could introduce themselves to the communities and

explain the service they provide, but also for the EU citizens and the organisations who attended the events.

Feedback from the outreach sessions

Feedback from the sessions showed the positive impact of CRP outreach on the local communities, not just in terms of the vulnerable communities gaining better understanding of issues surrounding Brexit, but also in communities feeling supported and becoming empowered. See below the feedback from a member of Fraserburgh in Touch, one of CRP partner organisations:

“Thank you for coming all the way north to make sure Fraserburgh had a chance to get good information. We slide off the map more often than you would imagine. We really appreciate your hard work and putting the event together. Also the good information, the useful fliers and the good connections. Please do stay in touch. I think there are going to be lots more challenges”.

In general, attendees found the event very useful and more comfortable with the subject in matter after the presentation. They felt the information was “*very informative*”, “*incredibly helpful*”, gave “*clear visual structures of pre-settled/settled status*”, and “*explained well and clear a complicated situation*”.

Highlights and further Project activities

The most valuable outcomes of these latest strand of events have been:

- Bringing useful information to EU Citizens living in remote locations who never had the opportunity to attend an information session about Brexit and the EU settlement scheme.
- Liaising with EU Citizens Support Advisers from local CABs to give them a platform to present their services to the communities who attended our outreach events. This have also developed in a long term relationship and we will be collaborating in the future to provide information and drop-in session where EU citizens would be able to apply for pre-settled and settled status.
- Live streaming the international sign language session organised with Deaf Action and Feniks. This allowed us to reach further audiences online. Moreover, this session was also recorded and we will be able to spread the presentation further via social media and on our own website. Deaf Action will be able to do the same and we will be able to engage with other organisations working with deaf EU citizens in other parts of Scotland.
- Disseminating our own multilingual materials and the Home Office resources among the communities and our partners.

We have also identified a wide variety of organisations and communities we would like to engage with in future events. The following are organisations interested in collaborating in the organisation of future events or which may be potentially interested:

- Romano Lav, for the Roma community in Govanhill. We can also explore the needs of this community in other parts of Scotland.
- Italian consulate and other Italian authorities in Scotland with a focus on Elderly Italian community in Ayrshire and other parts of the country
- Shelter - Homeless EU citizens in Edinburgh
- Govan Housing Association in Glasgow
- Hospitality sector (focus: Zero hours contracts) and construction sector (focus: cash in hand jobs), via Unite the Union and other unions.
- Employers in farming
- Employers in the meat processing industry
- RNIB Scotland for the visually impaired
- Deaf community
- Adult & Family Learning in Blairgowrie
- Central Scotland Regional Equality Council
- Community Integrated Care and Newcross (Focus on EU Citizens with mental health problems and/or learning disabilities)
- PKAVS Carers Hub - Minority Community Support in Perth (focus on Central European Communities)
- Consulates of EU/EEA countries across Scotland
- Fisherman's missions across Scotland
- Highland Perthshire Crossing Borders SCIO
- Invergordon Polish Society
- Marine Scotland - Fisheries, for the fish processing industry
- Montrose Farms
- Montrose Third Sector
- National Farmers Union - Bulgarian community

- SRC International, Dundee University
- Women's Aid Scotland (different branches across the country)

Appendix:

- EU Citizens' Rights Evaluation Report: [Information, engagement and research project for EU27 citizens in Scotland, September - December 2018](#)
- EU Citizens' Rights Research Report: [Brexit and EU citizens' in Scotland: Impacts, challenges and support needs](#)
- EU Citizens' Rights Paper (June 2019): [EU Settled Status: Lessons from Scotland](#)

Presentation for the sessions:

- [EU Citizens' Rights](#)
- [Deaf Action live streamed session](#)

Additional materials

[List of documentary evidence \(EN, PL, RM, BG, SP\)](#)

[Settled Status Guide \(EN, PL, RM, BG, SP\)](#)

Home Office Materials

- [EU Settlement Scheme: translated information materials](#)

Feedback

[Feedback form template](#)

Press mentions

- [Brexit event for EU Citizens Living in Aberdeen](#). Evening Express, 13 June 2019
- [Aberdeen event helps shed light on settled status applications](#). Evening Express, 13 June 2019
- [EU citizens in Scotland 'deeply worried' about impact of Brexit](#). The National, 17 June 2019

List of organisations engaged by the programme in June 2019:

Highland High Life
Fraserburgh In Touch
Deaf Action
Europe Direct North Highlands and Islands
Grampian Regional Equality Council
Highlands for Europe
Victim Support Aberdeenshire
Here for You Centre
Fraserburgh Development Trust
Aberdeenshire Voluntary Action
Modo Circus With Purpose
Citizens Advice Edinburgh
Citizens Advice Peterhead
Citizens Advice Aberdeen