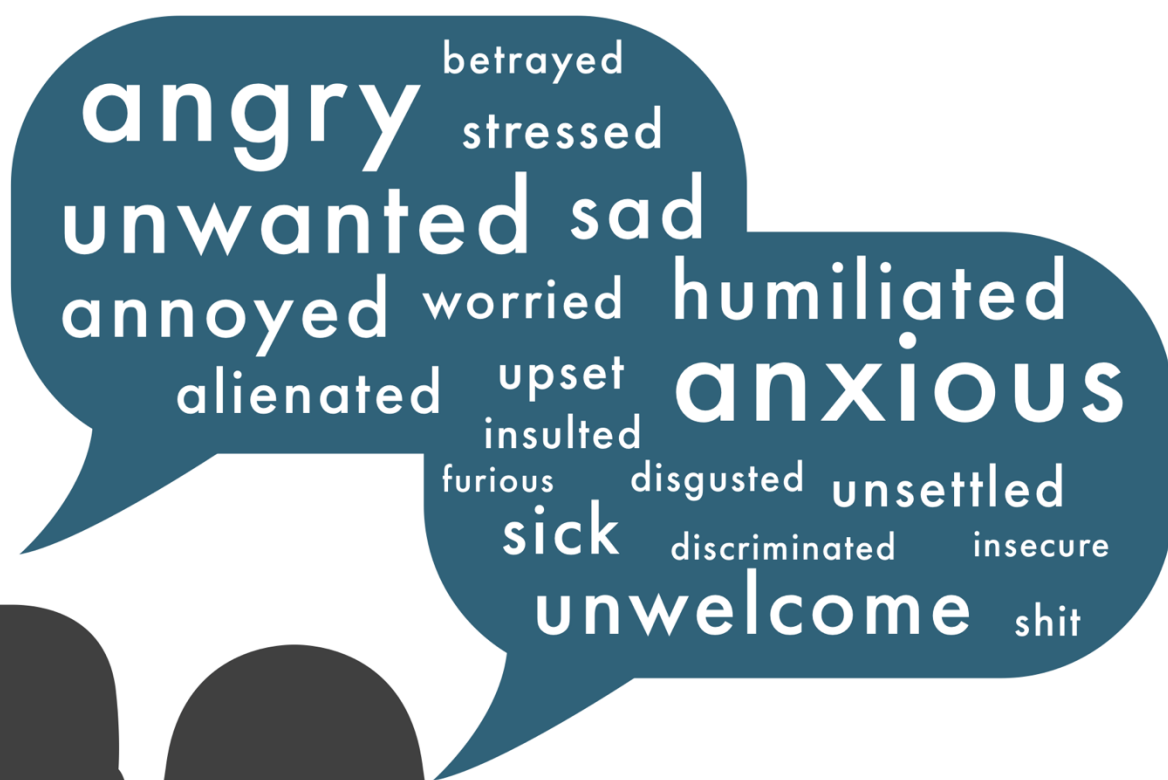


EXPERIENCES AND IMPACT OF THE EU SETTLEMENT SCHEME

Report on the 3million Settled Status Survey



Tanja Bueltmann

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Finally, I would like to thank all those who chose to participate in the Settled Status Survey. Your participation has made this the largest nationwide Survey on the experiences and impact of the EU Settlement Scheme. Being able to report this is not only a privilege from my perspective as a researcher, but means that you—through your collective evidence provided via the Survey—are playing a vital role in giving a substantial evidence base to the future policy, litigation and outreach work of the3million, and discussions about the EU Settlement Scheme more broadly.

Any errors or inaccuracies in this report are, of course, my own.

PEOPLE BEHIND THE SURVEY & REPORT

The Settled Status Survey was designed by Tanja Bueltmann, Professor of History at Northumbria University, working with the citizens' rights NGO the3million. The Survey and report are being delivered for the3million, but Professor Bueltmann is the sole author of this report. She is a historian of migration with expertise in identity-formation and associationalism, and an expert on the situation of EU/EEA and Swiss citizens in the UK post-Brexit and their rights.

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The3million is the UK's leading NGO working on protecting EU/EEA and Swiss citizens' rights. The group carries out lobbying, litigation, media and outreach work with stakeholders, including the UK Government, EU representatives, and EU/EEA and Swiss citizens themselves. The3million has recently been recognized as one of the top changemakers in The Big Issue Top 100 Changemakers 2020 for its work.

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NOTE FOR READERS

It is important to recognize that this is a hard time for many EU/EEA/Swiss citizens and their non-EU/EEA/Swiss family members, and that talking and reading about Settled Status can be difficult.

This report includes statistical and qualitative evidence from the Settled Status Survey that some readers may find upsetting given the nature of themes covered. If, in the course of reading this report, you begin to feel upset, stop and look after yourself. If you would like to talk to someone, there are helpline and listening services that you can call, such as the [Samaritans](https://www.samaritans.org/); they can be contacted on 116 123; the line is open any time of day and night and it is free.

If you or someone you know is looking for support to apply for Settled Status, there are several initiatives that might be able to help:

- Government website at <https://www.gov.uk/eusettledstatus>
- We are Settled at <https://settled.org.uk/>
- Here for Good at <https://www.hereforgoodlaw.org/>
- Seraphus <http://www.seraphus.co.uk/>
- The EU Londoners Hub is also helpful, no matter where in the UK you live: <https://www.london.gov.uk/what-we-do/eu-londoners-hub>

EXECUTIVE SUMMARY

This report presents data and findings from the Settled Status Survey conducted between 20 November and 20 December 2019. The Survey was designed for EU/EEA/Swiss citizens and their non-EU/EEA/Swiss family members who need to apply, or already have applied, for Settled Status.

General Survey statistics

- 3,171 valid responses were received
- 85.7% of respondents live in England; 9.3% in Scotland; 3.2% in Wales; and 1% in Northern Ireland
- over 98% of respondents are EU/EEA/Swiss citizens, or dual nationals whose citizenship includes EU/EEA/Swiss citizenship
- the average age of respondents is 45.93 years; the oldest respondent is over 90 years old
- at 89.2%, the vast majority of respondents have been residing in the UK for five years or more; measured in decades, the majority of respondents arrived in the 2000s and 2010s, but there are respondents from each decade since the 1950s
- 3.8% of respondents have applied more than once, documenting a mix of problem cases but also first applications from those transitioning from Pre-Settled Status to Settled Status.

Key findings

71.5% of Survey respondents have already applied to the EU Settlement Scheme, while 28.5% have not applied (yet); of respondents who applied, 87.6% were granted Settled Status, and 12.2% Pre-Settled Status.

For a majority of respondents, the application process worked well in the sense that they were granted a status and did not face major disruptions during the process. Positively, 97.1% of respondents got the decision they expected to get. Respondents found the Home Office guidance provided generally helpful, and qualitative comments document that many are appreciative of the help by Resolution Centre and local ID scanning centre staff.

However, there is a sizable number of respondents who did not have a straightforward application experience. Key findings in relation to the application process are:

- 90.5% of Survey respondents who applied have had a decision for their application, while 8.5% were still waiting at point of Survey response submission
- 79.4% of respondents used the 'EU Exit: ID Document Check' app to prove their identity; 95.4% had no major problem with the ID check, but there are specific common issues: regular smaller technical errors with the can, such as the passport chip not being recognised; specific issues for married women from some EU27 countries as a result of how their name is shown on their passports; problems with double names or special characters
- 74.1% of respondents used Home Office guidance; views on guidance is more positive than negative; only 1.1% used guidance in other languages
- 23.8% of respondents had further help; family or friends were most significant, but respondents also used official support services, like the EU Londoners Hub, or private initiatives
- 33% of respondents were asked to provide additional evidence; some patterns emerge that are of concern: respondents who are women, self-employed, unemployed, pensioners, students and those out of work for medical reasons were more likely to be asked for additional evidence

- a small number of respondents speak of their past criminal convictions as a trigger for needing additional evidence; this reveals a lack of transparency/clarity regards process in such cases
- on average, respondents waited for 14.81 days for their application outcome; many heard more quickly and closer to the advertised Government norm, but for many it also took much longer
- 4.8% of those granted Pre-Settled Status challenged that decision
- in terms of awareness about Settled Status the data shows that employers and local councils only played a very small role; the latter in particular is a serious concern in terms of what it may indicate about outreach and visibility of the scheme at local level
- 7% of respondents who have not applied for Settled Status think that they do not need to apply
- 10.9% of respondent are already being asked for Settled status proof, indicating possible discrimination since this is not yet required

The Survey also looked at the wider impact of Settled Status and Brexit more generally:

- 89.53% of respondents are unhappy about the lack of a physical document
- across all respondents, 70.29% agree or strongly agree that their European identity was strengthened by Brexit; for over a third it also strengthened their national identity
- across all respondents, 94.7% disagree or strongly disagree that they now feel more integrated; 95.24% disagree or strongly disagree that they now feel more at home in the UK
- respondents feel 'angry', 'anxious' and 'unwanted' (words most frequently mentioned)
- at point of decision respondents who applied have a predominant sense of feeling 'relieved' (73.2%), but the majority of 40.4% are not happy, and 66.3% feel no strong sense of security
- 82.8% of those still waiting for an outcome at point of response submission said that waiting made them more stressed; 91.2% noted that it contributed to their sense of uncertainty
- 'anxiety' generally remains a strong feeling; even those with a status 'strongly agree' that they are anxious at 45.1%; combined with 'agree' this becomes 79.3%; for those who have not applied (yet) the combined figure of 'strongly agree' and 'agree' is 86.1%
- If those who would like to but can't are included, the majority of respondents want to apply for citizenship, many because they see it as more secure
- free text comments provided by respondents includes significant evidence—both in terms of volume and scope—about wider negative impacts of having to apply to stay in one's home and Brexit on respondents' mental health and well-being

Overall, the Survey evidence shows clearly that a majority of respondents feel that Government actions do not match the Government's copy-and-paste phrases of friendship and wanting to protect the rights of EU/EEA and Swiss citizens. In fact, that message is not registering with Survey respondents. Even respondents granted a status, while relieved, did not show a sense of happiness and remained anxious, for example. Ultimately, their experience tells a story not of feeling friendship and a sense of protection, but one of the erosion of trust and disintegration.

So while the EU Settlement Scheme works for many from a process perspective, it has not achieved to provide a sense of security. This is true for the majority of Survey respondents, regardless of their status. In essence, the EU Settlement Scheme works for the Home Office, but the Home Office has failed to convey actual trust in the scheme with the process and contributed to eroding a sense of belonging among respondents. Rather than making EU/EEA and Swiss citizens feel—as the scheme name suggests—settled, 'unsettling status' would be a much more appropriate name for the scheme based on Survey evidence.

RECOMMENDATIONS

- It is essential—from a practical perspective, to avoid discrimination, and to finally give a real sense of security to EU/EEA and Swiss citizens—that there is a physical document as proof of Settled Status. Digital-only is not good enough.
- Settled Status is not seen as a secure status as it stands. The Government must enshrine the status and rights it grants in primary law, not secondary legislation (as this can be easily changed) to ensure those holding Settled Status really are protected for life and establish trust in the status.
- Data protection is a critical concern for respondents. The Government needs to stop the current process of data sharing and replace the existing data policy with a transparent policy that provides clear details on data sharing, storage and use; this must be applied to data already in the system too.
- Evidence from the Survey highlights that some EU/EEA and Swiss citizens think they do not need to apply even though they have no existing status. To avoid a Windrush-type scandal on a much larger scale with thousands of EU/EEA and Swiss citizens potentially becoming unlawful, the decision not to make the system an automatic process needs to be revisited urgently. The EU Settlement Scheme must be changed to a declaratory system.
- There needs to be significantly more support—from outreach to wider community integration work—from local councils. The Government needs to make funding available for this.
- Awareness of the EU Settlement Scheme and what it means needs to be increased for employers, banks, landlords and other relevant groups who essentially have become frontline border agents as a result of how the Government manages immigration checks. These groups need to be better informed about how EU/EEA and Swiss citizens can prove their status during the transition period, and that Settled Status is not a requirement yet. This is vital to avoid the increase of discrimination.
- Civil society has a role to play too in supporting EU/EEA and Swiss citizens to be able to reclaim the sense of security many of them lost as a result of the EU referendum upheaval. Funding should be set aside to help civil society organisations deliver community programmes; the recommendation is that these include work on immigration and community more broadly rather than just EU/EEA and Swiss citizens to help bridge divisions opened by the EU referendum.

INTRODUCTION: BREXIT AND THE EU SETTLEMENT SCHEME

When the EU referendum was announced by former Prime Minister David Cameron, many EU/EEA and Swiss citizens in the UK were concerned immediately. While holding such a referendum threw up many questions, including about the potential economic consequences of leaving the EU and constitutional issues, it was clear from the start that for EU/EEA and Swiss nationals who live in the UK the impact could be immediate and life-changing. After all, most of them came to the UK by their right of freedom of movement. From the right to work to the right to access the NHS, all aspects of their lives are essentially determined by freedom of movement, just like those of British citizens who live in another EU/EEA country or Switzerland are. Not having a vote in the EU referendum when it was held did not help ease concerns, particularly in light of the anti-EU citizen and anti-migrant rhetoric that shaped much of the referendum campaign.¹

Concerns were eased for many by the clear Vote Leave commitment that was made in writing on 1 June 2016 and signed by Boris Johnson, Michael Gove, Priti Patel and Gisela Stuart:²

There will be no change for EU citizens already lawfully resident in the UK [... and that ...] these EU citizens will automatically be granted indefinite leave to remain in the UK and will be treated no less favourably than they are at present.

Tragically, this became a broken promise immediately after the referendum both amongst the politicians who signed the commitment and the new government that was then formed by Theresa May. She chose to make the rights of EU/EEA and Swiss citizens part of the negotiations with the EU, turning people into bargaining chips.

Those citizens affected by a potential change in status due to Brexit were to spend well over three years in limbo until getting some form of clarity following the General Election on 12 December 2019, and the subsequent passing of the Withdrawal Agreement Bill. That does mark a positive change in the sense that it ensures the citizens' rights part of the Agreement proceeds, but despite that many questions and concerns remain.

The Withdrawal Agreement establishes Settled Status, in combination with the time-limited Pre-Settled Status, as the new immigration status for EU/EEA and Swiss citizens already in the UK. The status can be gained via an application system and is, therefore, not a simple registration. If the applicant is granted Pre-Settled Status they have to apply again for full Settled Status in future once they are eligible to do so (full Settled Status requires five years' continuous residence). The underpinning scheme managed by the Home Office is known as the EU Settlement Scheme (EUSS).³

Over 2.7 million applications have been received since launch of the scheme,⁴ and the Government remains confident that the scheme is working. Existing research and expert evidence casts serious

¹ See also Martin Moore and Gordon Ramsay, 'UK media coverage of the 2016 EU Referendum campaign' (May 2017), accessible via <https://www.kcl.ac.uk/policy-institute/assets/cmcp/uk-media-coverage-of-the-2016-eu-referendum-campaign.pdf> [last accessed 6 January 2020].

² See 'Statement by Michael Gove, Boris Johnson, Priti Patel, and Gisela Stuart', 1 June 2016, http://www.voteleavetakecontrol.org/restoring_public_trust_in_immigration_policy_a_points_based_non_discriminatory_immigration_system.html [last accessed 8 January 2020].

³ For details on the development of the EU Settlement Scheme, see Tanja Buelmann, 'Endangered Rights: The Impact of Brexit on EU Citizens', Perspectives: FES London (September 2018), <http://library.fes.de/pdf-files/id/14683.pdf> [last accessed 7 January 2020].

⁴ EU Settlement Scheme statistics, December 2019, <https://www.gov.uk/government/statistics/eu-settlement-scheme-statistics-december-2019> [last visited 16 January 2020].

doubt on that, however. EUSS statistics provided by the Home Office are not helpful in shedding light on the questions that keep being raised, and, as was recently shown, are problematic, for instance because the Home Office is double-counting in them.⁵ Aside from such problems, late 2019 statistics document that one in seven applicants to the EUSS was still waiting for their application to be processed—that is a backlog of 326,000 people.⁶ The most recent statistics show a drop in that, as well as a drop in the number of applicants being granted the more precarious Pre-Settled Status, but concerns remain. In the end, every single person granted Pre-Settled status—over 900,000 people so far—will have to re-apply for full Settled Status in due course, and every single one of these applications effectively constitutes an individual cliff-edge. That is one reason why it will be impossible to assess the success, nor full scale of any problems, of the EUSS for a very long time.

House of Commons and House of Lords Committees have also expressed concerns about EUSS as an application scheme, the former noting a real risk of a repeat of the Windrush scandal if the scheme remains an application system with a fixed deadline.⁷ Moreover, evidence of other significant problems has been mounting for some time. While initial concerns focused primarily on practical questions, for instance the fact that there was no ID-checking app for the iPhone until October 2019, personal experiences shared on social media and press reports on individual stories have long since been pointing at a plethora of wider impacts on the mental health and well-being of EU/EEA and Swiss citizens, for example.

⁵ Kuba Jablonowski, 'Home Office admits double-counting in the EU settlement statistics', <https://www.freemovement.org.uk/home-office-admits-double-counting-in-the-eu-settlement-statistics/> [last accessed 10 January 2020].

⁶ See <https://www.gov.uk/government/statistics/eu-settlement-scheme-statistics-november-2019> [last accessed 11 January 2020].

⁷ See <https://www.parliament.uk/business/committees/committees-a-z/commons-select/home-affairs-committee/news-parliament-2017/eu-settlement-scheme-report-published-17-19/> [last accessed 6 January 2020]. Also Tanja Bueltmann, *The Guardian*, 17 April 2018, 'The shameful Windrush saga has struck fear into EU nationals' hearts', <https://www.theguardian.com/commentisfree/2018/apr/17/windrush-eu-nationals-uk> [last accessed 8 January 2020].

THE SETTLED STATUS SURVEY

The Settled Status Survey sought to gather evidence about the experiences and impact of the EU Settlement Scheme. The Survey was designed to establish details about the application for Settled Status—or why someone has not applied (yet); experiences of the actual process of applying; but also the wider impact of the scheme and Brexit itself on the identity and sense of belonging of EU/EEA and Swiss citizens and their families in the UK.

Who conducted the Survey?

The survey was conducted by Professor Tanja Bueltmann from Northumbria University, working with the NGO the3million.

Survey design, research ethics and platform

The Survey was designed by Professor Bueltmann, working together with researchers and activists from the3million. The Survey went through research ethics clearance, including assessment of compliance with legal, data protection and data storage regulations, at Northumbria University. Ethics clearance was given on 8 November 2019. Following approval, there was a week-long test phase for final feedback on the draft, with 23 volunteers participating.

The Survey was launched on 20 November 2019 and remained open for four weeks until 20 December 2019. The Survey was hosted on Northumbria University's Online Surveys portal and could be completed on a computer, tablet or mobile phone.

Respondents could choose to remain completely anonymous if they so wished, though the option to leave contact details for follow-up questions was provided.

A list of the Settled Status Survey questions and a route map for the Survey are included in the Appendix at the end of this report.

Methodological considerations

Participation was sought from EU/EEA/Swiss citizens or their non-EU/EEA/Swiss family members if they had:

- applied for Settled Status and you had been granted a status;
- applied for Settled Status, but were still waiting for a decision;
- applied for Settled Status, got a decision and had since become a British citizen;
- not yet applied for Settled Status (for whatever reason).

Responses were only sought from those who applied for themselves. While we need to learn more about the situation of those unable to apply themselves—for instance children or those with disabilities who needed the help of their primary carer—it is clear that special provisions and a more bespoke set-up is needed to do so via a Survey and/or focus groups. Consequently, the decision was made to separate this aspect from the present Survey.

Survey respondents were self-selecting and chose to participate. Various channels were utilised to inform potential participants about the Survey, including sharing via social media channels and dissemination in local community groups. Northumbria University also issued a press release.

Given the self-selection approach adopted, it is important to recognise that such an approach comes with specific questions in relation to data representativeness and validity. All of these questions are important and should always be asked. In light of the number of respondents and how the survey was designed, however, there can be full confidence in both the relevance and usability of the data gathered.

As is best practice, the analysis that follows expressly notes any potential issues that readers should bear in mind and relates the Settled Status Survey data to other evidence where appropriate and possible to provide context. This includes survey data from other surveys on related themes, evidence that has come to light through media coverage, and relevant statistics and documentation from the Home Office and the Office for National Statistics.

Finally, it is also important to bear in mind, however, that representativeness is not necessarily the best measure in the context of assessing the EU Settlement Scheme. While there can be no doubt that patterns and scale matter in any analysis, ultimately, Settled Status is about individuals and their lives, not per se about statistical representation. In fact, in all likelihood it is the 'unrepresentative' lives that are most likely to get caught in a system such as the EU Settlement Scheme. That is why we need to understand these 'unrepresentative' cases more, not less.

SURVEY DATA AND ASSESSMENT

The following section provides key data from the Survey, offering a mix of statistical analyses of survey responses and examples from qualitative data. The data included is framed by brief assessments to aid understanding. The section is broadly arranged around the Settled Status Survey questions (details available in the Appendix). Where appropriate and meaningful, responses from different Survey routes have been grouped for ease of comparison and overall assessment of the results. Evidence from other sources has been referenced where it is useful to establish context.

Number of Survey responses and breakdown applied / not applied to the EUSS

	number	%
total number of Survey responses	3,171	100%
applied to the EUSS	2,266	71.5%
not applied to the EUSS	905	28.5%

Table 1: Number of Survey responses and breakdown applied / not applied to EUSS

UK location of Survey respondents

	number of respondents	%	comparison to overall spread/share of the EU citizen population resident in the UK	
			estimated numbers ⁸	%
England	2,718	85.7%	3,330,000	89.40%
Scotland	294	9.3%	237,000	6.36%
Wales	102	3.2%	72,000	1.93%
Northern Ireland	32	1%	87,000	2.34%
other	25	0.8%	n/a	n/a
	3,171	100%	3,725,000	100%

Table 2: UK location of Survey respondents

What the comparison of the respondents' location with the overall spread of the EU citizen population resident in the UK tells us is that there is no place bias in terms of the constituent nations of the UK.⁹ This is important because devolved governments have, within the means available to them, diverged from UK Government approaches and actively sought to establish a different narrative and support provisions for EUSS applicants. Most notable here is the Scottish government's approach,¹⁰ but the Welsh government has also been active. While any evidence relating to these approaches would of course be welcome, if there had been a very lopsided location distribution of respondents compared to the actual spread, this could have carried the potential risk of skewing the perspective in what is a nationwide Survey of a group of which the majority live in England. Since a location bias is not evident, however, there was no need for specific action to mitigate potential skew.

⁸ This is based on Office for National Statistics data about the population of the UK, estimates for nationality, Table 2.1 here: <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/internationalmigration/datasets/populationoftheunitedkingdombycountryofbirthandnationality> [last accessed 11 January 2020].

⁹ A note of caution: this analysis is somewhat flawed because the Survey data is not set up in a way that exactly matches how ONS captured nationality; moreover, Survey data also includes some non-EU/EEA/Swiss citizens. However, their number is very small (28 respondents) as most are dual nationals with an EU/EEA/Swiss citizenship. Consequently, the above analysis can work as a useful general indicator of how the data of this Survey relates to the overall EU/EEA/Swiss population in the UK in terms of geographical spread.

¹⁰ See for instance 'The contribution of EEA citizens to Scotland: the Scottish government's response to the Migration Advisory Committee Call for Evidence', 8 November 2017, <https://www.gov.scot/publications/contribution-eea-citizens-scotland-scottish-governments-response-migration-advisory-committee-9781788514057/> [last accessed 8 January 2020].

Citizenship of respondents

A total of 3,144 usable responses were provided (some respondents preferred not to say). A little over 90% of them are EU/EEA or Swiss citizens (excluding British), and 8.94% dual nationals; remaining responses include those who now only hold British citizenship and ‘don’t know’.

Breaking down the top 10 of responses for citizenship reveals a concentration of respondents’ citizenship in three countries: Germany, France and the Netherlands. This concentration exists regardless of whether those with dual nationality are included as a single category of ‘dual nationality’ or directly factored in for their citizenships. When factored in, Finland and Portugal flip order, and Denmark enters at number 10.

respondents’ country of citizenship	% if dual nationality included as single category	respondents’ country of citizenship	% if dual nationality factored in
Germany	18.77%	Germany	23.26%
France	12.47%	France	15.10%
The Netherlands	11.9%	The Netherlands	13.97%
dual nationality	8.94%	Italy	10.79%
Italy	8.34%	Spain	6.43%
Spain	5.5%	Poland	5.17%
Poland	4.36%	Finland	3.70%
Portugal	2.96%	Portugal	3.49%
Finland	2.89%	Sweden	3.42%
Sweden	2.83%	Denmark	2.90%

Table 3: Citizenship of respondents – top 10

In itself this concentration does not have to mean a default skew in terms of perspectives available in the Survey. However, given what is already known about the wider Brexit experiences of some specific groups—most notably Eastern Europeans—the concentration in particular western European countries that is shown here needs to be noted. Further work needs to be carried out in relation to the citizenship groups not well represented to ensure their general experiences, as well as any specific differences, are also captured.

This is important too because existing evidence from other research projects indicates that Eastern Europeans are a group with specific experiences and vulnerabilities, not least because they have been particularly affected by xenophobia and hate crimes during and since the EU referendum.¹¹

For the vast majority of respondents, the country of citizenship is the same as the country of their birth (or dual nationality where country of birth citizenship is still present as well). Where that is not the case, we can see some patterns that likely relate to historical connections between countries. For example, the majority of those respondents who were born in Algeria have French citizenship.

¹¹ For existing research see e.g. A. Rzepnikowska, ‘Racism and xenophobia experienced by Polish migrants in the UK before and after Brexit vote’, *Journal of Ethnic and Migration Studies* (2018), pp.1-17. One excellent project has looked at the experiences of young Eastern Europeans is ‘Here to Stay? Identity, citizenship and belonging among settled Eastern European migrant children and young people in the UK’ see the project website for Research Briefings: <http://www.migrantyouth.org/>; see also <http://theconversation.com/how-brex-it-is-making-young-eastern-europeans-in-the-uk-fear-for-their-future-98929>

Other demographic characteristics of respondents

The average age of respondents is 45.93 years. Age group patterns are:

age group	%
18-24 years	1.37%
25-34 years	14.90%
35-44 years	30.22%
45-54 years	32.73%
55-64 years	14.52%
65-74 years	5.18%
75+ years	1.08%

Table 4: Age group breakdown

The 75+ group includes 12 respondents who are in their 80s; the oldest respondent is 90 years old.

In terms of the identification split, 68.8% of respondents are women, 29.5% are men, and 0.3% preferred to choose another description for themselves; the remainder preferred not to say. Like the concentration of responses in particular countries, this split does not automatically lead to a skew in perspective, but it should be noted.

The majority of respondents, 89.5%, classed themselves as 'White European' in terms of their ethnic group background.

Length of residence in the UK

At 89.2%, the vast majority of respondents have been residing in the UK for five years or more, and the remaining 10.8% of respondents have been in the country for less than five years.

Date of arrival in the UK

Respondents were also asked to provide, if possible, their date of arrival in the UK. This question was not asked with a date selection box, but rather a free text box to ensure that those who did not remember their exact arrival date would also be able to respond. Some responses contained errors (e.g. a year like 1796) and were, consequently, discarded for the analysis below. 3,141 usable responses remained, allowing assessment of how respondents to the Survey spread across decades in terms of their point of arrival in the UK.

decade	number	%
1950s	8	0.25%
1960s	38	1.21%
1970s	143	4.55%
1980s	256	8.15%
1990s	762	24.26%
2000s	957	30.47%
2010s	977	31.1%
	3,141	100%

Table 5: Respondents' date of arrival grouped by decade

Settled Status awareness

We were keen to understand not only the application process for Settled Status, but also how those who applied—or chose not to apply—became aware of the EUSS. Concerns have been raised about the limited Government attempts to reach EU/EEA/Swiss citizens to inform them about Settled Status, and many of the approaches so far, including the recent advertisement campaign, have focused on social media routes and displays in public spaces that are limiting who would see the advertisement by default. We also know already that efforts by councils vary greatly, with some writing to those EU/EEA/Swiss citizens they are able to contact, while others dismiss requests for even the most basic support outright. While this can, in part, undoubtedly be explained by a lack of funding, it is a real concern that significant local variances exist.

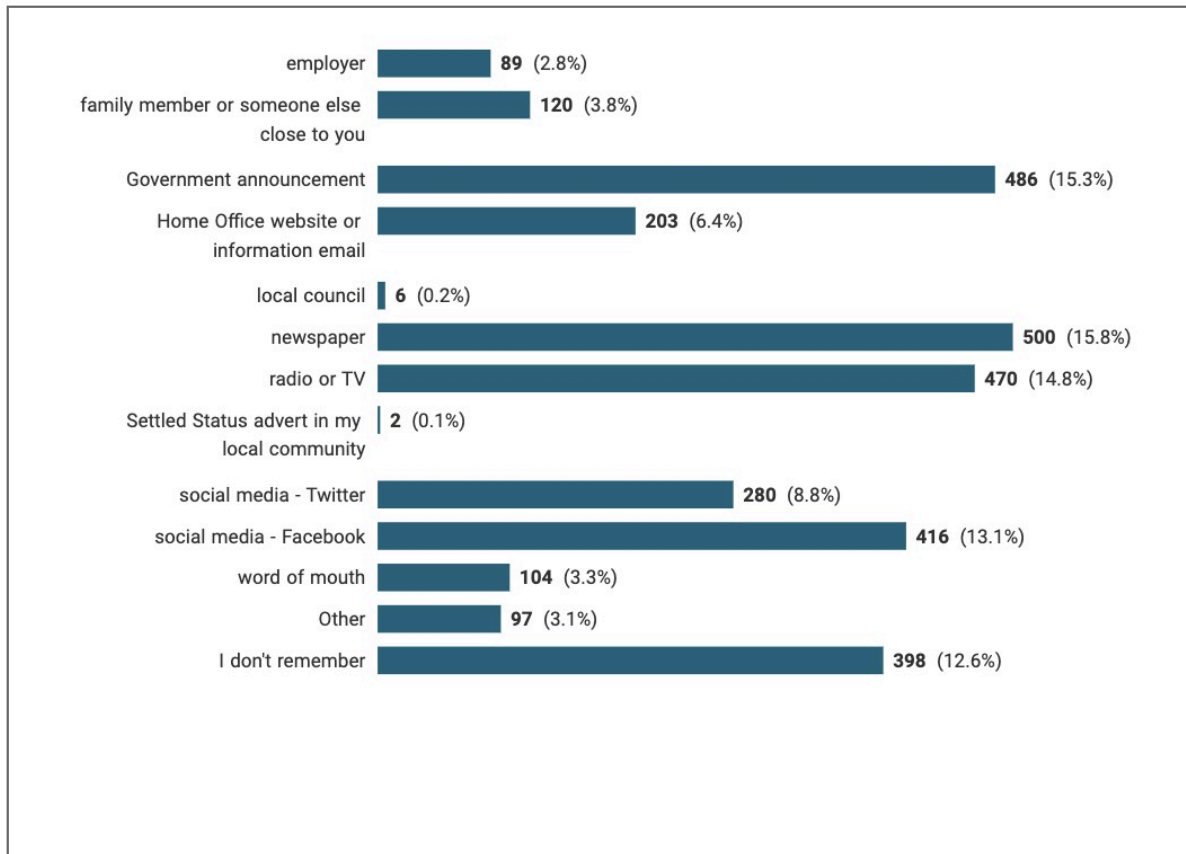


Figure 1: How/where did you first hear about Settled Status?

In terms of the Survey results what is striking is not only the essentially non-existent role of local councils as the source of information, but also the small role of employers. As both are amongst the most immediate contact points anyone can have outside of family/friends, more needs to be done to ensure both play their part to support EU/EEA/Swiss citizens. They can, and ought to be, agents of sharing information. Councils in particular need to do more local outreach to enable reaching the most vulnerable and groups not linked into the kind of information networks that have been most very effective (like social media).

Respondents' application status

Of the 3,171 Survey respondents, the majority of 71.5% (2,266) have already applied for Settled Status, while 28.5% (905) had not applied (yet) at time of Survey submission.

Respondents who applied to the EUSS

Data also provided insight into how the point of application breaks down over the period since launch. Understanding this pattern is important for purposes of comparison as it tells us something about the nature of the application experience of respondents.

	number	%
2018		
Aug - Dec	210	10.78%
2019		
Jan - Mar	472	24.23%
Apr - June	372	19.1%
July - Sept	621	31.88%
Oct - Dec	273	14.01%
	1948	100%

Table 6: Respondents' application date by period

For instance, the first period—from the end of August 2018 to the end of the year 2018 is comprised solely of private beta test phase 1 (28 August 2018 to 17 October 2018) and private beta test phase 2 (1 November 2018 to 21 December 2018). Applicants who applied during this period had a level of support and oversight that are not a feature of the open public application process most applicants have experienced. In combination with other data we can say, unsurprisingly, that those in the test phases had fewer problems and speedier responses. The private test phase was followed by a public test one (17 January to 30 March 2019).¹²

Cross-tabulating data, we can also establish how long those who have applied to the EUSS have already been resident in the UK.

- Of respondents who have lived in the UK for five years or longer, 71.58% (2024) have already applied to the EUSS.
- Of respondents who have lived in the UK for five years or less, 70.55% (242) have already applied to the EUSS.

Number of times applied

Of those who have applied already, 3.8% have applied more than once.

The free text comments respondents provided for this question give further details about why they have applied more than once. In a good number of cases, we are already looking at applicants transitioning from Pre-Settled Status to Settled Status—this is not an automatic process but requires another application.

There is also evidence, however, that reveals problems in both the application system itself—technical errors are mentioned as a reason for applying more than once—but also problems in other Government systems. As one respondent noted, they had to apply twice because the first attempt did not even find them due to a known error they had long since sought to rectify:

¹² Reports for each test phase are available on the Home Office website; links for all reports included in the public test phase report: <https://www.gov.uk/government/publications/eu-settlement-scheme-public-beta-testing-phase-report/eu-settlement-scheme-public-beta-testing-phase-report> [last accessed 12 January 2020].

First attempt unsuccessful, my name did not match tax register where my name was mis-spelled (which I had been pointing out to them for years).

While the number of issues is relatively small, and most have been resolved, the application system continues to exhibit some deficiencies—for instance the need to wait for the expiry of a compromised application—that have, on occasion, resulted in rather absurd scenarios:

I was first rejected and was asked to provide more information as my answers did not fit the template. I rang the help desk and was told to give some ‘fictitious’ answer in order to be ‘allocated a case worker’. I decline to lie and tried again with docs/proof relating to previous 5 years’ stay in UK.

Respondents who have not applied

Of the 905 respondents who have not (yet) applied to the EUSS, 88.93% have lived in the UK for five years or more, and 11.17% for less than five years.

The Survey provides important insights into their motivations behind the choice not to apply (yet). Multiple answers were possible here, hence the spread as per below.

While the lowest figure overall, the fact that 7% of respondents think that they do not need to apply is alarming. We cannot, without further evidence, just assume that this figure applies generally, but if it is a reflection of wider patterns, we might be looking at a group of 200,000 to 250,000 EU/EEA/Swiss citizens at least who are at direct risk of becoming unlawful. This is a particularly grave concern in light of the recent vote in Parliament that prevented the EUSS to be changed to a declaratory scheme.

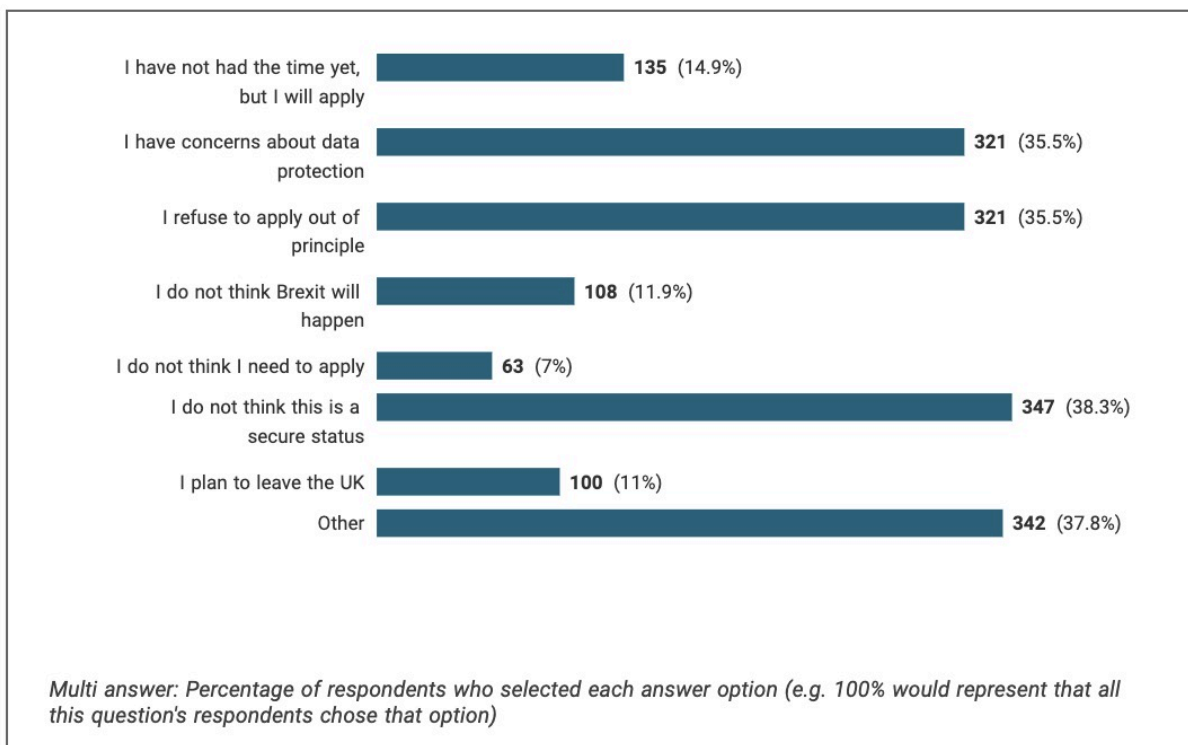


Figure 2: Why have you not applied for Settled Status?

For the majority, concerns relate to them either not considering Settled Status a secure status, or to their data and lack of data protection / transparency around use. A significant factor too is a refusal out

of principle. In many cases this is tied to a profound sense of hurt and humiliation. As one respondent observed:

I have lived in the UK for 31 years and have contributed in many ways to this country (raised to children who are employed in medical research and digital technology, helped children who had additional learning needs, taught in secondary education, and now work in health care looking after people of all ages from the newborn, children, teenagers, pregnant ladies, and the elderly) and now have to justify my existence/need to breath UK air. This is totally humiliating.

The reason for this lies specifically in Settled Status being an application system—not only does this diverge from the Vote Leave promise made, it is this aspect of the process that is singled out regularly throughout the whole Survey:

I am a German national who is married to an Englishman (one adult son). I have been living and working in the UK for more than 36 years, helped pay for our house. The idea that I should now apply for the government's permission to live in MY house with MY family is a toad I have not been able to swallow so far.

While the sense of being insulted with an application process, the humiliation and anger, is felt widely (see also later evidence on impact), one group that has stood out for some time are British army wives. This comes through in the Survey too. One of them writes:¹³

My British husband served in the forces 32 years. I believe it is a disgrace that I have to apply to stay in the country.

Remaining free text responses reveal a plethora of other factors that have so far prevented an application. Among the more common reasons we find that respondents:

- are scared to apply or scared of being rejected
- do not feel safe applying
- are intending to wait as long as possible to know more about how the government implements the scheme fully (as there are still many open questions)
- do not have a valid passport and are unable to afford new one

Those scared are often influenced by their situation in terms of evidence for continuous residence in the UK. For one respondent it was clear they would 'struggle' because nothing is in their name:

Being a volunteer in my village community I cannot produce payslips; I do not pay tax; I do not receive benefit; my husband pays the bills.

For some, such concerns are made worse by a lack of support from councils and other relevant bodies who could help provide alternative evidence, but fail to do so:

I have gathered council tax bills however one year was missing. I requested a copy from my council which was denied, I launched a formal complaint which was rejected.

¹³ For more on this issue, see also: Stefanie Mitchell, *Metro*, 27 February 2019, 'I have served as a British army wife for decades, but the treatment of EU nationals has changed my view of this country' <https://metro.co.uk/2019/02/27/i-have-served-the-uk-as-a-british-army-wife-for-decades-but-the-treatment-of-eu-nationals-has-changed-my-view-of-this-country-8672185/> [last accessed 7 January 2020].

We also learn of more practical issues relating to the specific place of residence of applicants. Citizens' rights campaigners have long since raised concerns about EU/EEA and Swiss citizens who live in more remote locations and their ability to apply or get support. As one respondent explained, they

do not have [the] phone required to scan [their] passport and live on island that does not have CAB or town hall that would scan for settled status application. Will need to travel to mainland Britain.

This also illustrates that even after the abolition of the Settled Status fee as a result of the lobbying work of the 3million, applying is by no means 'free' for many people: from travel to having to take time off work, many direct and indirect costs are involved.

While all of this evidence is significant, the most serious reason why some respondents have not yet applied relate to their mental health. Respondents note that they are unable to 'cope with the stress' of having to apply, expressing the hope to 'feel better' in due course to be able to do so, recognizing the need. But the application is clearly seen as adding to that stress. Some make reference to existing conditions, for instance anxiety disorders or refer to the need to take medication. In one case the problems are so severe that the advice was given to not apply:

I can't handle the extra stress of the application and have been advised by family and therapist to prioritise other issues, as it's been very detrimental to my mental health.

This is a worrying case because the reality is that while the advice from the respondent's family and therapist will have been well-meaning and, in all likelihood, absolutely right for the person individually at the point in time when it was given, ultimately it carries the real risk of making the situation much worse as it could mean this respondent becomes unlawful if they end up never applying.

Pre-existing immigration document or status

The majority of respondents, 77.5% across all Survey routes, did not already hold a pre-existing document or status. Of those who did, the majority have a valid UK permanent residence document (11.7%) or Indefinite Leave to Enter or Remain (6.3%).

Location where the application was made

Amongst the perhaps less obvious questions to ask is that about where those who have to apply for Settled Status actually apply in terms of physical location.

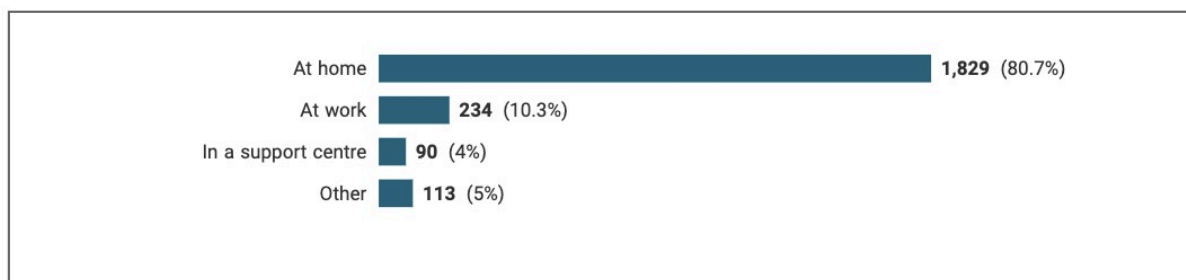


Figure 3: Location where EUSS application was made

This is, however, a question that can tell us a lot about not only the application process itself—for instance by revealing the number of those who applied in a support centre of some kind or at work—but also the wider impact of the application. For many the process has clearly been deeply personal, and it, therefore, comes as no surprise that 80.7% chose to apply at home. Meanwhile, 10.3% made use of sessions offered at work, or applied there because work provided a suitable phone for the ID check. Respondents who chose ‘other’ help us understand much about how some sought to mitigate their need of support, or sense of anxiety and hurt over the process. A good number of applicants:

- applied together with friends in groups (when the ID-checking app was only available for Android phones this also helped overcome that issue, phones being shared)
- in an embassy
- lawyer’s office
- churches

Some of the application scenarios revealed are, for want of a better word, surreal considering what applying for Settled Status is about—a deeply personal act of securing one’s future in the place one already is at home. In many cases the location was determined solely by the fact that respondents did not own a suitable mobile phone that could run the ID-checking app. Hence they found themselves where there was a provision for it—be that the house of one’s wife from who one is separated, or a complete stranger who volunteered their phone on social media. Here are some of the actual experiences in the words of seven different Survey respondents:

[I applied at the] KFC branch [in an English city], the most humiliating experience of my life.

At a pub with friends because I felt very scared to do it alone.

A very kind stranger found on the 3million Facebook group offered me to use his phone, so we met in a coffee shop.

In a garden centre, as it had working internet and data cover.

As I didn’t have the right kind of mobile phone to scan my passport, I had to get this done and my identity verified at a local council office. [...] Being lined up against the wall to have my photo taken made me feel like I was accused of a crime.

[I applied] in a car using a friend’s phone.

I bought a 2nd hand Android phone just to get it sorted. First phone did not have the right Android version, so I had to buy a more expensive one. SCOTTISH store manager apologised for the shenanigans and offered me to ‘do what you have to do and give me the phone back’. I did, with a bottle of whisky as thank you.

Proving identity

95.7% of respondents used their passport to prove their identity.

To do so, 79.4% of them used the ‘EU Exit: ID Document Check’ app on an Android phone; this compares to 4.5% on an iPhone, but it is important to note that iPhone app has only been available since the end of October 2019. Consequently, in terms of measures such as usability or smoothness of process there is no immediate direct comparison that can, at this point, be made between mobile platforms. Qualitative comments indicate initial disappointment about the iPhone app as it did not work on certain older IOS versions, but this appears to have been resolved.

7.6% sent their ID for checking via post. It is worth noting that qualitative comments indicate some concern over doing so, making reference to the Home Office record of losing documents.

A total of 8.1% went to a scanning centre. 3% because the app was not working for them; 3.3% because they had no suitable mobile in the first place; and 1.8% of them went by choice.

Proving their identity was generally straightforward for the vast majority of respondents, with 95.4% noting no problem. This is positive. Of the remaining 4.6% who identified issues there were a number of common ones that stand out, several of them predicted problems:

- the passport chip was only recognized after multiple attempts or not at all
- Dutch women using Dutch passports where the maiden name appears in a particular format that caused confusion; there are some accounts of similar problems from French nationals too
- the passport is in the maiden name while HMRC details are in the married name
- different first name than the one listed on passport
- other issue to do with names, e.g. double-surnames, misspelled names and special characters

Application process

As smaller-scale surveys and previous assessments have documented too, for the majority of applicants the application process itself does work when measured in terms of outcome, i.e. a status is granted, and overall usability. This is worth noting positively. However, this fact should not be used to detract from the significant proportion of applicants who have a fundamentally different experience. While they are in a minority, their number is high. We cannot just assume that Survey patterns simply translate into general patterns—more evidence would be needed than just one Survey—but this still is a concern not least because nobody should have a complex route to securing their rights in what is already their home.

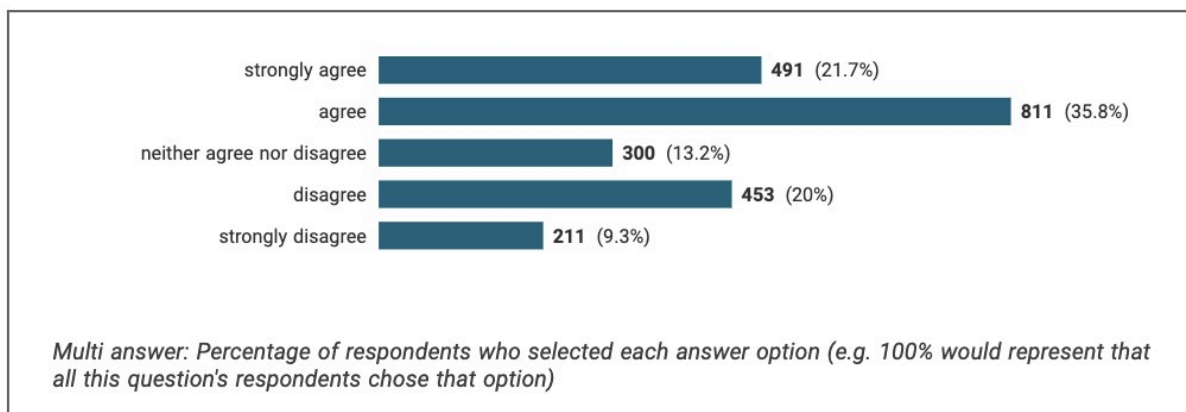


Figure 4a: The application process went smoothly.

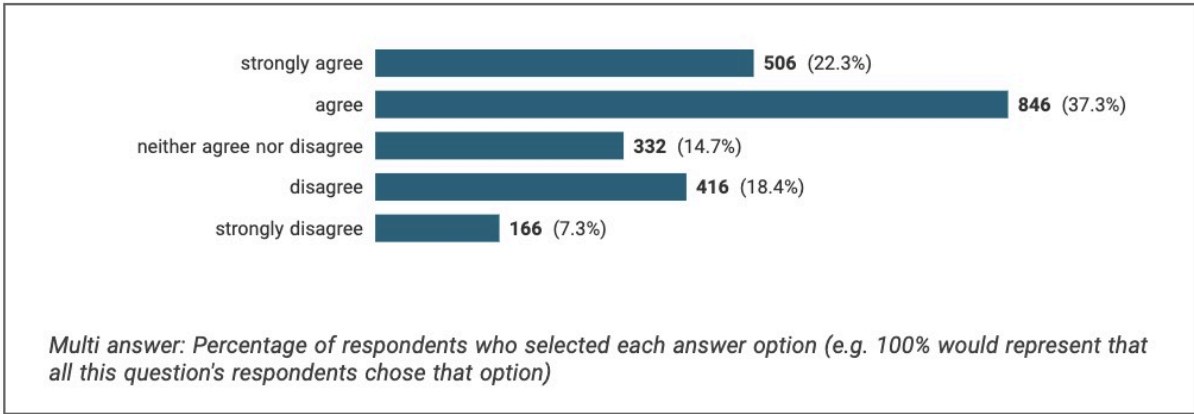


Figure 4b: The application process was straightforward.

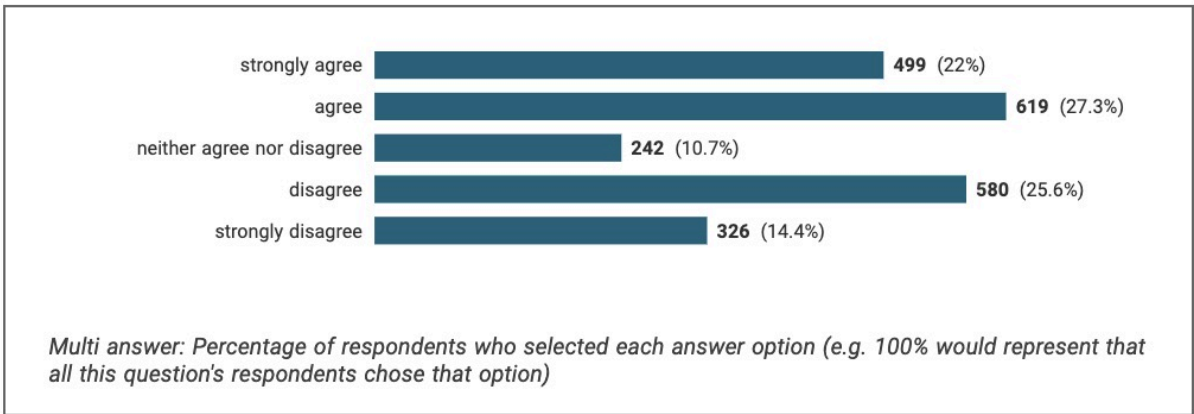


Figure 4c: There were no technical problems during the process.

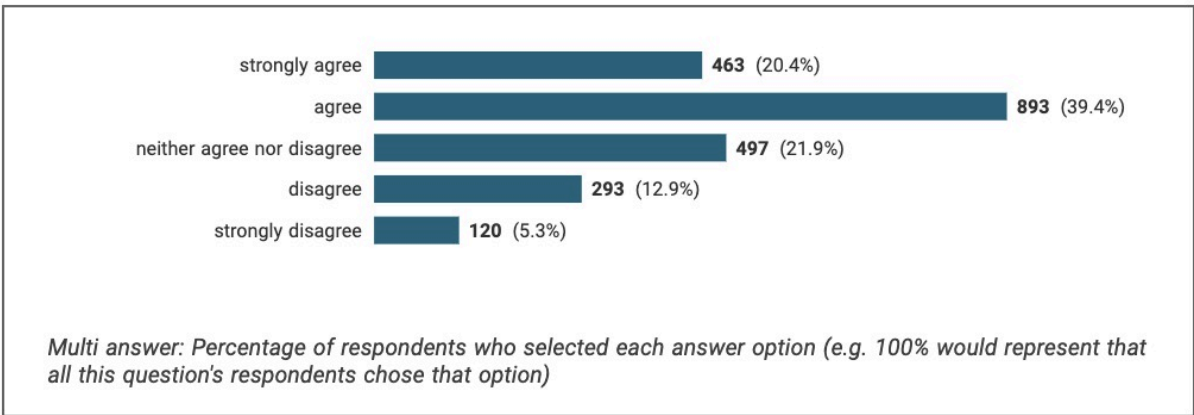


Figure 4d: I found the guidance easy to understand.

Qualitative data underscores the need to recognise the issues many applicants are faced when applying, as well as their wider consequences. Issues that appear to be more systematic given frequency of mention include:

- issues with ID-checking (mentioned most frequently)
- implications of specific personal situations, e.g. student applicants finding that not many of the evidence categories worked for them
- missing confirmation emails
- unsubmitted applications even though users thought they had been submitted
- not a process suited well to all age groups (questions about computer literacy etc)

It is worth highlighting positively that comments about support staff, from those working for the Home Office Resolution Centre helpline to staff in support centres are, with very few exceptions, appreciative

and positive about the support provided. This is good to learn and the Home Office should pass this on to staff: their care is appreciated by most applicants and they are able to differentiate and value this support even though many do not agree with much about the EUSS itself.

Use of Home Office guidance for the application

74.1% of respondents used the guidance provided by the Home Office. For the most part respondents used the English language guidance as only 1.1% said that they had looked at those provided in another language; there is no particular pattern to the spread of translated guides used. Feedback on the guidance provided, as the following figures show, is generally neutral or more positive in response to the statements given.

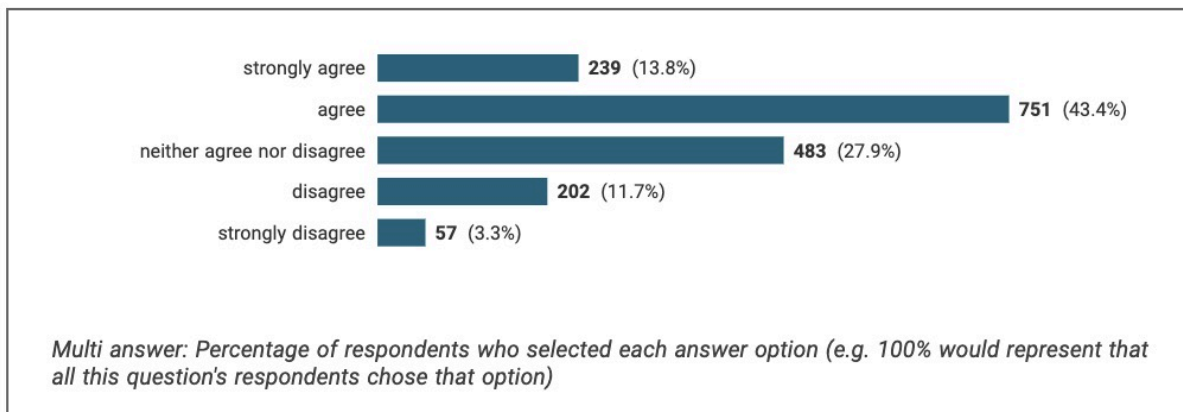


Figure 5a: Guidance was easy to understand and clear.

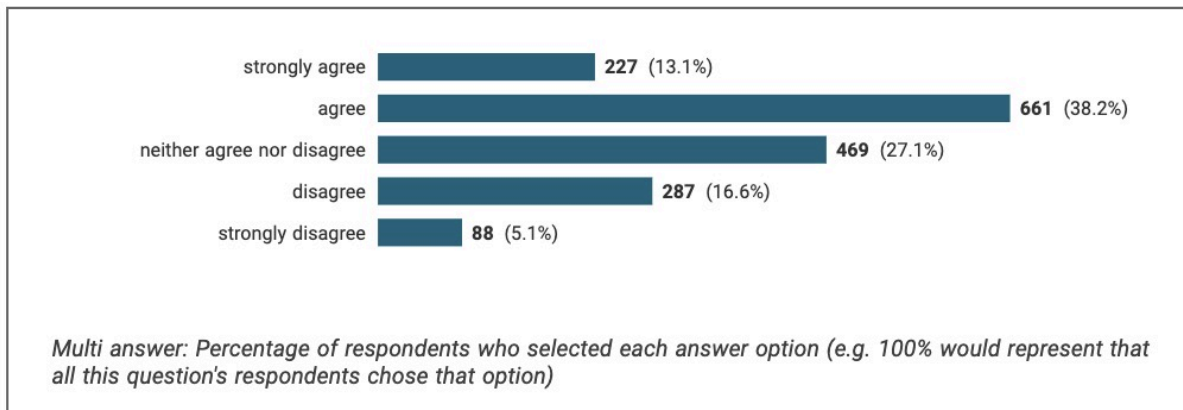


Figure 5b: Guidance answered my questions.

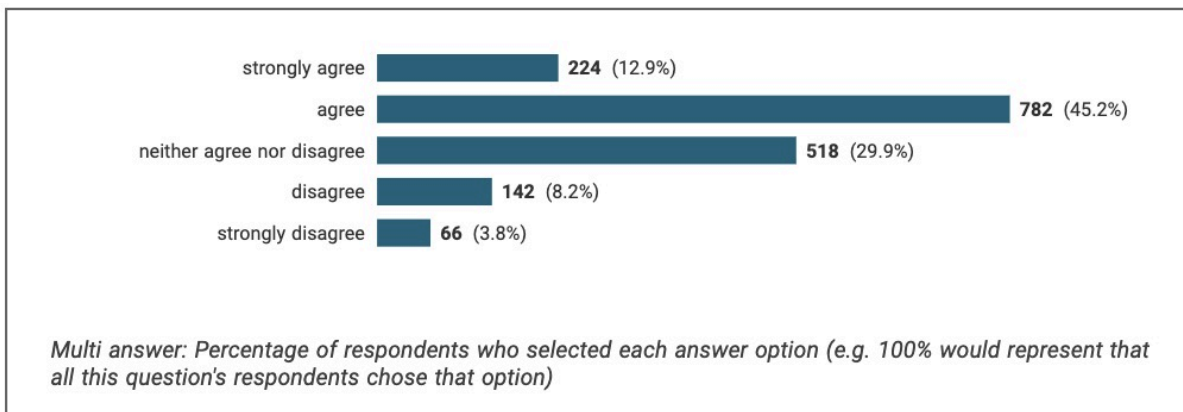


Figure 5c: Guidance helped me with the application process.

Experiences of those who had help with the application

That said, for 23.8% of applicants the guidance provided was, on its own, either not sufficient, or these respondents were keen to have actual support in any case; consequently, they had further help. Primarily, help came from a family member or friend (61.2%), though community and legal support—free and paid—was also used by some.

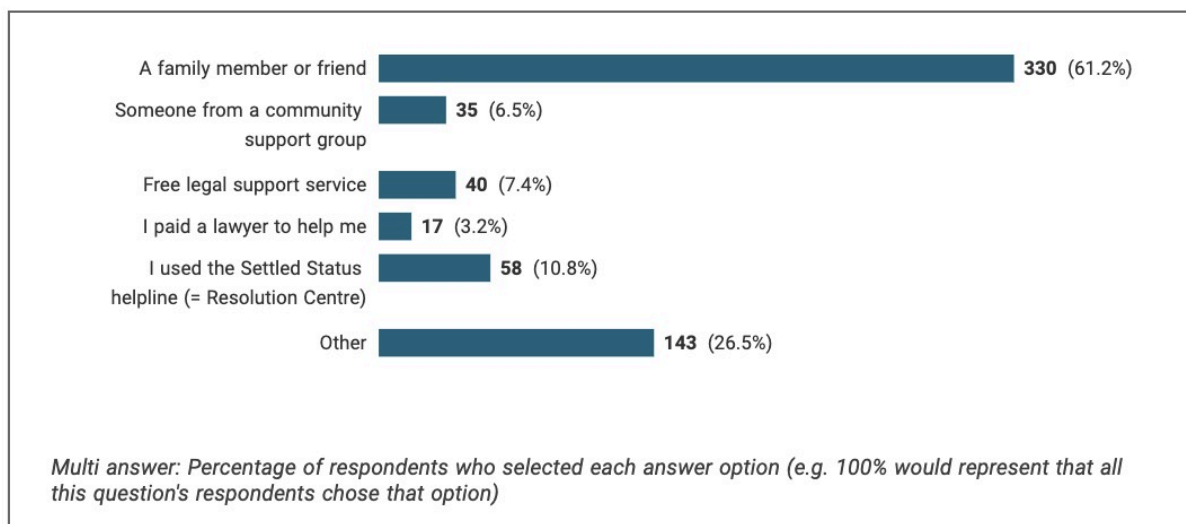


Figure 6: Who supported you with your Settled Status application?

Common responses in the 'other' category relate to support provided by employers, e.g. by making available a suitable Android phone or free legal advice, but there are also other details that illuminate the broad range of approaches applicants used to help themselves. As one respondent noted:

A group of European colleagues did it together. Those who applied successfully helped the next applicant.

Other self-help and managed support routes included (amongst others) were:

- the3million Facebook forum
- online videos from law firms
- Citizens' Advice services; Citizens' Advice Scotland is mentioned specifically
- resources provided by the Mayor of London and the Scottish government¹⁴
- support from MPs, particularly in cases where there were more severe problems
- initiatives privately organised by individuals or companies who wanted to help

11.1% of those who used any of the help tools provided made use of the 'EU Settlement Scheme: Assisted Digital Service'.

In connection to the question of help what comes out again too is the wider impact of being faced with an application system. As one respondent wrote:

I did not need practical help, but emotional support while going through the process online so I asked my partner to sit with me. I was really anxious about what questions would come up and

¹⁴ EU Londoners Hub: <https://www.london.gov.uk/what-we-do/eu-londoners-hub>; the Scottish Government has made available dedicated resources for community-based support throughout Scotland, see: <https://www.mygov.scot/eu-exit-citizens/>.

whether I'd be able to answer them/have the required documentation. Although I had no problems in the end, I found the whole process pretty nerve-wracking.

An experience like this does not simply disappear, and data about the impact of the EUSS brings out some consequences starkly in a later section.

Additional evidence

33% of Survey respondents who applied were asked to supply additional evidence during the application process. This figure is higher than in the public beta test phase, when it was 27%.¹⁵ While not a glaring difference, this deserves further investigation. In light of the advertisement of the scheme as straightforward and based on automated checks of residence through tax and certain benefit records, questions certainly remain about how well automated checks actually work, and if there are any specific triggers. We know that there are applicants that cannot be picked up well through automated checks, for instance if someone has never worked. But there are clearly cases where applicants should not have been asked for further evidence, but they were—some of them high-profile, hence they made headlines.¹⁶

The Survey evidence offers us some data that points to particular triggers for requests for additional evidence. These are broadly what we would realistically expect them to be, but they still raise questions that need investigation, particularly as other evidence also highlights concerns:¹⁷

- Women are more likely to be asked to provide additional evidence than men. While male respondents were asked in 29.45% of cases, the figure for women stands at 34.45%.
- Of those in employment, 74.83% of applicants were not asked to provide additional evidence; of those who are unemployed, however, 63.63% were asked to do so; their overall number is low, but the high percentage suggests a pattern that may be improvable with changes.
- The rate is also higher for those who are self-employed. While the majority was not asked, 43.07% of self-employed applicants were asked to provide additional evidence.
- This figure is similar to that of pensioners, 45.07% of whom had to supply additional evidence.
- Students are also a group that seems especially prone to having to supply additional evidence. While the overall number of respondents who are students is low (53), 52.83% of them were asked for additional evidence.
- Those who did not fit listed categories and chose 'other' have a very high percentage for additional evidence too. This group, based on free text responses, primarily includes respondents who described themselves in categories of 'stay-at-home parent', 'housewife' or 'carer', or who listed disability and medical reasons for being unable to work.

On a more positive note, for EU/EEA and Swiss citizens in employment, the EUSS application process itself can be very straightforward and quick, and some respondents (albeit not many) expressly point out that they had no problems and processes were 'efficient'.

¹⁵ During the public beta testing phase '73% of decided adult cases did not need to provide any further evidence of UK residence following the automated checks'. <https://www.gov.uk/government/publications/eu-settlement-scheme-public-beta-testing-phase-report/eu-settlement-scheme-public-beta-testing-phase-report>

¹⁶ This case has now been resolved, but here is one example: 'Home Office "denies full settled status" to top chef who cooked for royal family', Independent, 23 August 2019, <https://www.independent.co.uk/news/uk/home-news/royal-family-chef-home-office-settled-status-uk-eu-damian-wawrzyniak-poland-a9077011.html> [last accessed 10 January 2020].

¹⁷ See for example Migrant Voice, 'Unsettling: A report on the experiences of EEA nationals and their families on the EU Settlement Scheme', November 2019, http://www.migrantvoice.org/img/upload/Unsettling-Settled_Status_Report.pdf

Regardless of these patterns, requests for additional evidence hit hard those who did not expect them, particularly those who have lived in the UK for a long time. One respondent observed:

I have lived here for 33 years continuously. Bizarrely I needed to provide evidence for 3 of the last 5 years. Nothing was different—same address, same work etc.

Together with the qualitative data the Survey provides, this evidence emphasises the need for the Home Office to investigate patterns further and try to improve the system for automated checks, as well as factoring in better how to address individual life circumstances in a way that is quick and straightforward.

Types of additional evidence

Many respondents who supplied additional evidence comment negatively on the way the uploading works—the limited number of documents one can submit and the upload tool appear to be a problem.

Respondents who were asked to provide additional evidence primarily provided the types of evidence recommended by the Home Office.¹⁸ Council tax and bank statements, P60s and P45s, were common. Additionally, there is evidence of requests for previous immigration documents, e.g. evidence of old passport stamps or ILR documentation as the Home Office was unable to locate records. For applicants who are students the proof submitted usually included proof of enrolment to study.

Qualitative data gives us a sense of what supplying additional evidence can mean in practice. Here are the responses from six different respondents to illustrate:

I provided 60 months' worth of energy bills.

[I sent] my medical reports provided by my doctors' surgery.

They asked me to provide evidence for every single month. There are 12×5=60 documents to be uploaded [...] They asked me to send them several emails uploading all this evidence. Spent a day as all the picture sizes were too big and so on.

I have lived here for 33 years continuously. Bizarrely I needed to provide evidence for 3 of the last 5 years. Nothing was different—same address, same work etc. I provided council tax bills which, luckily, we had kept and they were in joint names.

I was asked for six months' worth of proof of residence for 2018. I live off-grid, so had no household bills to show. Council tax for some reason wasn't good enough, so resorted to sending my bank statements. This was accepted.

I am a mother at home, not working, no bank account, no invoice in my name [...] I provided as many things as I can (e.g. travel tickets) but I am still waiting an answer... My husband and 2 sons have the settled status but not me.

A very small number of respondents were also asked to provide details of criminal convictions, in some cases going back decades. This is one area where we have little clarity. One respondent noted:

Very worried about my future because of my past criminal conviction. My wife already got her Settled Status and my daughter carries a British passport but I fear my conviction could be a reason for my application to be declined. Extremely worried and afraid.

¹⁸ See <https://www.gov.uk/guidance/eu-settlement-scheme-evidence-of-uk-residence> [last accessed 14 January 2020].

The Home Office has a duty to be more transparent about requirements and triggers for scrutiny; the lack of transparency is causing immediate distress.

From application to decision

90.5% (2,050) respondents have had a decision for their application, while 8.5% (192) were still waiting at point of Survey response submission.

Based on responses about application date and decision date for those who have had a decision, the Survey allows us to establish a number of important facts about the application process that clearly dispel the oft-cited Government narrative that this is a simple and quick process.

An obvious measure is the number of days it takes from application submission to decision. For Survey respondents the average number of days is 14.81 days between application and decision. This assessment is based on 1,948 usable responses for the date question. This is triple the time advertised by the Government on the EUSS website as the standard,¹⁹ though it must be noted that the average calculation carried out here is not entirely comparable as it cannot factor in only working days.

Overall, the breakdown is:

decision in ...	number	%
0 to 5 days	963	49.44%
5 to 14 days	399	20.48%
14 to 29 days	291	14.93%
30 to 59 days	193	9.91%
60 to 99 days	65	3.34%
100+ days	37	1.9%
	1,948	100%

Table 7: Days until application decision was received

While the average number of days raises concerns, fortunately, the majority of applications submitted by respondents were processed within the advertised period or relatively close to it. Yet despite that fact, there is clearly a problem with the processing time. In light of news on past and present EUSS backlogs, this comes as no surprise.²⁰ Even if, for the purpose of this report, we assume that a decision within two weeks can be classed as one made in a reasonable timeframe, only 69.92% of the respondents who applied got a decision within that period. Consequently, over a third of respondents had to wait longer. In some cases, this meant having to wait for well over three months, in others for nearly a year.

Delays of this kind are a significant concern in terms of the wider impact the application process has on the applicants—from their ability to plan future activities to their mental health and well-being. New evidence from other sources also shows that consequences of delays are now beginning to be even wider than that. In particular, a recent news report indicates that delays leave people ‘unable to get jobs

¹⁹ See for example: <https://www.gov.uk/government/publications/eu-settlement-scheme-application-processing-times/eu-settlement-scheme-pilot-current-expected-processing-times-for-applications> [last accessed 10 January 2020].

²⁰ At one point the backlog had reached half a million, see <https://inews.co.uk/news/politics/brexit/eu-settlement-scheme-uk-settled-status-application-backlog-brexit-deadline-996914> [last accessed 13 January 2020].

or housing'.²¹ This is an issue that appears to apply in particular to non-EU/EEA/Swiss spouses of EU/EEA/Swiss citizens who are applying for Settled Status.

It is also worth noting in this context that the application process of course comes on the back of a long time of life in limbo, potentially making the impact of delays on mental health and well-being more severe than had that long period not preceded this application process.

Application outcome

87.6% of respondents were granted Settled Status, and 12.2% Pre-Settled Status. What we can note as a relative positive is that 97.1% of respondents got the decision they expected to get.

Pre-Settled Status

Respondents who were granted Pre-Settled Status were asked whether they challenged this decision or not; 4.8% did challenge it. This resulted in requests for additional evidence similar to those made to other applicants as per the evidence discussed earlier, so a challenge usually meant to evidence continuous residency requirements.

One account is worth citing as it illustrates well the complexities behind people's lives and how Settled Status can bring them out in a way that can have an immediate negative impact:

I submitted a letter from my employer [British company with international operations] that I arrived in [early 2007] but spent time abroad as an expatriate [...]. I paid voluntary NI contributions whilst away. But because it is less than 5 years since I returned, I was given pre-settled status. I spent over 7 years being a net contributor in the UK.

More should have been done to avert such circumstances becoming issues in the EUSS application process. Just because these individual life stories are rarer does not mean that an applicant should be faced with additional uncertainty or, in this case, having to apply again in future.

Settled Status and its impact

Since the launch of the first EUSS test phase many EU/EEA/Swiss citizens have been expressing concerns about the status itself, and struggle with the idea of applying. These fundamental concerns need to be seen in the wider context of Brexit and attitudes towards EU/EEA/Swiss citizens that it has triggered. That is why the decision was made to use this Survey to also capture this wider impact.

Questions about impact were asked in all Survey routes, adapted slightly, as required, to account for different perspectives in a given route. The overall purpose of questions was the same, however, hence they are grouped together in this section to facilitate comparison of the experiences across all Survey respondents.

Lack of physical proof

Settled Status does not come with physical proof (no physical document is provided), giving digital proof only. This has been a concern for some time and is regularly raised in discussions as something

²¹ *Independent*, 10 January 2020, 'EU settlement scheme delays leave people 'unable to get jobs or housing'' <https://www.independent.co.uk/news/uk/home-news/brexit-eu-nationals-home-office-settled-immigration-status-a9278311.html> [last accessed: 10 January 2020].

applicants consider detrimental. In part, concerns stem a lack of trust in the Home Office system being adequate enough—there appear to have been outages of the website where the status can be checked, for example.

What all of this translates to clearly in the quantitative and qualitative evidence available from the Survey is that respondents do not see Settled Status as a secure status, and that the absence of a physical document exacerbates that concern.

An overwhelming majority of 89.53% of respondents express unhappiness about the proof of status being digital only. This is not considered acceptable. As two different respondents noted:

The lessons of the Windrush scandal have not been learnt - we need physical proof of settled status that we can keep in our possession. Digital status means the proof is only held by the Home Office virtually, not by myself.

I want a physical document proving my rights. [...] Like a passport, I need this to feel secure in my rights.

I furthermore do not trust Settled Status to be fit for purpose / workable and am convinced that it should be a physical proof.

The impact of having to apply to stay in one’s home

Settled Status is an application system that effectively forces all EU/EEA and Swiss citizens, as well as many family members, to apply to stay in what already is their home. Press reports and work like *In Limbo: Brexit Testimonies from EU Citizens in the UK* have already provided some evidence about the effect this has had. The evidence from this Survey now allows this impact to be seen more specifically in the context of Settled Status and documents a devastating pattern of rupture and erosion of identity that comes specifically as a result of not only Brexit and wider xenophobic narratives, but also having to apply rather than register.

The question designed to capture the impact of the EUSS as an application scheme was based on responses to different statements. Such a question design helps to bring out nuances in opinions better and can be an effective means in self-selection surveys in particular to avoid a skewed perspective. The statements and responses by different types of respondents were:

Applying for Settled Status / the idea of doing so has had a positive impact on me.

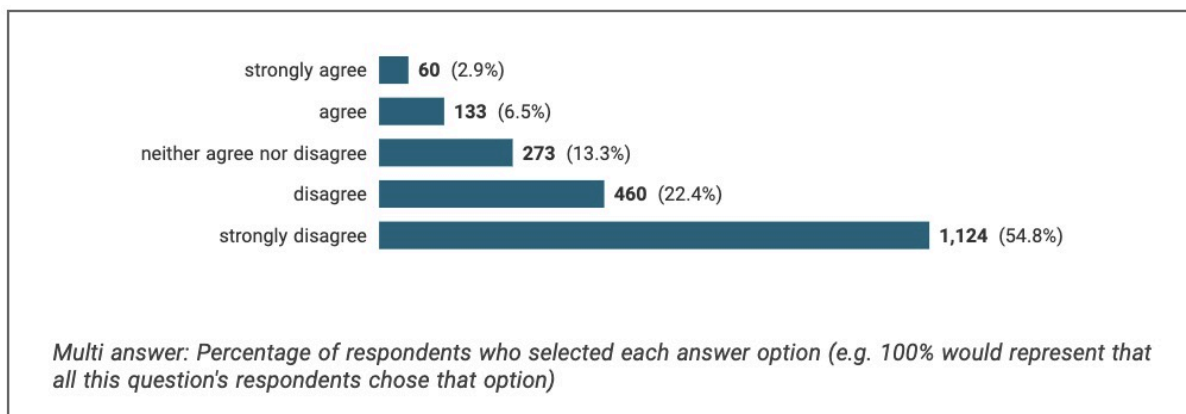
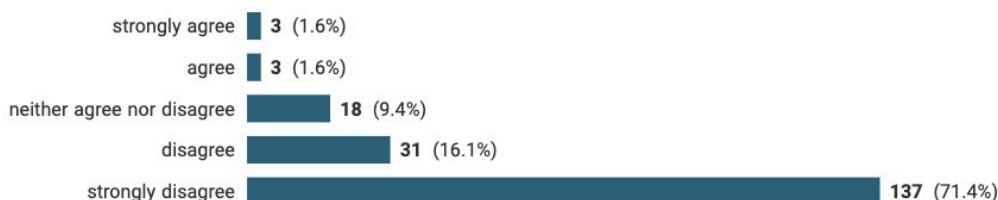


Figure 7a: Applying for Settled Status / the idea of doing so has had a positive impact on me; applied – respondents granted Settled or Pre-Settled Status



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

Figure 7b: Applying for Settled Status / the idea of doing so has had a positive impact on me; applied – respondents waiting



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

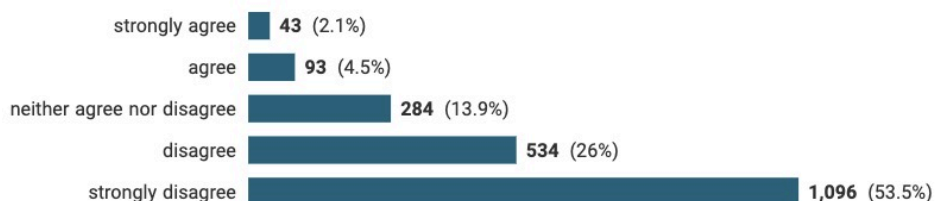
Figure 7c: Applying for Settled Status / the idea of doing so has had a positive impact on me; applied – respondents 'other'



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

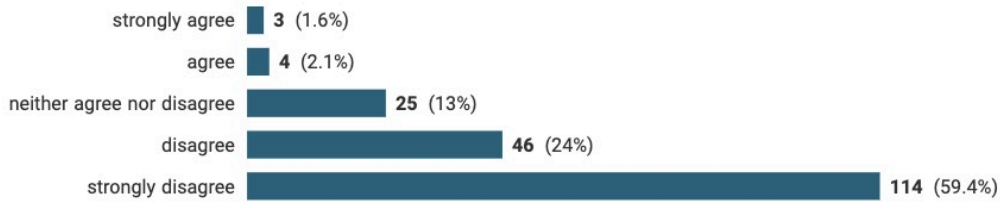
Figure 7d: Applying for Settled Status / the idea of doing so has had a positive impact on me; not applied respondents

Applying for Settled Status / the idea of doing so has made me feel still at home in the UK.



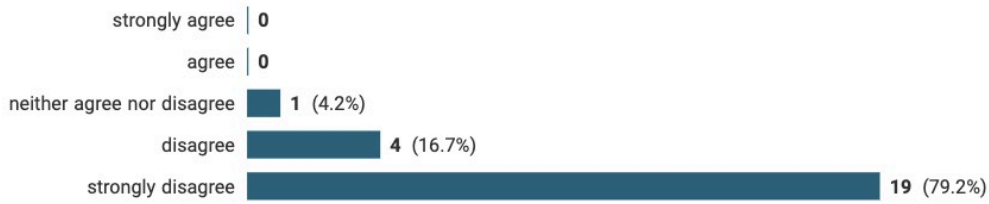
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

Figure 7e: Applying for Settled Status / the idea of doing so has made me feel still at home in the UK; applied – respondents granted Settled or Pre-Settled Status



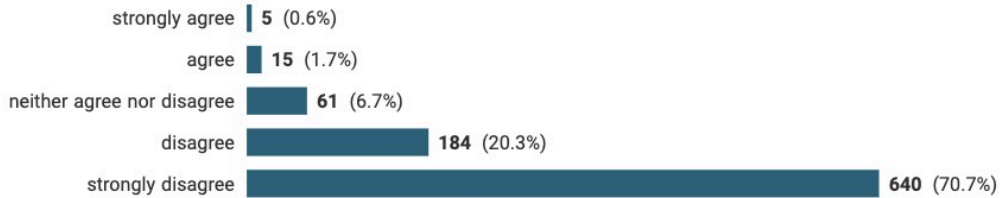
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

Figure 7f: Applying for Settled Status / the idea of doing so has made me feel still at home in the UK; applied – respondents waiting



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

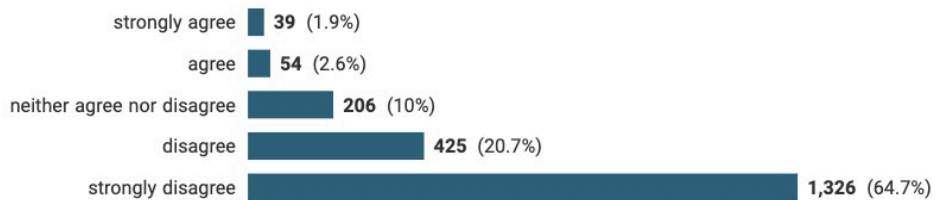
Figure 7g: Applying for Settled Status / the idea of doing so has made me feel still at home in the UK; applied – respondents 'other'



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

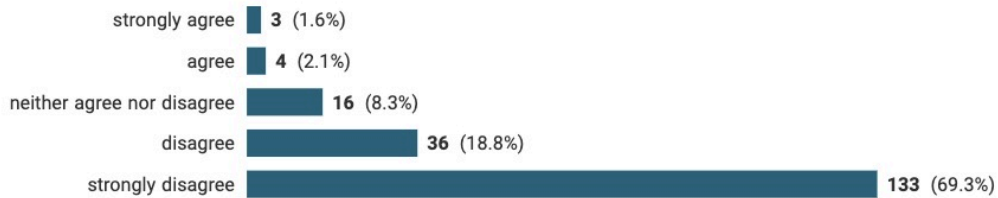
Figure 7h: Applying for Settled Status / the idea of doing so has made me feel still at home in the UK; not applied respondents

Applying for Settled Status / the idea of doing so has strengthened my sense of belonging to the UK.



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

Figure 7i: Applying for Settled Status / the idea of doing so has strengthened my sense of belonging to the UK; applied – respondents granted Settled or Pre-Settled Status



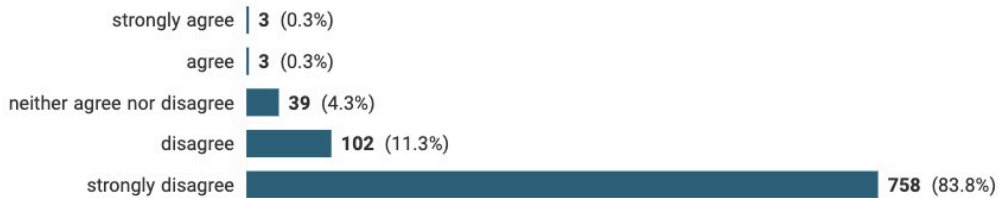
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

Figure 7j: Applying for Settled Status / the idea of doing so has strengthened my sense of belonging to the UK; applied – respondents waiting



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

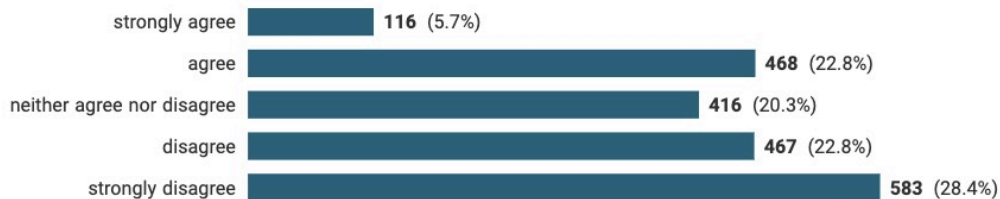
Figure 7k: Applying for Settled Status / the idea of doing so has strengthened my sense of belonging to the UK; applied – respondents 'other'



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

Figure 7l: Applying for Settled Status / the idea of doing so has strengthened my sense of belonging to the UK; not applied respondents

Applying for Settled Status has given me certainty about my status



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

Figure 7m: Applying for Settled Status has given me certainty about my status; applied – respondents granted Settled or Pre-Settled Status

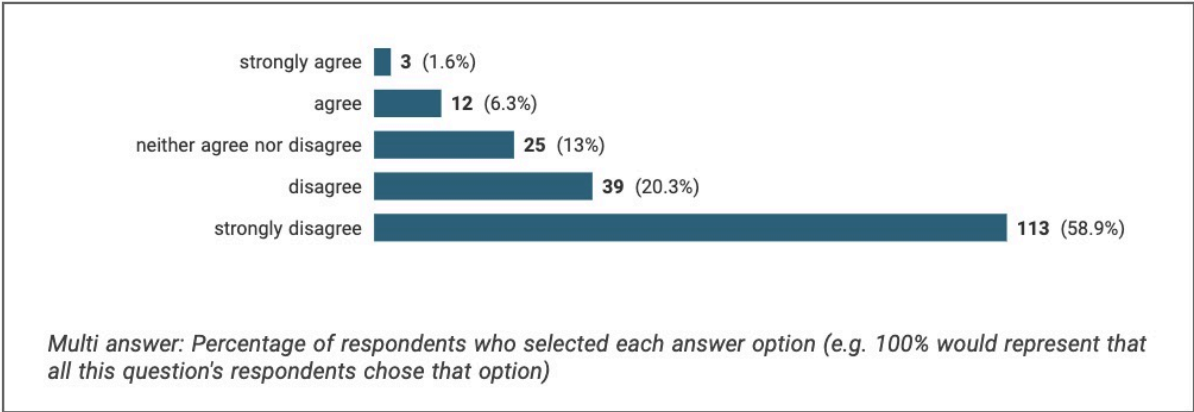


Figure 7n: Applying for Settled Status has given me certainty about my status; applied – respondents waiting

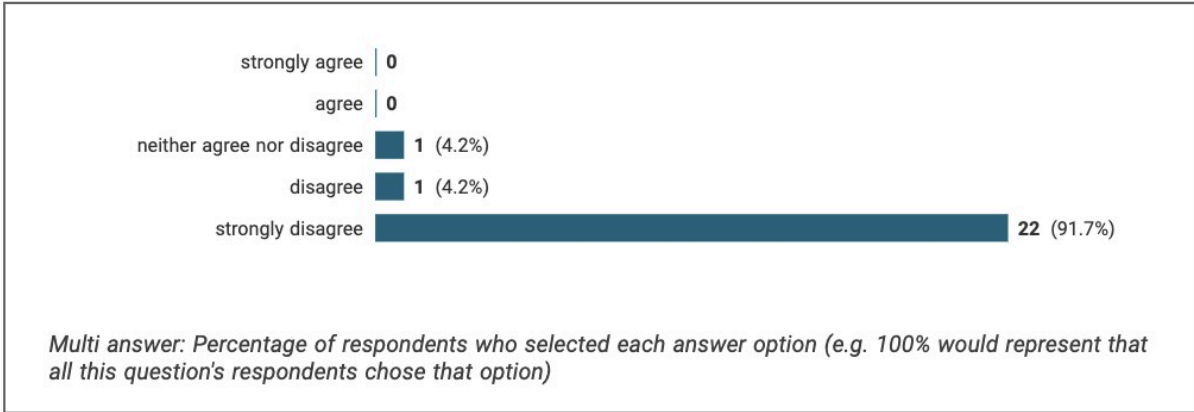


Figure 7o: Applying for Settled Status has given me certainty about my status; applied – respondents 'other'

The responses to these statements already tell a distinctly negative story of a real breaking of bonds that has translated into a wider loss of a sense of belonging, as well as continuing anxiety.

This comes out even more starkly in the answers to the question that asked respondents to identify only one word to describe how having to apply for Settled Status, or the idea of it in the case of those who have not (yet) applied, made them feel. The word cloud below captures the main responses, with the size of words indicating how often a word was mentioned—'angry' came first with nearly 300 mentions, followed by 'anxious' and 'unwanted'.



Figure 7p: Word cloud capturing respondents' words about how applying for Settled Status, or the idea of it, felt

Feeling at point of receiving the application decision

The word most associated with receiving the application decision—and by a significant distance—is ‘relieved’. This also comes out in responses measured against specific statements:

I felt relieved.

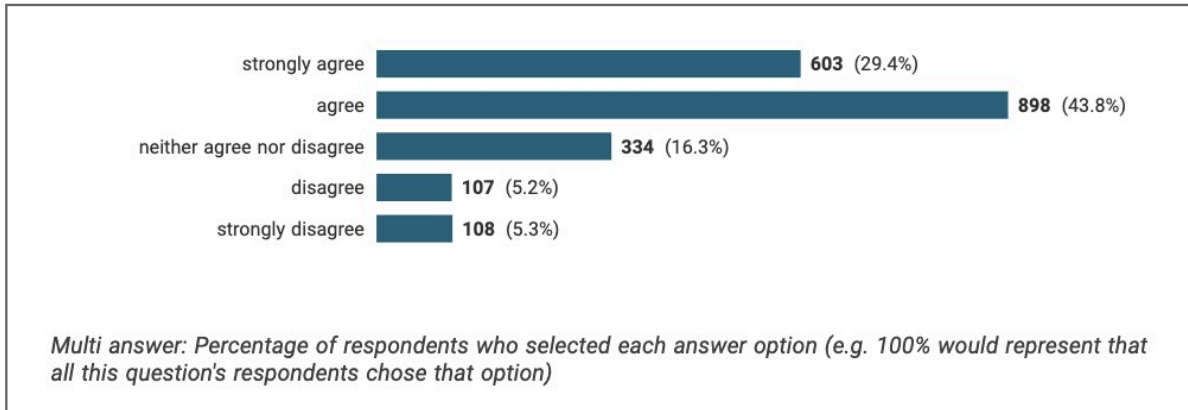


Figure 8a: Feeling at point of application decision – relieved

I felt happy.

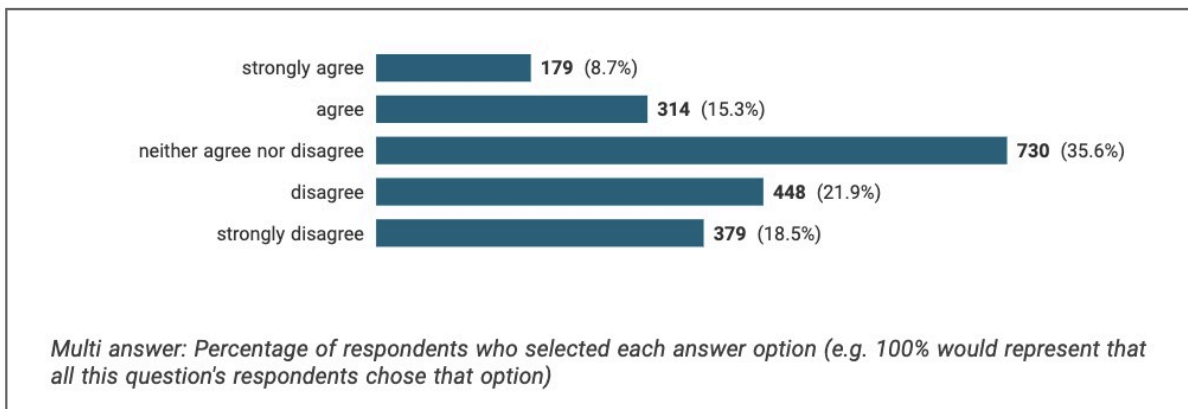


Figure 8b: Feeling at point of application decision – happy

I felt a strong sense of security.

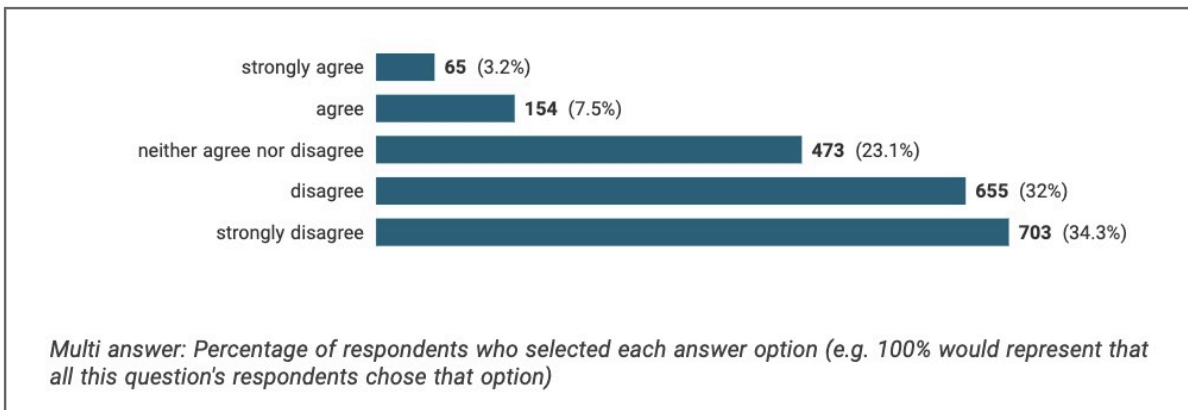


Figure 8c: Feeling at point of application decision – strong sense of security

While being granted a status, particularly for those who were granted full Settled Status, does provide some form of closure—at a minimum the closure of the actual application process—the overwhelming majority of respondents even in this scenario do not have a strong sense of feeling secure.

Unsurprisingly, for those still waiting for a decision additional pressure and concerns were added by the wait, as responses to the following statements document:

Waiting for a decision has made me feel more stressed.

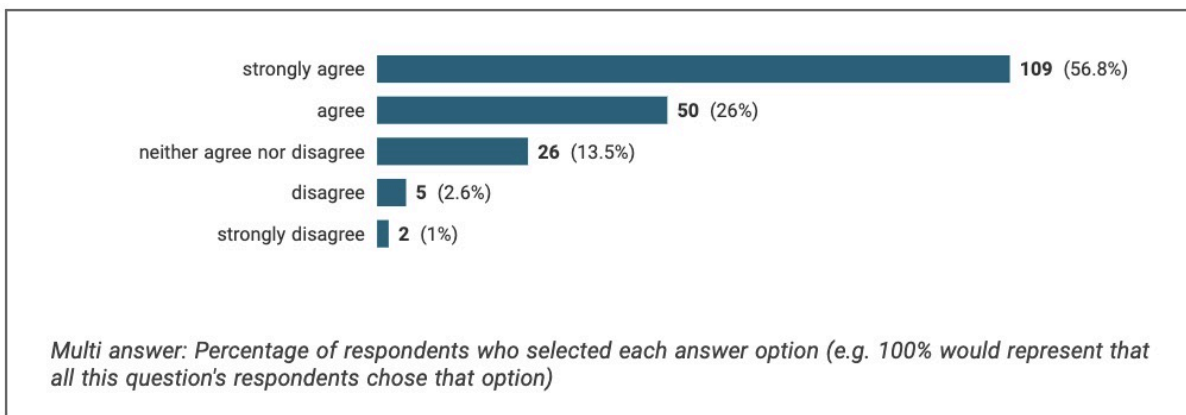


Figure 9a: Feeling having to wait – more stressed

Waiting for a decision is contributing to my sense of uncertainty.

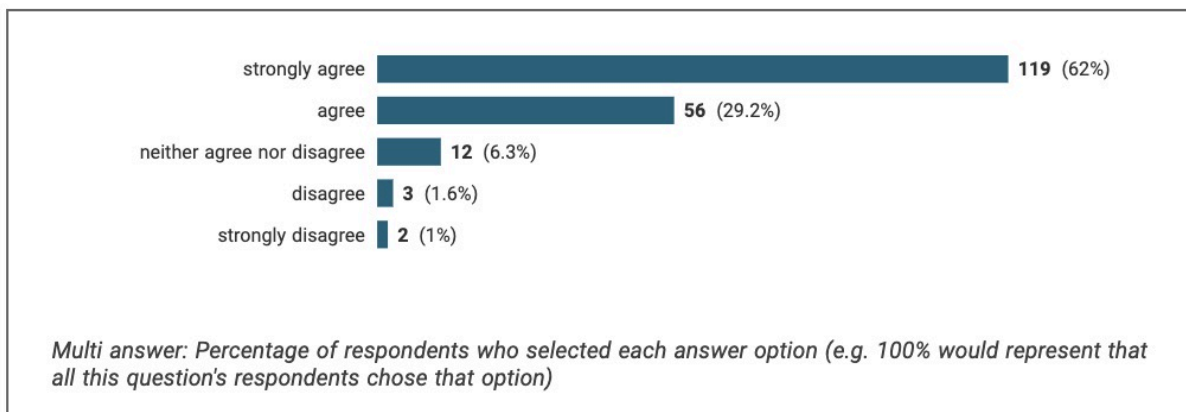


Figure 9b: Feeling having to wait – contributed to sense of uncertainty

I don't mind waiting for a decision.

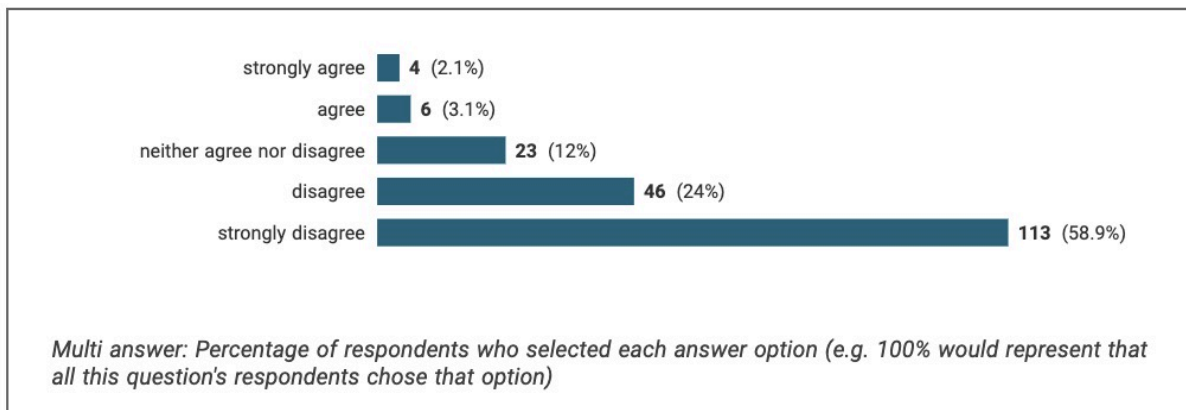


Figure 9c: Feeling having to wait – don't mind

This ongoing sense of uncertainty for those still waiting to get the decision for their application also comes out in the words chosen by respondents. These are more restricted in their tenor, all reflecting concern in some way. The most frequently mentioned word is ‘anxious’, followed by ‘worried’, ‘unsettled’ ‘uncertain’ and ‘stressed’ (the latter four all mentioned in equal number).

Settled Status, Brexit and identity

The anxiety and uncertainty associated with the process of applying for Settled Status, but also the wider Brexit debate and developments, continues to have impacts that shape the thinking of EU/EEA and Swiss citizens to the very core, affecting their own definition of themselves. Survey results demonstrate that there has been a real shift in the respondents’ sense of identity and belonging.

This does not automatically mean something negative. We can see, for instance, a clear strengthening of the respondents’ sense of European identity. The problem is that the trigger for that has been the experience of ‘othering’ through Brexit, and also the EUSS due to is being an application process. That is why the data presented below raises critical questions about the place of EU/EEA and Swiss citizens in the UK post-Brexit, and how this can be reclaimed because they are a vital part of communities. This is discussed in more detail in a later section on specifically this topic. Suffice it, for now, to consider the statistical data, again measured as responses to specific statements:

Brexit has strengthened my European identity.

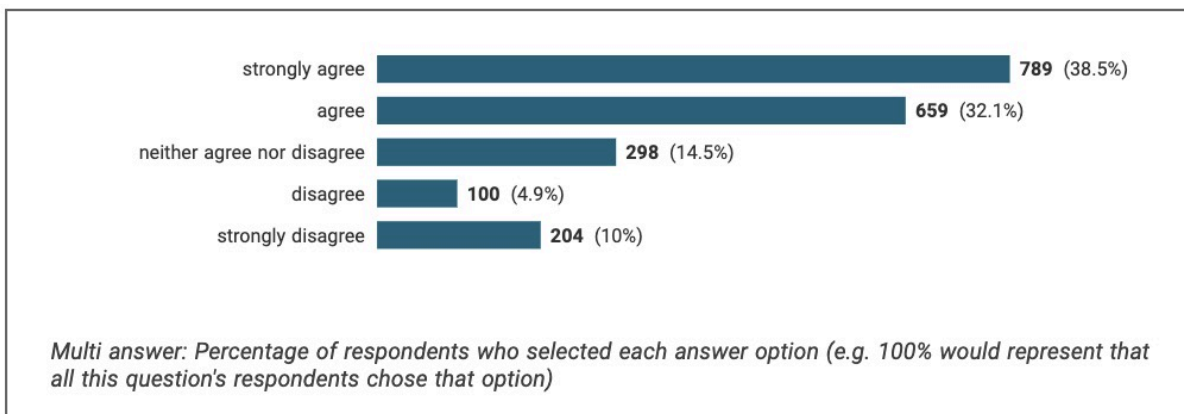


Figure 10a: Brexit has strengthened my European identity; applied – respondents granted Settled or Pre-Settled Status

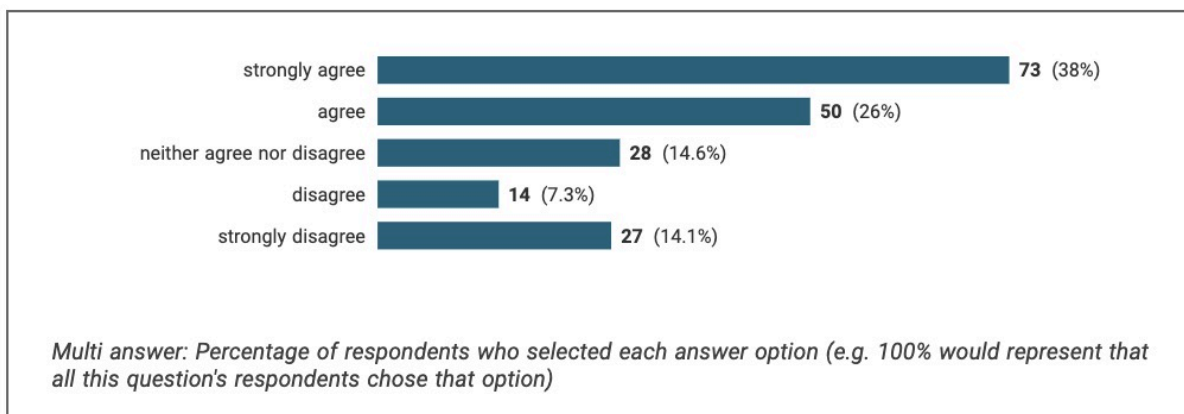
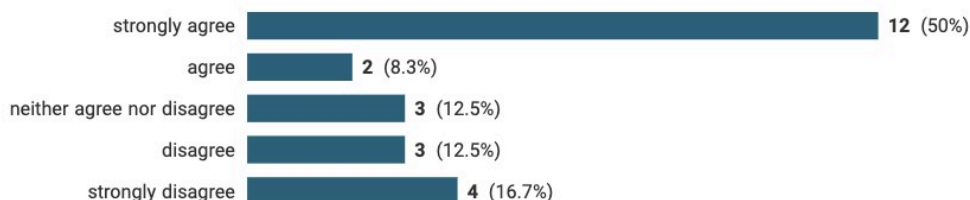
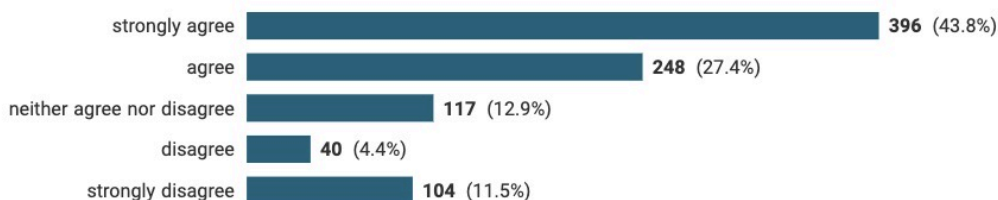


Figure 10b: Brexit has strengthened my European identity; applied – respondents waiting



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

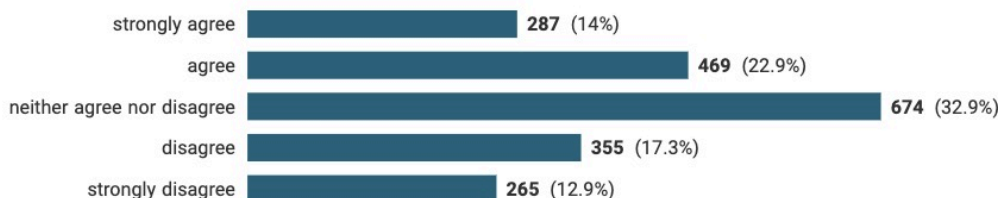
Figure 10c: Brexit has strengthened my European identity; applied – respondents 'other'



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

Figure 10d: Brexit has strengthened my European identity; not applied respondents

Brexit has strengthened my national identity.



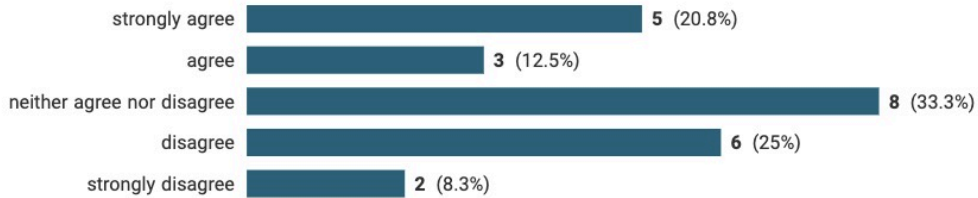
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

Figure 10e: Brexit has strengthened my national identity; applied – respondents granted Settled or Pre-Settled Status



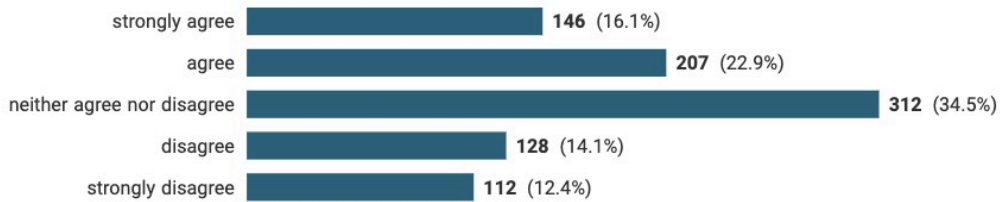
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

Figure 10f: Brexit has strengthened my national identity; applied – respondents waiting



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

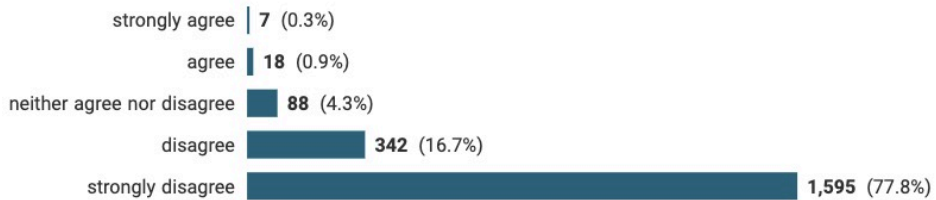
Figure 10g: Brexit has strengthened my national identity; applied – respondents 'other'



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

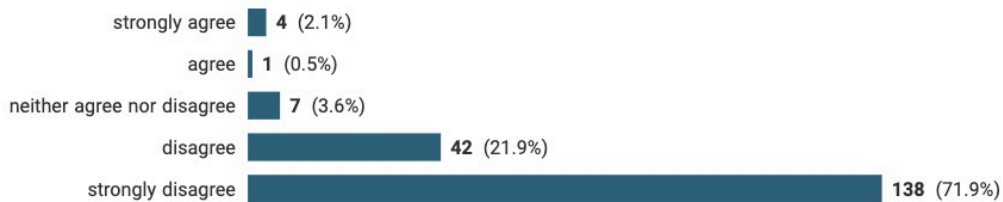
Figure 10h: Brexit has strengthened my national identity; not applied respondents

Brexit has made me feel more integrated in the UK.



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

Figure 10i: Brexit has made me feel more integrated in the UK; applied – respondents granted Settled or Pre-Settled Status



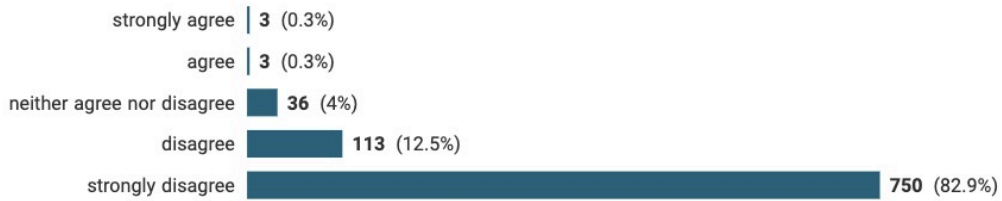
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

Figure 10j: Brexit has made me feel more integrated in the UK; applied – respondents waiting



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

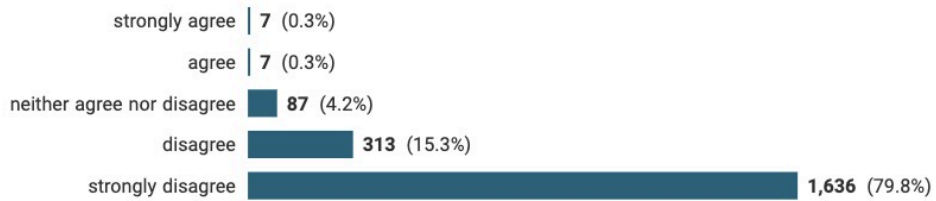
Figure 10k: Brexit has made me feel more integrated in the UK; applied – respondents 'other'



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

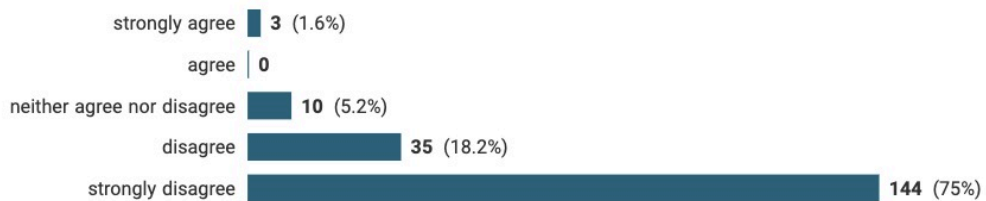
Figure 10l: Brexit has made me feel more integrated in the UK; not applied respondents

Brexit has made me feel more at home in the UK.



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

Figure 10m: Brexit has made me feel more at home in the UK; applied – respondents granted Settled or Pre-Settled Status



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

Figure 10n: Brexit has made me feel more at home in the UK; applied – respondents waiting

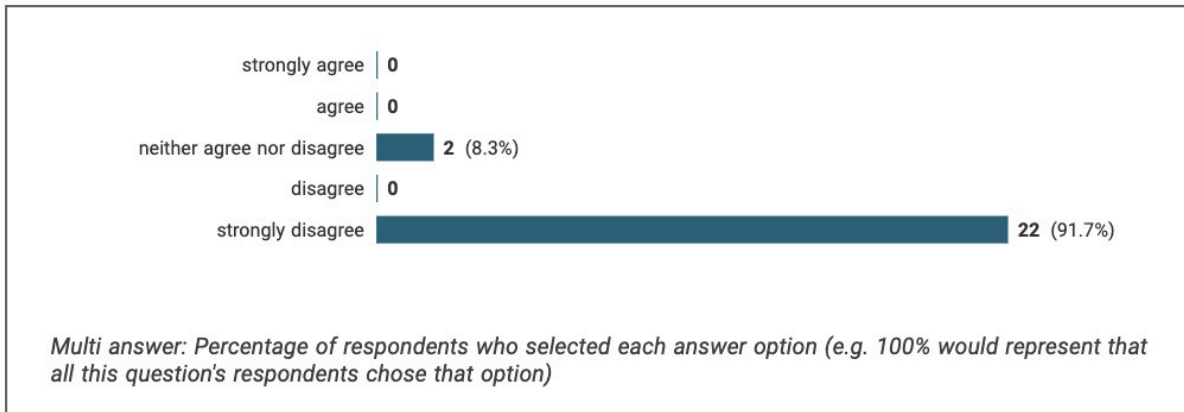


Figure 10o: Brexit has made me feel more at home in the UK; applied – respondents 'other'

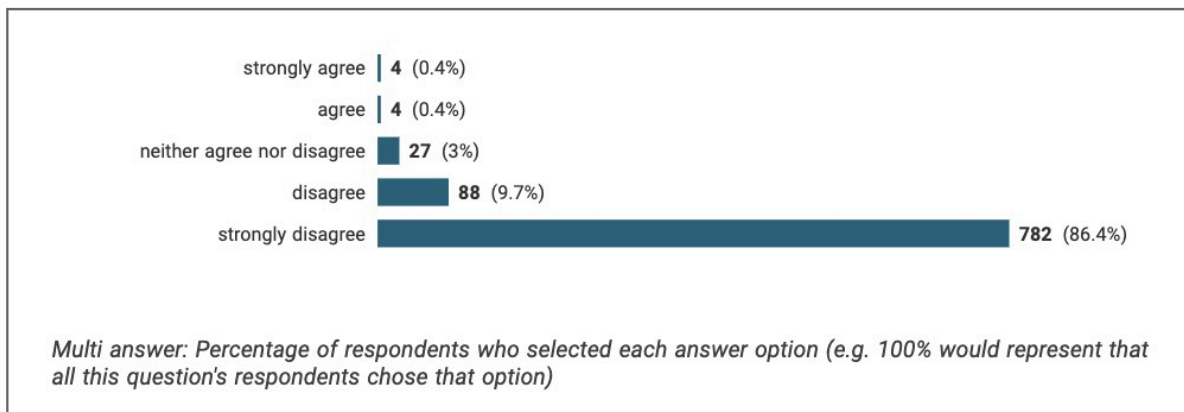


Figure 10p: Brexit has made me feel more at home in the UK; not applied respondents

The Survey also asked how respondents would feel about their future in the UK if Brexit were to go ahead—a hypothetical question at the time of the survey. Summarising results from across all response routes, the following picture emerges:

- The majority 'strongly disagree' that their future post-Brexit will be positive. This figure is lowest, at 43.4% for those who have been granted a status and highest, at 59.8%, for those who have not (yet) applied.
- To establish strength of feeling more thoroughly, further words were also included. They do not paint a better picture. On the whole, the vast majority of respondents are neither 'excited' nor 'happy' about their future post-Brexit, with respondents from all routes 'strongly disagreeing' at well over 50%; those with other application outcomes and those who have not applied (yet) have a 'strongly disagree' measure of over 70% for 'excited', and over 60% for 'happy'.
- Via this question too, however, 'anxiety' is a strong feeling. Even those with a status 'strongly agree' that they are anxious at 45.1%; combined with 'agree' this becomes 79.3%. Again other routes have even higher measures, undoubtedly reflecting a stronger default uncertainty as no status has yet been secured; for those who have not applied (yet) the combined figure of 'strongly agree' and 'agree' is 86.1%.

It is worth highlighting at this point that there is a story to tell alongside this evidence of respondents' sense of home in specific locales and places. That local roots exist and still work to give some sense of assurance and home is good and should be utilised for work in communities.

Naturalisation

In light of the sense of rupture the questions on identity reveal, it is perhaps surprising to find that many respondents amongst those who have applied for Settled Status intend to naturalise apply for British citizenship. If grouped together with those who would like to apply but cannot currently apply (cost prohibitive etc), this is, in fact, a majority of respondents.

Do you intend to apply for British citizenship?

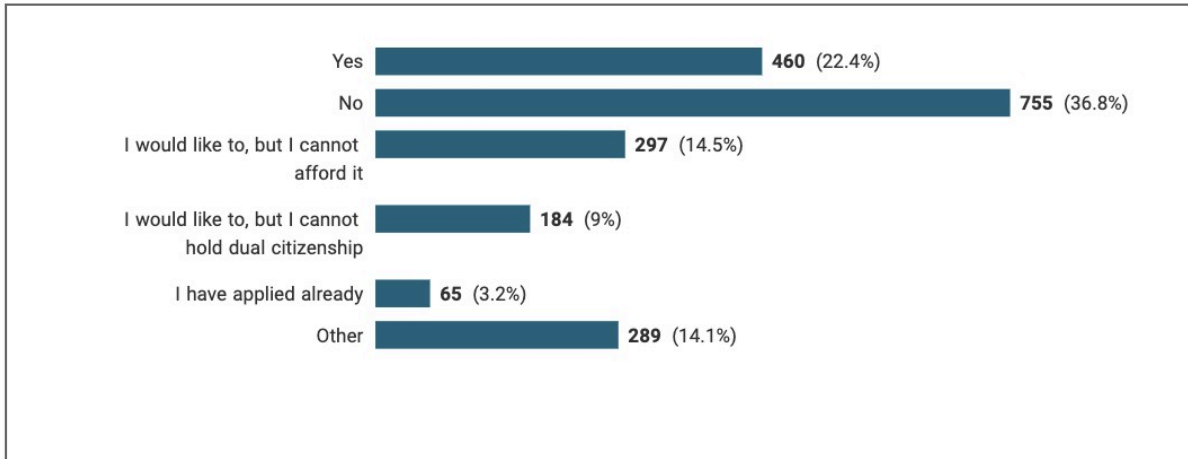


Figure 11a: Intention to apply for citizenship; applied – respondents granted Settled or Pre-Settled Status

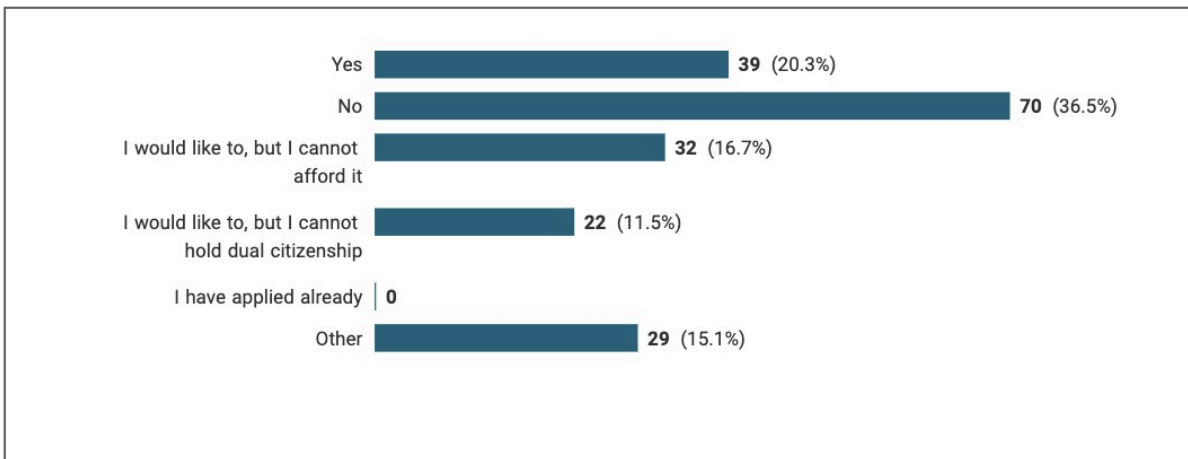


Figure 11b: Intention to apply for citizenship; applied – respondents waiting

Free text responses such as the two different examples below provide some further detail to the thinking of respondents:

It is like the rules of the game are changed halfway through the match. I don't trust the Home Office to honour promises.

I feel I should [get British citizenship] in order to secure my status forever as I don't trust the government not to make negative changes to settled status.

In combination with the statistical evidence, it is possible to note three points here that are likely factors in the high number of people intending to / keen to apply for citizenship:

- 1) it again emphasises that Settled Status is not seen as a secure status
- 2) the lack of physical proof for Settled Status is indeed a serious concern

3) there is no trust in assurances provided by the Government

Acquiring citizenship is considered as a solution. Beyond such factors some responses also indicate that those with families do not like the idea of having member of a family do not have the same status, and again acquiring citizenship is viewed as one solution.

Notwithstanding these views, applying for citizenship is not an easy decision. The process is cumbersome and costly, but it is also the specific Brexit context that again has an impact: acquiring citizenship is not seen as a positively affirmative process that the decision to get another citizenship really deserves. As one respondent noted:

I went on to get British citizenship first and foremost to secure my status in this country and put to bed the endless stress of it all. Attending the citizenship ceremony was supposed to be [a moment] of pride and joy, instead it was laced with bitterness and resentment ... I felt so robbed.

Such views are reflected especially amongst those who have not applied (yet), and their view on citizenship generally also differs: here the majority position is a clear ‘no’. While, for a small number, the reason is that they applied for British citizenship already, and while some do intent to use citizenship as their route to securing their status but by utilising the old Permanent Residency route rather than Settled Status, the majority do not want to apply for citizenship and are not keen on the idea generally. Looking at the wider reasons as to why this might be the case provides some insights: a good number of those who responded via this route are in the process of, or intending to, leave the UK; some consider having to do anything to protect their rights an insult and are refusing out of principle; and for others the idea of taking the citizenship of the country that is forcing them to apply to stay, has—in their view—rejected them, is simply not palatable.

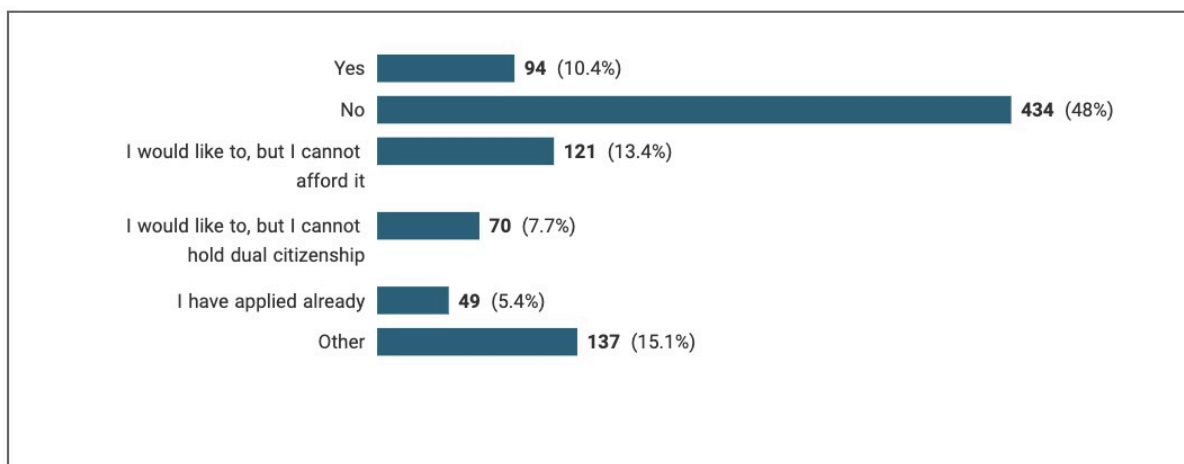


Figure 11c: Intention to apply for citizenship; not applied respondents

Settled Status proof and possible discrimination

One of the most significant concerns of citizens’ rights campaigners and politicians supportive of citizens’ rights has long since been the possibility of future discrimination. The Survey provides evidence that there is indeed reason to be concerned and suggests that discrimination is already happening. Evidence for this is seen in particular relating to the issue of Settled Status proof.

At this point in time, while the application process is not closed yet and the transition period is going to take effect, this cannot be required. Yet despite that we can learn that across all survey routes the combined total of respondents who have already been asked to prove Settled Status is 10.91%.

It must be noted that qualitative evidence shows that, in some cases, the request to provide Settled Status proof was supportive rather than connected to the question of proving rights. However, there are also clear examples of it being used for proof of rights. This is best illustrated with some examples from the free text comments. Amongst others, respondents have been asked to prove Settled Status:

- to landlords, estate agents and housing agency
- to banks—generally and specifically in the context of mortgage applications
- to the council, e.g. to receive a council tax reduction
- to GP surgeries / hospital
- to children’s school
- at international airports prior to boarding the plane
- to recruitment agents / employment agencies
- at embassies of different countries when respondents applied for visa
- at the UK border

This list raises concerns but they are made even worse when considering free text comments with examples of where and why respondents were asked to prove Settled Status. Here are examples from 12 different respondents:

A health worker as he thought I couldn't have NHS treatment.

When renewing my car insurance.

[Airline ground staff] in India as I was about to take a flight back to the UK. He was absolutely out of line, but he reminded me that as an EU citizen I had no longer rights to live in the UK.

Opening a business bank account with a new bank - customer service rep.

I am trying to get on a list for council housing and have been strongly recommended to get Settled Status first.

Applying for work recently they would not go ahead with the offer unless my application has had a decision.

I'm a freelance IT contractor and an agent from an employment agency asked for it. I challenged this request and did not hear from him since...

[For] volunteering in local school.

I'm working in the public sector and someone from HR said that are unable to form my permanent contract as my future is uncertain in the UK. They asked me to prove that I have applied for Settled Status.

Yes, for a mortgage. The mortgage advisor kept referring to my status as if it was a deadly disease: 'Because of you situation', 'due to your special case'; kept doing it until I squared him up. He had no clue about the settled scheme and thought we couldn't get a mortgage or get one at a super high rate!

I am unemployed. Most of the emails that I get in regards to a job application ask me to provide proof of my Settled Status, and they reject my application if I refuse to do so or if I say that I haven't applied.

Qualitative comments highlight two points:

1. How quickly things can go very wrong if border control is essentially passed on to non-experts; from landlords to banks, those tasked with checking whether a person has the right to work or rent in the UK, for example, are not qualified to do so. At best, they may have read some basic guidance, but particularly with an entirely new status now established for EU/EEA and Swiss citizens, confusion seems to be growing. The fact that non-compliance risks heavy fines and serious consequences does not help.
2. Actual discrimination is already happening. The issue above likely increases the risk of that continuing and possibly getting worse.

Overall, it is concerning that over 10% of respondents to the Survey have already been asked to provide proof that they hold Settled Status. We cannot assume that this reflects a wider pattern, but it is worth considering what this means if it did. Even if the wider patterns was only half of what is revealed in Survey data, it would apply to around 200,000 people. Herein lies the crux with all data: contained in a Survey such as this some of the results may appear relatively small, the examples minor as a one-off when read in the context of the Survey. But if patterns are in any way a reflection of overall patterns, then even these seemingly small pockets of issues become a grave concern very quickly.

ANALYSIS OF WIDER IMPACTS

This section of the report explores the wider impacts of Brexit—and the Settled Status application process in more detail, focusing on three key themes that emerge from the evidence: a loss of feeling safe; the impact developments have had on respondents' mental health and well-being; and questions to do with identity and belonging.

This section is not primarily about the representativeness of patterns—though the frequency of types of concerns is a factor given the prevalence of these three themes in the evidence—but about giving a voice to the types of issues individuals are forced to deal with. Read together, they do provide important substance and nuance to what statistical data on its own sometimes hides: that this is about real people and their lives.

Collectively, the majority of free-text comments, 245,000 words have been provided by respondents in total, paint a picture of a process of disintegration since the EU referendum vote that cuts across the nation, communities and even individual families. There is an erosion of trust; an erosion of well-being; and an erosion of the sense of belonging. And this story is not just a story about EU/EEA and Swiss citizens, but also many British citizens, be they family members or those connected in other ways. Consequently, what follows is, in many ways, about the very fabric of relationships and communities throughout the UK rather than just about EU/EEA and Swiss citizens.

That is why this section in particular highlights the urgent need for more local responses to the EUSS itself, but also the position of EU/EEA and Swiss citizens in communities post-Brexit: it is not only for the national Government to support actions to improve the situation. While action on its part is required urgently—see the recommendations made at the outset—local stakeholders in communities and, in fact, civil society itself have a much bigger role to play to provide support and ensure the situation is improved. Doing so will benefit all members of the respective community.

Loss of the sense of feeling safe and hate crimes

Anti-immigrant sentiments stirred during the EU referendum campaign provide one central explanation why we already know from a variety of sources, including statistical evidence from the Home Office, that there was a measurable rise in hate crimes directed at EU/EEA and Swiss citizens, as well as immigrants from elsewhere, in the aftermath of the EU referendum.²² Since then, matters have not improved, to the point that the UN's Special Rapporteur on Contemporary Forms of Racism, Racial Discrimination, Xenophobia and Related Intolerance recommended, in 2018, 'that the UK adopt immigration policies in advance of and following its exit from the EU that shield EU and non-EU migrants from the threat of racial and ethnic discrimination.'²³

Considering the rhetoric directed at EU/EEA/Swiss citizens and immigrants from elsewhere during the 2019 General Election campaign, this appears to have fallen on deaf ears. As the 3million rightly observed at the time, the election campaign was a 'repeat of 2016 dog whistling'.²⁴

²² Aoife O'Neill, 'Hate Crime, England and Wales, 2016/17', Home Office Statistical Bulletin, 17/17, 17 October 2017, https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/652136/hate-crime-1617-hosb1717.pdf [last accessed 13 January 2020].

²³ 'End of Mission Statement of the Special Rapporteur on Contemporary Forms of Racism, Racial Discrimination, Xenophobia and Related Intolerance at the Conclusion of Her Mission to the United Kingdom of Great Britain and Northern Ireland', May 2018, <https://ohchr.org/EN/NewsEvents/Pages/DisplayNews.aspx?NewsID=23073&LangID=E> [last accessed 13 January 2020].

²⁴ See <https://twitter.com/the3million/status/1195463603064889344> [last accessed 14 January 2020].

That perception is held more widely. In fact, as—by chance rather than design—the Survey fell in the period of the 2019 General Election, there is very immediate evidence, two examples below, relating to the role of politicians that can help us understand how their rhetoric affects people:

I am disgusted to hear a British Prime minister saying that ‘we treat UK as our home for too long’. Yes we treat UK as our home because most of us, after years of working and paying taxes in this country [... we have] homes and a family here and going back to our own country it is not an option anymore.

I wish British politicians would stop calling us their friends whilst insulting us and demeaning us at every turn!

For some this, and the Conservatives’ winning the election, triggered such a shock that there was an immediate mental health impact:

When the Prime Minister spoke out against us Europeans who have made the UK our home I was outraged. When the nation then voted for him I was shocked, saddened [...]. It has adversely affected my mental health. [...] I want to flee but don’t have the means.

What the Prime Minister failed to realise, as many politicians do, is that they represent all residents of the UK, all their constituents. That includes EU/EEA and Swiss citizens; it includes all immigrants. While most of them cannot vote, governments are their governments too, representatives are their representatives too. But the more rhetoric like that of the Prime Minister’s comes out, the worse the rupture becomes. As another respondent explained,

Our prime minister has directly attacked us EU nationals living, working and paying taxes here. People who build up their lives, friendships and families here and yes, people who treated the UK like it is their home because it is! He should be happy that we treated it like our home because you will always treat what you see as your home well.

Ultimately, the impact of such statements continues to be, for many, a sense of ‘othering’ of a specific group of people that includes themselves; that often increases fear and their sense feeling unsafe. Some are ‘scared’ of hate crimes ‘against people like me’. Sadly, for too many, as hate crime statistics also show, this is a reality. Here are some of the accounts from Survey respondents:

I don’t feel integrated with the society and have experienced racist aggressive attacks [...] just for speaking my own language in the street with a friend. We were told to go back to our country and attacked.

My boyfriend has been told to ‘go back to your country’ when he was in a pub with some friends, and these are things that you can’t ignore.

After the referendum I came across one situation where I was standing at a bus stop with my daughter in [city location in England] talking in German and a person approached us and told us to stop speaking in our mother tongue and speaking in English instead as we were in England.

I feel anxious using my language in public.

I am also very aware of my accent and fear speaking my language to my children in public. I don’t want them to experience the hatred around us.

Since the EU referendum I have been shouted at, had hateful notes left on my car, told to leave now, feared for my own and my children’s safety.

Brexit has made me feel unsafe to speak Spanish to my children outside the home. But I am very grateful that we have to opportunity to escape this disaster by moving to Canada.

I have been a victim of hate crime twice since the referendum (our house was pelted with eggs once in late 2016 and was attacked with bricks in November 2018). I am lucky to be alive after the second incident.

While hate crimes are serious crimes that can lead to tragic outcomes, there are also more hidden impacts that relate to the fear expressed above. As one respondent noted:

I avoid any contact with British people for the fear of them being Brexit supporters; I had many unfortunate encounters and I don't deal with it too well.

It is neither the purpose nor the desire of this Survey report to highlight this kind of evidence of more hidden impacts so a blame-game can ensue. Academic research makes clear that that is not helpful. But there needs to be awareness of the fallout from the EU referendum so better responses can be found. That is an area where, again, wider community-based approaches can make a real difference.

Well-being and mental health impact

The data shared in the previous section already revealed that the mental health of many respondents has suffered since the EU referendum. The uncertainty caused by Brexit and anxieties relating to having to apply to stay and one's status have had a toll that is measurable. This comes out even more clearly in the significant qualitative evidence provided by respondents about this.

Even a fairly superficial analysis of the use of the term 'mental health' and related words, such as 'depression', reveals a significant impact. An impact that, for many, has been extensive and started the day after the EU referendum. Or, as one respondent noted, they have been affected 'in every way', from the fear of practical impacts to

having close European friends leave because they feel unwelcome [...] Since the referendum, my anxiety and depression have become far worse – I have had to seek help for it.

Networks of friends, evidence tells us, are 'falling apart' as EU citizens are leaving the UK.

Such accounts tell the personal story of what is becoming a clear statistical pattern: mental health services have seen more EU citizens seeking help.²⁵ Evidence from the Survey makes direct reference to medical professionals identifying Brexit as the direct cause of anxiety and depression in some.

One of the key issues is also how some EU/EEA and Swiss citizens now question themselves.

Having to apply to stay in my home and keep my job made me feel ashamed, like I didn't have those rights and that in some way I cheated to get them in the first place. Which is obviously not true, I got my job after a regular interview and I pay my rent every month, but still the feeling that you don't deserve it doesn't go away.

And sometimes the nature of these questions is such that they would, in all likelihood, not have arisen without the EU referendum:

²⁵ Lisa O'Carroll, The Guardian, 2 June 2019, 'More EU citizens are seeking help for stress and anxiety over Brexit', <https://www.theguardian.com/politics/2019/jun/02/eu-citizens-seeking-help-stress-anxiety-brexit> [last accessed 14 January 2020].

That is what Brexit has done. It has turned a love into loathe. Can I see a future for me and my British boyfriend? I don't know. We have been together for over 8 years. Known each other for 10. I have so much invested in the love for him.

Questions that have the potential to result in life-changing decisions:

I have felt anxious about my future in Britain for three and a half years, it's had a massive impact on my mental health and that of my husband's, as well as our ability to plan for the future. It may even mean we won't have kids.

The thought processes may not seem like what some might choose to describe as rational, but that is the wrong measure: people feel what they feel and many need support to come to terms with what is happening. All that most people want is simply a 'happy life'—and that may entail leaving:

It made me think to leave my 'British family' in order to pursue a happy life!

One factor that has not received much attention but needs to become a focus is what many respondents identify as a lack of understanding on the part of British people:

Brexit and the associated insecurity has caused a continuous, low level feeling of stress and depression which only fellow Europeans seem to be able to understand. Even well meaning, remain- voting friends seem surprised at the level of isolation and insecurity this has caused.

In part such views may speak to the fundamentally different experiences: while for many British citizens the possibility of Brexit has been a moveable date in the future until very recently, for EU/EEA and Swiss citizens it has effectively been happening every day of their lives since 24 June 2016 as they were made bargaining chips in the negotiation. The rollercoaster ride that followed has been unique to them and British citizens who live in another EU/EEA country or Switzerland.

It is perhaps also because of that rollercoaster ride that the impact on relationships is so clearly apparent. Brexit, a respondent notes, 'has ruined friendships'. But it does not necessarily require the actual breaking of friendships for there to be an impact. Evidence points to changes in behaviour that reflect wider tensions triggered by what has happened since the referendum that have the potential to cause issues in terms of wider community relations. Two accounts serve to illustrate this:

My mental health has declined and I'm constantly looking at my neighbours and wondering if they despise me as a migrant.

I had some awkward and horrible conversations with people regarding Brexit as well and it's left me reeling whenever someone asks me where I'm from.

Couple this with a lower sense of feeling welcome and wanted, and the rupture runs deeper still. That is true in particular for those where issues cut right through families:

I don't feel welcome anywhere. Even my partner's family voted for Brexit. The uncertainty (of my status and the wider economic implications of Brexit) has taken a massive toll on my mental health, I'm currently taking medication for this. And I feel guilty because my needing mental health support puts a strain on NHS services.

The impact all of this has can manifest even in visible and more physical reactions. From accounts of weight gain as a result of ‘comfort eating’ seen many times on social media platforms to sleepless nights, consequences and reactions are sometimes inescapable:

The passport scan [when applying] finally worked at the last attempt. By then I was already almost in tears and the HR rep sitting next to me trying to calm me down and encouraging me to try again.

However waiting for years until such a scheme was set up has been very stressful and caused many sleepless nights and even worrying my children who kept thinking all foreigners would be booted out by Brexit.

I can't make any decisions (loft conversion, getting qualifications, changing jobs). [...] I'm so anxious and can't concentrate. Sleepless nights.

Brexit has completely messed up my future plans. My British partner and I had planned to retire to France when we stopped working in the UK. [...] It's brought anxiety into my life, and a strong sense of being rejected. [...] My partner, and this is an aspect which is not often mentioned, is feeling the same anxiety and having sleepless nights, over what will happen, what the future has in store for us.

As the last respondent's example illustrates, the impact of the current situation is not restricted to EU/EEA and Swiss citizens, but also their loved ones and families. This includes children, not least those who have EU/EEA and Swiss citizen parents but were themselves born here. The Eurochildren project has already carried out excellent research on the bi- and mixed-nationality EU families in the UK and their children, many of whom were born here.²⁶ For them, and young children who have grown up in the UK, real lacerations are also evident:

Children from one family are not allocated to the same case worker which caused that they each received Settled Status at a different time. This was very upsetting for my youngest who had to wait the longest time. Until Brexit he didn't even realise that he is not British! He speaks only English....

The emotional cost of sudden change is high, particularly so for people who are already vulnerable. Whether children or adults with pre-existing mental health issues or other problems, in some cases this results in particularly tragic situations that are also evident from the Survey: that Brexit uncertainty is, at a minimum, a contributing factor that leads some people to contemplate suicide. This is a known issue, but one that has not been publicly discussed often. Last year this changed when citizens' rights activists raised alarm bells, and a Gloucestershire coroner concluded that Brexit was a contributing factor in the suicide of a 76-year old Frenchwoman who had lived in the UK for 50 years.²⁷ In the Survey too there are indications of suicidal thoughts.

I'm considering suicide due the fact that I might be cut off from the medications that I'm taking and from NHS help with my medical issues [...]. And because I can't work right now (because of medical reasons) I'm afraid that I might now receive proper (or any) settled status.

I came to the UK because in my home country I was sexually assaulted twice... I fought blood sweat and tears to leave that horrible place, and the year I'm finally able too, Brexit happens.

²⁶ The Eurochildren website provides briefing papers and further details: <https://eurochildren.info/>.

²⁷ For details, see “‘The say we’ll be fine. We are already not fine’: EU nationals “suicidal” as no-deal Brexit looks increasingly likely’, *Independent*, <https://www.independent.co.uk/news/uk/home-news/eu-nationals-brexit-suicidal-mental-health-anxiety-depression-uncertainty-a8698216.html> [last accessed 13 January 2020] ‘Woman kills herself because of fears over Brexit’, <https://www.mirror.co.uk/news/uk-news/woman-kills-herself-because-fears-19861082> [last accessed 13 January 2020].

I'm terrified of going back and I don't have any family there. I'd be alone, suffering and would probably end up taking my own life.

The Government has a duty to ensure vulnerable people such as these respondents are supported adequately. Cases like these may be rare, but they do exist and that needs to be recognized.

Identity, 'un-belonging' and disintegration

Questions to do with belonging are a persistent theme throughout the Survey even in responses to questions that do not directly ask about this. Evidence from other research underscores the centrality of this issue for many EU/EEA and Swiss citizens. This even happens in the context of naturalisation: what should be the pinnacle of integration, appears to have become a cause for disintegration or, as Eurochildren researchers coined aptly in their research, an 'un-belonging'.²⁸

Accounts of such un-belonging and disintegration often come with a real sense of shock: people who made their choice to build their lives in the UK, who thought they were well integrated, become disintegrated almost overnight.

[Brexit] has marked me as 'other' when I felt totally integrated before.

To apply for permission to live in the country after many years of living here, education, work, raising a family, has made me feel separate. I used to feel integrated into my local community, was very active as a councillor, school governor, etc; since June 2016 my perception of people has changed. I live in a deep blue rural area. We are moving to Scotland.

I was very settled and integrated in the UK, it was my 'forever home', but now I'm just angry.

26 years in the UK (longer than I have lived in my birth country) I felt fully integrated and valued here. I have always worked and contributed as anyone else. And now I feel like a second-rate citizen, having to justify myself and my existence here.

I FELT a proud integrated and well respected European [...] being valued for his contribution to the celebrated diverse fabric of the UK [...]. Thrown into the air by liars and then repeatedly insulted by being portrayed as an unwelcome parasite, and very possibly a criminal.

In some case—and as we know from Office for National Statistics data—for a growing number the only solution has been to leave. It would be wrong to generalise and assume this is per se down to disintegration, but that question should also be considered as a possible factor:

The first 30 years there, I was fully integrated, part of the society, and I really thought I would spend the rest of my life in the UK, a country that I loved and culture which I embraced. [...Tories in Government and Brexiters] have destroyed my sense of belonging; [...] they've robbed me of my beautiful home no longer feeling at home; they've robbed me of my secured life no longer feeling safe; they've tarnished the British values we shared and soiled me in the making. They've stolen all that from me. I've left everything I had built for, for over 3 decades... including my British husband. Much poorer but much happier now.

The impact on families, marriages and partnerships that also comes out from examples shows clearly that wider concerns are not just about the individual EU/EEA or Swiss citizen. Some form of

²⁸ Nando Sigona and Marie Godin, 'Naturalisation and (Dis)integration for EU Families in Brexiting Britain', Eurochildren Research Brief Series, No. 6, p. 9; available via the Eurochildren website: <https://eurochildren.info/>.

disintegration or crisis of belonging can also happen within a family as a result of Brexit. One example that demonstrates such a potential point is the possibility that family members, while all at home in Britain, could all end up having a different status. Concern about it is certainly mentioned, for instance with respect to children, but it can affect everyone:

My family of four (me, mother, father, younger sister) all with [EU27 country] passports and all with different statuses. I have felt that the result of the referendum is tearing my family apart and on a wider note, the country.

The personal experience of belonging—or in the case of families a sense of belonging together—is often complex in any case, but Brexit has certainly added another layer of complexity, and perhaps particularly for dual nationals. Some, who hold both EU/EEA/Swiss and non-EU/EEA/Swiss citizenship, using the former to establish their rights in the UK, are affected by Brexit in a significant way even if they appear to not have that European background:

I am dual nationality. My Belgian parents migrated to Australia where I was born, so I have Belgian & Australian citizenship. [...] My mental health has deteriorated since the 2016 referendum as outwardly I appear Australian and people treat me as such, but people don't acknowledge my Belgian identity.

Such questions bring us to basic concerns about how identities even develop, revealing the possibility for tensions between an identity that is ascribed to someone by others, and an identity that individuals give themselves. Suddenly cast as a group of 'outsiders' by other, many EU/EEA and Swiss citizens struggle. Even then, however, a sense of belonging in the UK can remain at a more local level. Hence we learn of someone who identifies as a 'Kölsch Londoner' (Kölsch = Cologne in Germany), or someone who says they are a 'Brabant-British'. Localised identifications can still be strong and unchanged:

I feel at home where I live [city in England]. I also feel at home in [EU27 country] when I visit my hometown or go to the beach where I have vacationed since I was a child. I also feel at home in [other EU27 city], where I have lived and still have family and friends. Also in [other EU27 city] where I studied. But [city in England] is where my daughter was born and where we became a family, where I work and where most of my friends live. When the holidays are over and I say we're going home, that's where I mean.

In a weird way, Brexit has strengthened my identity as a Londoner but has alienated me from Britain.

I am considering to go back to Germany to just gain back the ground under my feet. The main reason I did not leave yet is the a lot more positive and welcoming atmosphere (politically and in everyday life) I enjoy in Scotland.

This process has made me realise that I have become a Londoner (which is where I have lived since 2004) and that the rest of the UK has become a foreign country to me.

I identify strongly with my Scottish life, Scottish culture and landscape, as I spent all of my adult life here, worked here, had my daughter here and twice chose to live here. I also feel strongly European, and an affinity with our European history, more so since Brexit. Brexit has also pushed me back to my French self, my French language. It is very uncomfortable. I find myself very critical of British way of life, the food, in a way I have always managed to suppress in the past. I certainly do NOT identify as British.

Yet even though strong attachments can remain for many at this local level, the general sense of unbelonging has contributed to a loss, for some a complete loss, of a sense of home. The number of

references to feeling at home 'nowhere' is noticeable in comments, as are respondents questioning their position:

I no longer feel fully at home in the country I felt I belonged to (Scotland) nor do I really feel at home in the country of my birth (Germany). So where does that leave me? Where is home now?

Norway is no longer home. I was too young when I left to have any ties to it. Britain became home for me but when the Prime Minister declares that it's wrong to consider it home, when people ask if you're getting deported, when they question why I'm still even here.....how can it feel like home anymore. [...] I feel like an unwanted invader. I currently have no home.

My country of origin does not feel like home after all these years here, the UK is my home, and I feel I am being forced out. I am a citizen of nowhere.

CASE STUDIES

Case Study 1: 'If I'm still alive'

I do not have paperwork, and cannot get it due to ill health, to be able to apply [...] I will worry about this in late 2020, if I am still alive.

90+ year-old EU citizen.

Has lived in the UK since 1961.

Has not applied.

Does not have a pre-existing document or status.

One word about how the idea of applying for Settled Status made them feel: 'ambivalent'

Case Study 2: 'I have my status now, but I have no idea what that means'

I was given pre-settled status and I wanted to upload proof. As I didn't anticipate pre-settled status, I had to gather evidence, so I signed out [of the system] and went to collect. However, I could not log back into the system for 2 months, because there was a known fault that people couldn't re-enter their open applications. I called the Home Office numerous times and they all told me not to panic, I had till 2020. Finally, I was able to upload evidence 2 months after I started my application. [...] I have my status now, but I have no idea what that means.

27-year-old dual-national EU citizen.

Has lived in the UK since 2013.

Has applied.

Has Settled Status now but was initially offered Pre-Settled Status.

Had to wait 195 days for a final decision (partly due to technical error).

One word about how applying for Settled Status made them feel: 'unwelcome'

Case Study 3: 'Put against the wall, photographed, face scanned'

[...] It is possible that my national insurance was registered spelling my surname without the international spelling for an umlaut. [...] Having to apply was] utterly awful. Little understanding from English friends how traumatic this process is - put against the wall, photographed, face scanned - so eerily familiar from history lessons.

38-year-old EU citizen.

Has lived in the UK since 2006.

Has applied more than once as there was a problem initially.

Was eventually granted Settled Status.

One word about how applying for Settled Status made them feel: 'horrible'

Case Study 4: 'I already had to do the application for my disabled son as well'

[I have a] criminal record [...] and] I already had to do the application for my disabled son as well, who had huge emotional reactions to it all - he was also requested to provide additional evidence [...]. I have recently had to stop working as I am so stressed about our situation.

60-year-old EU citizen.

Has lived in the UK since 1982.

Applied for themselves and their disabled child.

Has a criminal record from decades ago; has submitted details on that.

Is waiting to hear back from the Home Office.

One word about how applying for Settled Status made them feel: 'suicidal'

Case Study 5: ‘Going on record as an outsider in the country I was born and raised in’²⁹

I was born and raised in the UK. Now I feel my future here is uncertain [...] I’m uncomfortable with registering myself for settled status, going on record as an outsider in the country I was born and raised in is ridiculous, and I don’t trust the government; I have seen how easily mistakes happen with complicated bureaucracy. That’s not to mention the sinister undertone of being on a register.

29-year-old EU citizen.

Was born in the UK.

Thinks he does not have to apply and that Settled Status is not a secure status in any case.

Does not have a pre-existing document or status.

Would like to get British citizenship but cannot afford it.

One word about how the idea of applying for Settled Status made them feel: ‘angry’

Case Study 6: ‘I have applied to the Windrush scheme but have been upset by having to go through this process.’

I have lived in the UK since I was 5 years old. This has been my home for over 50 years, but I feel uncomfortable being here since Brexit. I have applied to the Windrush scheme but have been upset by having to go through this process. I now have a permanent residence card and home office letter to say I can stay but feel I have been singled out and labelled as a second-class citizen.

57-year-old EU citizen.

Has lived in the UK since 1967.

Already had Indefinite Leave to Remain and applied via the Windrush scheme.

One word about how the idea of applying for Settled Status made them feel: ‘angry’

²⁹ If the respondent—or anyone in this kind of situation—happens to read this, make sure you get professional advice from an immigration lawyer. The situation of British-born children of EU/EEA and Swiss citizens is complex, so this should be assessed to ensure you know the options. Contact points for free legal support are listed at the beginning of this report.

APPENDIX

I. Settled Status Survey questions

The Survey has different routes depending on the situation of the EU citizens responding. These custom routes ensured that respondents had a smooth journey through the Survey and that the time needed to fill it in is as short as possible for each individual respondent. This approach was also adopted to facilitate data minimisation and ensure that only relevant data is collected from different types of respondents.

The following is not the full survey questionnaire (i.e. not including all individual answer options, for example), but it provides the top-level questions and breaks down the survey routes.

ROUTE FOR ALL RESPONDENTS

Welcome

Information for participants

Consent

Length of UK Residence

- How long have you lived in the UK?
- Please provide your date of arrival in the UK. If you are not sure about the exact date, please be as specific as you can be.

Settled Status awareness

- How/where did you first hear about Settled Status?

Have you applied?

- Have you applied for Settled Status?

ROUTE 1: Respondent Applied

Application details

- How many times have you applied?
- When you applied for Settled Status, did you already have a pre-existing immigration document or status?
- Where did you make your application?
- Please provide the date of your application; if you have applied multiple times, use the date of your last application.
- What document did you use as proof of identity?
- How did you do the ID check?
- Did you have any problems proving your identity, for example because you changed your name or because of the spelling of your name?
- Please tell us about your experience of the application process.
 - The application process went smoothly.
 - The application process was straightforward.
 - There were no technical problems during the process.
 - I found the guidance easy to understand.
- You can provide any further details or comments about the application process, including any technical issues or concerns you have, here.

Guidance and help with the application

- Did you use the [guidance provided by the Home Office](#) when making your application?
- Did you use any of the [Home Office guidance documents in another language](#)?
- If you used a guide in another language, which one did you use?
- If you used any of the Home Office guidance listed above, what did you think of it?
 - It was easy to understand and clear.
 - It answered my questions.
 - It helped me with the application process.
- Did you have any help with your Settled Status application?

Route 1 option choices:

ROUTE OPTION: Yes, I had help	ROUTE OPTION: No
<p>You had help with your Settled Status application</p> <ul style="list-style-type: none"> ▪ Who supported you with your Settled Status application? ▪ Did you use the <u>EU Settlement Scheme: Assisted Digital service</u>? ▪ Please provide any other details or comments about any help you had, or any issues with the support provided by the Home Office or councils etc here. 	no option question

Return to joint route 1 questions

Additional evidence

- Were you asked to supply additional evidence during the application process to prove your residence in the UK?
- Did you expect to be asked for additional evidence?

Your Settled Status application outcome

- What is the outcome of your application?

At this point the route 1 survey splits into distinct bespoke routes.

ROUTE 1A: Respondent had a decision

Details about your Settled Status application decision

- Please provide the exact date of when you received the final decision about your application.
- Did you get the decision you expected to get?
- What was the decision you got?

Route 1A option choices:

ROUTE OPTION: I was granted Settled Status	ROUTE OPTION: I was granted Pre-Settled Status	ROUTE OPTION: Other
No option question	<p>Pre-Settled Status</p> <ul style="list-style-type: none"> ▪ Did you dispute the offer of Pre-Settled Status? <p>>> answering yes offers opportunity to explain what happened</p>	Choosing 'other' offers opportunity to explain what happened.

Return to joint route 1A

Settled Status and its impact [had a decision route]

- Settled Status does not come with physical proof (no physical document), giving digital proof only. Are you happy with that?
- How did you feel having to apply for Settled Status?
 - It has had a positive impact on me.
 - It has made me feel still at home in the UK.
 - It has strengthened my sense of belonging to the UK.
 - It has given me certainty about my status.
 - It has helped me overcome my anxieties about my future in the UK.
- Please describe - in one word - how having to apply for Settled Status made you feel.
- How did you feel when you got your application decision?
 - I felt relieved.
 - I felt happy.
 - I felt a strong sense of security.
- Please describe - in one word - how getting your application decision made you feel.
- Please define your identity. We are deliberately not giving you a definition of what we mean by identity because we want to understand what you first think of when you think of your identity.

- Please indicate your agreement or disagreement:
 - Brexit has strengthened my European identity.
 - Brexit has strengthened my national identity.
 - Brexit has made me feel more integrated in the UK.
 - Brexit has made me feel more at home in the UK.
- Assuming that Brexit goes ahead, how do you feel about your future in the UK?
 - positive
 - negative
 - excited
 - happy
 - anxious
 - uncertain
- Where do you feel at home?
- Do you intend to apply for British citizenship?
- Have you already been asked by anyone to prove that you have Settled Status?

At this point the survey returns to the ROUTE FOR ALL RESPONDENTS (further below).

ROUTE 1B: Respondent is waiting for a decision

Awaiting decision

- You are still waiting to hear about the outcome of your application. We would be interested in learning about that too. Even if you agree and choose 'Yes' now, this is not an obligation to respond to a follow-up query were we to send one; you can always ignore it or decline later. May we contact you to follow up on this at a later stage?

Settled Status and its impact [awaiting decision route]

- Settled Status does not come with physical proof (no physical document), giving digital proof only. Are you happy with that?
- How did you feel having to apply for Settled Status?
 - It has had a positive impact on me.
 - It has made me feel still at home in the UK.
 - It has strengthened my sense of belonging to the UK.
 - It has given me certainty about my status.
 - It has helped me overcome my anxieties about my future in the UK.
- Please describe - in one word - how having to apply for Settled Status made you feel.
- How does having to wait for a decision make you feel?
 - It makes me feel more stressed.
 - It is contributing to my sense of uncertainty.
 - I don't mind it.
- Please describe - in one word - how having to wait for your Settled Status decision makes you feel.
- Please define your identity. We are deliberately not giving you a definition of what we mean by identity because we want to understand what you first think of when you think of your identity.
- Please indicate your agreement or disagreement:
 - Brexit has strengthened my European identity.
 - Brexit has strengthened my national identity.
 - Brexit has made me feel more integrated in the UK.
 - Brexit has made me feel more at home in the UK.
- Assuming that Brexit goes ahead, how do you feel about your future in the UK?
 - positive
 - negative
 - excited
 - happy
 - anxious
 - uncertain
- Where do you feel at home?
- Do you intend to apply for British citizenship?
- Have you already been asked by anyone to prove that you have Settled Status?

At this point the survey returns to the ROUTE FOR ALL RESPONDENTS (further below).

ROUTE 1C: Respondent at another outcome

Choosing this option offered the opportunity to explain what happened.

Then moved on to ...

Settled Status and its impact [other outcome route]

- Settled Status does not come with physical proof (no physical document), giving digital proof only. Are you happy with that?
- How did you feel having to apply for Settled Status?
 - It has had a positive impact on me.
 - It has made me feel still at home in the UK.
 - It has strengthened my sense of belonging to the UK.
 - It has given me certainty about my status.
 - It has helped me overcome my anxieties about my future in the UK.
- Please describe - in one word - how having to apply for Settled Status made you feel.
- How does having to wait for a decision make you feel?
 - It makes me feel more stressed.
 - It is contributing to my sense of uncertainty.
 - I don't mind it.
- Please describe - in one word - how having to wait for your Settled Status decision makes you feel.
- Please define your identity. We are deliberately not giving you a definition of what we mean by identity because we want to understand what you first think of when you think of your identity.
- Please indicate your agreement or disagreement:
 - Brexit has strengthened my European identity.
 - Brexit has strengthened my national identity.
 - Brexit has made me feel more integrated in the UK.
 - Brexit has made me feel more at home in the UK.
- Assuming that Brexit goes ahead, how do you feel about your future in the UK?
 - positive
 - negative
 - excited
 - happy
 - anxious
 - uncertain
- Where do you feel at home?
- Do you intend to apply for British citizenship?
- Have you already been asked by anyone to prove that you have Settled Status?

At this point the survey returns to the ROUTE FOR ALL RESPONDENTS (further below).

ROUTE 2: Not applied (for whatever reason)

- Please help us understand why you have not applied for Settled Status (multiple answers possible).
 - I have not had the time yet, but I will apply
 - I have concerns about data protection
 - I refuse to apply out of principle
 - I do not think Brexit will happen
 - I do not think I need to apply
 - I do not think this is a secure status
 - I plan to leave the UK
 - Other [with opportunity to then explain further]
- Do you already have a pre-existing immigration document or status?

Settled Status and its impact [not applied route]

- Settled Status does not come with physical proof (no physical document), giving digital proof only. If you were to apply for Settled Status, would you be happy with that?
- You have not applied for Settled Status yet, but how has the idea of having to do so impacted you?
 - It has had a positive impact on me.
 - It has made me feel still at home in the UK.
 - It has strengthened my sense of belonging to the UK.
 - It has helped me overcome my anxieties about my future in the UK.
- While you have not applied for Settled Status, please describe - in one word - how the idea of having to apply for Settled Status makes you feel.
- Please define your identity. We are deliberately not giving you a definition of what we mean by identity because we want to understand what you first think of when you think of your identity.
- Please indicate your agreement or disagreement:
 - Brexit has strengthened my European identity.
 - Brexit has strengthened my national identity.
 - Brexit has made me feel more integrated in the UK.
 - Brexit has made me feel more at home in the UK.
- Assuming that Brexit goes ahead, how do you feel about your future in the UK?

- positive
 - negative
 - excited
 - happy
 - anxious
 - uncertain
- Where do you feel at home?
 - Do you intend to apply for British citizenship?
 - Have you already been asked by anyone to prove that you have Settled Status?

ROUTE FOR ALL RESPONDENTS

Any other comments

- If there are any other comments about Settled Status, the application process or wider Brexit impacts and your experiences since the EU referendum that you would like to share, please do so here. This is your last chance to comment as the remaining questions are about your background etc.

About yourself and your views

- Series of demographic questions and questions on wider views related to Brexit and life in the UK.

Contact

- This survey is designed to be anonymous. However, we may find that your case is especially relevant for identifying a problem with Settled Status or the application process. That is why we want to ask you if we can contact you with follow-up questions should they arise. Even if you agree and choose 'Yes' now, this is not an obligation to respond to a follow-up query were we to send one; you can always ignore it or decline later. May we contact you?

II. Survey route map

