



European Union Settlement Scheme

What is the European Union Settlement Scheme?

The European Union Settlement Scheme (EUSS) means that EU, EEA and Swiss citizens and their (non-)EU family members who are living in the UK and want to continue living here after June 2021 need to apply for settled status or pre-settled status through the EU Settlement Scheme by 30 June 2020. **EUSS applicants must have been resident in the United Kingdom on/by 31 December 2020.**

If successful they will be issued with settled or pre-settled status and will have the right to stay, work or study in the UK, use the NHS, claim state pension, rent a home. It is free to apply to the Home Office scheme and it has been running since March 2019.

There are an estimated 3,000 to 4,800 EU, EEA and Swiss nationals in Cornwall who have yet to apply for settled status. We estimate that around 20% of this group fall into the vulnerable category based on our experience of the client group in Cornwall, leaving us with a target group of 750 EEA nationals to locate and support with their EUSS applications.

Who are the EU Settlement Scheme (EUSS) team?

The team who currently work remotely and can advise clients by phone or through online face to face meetings. The team hope to soon return to office-based face to face appointments further to government guidance regarding the Covid-19 pandemic. Citizens Advice have offices in Penzance, Camborne, Falmouth, Penryn, Helston, Truro, St Austell, Bodmin, Launceston, Liskeard and Saltash.

How can clients access the service?

Clients seeking help with a Settled Status application will be able to access the service via our website, text service, phone, email or in person (once lockdown is eased) and via 3rd party referral from partner organisations.

- We have a free phone advice line. Please call **03333 440061**.
- We have a dedicated **local email address** which can be used to refer a client to us: **EUSS@citizensadvicecornwall.org.uk**.
- We have a dedicated **text number** which can be used for referrals Please text **ADVICE EUSS** to **78866** and someone will ring you back. We will need confirmation that the

client consents to being contacted by Citizens Advice to arrange the appointment. The client should be advised that Citizens Advice telephone numbers show as 'private caller' for reasons of confidentiality.

How is the client helped with their EU Settled Status application?

Their initial contact will be with a Generalist Adviser where the advice process starts with an initial exploration of the client's problems including a risk assessment of their needs, the urgency of their situation, their capacity and capability and the consequences of not getting help. This will help identify those who are able to complete the application themselves and signpost them to the relevant information and paperwork.

The more vulnerable requiring in-depth support including completing the application and finding additional help such as interpreters will be referred to one of the EUSS Engagement Officers who will work on a peripatetic basis to ensure that people can be seen in a location convenient to them. There will also be the opportunity to set up video conferencing either from the client's home if they have access to the internet and are comfortable setting it up, or through a third-party partner organisation – Citizens Advice Cornwall will supply equipment and training to other organisations to enable them to assist people to access our services digitally.

The close working relationship with the Generalist service will continue throughout the client's journey with Citizens Advice Cornwall. At any time, they will be able to access generalist advisers to seek help with housing, employment, relationship and consumer issues. In addition, they can be referred into the Help to Claim project for Universal Credit application or MASDAP for debt and money advice. For clients with young families, they will also have a direct link into the Money Matters project which helps with improving financial capability and budgeting.

More information about the EU Settlement scheme

You can find more information about the EUSS on the government's [website](#) or Citizens Advice National [website](#).

Information about the scheme can be accessed in 26 EU [languages](#).

The Home Office has a dedicated EU Settlement scheme helpline. Call the EU Settlement Resolution Centre on **0300 123 7379**.

If you wish to learn more about **Citizens Advice Cornwall**, please visit our [website](#), follow us on [Facebook](#) and [Twitter](#).