Digital Exclusion and issues with EUSS updates/outcomes

The client was referred to from support worker at Newport Mind. Client is a Romanian National who arrived in the UK on 26th June 2016. She is married to a Romanian National and they have four children aged 10,8,4 and 2. Client cannot speak English.

Following this the previous EU Advisor at CA made an application for the client. However, when logging into the application to check if any evidence was needed and to get an update it stated that there was no application made or any record of it. This is the second client to face this problem.

The client was helped the to make a new EUSS application and was supported with uploading evidence to the application as she did not have a phone/computer that was capable of doing this. We worked with the clients support worker to ensure client knew the importance of sending off ID document, to ensure the application's completion to avoid a repeat of the first application and as it needed to be linked to the children's application

Applications are pending for the client's children

BACKGROUND

INTERVENTION

INTERVENTION

OUTCOMES

CLIENT FEEDBACK

Client was confused as to whether she had applied to the EUSS and whether or not it was successful. Client does not have a good understanding of the scheme and did not realise that her children also had to apply. Client originally made an application at the end of 2019 but failed to send off evidence this application then lapsed.

The adviser untangled the previous applications and established the progress of the applications. The client was assisted in speaking with the EU Resolution Centre to get an understanding of what happened to the previous applications. Client does not have access to internet/computer.

Clients application has been completed and she now feels relief that she has been given pre-settled status.

Client has on several occasion thanked adviser for the continued support.

Family of 5 supported with third country applications despite lockdown challenges

The client is an EU Citizen, and has lived in the UK for just under 2 years. The client is married with 4 children, all Pakistani nationals. The client works 24 hours a week, claims UC and child benefit, and lives in a privately rented property.

It was deemed vital for the clients to apply for settled status as a matter of urgency, ask they risk becoming 'overstayers'. Coronavirus legislation meant that they had an additional week to process an application,

Advisers faced the additional challenge finding a third party organisation willing to support the family, due to Coronavirus.

The client was provided with support to the point of referral, in exceptional circumstances. It seemed like there was no options available for the client under the lockdown, however the persistence of our advisers meant they could be supported.

BACKGROUND

BACKGROUND

INTERVENTION

INTERVENTION

OUTCOMES

The client has obtained pre-settled status, via the EUSS Scheme, but called the service for further advice. It was established that the clients family required applications to remain in the UK. Through an interpreter, it was established that the family had a 6 month visa that was due to expire in July.

Upon exploration, the client's circumstances proved challenging as they had no smartphone, access to internet, or computer at home or family or friends who they believed would be competent enough to handle a complex immigration application. Compounded with the suspension of all f2f advice, it seemed like there was no way forward.

The situation was escalated to a team leader, who liasied directly with Cardiff Council, who was able to secure an appointment for the client for face to face support in order to process their application.

The client showed gratitude for the support, that Potentially meant the client avoided overstaying their visa. A call was arranged with the client to check in two weeks after

Assisting family with EUSS & UC applications during Covid 19

The family are EU Nationals and have one child who is 18 months old. The family contacted the service through the EUSS Helpline
The father had been laid off work before the Covid 19 lockdown and mum was at home looking after the baby. The family were struggling financially, felt isolated with nowhere to turn for help.

The clients were given an EU Settlement WhatsApp appointment within 48 hours and in meantime were sent the "How to Make and Application for Settlement" in their preferred language of Romanian familiarise themselves with the process of making an application.

The Child had a temporary passport and at a distance it was not possible to get this through the system The clients were also provided with additional information on making a Mandatory Reconsideration on their UC outcome, and were referred to the Help to Claim team for additional support.

The family really appreciated the help and they felt they were not alone with their problems. They now understand how to get help and what to expect from the service.

BACKGROUND

BACKGROUND

INTERVENTION

INTERVENTION

INTERVENTION

OUTCOMES

The Dad did not know how to check the status of his application and had done all ge could, and also needed to make an application for his wife and infant child.

There was additional urgency to this as the family were refused Universal Credit under the habitual residence test in February. On exploration it became apparent that the Dad's EU Application for pre-settlement was complete but client need to send his non-biometric ID to EU Settlement Resolution Centre. The Mum was also supported with an application and had to follow the same steps to finalise her application.

It was explained to the clients that they would receive a text to confirm when they can send their ID's to the Settlement Centre, and in the meantime their applications will remain open, and Newport CA offered a follow up call to check if they needed further support with the child's application.

The clients were provided with a direct line number to the Newport CA for support. Despite the challenges of lockdown, the clients were offered a holistic service that tackled both their Settled Status and UC issue,

Immigration rules creating conflict within EU Nationals' families.

The client is an EU national and her partner is a UK Citizen who have lived together for 25 years. They have two children both born in the UK. The parent's research suggests their youngest child is automatically a UK citizen.

At an EU Event the client is supported to apply for settled status, and supported with their questions regarding the status of their child.

They called the Citizens Advice immigration Helpline at the event to confirm their child's status.

The client is supported with their own Settled Status application and referred to MIND to complete an application for sponsored settlement for their eldest child, while one of our own volunteers researches alternative ways to secure the child's status.

The family were supported with settled status for the EU National parent and given a way forward for their child, who now had the tools and information to seek full UK citizenship.

BACKGROUND

INTERVENTION

INTERVENTION

OUTCOMES

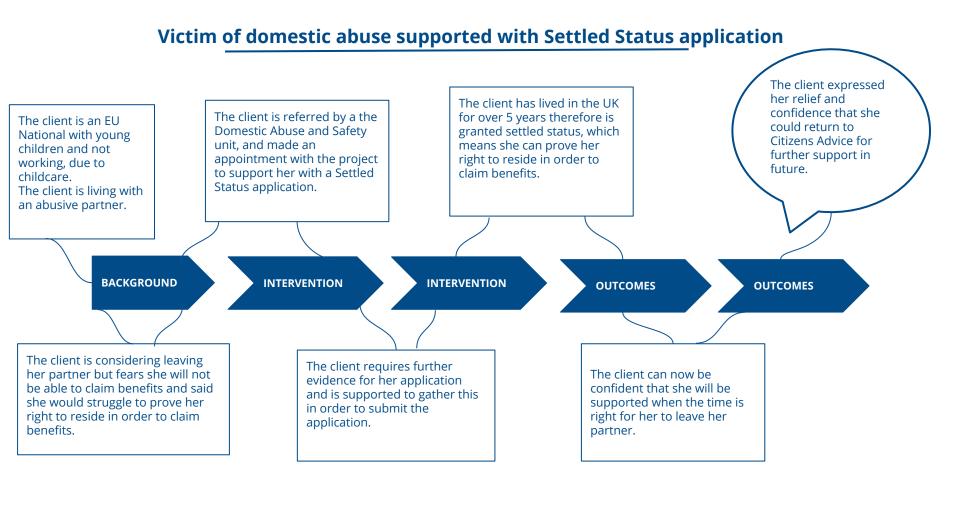
OUTCOMES

They suspected that the older child is not, simply by the fact that their parents are not married and the child was born before 2006. The client is really distressed and the situation causes conflict between the two siblings, as the older child would wish to identify as a UK Citizen.

It was confirmed that the youngest child was automatically a UK citizen, due to being born after 30th April 2006, but the oldest was not as their parents weren't married and the child was born between 1983 and 2006.

Our research finds a possible affordable and way that the client can apply for citizenship on behalf of their child on the basis of their father's status as a UK National, potentially saving time and money for the client.

The family now has clarity on their status and can now go on to resolve the 'inequality' between their children that had divided their family for a number of years.



Securing the future of a South Asian man with EU passport and his family

Client is a middle aged husband and father of 3. He and his family live in a 2 bed PRA in cramped and challenging condition. The family pay in excess of the LHA for an accommodation of this size. In addition to the Client's salary, the family receive CB and Tax Credits.

CI was eligible to make an application to the EUSS based on his 5 years residence, if evidenced, and would lead to settled status. This would give the CI Indefinite Leave to Remain. Because of the Client's work record it was possible to process his application using his EU Passport to prove his identify and his NINO to prove is residency and received outcome immediately showing he'd lived in the UK for over 5 years. This status would be confirmed by email letter.

It was possible to refer the family to Newfields Law for clarification of the impact on the wife's immigration status based on the family's idea to leave the UK and live in South Asia for around a year. The final session linked the older children to their father's application and finalise mum's application using her NINO and tax credit records, and the youngest child's application birth cert.

The Client felt empowered to make changes to the families cramped and challenging housing problems and was referred for housing support at one of our regular appointment slots with Shelter on same premises .

The Client and his family are confident they can now meet the challenges of the changing benefits system. They also had information on how to request an Income Maximisation appointment.

BACKGROUND

The CI is originally from South Asia and in 2000 gained dual nationality status in an EU country. The CI's 3 children have the same dual nationality. The CI wife remains a citizen of South Asia with no other nationality. They're all in good health and have no additional needs.

INTERVENTION

INTERVENTION

OUTCOMES

OUTCOMES

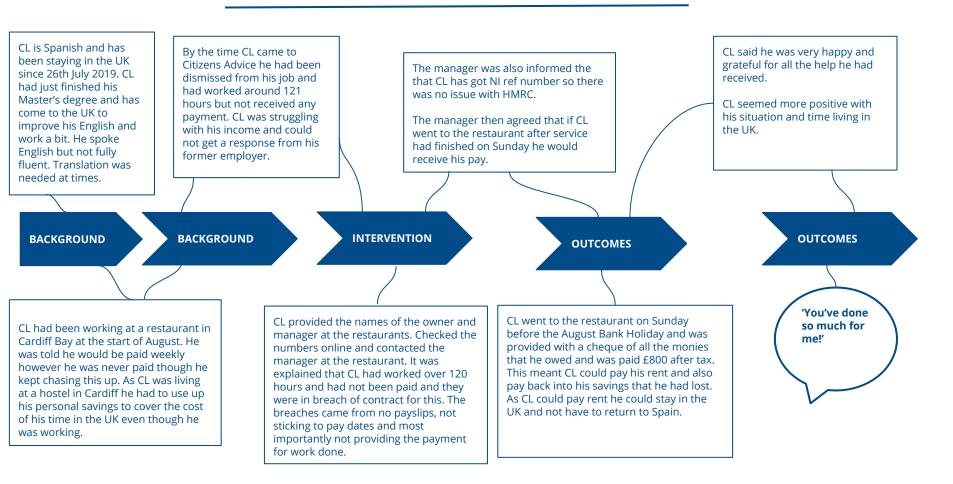
We arranged a second appointment for the Client, his wife and their youngest child. It became apparent the client had not understood the necessity to check his Hotmail account for emails for Home Office. The wife does not speak English and to ensure the wife was fully informed we used Language Line to interpret by telephone. It was possible to to link the Client's wife and youngest son to his application to be completed at the third session using the wife's Biometric

Residency Card and the child's birth certificate.

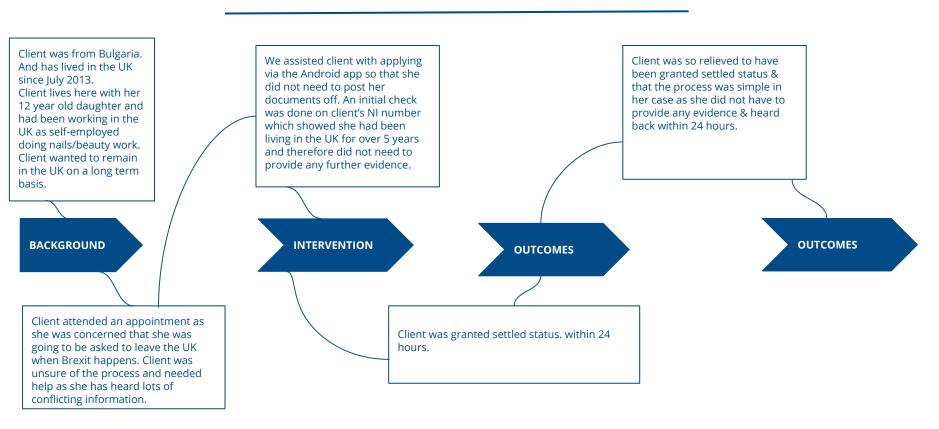
The family are able to secure their futures in the UK post Brexit, allowing them access to essential Health Care, Education and allowing them to continue to make a positive contribution through work and study.

The Client commented "Now we feel safe. It means we can help our lives".

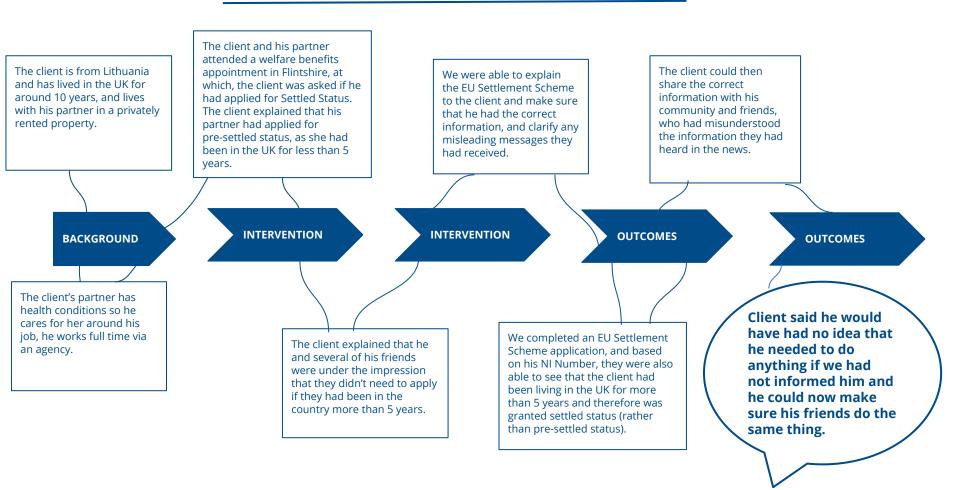
Helping Spanish national recover 121 hours of salary and enable him to stay in the UK



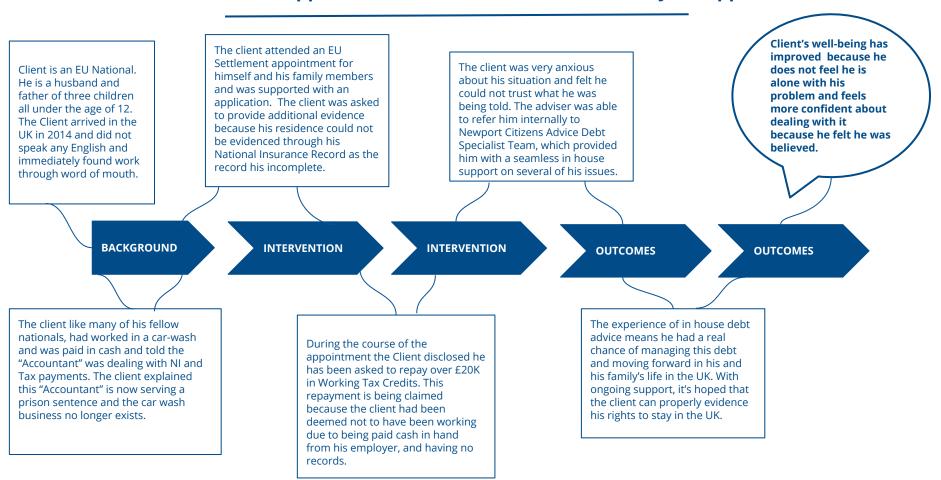
Bulgarian national granted settled status within 24 hours with LCA help



Misinformation leads to client (and his friends) being unaware of the need to apply for EUSS



EU Citizen supported with numerous issues raised by his application



Dismissal during notice period leaves Polish client underpaid

The client was We wrote a letter and very happy with spoke to the employer the help and However, the client regarding the money owed. grateful with the received a letter on 8th They stated the issue was The client is Polish and help and grateful with their solicitor. Due to August stating as of 17th had been living in the UK to get the money being close to the deadline, July he was no longer since 2007. He is married he wanted **Client visits Citizens** employed, but the client after a week of no answer. with a 3 year old son. The **Advice Cardiff and Vale** did not give his notice until the client was assisted in client had been working for support 22nd July. ACAS early conciliation. for a company for 11 years in quality control. **BACKGROUND BACKGROUND OUTCOMES OUTCOMES** INTERVENTION INTERVENTION The client was signed off sick for a total of 4 weeks and provided his In his final pay, money was deducted The client was advised that the The client was empowered by manager with sick notes. As the for holidays owed, and no other employer didn't follow a fair procedure Citizens Advice, and after an client was struggling with a bad back payment was made. The client did not for dismissal, so would have grounds to early conciliation call from ACAS he decided he would hand in his hear from his employer bar the letter, challenge this. As the client gave two and the client received the notice with his final sick note taking and no meeting was held. The client weeks' notice and the employer cut the £494.25 that he wanted and him up to the end date. Notice was wanted £94.25 and £400 for a weeks notice period short that would be gained an understanding of his handed to HR and his boss accepted. notice of pay. classed as the employer terminating rights. the contract, meaning they would not have to pay for the week in lieu of notice.

Polish national wrongly requested proof of right to work in the UK

The client was a Polish been living in the UK for 14 years though she has not applied for Settled Status she was aware of it and deadlines and was going to apply. She worked full time but as she couldn't go home for the Christmas period, she applied for some holiday work at a store to keep her occupied during the Christmas break. After completing the online assessment, was invited in for a job interview.

She tried to explain that as an EU citizen until the end of June 2021 that you only need to provide an EU passport and employers should not challenge this. However, the managers asked for resident permit cards as proof of status. As the managers still didn't understand the right not to provide further evidence you were not given the interview.

In going against the guidance by asking for further evidence and refusing to continue the interview, it could be argued that the client was placed at a detriment and discriminated against because of your nationality and a breach of Section 9 of the Equality Act 2010, Race is one of the 9 protected characteristics of the Equality Act which includes nationality and ethnic or national origins.

Ongoing assistance with the grievance and dispute.

BACKGROUND

INTERVENTION

INTERVENTION

OUTCOMES

CLIENT FEEDBACK

Before the interview started the managers requested proof of the right to work in the UK. The client had payslips with her NI number on and also her Polish passport. One of the managers went to check the passport as she said she has not seen one of those before. The manager came back in and asked for further evidence of right to work in the UK.

Advised that though the UK was nearing the end of the Brexit transition period, the rights of EU citizens remain in some areas, such as their right to work in the UK. The guidelines states that EU, EEA & Swiss can use their passports or ID cards as forms of evidence of right to work in the UK until 30th June 2021.

The equality act covers the job application/ interview stage. The client was assisted in writing a grievance about the discrimination and the process of tribunal, offered help at next stages should client require this.

The client was very happy for the help and thinks it is a great idea to have the project helping EU nationals when there seems to be little assistance from the government.

Dual Nationality

The Client had contacted for advice on moving from India to Wales before 31st December deadline. He was having difficulty getting identification document from Portuguese Embassy. Client is dual national – Indian and Portuguese and was living in India when he first contacted us on an online webinar as he had the intention to move to Wales.

Client had been trying to contact them directly himself for a couple of months but was not able to get through to them. Client was unsure of the processes to move.

Client wanted to make sure he had everything in place ready for when he moves to Wales.

We advised client on how to complete the application, and the evidence he needs to keep for apply for Settled Status in future. The client felt that he would have found it a much more difficulty process to move to the UK without our support.

Client was very happy and grateful for our support as he was very unsure of the process and what he needed to do to move to India.
Client felt our support made it much easier for him to move to the UK and was more confident moving the Wales knowing he could turn to us in future.

BACKGROUND

BACKGROUND

INTERVENTION

OUTCOMES

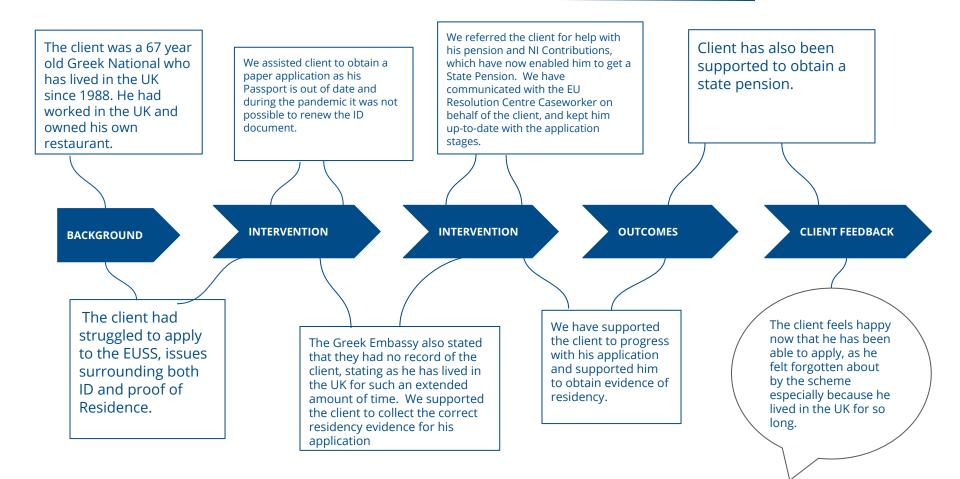
CLIENT FEEDBACK

Client was having difficulty contacting the Portuguese Embassy in the UK to make an appointment to renew his Portuguese ID on arrival. He only had valid ID for his Indian nationality and needed his Portuguese identity document to apply to EU Settlement Scheme as an EU Citizen).

We assisted our client by contacting the Portuguese Embassy on his behalf to make an appointment to renew his Portuguese identity document. We were able to set up an appointment with the Manchester Consulate for when client arrived in the UK. He was then able to complete his application for the EU Settlement Scheme with the guidance we provided.

Client was awarded Pre-settled Status under the EU Settlement to give him the rights to continue to live in the UK.Client was also getting frustrated with not being able to get in touch with the Portuguese Embassy so was grateful for our assistance with arranging an appointment for him.

Greek national who has lived in the UK since 1988



Surrinder Singh case law EUSS application

Client stated that she was a Swiss national, formerly Iraqi. She had been in the UK since January, formerly living in Sweden and Switzerland.

The client had telephoned with her partner and enquired about her obligations to apply to the EUSS. She and her partner stated they had begun a paper form application and wanted some clarification while going through the form. She was also advised she would be ineligible for means-tested benefits until she can she show she has obtained worker status, by doing significant work with in the UK for a consistent period.

After inspecting the documents provided by the client face to face, a Swedish residence card was provided along with evidence of residency. It was also established that his his partner that she is an Iraqi national and not Swiss.

The client was also advised that this type of application would fall into the OISC Level 2 grouping. referral to Newfield's law.

Client consented and accepted referral to Newfields Law.

BACKGROUND

INTERVENTION

INTERVENTION

OUTCOMES

CLIENT FEEDBACK

Client wasn't claiming benefits and was not working. She was living with her husband (British) in privately rented property. The client didn't have children and was married.

After being told of her nationality as a Swiss citizen, the client was advised under the normal EUSS process for pre-settled status as client stated she has been here from Jan 2020. The client and her partner, who were frustrated and confused with the paper-form process, were advised that for a simple application within the rules should be completed online, and the relevant ID to be scanned with the EU Exit app.

Client advised that a Surrinder Singh application is where a non-EEA national exercised treaty rights in an EU country with an EU or British national. So as there are periods spent living in Switzerland and Sweden, she could be eligible under this route.

Client was satisfied that we identified the error and didn't complete and ineligible application. The client was happy to be offered a referral for free specialist advice.

Pregnancy Discrimintation

The client had been working as dental nurse from 11 June 2018 and was dismissed on 8th November 2019 as the dentist/owner said it was not working for him. The client returned from holiday on 27th August and the boss gave her a hug and said it was good to have her back.

The client was rushed to hospital for bleeding and was signed off by the doctor for two weeks. The client states a nurse said they over heard that the owner complaining that CL taking another week off

The client went into work the day of her dismissal and was made aware that other staff were aware that she was going to be dismissed and were aware of her pay out.

Client was assisted in raising an appeal and ACAS Early Conciliation. Neither were successful so a claim to an Employment Tribunal was submitted. The Client was assisted and represented on this case along with the settlement negotiations. A settlement of £1,000 was initially offered as a good will gesture. However, a final settlement of £6,500 (tax free) was along with a reference.

BACKGROUND

That night, the client found out that she was pregnant and told her boss the next day due to safety reasons as she couldn't use the dental practice X-ray machine. He then stormed off and told the receptionist. CL has

had 12 miscarriages previously

so sensitive about telling people.

BACKGROUND

BACKGROUND

INTERVENTION

OUTCOMES

There was no risk assessment done and he asked the client to undertake cleaning, which involved climbing.

Client feels since she told the owner that she was pregnant that his attitude changed and he became very rude to her, bullying and belittling.

Client thinks the only reason she was dismissed was the timing as she became pregnant when two other nurses were already pregnant and would be going on a maternity at the same time as the other two.

The client has been very grateful for all the help over a very stressful time and appreciated the support on the claim itself. She is also very happy with the settlement outcome.