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FOI Reference: 58708

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Dear Mr Bates,

Thank you for your enquiry of 11 May in which you requested information on the EU Settlement Scheme. Your request has been handled as a request for information under the Freedom of Information Act 2000.

Information Requested

Please provide the number of applications submitted under the EU Settlement Scheme which are yet to be decided split into the following buckets.

- a) 31-90 days outstanding since the application date*
- b) 91-180 days outstanding since the application date*
- c) 181-365 days outstanding since the application date*
- d) 366+ days outstanding since the application date*

Please provide this information as at the date of extracting the data from the relevant system(s).

Response

The response to your Freedom of Information request is detailed below. Please note the following:

- Figures can only be provided up to 31 March 2020 in line with Published Statistics
- Figures are rounded to the nearest 5

Number of calendar days elapsed since application date	Number of applications yet to be decided as at 31-Mar-2020
1. 31-90	142,280
2. 91-180	69,830
3. 181-365	32,815
4. 366+	710

These figures have been taken from a live operational database. As such, numbers may change as information on that system is updated.

As of 31 March 2020, there were over **3.4 million** applications made (**3,438,700**) to the EU Settlement Scheme. Of these **3,147,000** have been concluded.

The EU Settlement Scheme is designed to be as simple and straightforward as possible and applicants only need to complete three key steps – prove their identity, show that they live in the UK, and declare any criminal convictions.

The Home Office has put in place a comprehensive communications and engagement plan, using all available channels to reach our audiences – such as marketing, presentations, email updates, toolkits and webinars. In addition, there is a wide range of support available online, over the phone and in person to help people apply to the Scheme. Additional support is available to those EU citizens in the UK who do not have the appropriate access, skills or confidence to apply online. This includes over 300 assisted digital locations across the UK where people can be supported through their application.

In addition, there has been extensive engagement and outreach with stakeholder groups, including employers, local authorities and community organisations. To help ensure no-one is left behind, we are working in partnership with representatives of vulnerable groups and other experts to make sure everyone knows what they need to do and has the right level of support.

In 2019-20 the Home Office made up to £9 million available to 57 voluntary and community sector organisations across the UK to help vulnerable or at-risk EEA citizens to apply. A further £8 million of funding has also been announced for the 2020-2021 financial year.

Throughout the duration of the Scheme we have been clear that we will only request further evidence where it is necessary in order to grant status or progress the application further. Where this is the case, we are committed to working with applicants to ensure the necessary information can be gathered in order to take an appropriate decision.

Our [reasonable opportunity](#) policy sets out the minimum engagement we will make with applicants in order to obtain evidence of their eligibility but, dependent on the circumstances of the case we may need to go beyond that to secure further evidence prior to making a decision. This can include instances where the applicant:

- is a minor, but their application has not been linked to their responsible adult;
- subject to a sufficiently serious impending prosecution
- has a relevant criminal record in the UK or overseas which has not already been considered by Immigration Enforcement
- is currently serving a custodial sentence which means their case needs to be considered by Immigration Enforcement before the case can be concluded
- is non-EEA or non-Swiss citizen, who is applying based on a relationship which they have not successfully relied upon in a previous application to the Home Office.

The extent and length of time taken to complete these enquiries varies according to the individual circumstances of each application, and how quickly an applicant may respond to any request(s) for further evidence/information.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to foirequests@homeoffice.gov.uk, quoting reference 58708. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

As part of any internal review the Department's handling of your information request will be reassessed by staff not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

C Heap
Central Operations

We value your feedback, please use the link below to access a brief anonymous survey to help us improve our service to you:

<http://www.homeofficesurveys.homeoffice.gov.uk/s/108105TAZNG>