

The logo for the Independent Monitoring Authority (IMA) features the letters 'IMA' in a bold, white, sans-serif font. The letters are centered between two horizontal teal bars of equal length, one above and one below the text.

**Independent Monitoring Authority**  
For the Citizens' Rights Agreements

# **European citizens' concerns after Brexit**

Report on the IMA's first survey

May 2021

# European citizens' concerns after Brexit

## The IMA's first survey: report infographic

### *We heard from a wide range of citizens*



2% Other  
(e.g. family  
members)



Diverse socio-economic  
backgrounds (ages, length of  
residence, income & location)

### *We analysed nearly 3,000 responses*

- ❖ The majority of respondents feel they are treated equally in the UK
- ❖ However, respondents told us about a range of concerns, from mixed awareness of their rights to lack of confidence in them

*We identified a significant lack of trust and confidence in public bodies*

**1 in 4**

Respondents do not  
feel treated equally  
to UK citizens

**1 in 2**

Respondents are  
not aware of their  
Citizens' Rights

**1 in 10**

Respondents are  
considering leaving  
the UK after 30<sup>th</sup> June

### *We identified additional key findings about Citizens' Rights*

- ❖ 30% of respondents are not confident their rights will be upheld
- ❖ 1 in 2 respondents are not confident in at least one of their rights
- ❖ 1 in 25 respondents already believe their rights have been breached
- ❖ 1 in 10 respondents wouldn't complain about a breach of their rights

### *Respondents shared their specific concerns with us*



I am afraid the UK  
government will start  
treating EU nationals as  
**second class citizens**

I believe **complaining  
will achieve nothing**  
other than... making  
the problem worse

[I] don't trust this or  
future governments...  
I expect **erosion of  
our rights over time**



### Our concluding recommendation

Public authorities have a crucial role to play in building trust and confidence with European citizens. This includes promoting citizens' rights in legislation, policy, and practice across all demographics, with particular attention to vulnerable and marginalised citizens.

# Executive summary

# Introduction & background

## About the survey

To effectively monitor the implementation and application of the Citizens' Rights Agreements, a core role of the IMA is to gather and assess relevant intelligence. Surveys are part of a range of methods used by the IMA and are particularly valuable as a way to hear directly from European citizens and their families about their experiences.

This is the first survey since the IMA launched as an organisation. The survey sought the views of European nationals living in the UK and Gibraltar after Brexit. However, based on the responses received, our resulting sample size for Gibraltar is too small to present conclusive findings.

Topics covered by the survey included confidence that public bodies will uphold rights and ensure equal treatment, as well as awareness of the EU Settlement Scheme. The survey also tested initial awareness of the IMA to help us ensure citizens can reach us directly.

The online anonymised survey ran for 6 weeks from early February to mid-March 2021. The IMA worked with advocate organisations including the 3million as well as the Delegation of the European Union to the United Kingdom in order to promote the survey and ensure it reached as many European nationals as possible. Nearly 3,000 citizens fully completed the survey, providing a rich source of information for the IMA to analyse.

## About this report

This report contains key findings and assessments drawn from the survey results by the IMA Intelligence & Analysis Team. The analysis is helping to guide the direction of work across the IMA by improving our understanding of citizens' specific concerns.

This survey was explicitly undertaken to understand European citizens' concerns. Therefore this report focusses on exploring the views of ~3,000 respondents. The majority of respondents feel they are treated equally in the UK. However, respondents also told us about a range of concerns, from awareness of their rights to lack of confidence in them. Our assessment and findings explore these concerns and the issues they relate to in detail.

The survey and this report were devised, designed and authored by Henry Adams (IMA Head of Intelligence & Analysis) and Dr Dimitri Batrouni (IMA Senior Analyst). We are immensely grateful to every citizen who completed and shared this survey, as well as the many organisations who helped us to reach European citizens across the UK & Gibraltar.

This represents the beginning of proactive direct engagement between the IMA and European citizens. Over the coming months and years, we aim to gather further information and insights from European citizens in general as well as specific groups and communities. Direct engagement is a critical aspect of the IMA's monitoring function.

We are aware this first survey is unlikely to have captured the perspectives and experiences of all European citizens, reflecting only those who chose to engage with online-only research, shared primarily via social media. We are determined to ensure we expand our understanding to a wider range of views so that the IMA has an up-to-date and comprehensive picture. This report is one of the first building blocks of this process.

## About the IMA

We protect the rights of EU and EEA EFTA citizens (Iceland, Liechtenstein and Norway) in the UK and Gibraltar. We do this by monitoring UK public bodies to make sure they implement the rights of these citizens and by identifying any underlying issues. We can receive complaints and have powers to launch inquiries and take legal action. We are independent of government and are both professional and impartial in our work.

# Key findings & recommendations

**Our overall assessment:** the IMA has identified a significant lack of trust and confidence in UK public bodies by our resident European citizens.

- **A lack of trust in public bodies is a pervasive sentiment**, featuring throughout the answers respondents provided to the survey. Stakeholders mentioned distrust in public bodies as a reason why some citizens would be unlikely to engage with the survey at all.
- **Trust was one of the central issues** referenced by the **1 in 10 respondents who are considering leaving** the UK after the end of the Grace Period.
- **1 in 4 respondents do not believe that they are currently treated equally** to UK citizens (either consistently or not at all). Nearly **1 in 2 respondents do not have confidence** they will be treated equally in future.
- **1 in 2 EU respondents are not aware of their citizens' rights**. Respondents overall demonstrated a **particular lack of awareness about their right to equal treatment**.
- **1 in 10 respondents wouldn't complain about a breach of their rights**, and **1 in 25 respondents already believe their rights have been breached**.
- **Our findings are consistent** across the range of respondents who answered our survey (by nationality, age, gender, income, length of residency and location).
- **Given the online nature of this research, the IMA assess it is likely that our findings undercount the extent and underplay the impact** that issues with trust, confidence and awareness are having on more vulnerable or marginalised European citizens in the UK. Our future research needs are detailed within the report.

## Conclusions & recommendations

*Please note that this report is not equivalent to a formal IMA inquiry.*

- 1) For Public Authorities (from UK & Devolved Administrations, to Whitehall departments and Local Authorities):** all public authorities have a crucial role to play in building trust and positive engagement with European citizens. This includes promoting rights in legislation, policy, and practice across all demographics with particular concern for vulnerable and marginalised citizens.
- 2) For the IMA:** despite being a new organisation, we are also likely to be affected by this overall lack of trust in public authorities. We were disappointed to hear of the number of citizens who do not believe that sharing their complaints will lead to positive change. We must strive to seek a trusted status with European citizens, including building confidence in sharing their complaints directly with us so that we can identify and investigate any systemic issues.

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# Abbreviations & terms used

<b>IMA</b>	Independent Monitoring Authority
<b>EU</b>	European Union
<b>EU14</b>	Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Spain, & Sweden
<b>EU8</b>	Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, & Slovenia
<b>EU2</b>	Bulgaria and Romania
<b>EU Other</b>	Croatia, Cyprus and Malta
<b>EEA</b>	European Economic Area
<b>EFTA</b>	European Free Trade Association
<b>EEA EFTA</b>	Iceland, Norway, Liechtenstein
<b>EUSS</b>	EU Settlement Scheme
<b>ONS</b>	Office for National Statistics

# Who we heard from

# A typical survey respondent

## Overview

*We heard from a diverse range of nearly 3,000 EU and EEA EFTA citizens*

*Every EU member country & 2 EEA EFTA countries are represented*

*Engagement was strongest amongst "EU14" respondents living in London*

## Profile of a typical survey respondent



**From an "EU14" country** (83% respondents. 56% were Italian, German or French)



**Living in London or the South East of England** (50% respondents)



**Long term resident in the UK / Gibraltar** (73% respondents resident for more than 5 years)



**Diverse socio-economic background** (an equal proportion of respondents reported earning more than £30,000 / year as those earning less)



**Aged 25-44** (60% respondents)



**Female** (63% respondents)

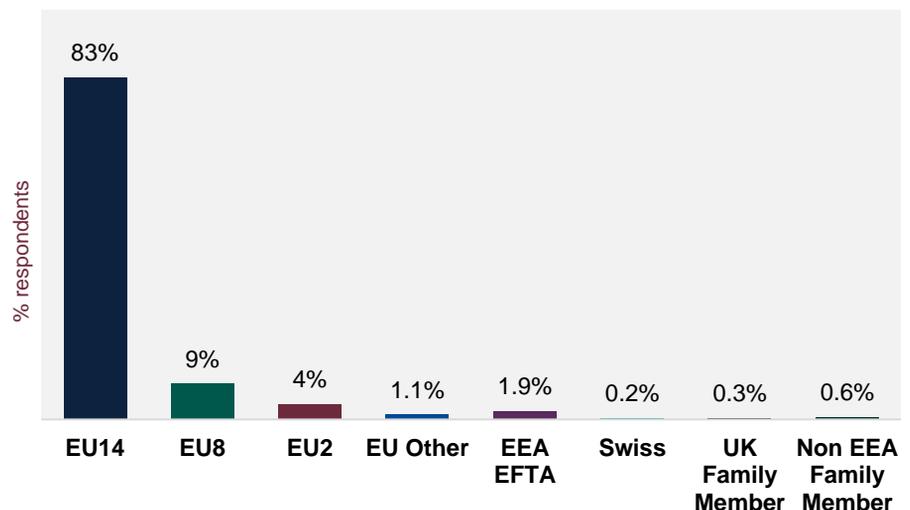


**In work or self-employed** (82% respondents)

## European Union groupings

The majority of respondents hold so-called "EU14" nationalities. This level of engagement has enabled us to gather a good representation of EU14 citizens living in the UK. In contrast, there was a paucity of engagement from EU8 and EU2 citizens in context of the high volumes of these citizens that live in the UK.

## Nationality groupings of survey respondents



**EU14** (Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Spain, and Sweden)

**EU8** (Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia)

**EU2** (Bulgaria and Romania)

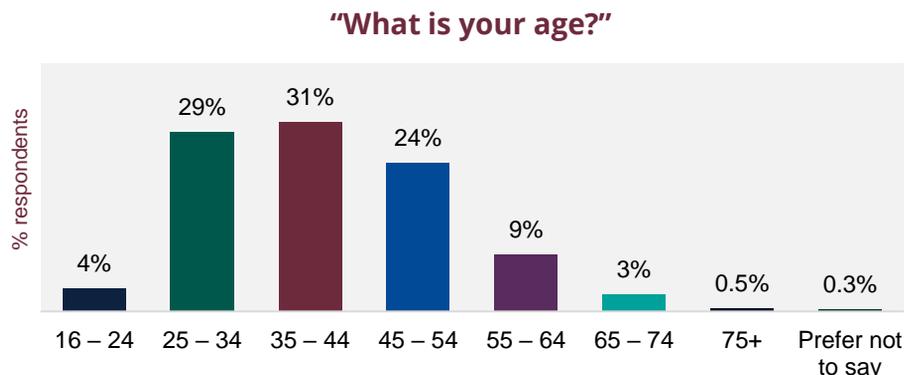
**EU Other** (Croatia, Cyprus and Malta)

**EEA EFTA** (Iceland, Norway, Liechtenstein)

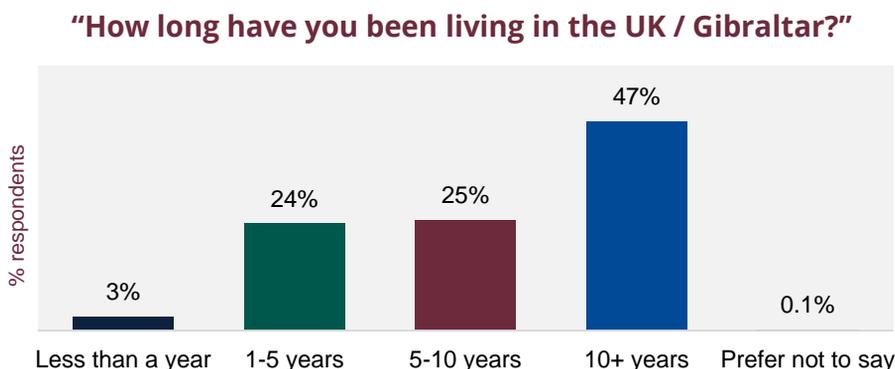
# Overall demographics (1/2)

## Overview

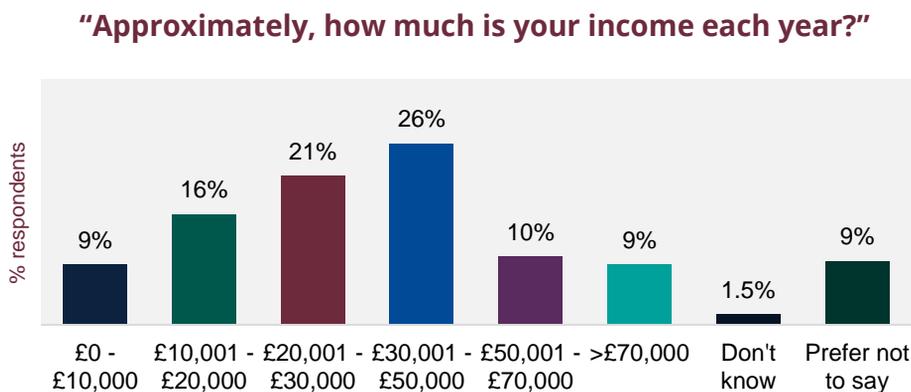
*The survey had high engagement from citizens aged between 25 – 54*



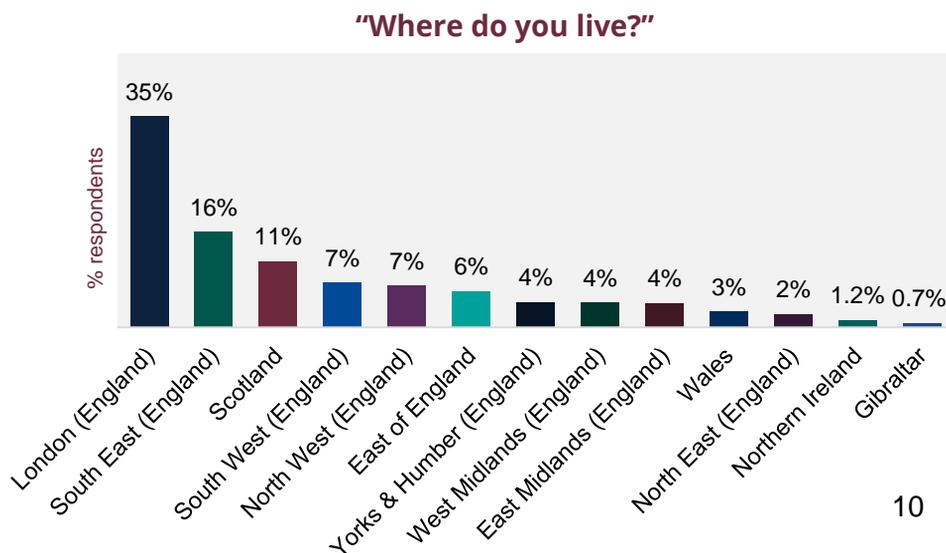
*Citizens who have lived here for over 10 years formed a plurality of respondents*



*The survey's respondents came from a variety of different income brackets*



*1 in 2 respondents live in London or the South East of England*

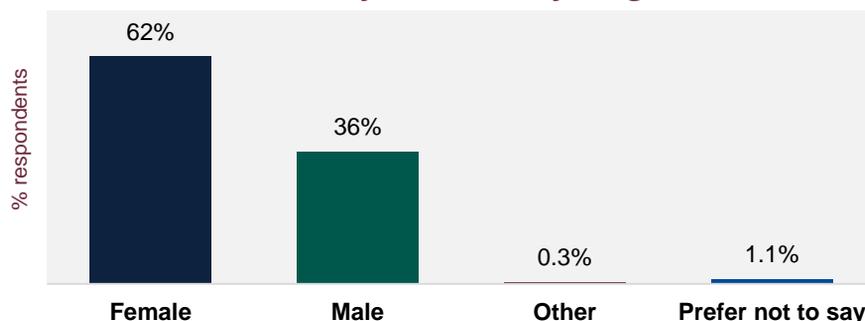


# Overall demographics (2/2)

## Overview

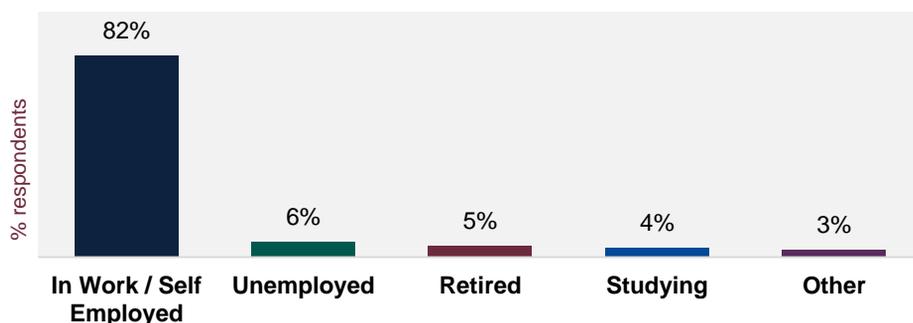
**Most respondents are female**

### "How would you describe your gender?"



**8 of 10 respondents are in employment or self-employed**

### "What is your current employment status?"



**Londoners are younger and report higher income**



### Spotlight on London residents

- Respondents living in London are younger than respondents in the rest of the UK / Gibraltar (41% are aged 16-34, compared to 28% of respondents outside London)
- Respondents living in London are comparatively higher earners (24% earn more than £50,000 a year compared to 15% of respondents outside London)

**Respondents hold diverse dual nationalities representing 38 countries across the rest of the world**



### Spotlight on Dual Nationals

- 5% of respondents hold dual nationality of a country outside Europe. These varied immensely and included countries in North & South America, North & Sub-Saharan Africa, the Caribbean, Australasia, the Middle East, the Indian subcontinent & South East Asia.
- 4% of respondents hold, or are in the process of applying for UK citizenship. Many of these referenced having a UK partner.

# **Citizens' Rights**

# Setting the scene: perceptions of equality

## Overview

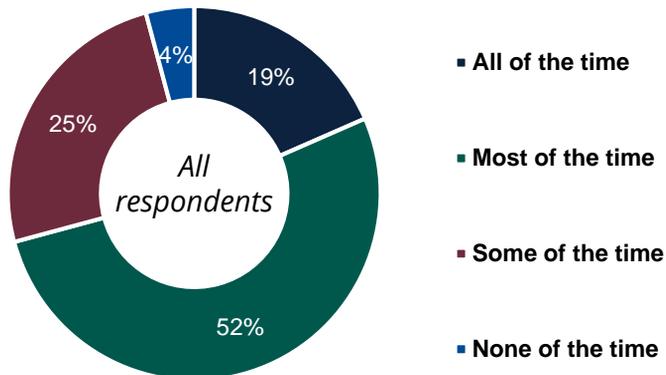
**1 in 4 respondents do not feel treated equally, either at all or consistently**

**Younger respondents are the least likely to think they are treated equally**

**Respondents in the West Midlands and South West report the highest feeling of unequal treatment**

Before asking about their Citizens' Rights, the survey asked respondents whether they think UK and Gibraltar institutions treat them equally to British citizens. A slim majority (52%) feel they are treated equally *most of the time*.

**"Do you think UK or Gibraltar institutions treat you equally to British citizens?"\***



**However, more than 1 in 4 respondents think they are treated equally "none of the time" or "some of the time".**

- Of the 840 total respondents who think this, respondents aged 55-64 think "none of the time" and "some of the time" the most (32% of the age group), albeit this is within a margin of error.
- The youngest respondents (aged 16-24) represent the smallest proportion who think they are treated equally "all of the time", at 12% of their group (compared to the overall 19%).
- Bulgarian, Austrian and Polish respondents report among the lowest feelings of equal treatment (2 in 5 think "none" or "some" of the time).
- Women think they are treated equally "none" or "some" of time 3% more than men, whilst men think they are treated equally "all of the time" 6% more than women.
- Length of residency and income appears to make little difference, with similar proportions across all groups reporting they do not feel treated equally.
- Geographic location varies slightly more, with respondents living in the West Midlands (9%) and the South West (6%) thinking they are treated equally "none of the time" the most.
- Negative perceptions of equal treatment also appear to relate to how respondents became aware of the EU Settlement Scheme. 57% of respondents who think they are treated equally "all of the time" reported hearing about the scheme from official UK government promotion, compared to 25% of respondents who think they are treated equally "none of the time" having heard about the scheme through such formal promotion channels.

# Awareness of Citizens' Rights

## Overview

**1 in 2 respondents are not aware of their rights**

**3 in 4 EEA EFTA respondents are not aware of their rights**

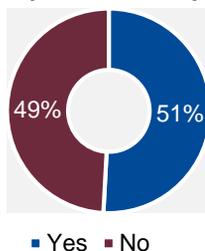
**Awareness is particularly low amongst the youngest and oldest citizens**

**1 in 3 EU respondents who have heard of their rights do not know they have a specific right to be treated equally**

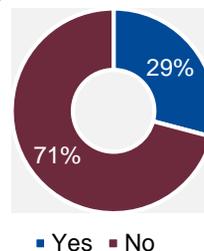
## General awareness

Almost half of EU respondents are not aware of their rights contained under the Withdrawal Agreement. Awareness drops further for EEA EFTA respondents in relation to the Separation Agreement (however our EEA EFTA citizens sample size is small).

**"Have you heard of your citizens' rights as set out in the Withdrawal Agreement?"**  
(EU citizens)

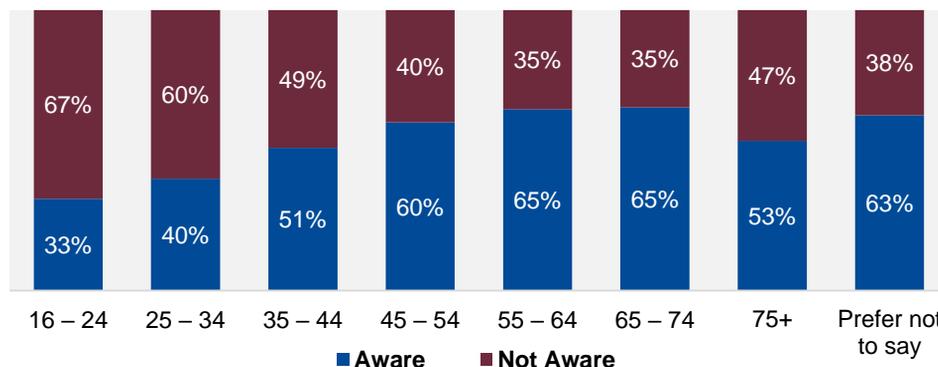


**"Have you heard of your citizens' rights as set out in the Separation Agreement?"**  
(EEA EFTA citizens)



Younger respondents are the least aware group, with a particular issue for respondents aged 16-24. Respondents are increasingly aware until aged 75+ where awareness of citizens' rights declines.

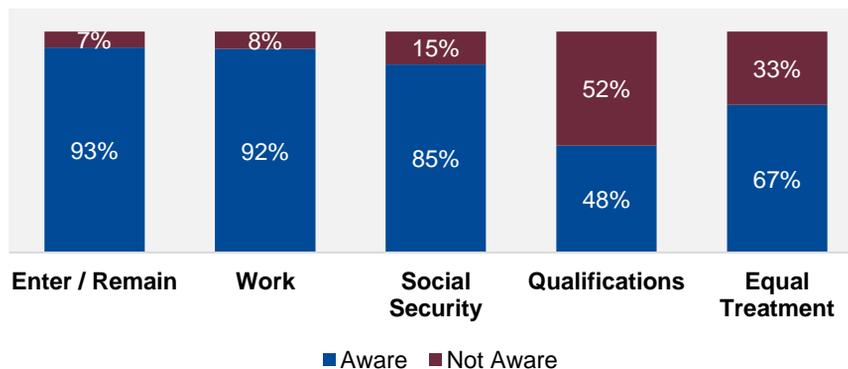
## EU citizens' awareness of their rights, by age group



## Specific rights

EU respondents who are generally aware of their rights were asked which specific rights they are aware of. Respondents report higher awareness of their specific rights to enter and remain, to work, and access social security, relative to other rights.

Awareness levels drop in relation to the overarching right to receive equal treatment (in relation to all other rights). Awareness deteriorates further for mutual recognition of professional qualifications.



# Awareness & Importance

## Overview

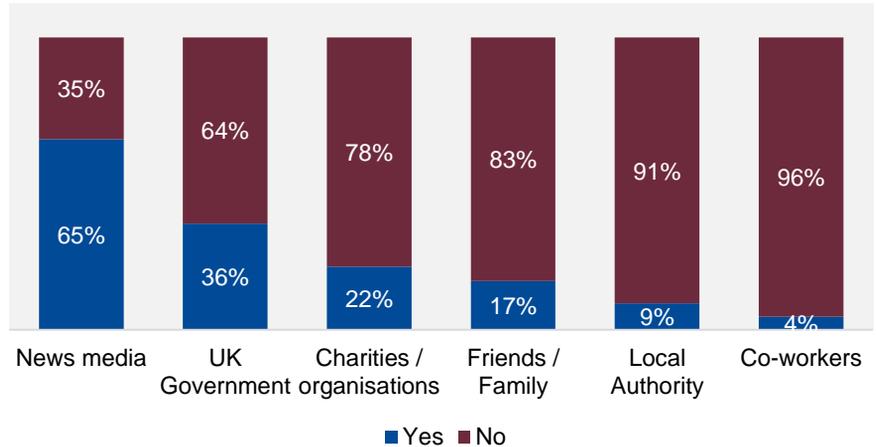
**2 in 3  
respondents  
heard about their  
rights from news  
media**

**Equal treatment  
is the most  
consistently  
important right  
to respondents**

## Sources of awareness

Two thirds of respondents reported hearing about their citizens' rights from news media, whilst just over a third reported hearing about them via UK government communications.

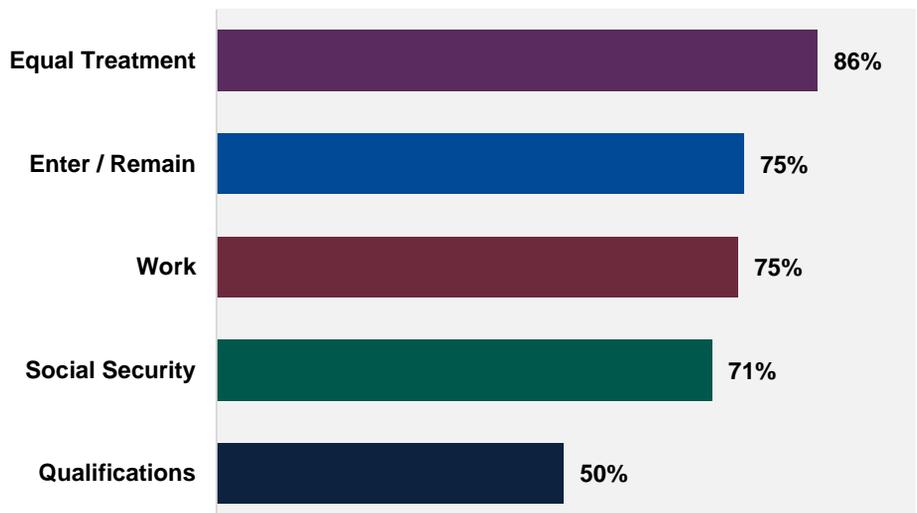
**"How did you become aware of citizens' rights?"**  
(multiple responses were possible)



## Importance of rights

Almost 90% of respondents rate equal treatment as one of the most important rights to them, in contrast to their initial awareness of this right. Conversely, the comparative lack of importance relating to mutual recognition of professional qualifications was consistent with the lack of specific awareness about that right.

**"Which of these rights are the most important to you when thinking about life in the UK or Gibraltar after Brexit?"**  
(multiple responses were possible)



# Confidence

## Overview

We asked respondents how confident they are that they will be able to enjoy their citizens' rights. 30% of respondents are either "not confident" or "very unconfident" in their ability to enjoy their rights. 44% of respondents feel this about equal treatment.

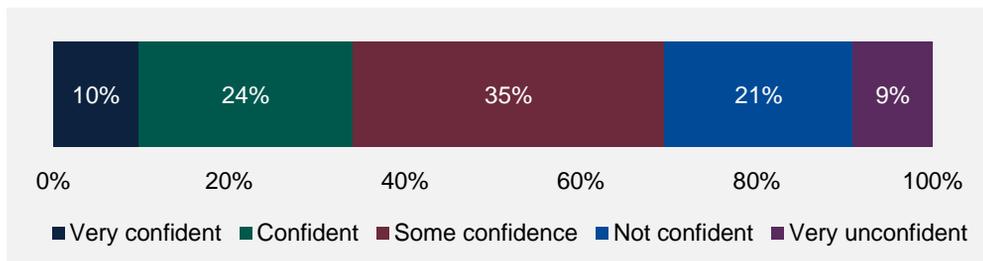
*Nearly 1 in 3 respondents are not confident that their rights will be upheld*

*Respondents have the most confidence in their right to enter, remain, and work in the UK & Gibraltar*

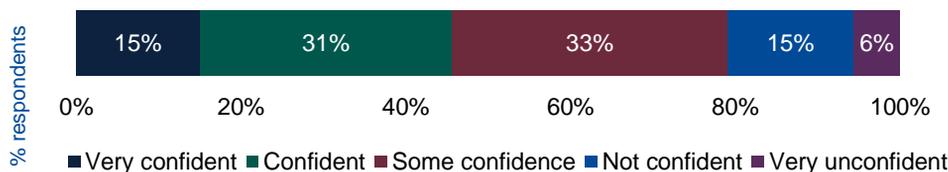
*Respondents are 20% less confident they can access social security*

*Respondents have the least confidence that they will be treated equally in future*

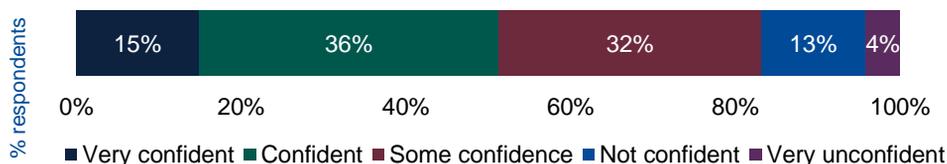
### Overall confidence



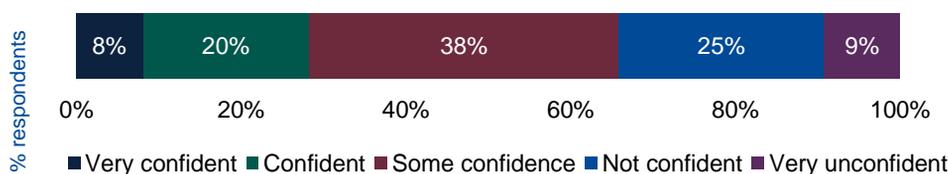
### 1. Your right to enter and remain in the country



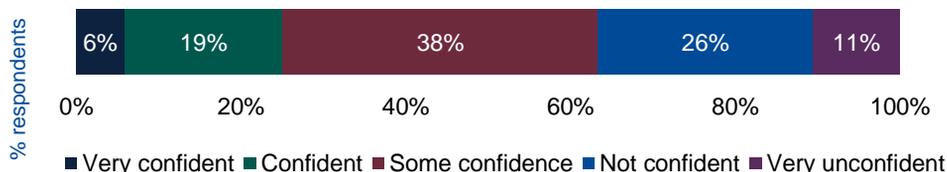
### 2. Your right to work / be self-employed



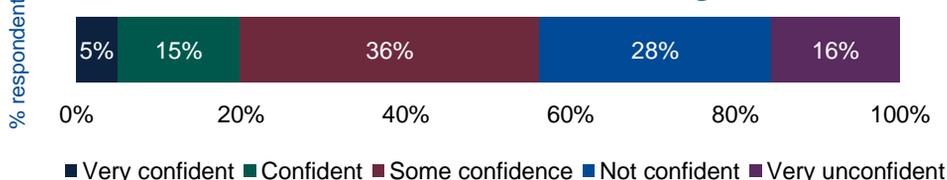
### 3. Your right to access housing, healthcare, education and benefits



### 4. Your right to have qualifications you gained in an EU or EEA EFTA country recognised here



### 5. Your right to be treated equally to UK / Gibraltar citizens in relation to the above four rights



# Deep Dive: Equal Treatment

## Overview

*Nearly 1 in 2 respondents are not confident they will be treated equally in future*

*Younger respondents are the least confident they will be treated equally in future*

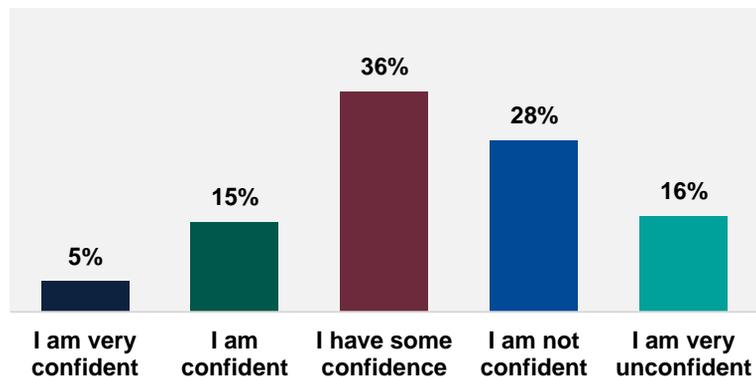
*Income makes little difference to confidence in equal treatment*

## Confidence in the future

**Respondents were more pessimistic about being treated equally in the future, with the exception of citizens living in Gibraltar.**

Nearly half (44%) of respondents were very unconfident or not confident about being treated equally. This increases to 80% of respondents when those respondents who had “some confidence” are included.

**“How confident are you that you will be able to enjoy [the right to equal treatment]?”**



### Age:

- Older respondents report increased confidence levels through each consecutive age group.

### Gender:

- Women (31% “I am not confident”) are less confident of being treated equally compared to men (24%).
- Nonbinary respondents report much lower levels of confidence (66% chose “I am not confident”), although our sample size is small.

### Income:

- Income makes little difference to confidence levels. For example, respondents earning below £10,000 are as unconfident of equal treatment as respondents earning above £70,000 (c.20% respectively).

### Geography:

- The South West of England is the region with the highest proportion of respondents not confident of future equal treatment.
- Respondents living in Gibraltar report opposite to the overall trend. 16% are “very confident” whilst 5% are “very unconfident”, although our sample size of citizens is very small.
- Northern Ireland respondents are the most confident of future equal treatment, although our sample size is again small.

# Why is confidence so low?

## Overview

**1 in 2 respondents have low confidence in at least one right**

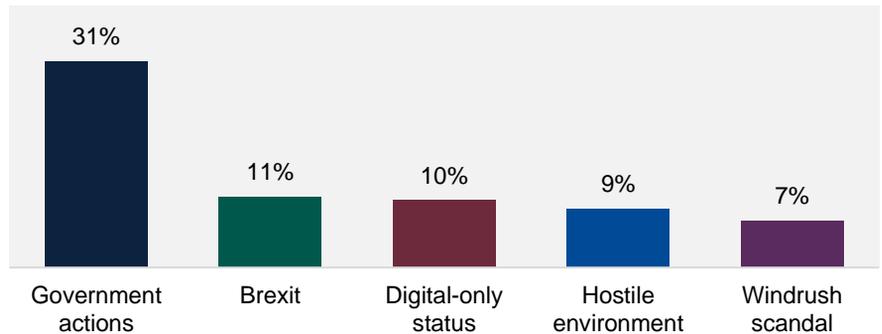
**Lack of trust in the government was the most consistent reason for low confidence**

**Multiple comparisons were made to the Windrush scandal**

**A general change in attitudes towards European citizens was also reported**

Respondents who expressed low confidence in any of their rights were asked to explain why they felt this way. Overall, 56% of respondents reported low confidence in at least one right.

**Please explain why you have a low confidence you will be able to enjoy these right(s)? (top themes)**



### **31% respondents cited lack of trust in the Government:**

- "No trust in the government to not go back on promised rights"
- "Not trusting the UK government not to change the rules"
- "A mixture of personal distrust toward the British Government and of attitude/statements of elected officials"

### **11% cited the impact of the Brexit process:**

- "The behaviour of border officers just weeks after Brexit"
- "Being Black and non British we are always put at the back of queue and Brexit made it worse"
- "Xenophobic language used throughout the Brexit campaign"

### **10% cited the digital (lack of physical proof) nature of their status**

- "We **MUST** have hard proof of status. Until that, I'll not trust the UK government..."
- "Lack of physical proof of settled status is already leading to discrimination of EU citizens"
- "How can we trust them when they can just lose our electronic details and we have no proof whatsoever they ever existed?"

### **9% cited a hostile environment or general hostility**

- "Hostile attitude from government towards immigrants"
- "I feel the hostile environment. People becoming more intolerant towards EU citizens"
- "The atmosphere between the UK and the EU is hostile, I'm worried"

### **7% cited the Windrush scandal as a reason:**

- "The government isn't really trustworthy, especially with Windrush "
- "The Windrush scandal shows, as an example, that the government cannot be trusted"
- "Because of the Windrush scandal, I don't trust the government not to change these rights retroactively"

**Do respondents  
complain?**

# Respondents who have already complained

## Overview

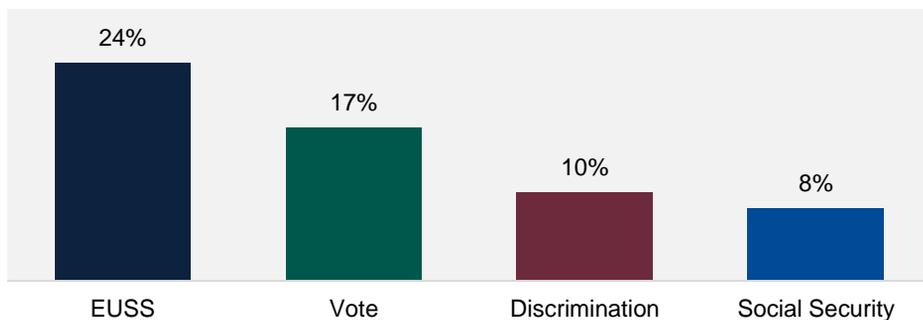
**1 in 25 respondents have already complained about a breach of their rights**

**Issues with the EUSS was the largest single complaint theme**

**MPs are often contacted about rights breaches, but feedback on their impact is mixed**

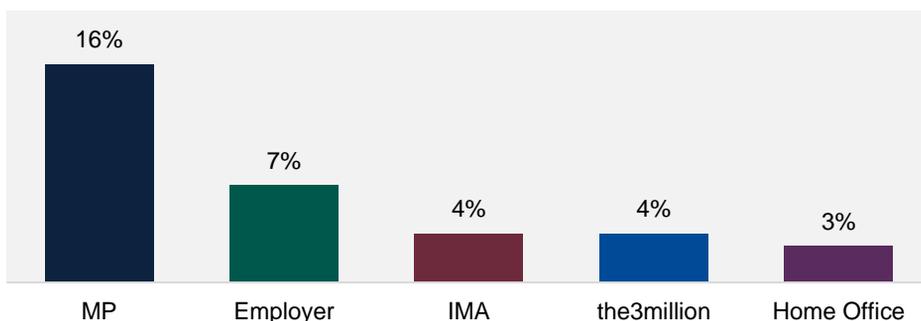
**112 (4%) respondents have complained about a breach of their rights**

### What did they complain about? (Top 5 themes)



- 24% of these respondents complained about issues involving the EU Settlement Scheme. This includes (for example) the digital-only status, requests to provide proof of status, and application delays.
- 17% of respondents complained about an inability to vote in the European Parliamentary elections in 2019.
- 10% of respondents complained about discrimination in a variety of settings including employment, whilst others referenced being a victim of hate crime.
- 8% respondents complained about issues accessing social security, ranging from EHIC cards to Universal Credit applications.
- Looking to demographics, 44% of complainants earn below £20,000, while 11% earn above £50,000. This indicates that a much higher proportion of complainants report lower income.

### Who did they complain to? (Top 5)



- 16% of respondents complained to their MP about potential rights breaches. Qualitative feedback suggested a very mixed experience, ranging from a complaint being ignored to a successful outcome. The IMA would be keen to hear more from MPs and their offices about citizens' rights complaints that they handle.
- 7% complained to their employer, mostly in relation to inappropriate demands for proof of settled status during the grace period.
- 4% made their complaint known to the3million, particularly in relation to difficulties with voting.
- 3% complained directly to the Home Office, primarily in relation to the EUSS. Other public authorities complained to directly included the DWP, HMRC, and the NHS (the latter both as an authority providing services as well as an employer).

# Who respondents would complain to

## Overview

From the qualitative comments made, we identified significant awareness and trust issues amongst respondents and their family members about what to do if their rights aren't upheld.

The comments were wide ranging. 10% of respondents would seek legal advice (10%) or go directly to organisations such as the3million (10%). 29% of respondents expressed a view that they did not know where to go if they wanted to complain about a potential rights breach.

A number of comments expressed the sentiment that it was pointless to complain (10%). Others went further to say that that 'no one cared', 'nothing would be done', they would 'simply put up with the breaches' or feared the possible repercussions (5%) if they did complain:

*"I believe complaining will achieve nothing other than to draw attention... making the problem worse."*

*"I'm too afraid to do it"*

*"I would not contact anyone as it could put my rights or family rights in jeopardy"*

*"I don't know if I would report it, I think I would feel at risk of deportation"*

**Nearly 1 in 3 respondents do not know how they could make a complaint about a breach of their rights**

**1 in 10 respondents do not believe complaining would achieve anything**

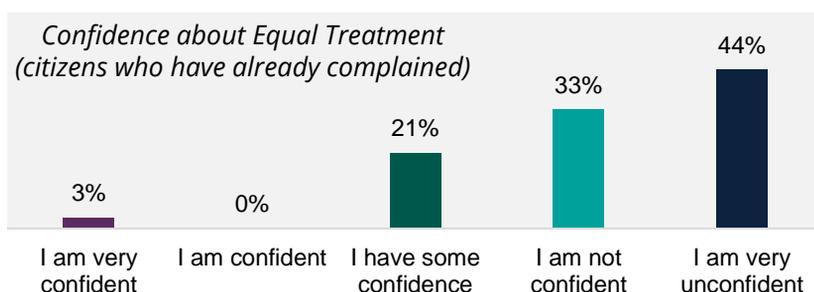
**Respondents who have already complained report significantly lower confidence in their right to equal treatment**

## Demographic differences

- 79% of respondents who earn below £10,000 are sceptical of complaining due to the belief no one would help them (37%) or because they are unsure where to get help (42%).
- Respondents who have lived here more than 10 years are much more likely to take legal action (67%) yet also be sceptical of others' willingness and ability to help (60%).
- 83% of respondents who left a sceptical comment felt UK and Gibraltar institutions only treat them equally *some* or *none of the time*.

## The impact on confidence

- 3% of respondents who have already complained about a breach expressed confidence about their future equal treatment.
- Almost 8 in 10 respondents who have already complained do not have confidence they will be treated equally.



# Staying in the UK

# Staying in the UK after Brexit

## Overview

**1 in 10 respondents are considering leaving the UK after the end of the "grace period"**

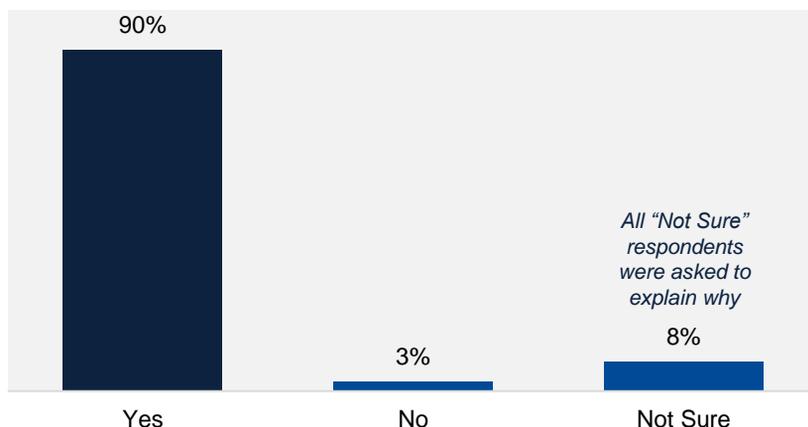
**Respondents who have lived in the UK up to 35 years are considering leaving due to the impact of (and life after) Brexit**

**Conversely, some respondents are choosing to stay due to practical family arrangements, despite now feeling unwelcome**

**The majority of respondents plan to live in the UK after 30 June 2021 ('the grace period'), but 1 in 10 are considering leaving.**

11% of citizens don't plan to stay in the UK or are not sure if they will. Common reasons given by those who answered "not sure" included a "lack of trust" in the government, a feeling that the UK is a "less welcoming place" as a result of Brexit, and concerns that their citizens' rights would not be upheld by public bodies.

**"Do you plan to continue living in the UK after 30 June 2021?"\***



**"Not sure" respondents that might leave the UK include people who have lived here for decades.** The reported change in sentiment as a result of Brexit was felt among respondents who have lived in the UK for over 30 years, yet reported it no longer feels like home, or that they no longer feel equal to UK citizens:

**"The country has changed [due to Brexit]"**

**"I feel like a second class citizen"**

**"I'm worried my rights won't be respected"**

**"Economic uncertainty"**

**"It no longer feels like home"**

**"Discrimination [my child] will face growing up"**

**"I feel unwelcome"**

**"The hostile environment"**

### **Respondents most likely to leave**

- German, Spanish or French
- Living in the North East or South East of England
- Lived in the UK for 5-10 years
- Male aged 45-74
- Earning more than £50,000/year

### **Respondents most likely to stay**

- Norwegian, Lithuanian, or Portuguese
- Living in Wales or the North East of England
- Lived in the UK for less than a year
- Female aged 16-24
- Earning up to £30,000/year

**Respondents' families are diverse and woven into the fabric of the UK, complicating their decision making.** Many respondents referenced having a British partner or children, leading to economic and practical factors contrasted against anxieties associated with feeling unwelcome after Brexit.

\*Bar chart adds to 101% due to rounding.

# The EU Settlement Scheme (EUSS)

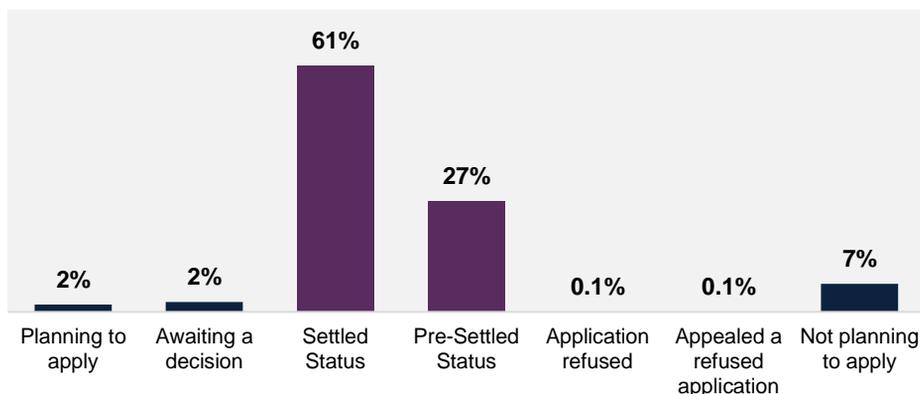
## Overview

*Reader note: up to date UK government statistics on total applications to the EU Settlement Scheme, including by nationality and other demographic datasets can be found at <https://www.gov.uk/government/collections/eu-settlement-scheme-statistics>*

**9 in 10 respondents have applied for the EUSS**

**The IMA heard from a higher proportion of respondents who already have Settled Status.** 61% of questioned respondents told us they have Settled Status, whilst 27% had Pre-Settled Status. This means the survey results are over-represented with Settled Status and under-represented with Pre-Settled Status outcomes, when comparing to official UK government application statistics (as at March 2021).

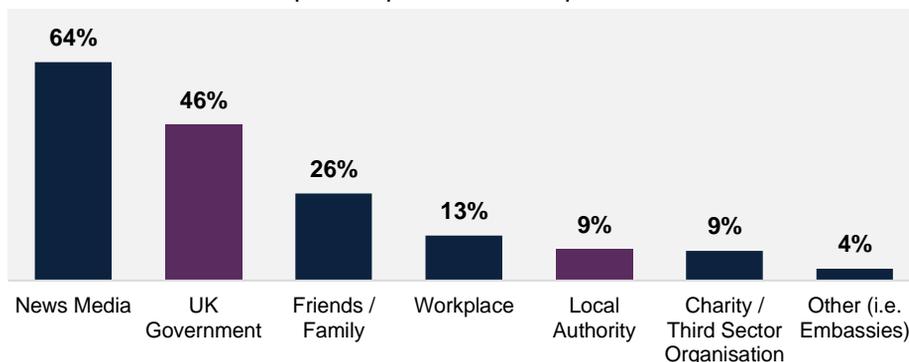
### Respondents' EUSS application status (self-reported)



- 3% of respondents who have lived in the UK for more than 5 years reported they received Pre-Settled Status.

**Respondents planning not to apply to the EUSS are generally already dual UK nationals.** Of the 7% who told us they weren't planning to apply to the EUSS, more than half reported they are dual nationals (either UK or Irish) or are planning to apply for UK citizenship before 30<sup>th</sup> June.

### How respondents heard about the EUSS (multiple responses were permitted)



**1 in 2 heard about the EUSS indirectly via news, friends, the workplace and independent organisations**

Respondents with Pre-Settled Status (PSS) were 10% more likely to hear about the EU Settlement Scheme informally, from family and friends, than formal channels such as UK Government announcements or communications. Respondents with Pre-Settled Status are also slightly more confident about their rights compared to citizens with Settled Status. This poses questions about the perceptions of this group which require further research.

# Awareness of the IMA

# Awareness of the IMA

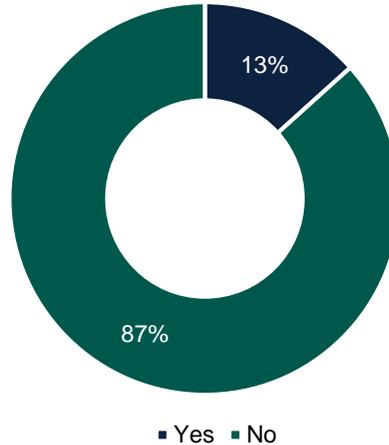
## Overview

**9 in 10 respondents had not heard about the IMA before completing the survey**

**Social media was a critical tool for building engagement with the survey**

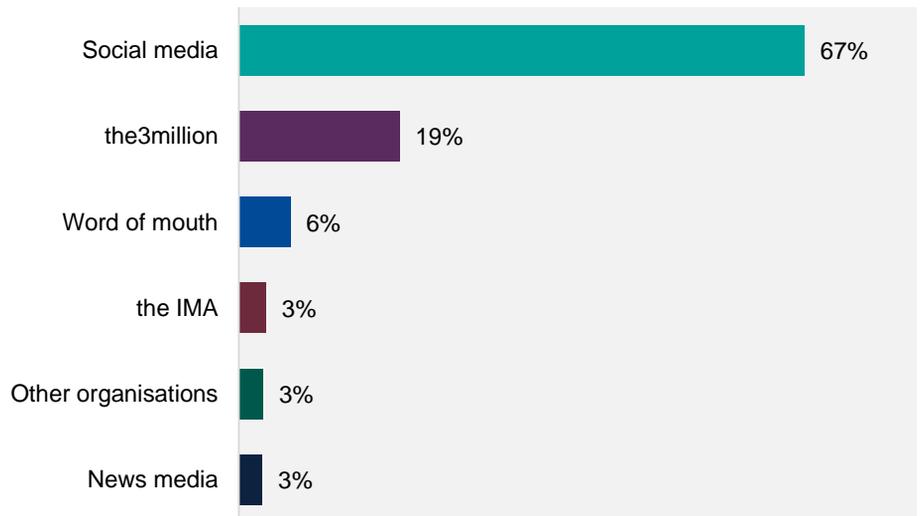
The IMA anticipated a low initial awareness as we are a newly-launched organisation. 87% of respondents had not heard about the IMA before accessing the survey. This provides us with a valuable baseline to measure against in the future.

**Before completing this survey, were you aware of the Independent Monitoring Authority for the Citizens' Rights Agreements (IMA)?**



Respondents primarily found out about the survey via social media (e.g. Twitter, Facebook). 1 in 5 respondents referenced hearing about the survey from the3million.

**Where did you hear about this survey?** (select all that apply)



# Further research needs

# The information gap

**There is an apparent information gap in understanding the experience of European citizens in the UK and Gibraltar.** Multiple stakeholders have reported broad challenges in finding and using accurate migration data, with public comparisons frequently made between the estimated number of European citizens in the UK before Brexit (approx. 3 million), and the millions of citizens that have applied under the EU Settlement Scheme (approx. 5 million) [although the key differences between these datasets are explored by the ONS\*]. ***The IMA is interested in hearing about ongoing, proposed, or new research which attempts to fill this overall information gap.***

**While the limitations of this initial survey have been identified in the methodology, any survey is ultimately exposed to structural limitations.** The IMA has been engaging with and is particularly interested in hearing from organisations with deeper knowledge of or connections to the following groups of citizens (this list is not exhaustive):

- Citizens with EU8 and EU2 nationalities
- Citizens with EEA EFTA nationalities
- Children, particularly including:
  - Looked after children & care leavers
  - In youth offending institutions
  - Children in need
- Older citizens, particularly including those in care
- Prisoners and citizens in detention
- Adults in care with limited or diminished mental capacity
- Seasonal and frontier workers
- Citizens from the Roma community
- Citizens who are less (or are not) proficient in English

\*<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/internationalmigration/articles/noteonthedifferencebetweenonspopulationestimatesbynationalityandhomeofficeeuropeanunionsettlementschemeusstatistics/2020-02-24>

# Methodology

# Methodology & limitations

## Approach

**Given the ongoing Covid-19 pandemic, the IMA undertook a solely online research approach.** As this was the first IMA survey, a relatively concise question list was devised with opportunities for qualitative response but a focus on quantitative data collection. Future IMA research is likely to take an increasingly mixed-methods approach with enhanced qualitative elements.

**By taking this approach, certain groups of citizens are unlikely to have been able to access the survey,** particularly where digital literacy is limited. In addition, this survey was undertaken in the English language only. This has curtailed our ability to reach groups or individuals who are less proficient in English. The IMA will consider types of multi-lingual approaches in future.

## Statistical significance

**There are limited estimates for the total number of European citizens in the UK & Gibraltar and the two key data sources vary widely\*.** The latest ONS estimate in 2019 indicated that 3,600,000 European citizens were resident in the UK. As a more recent proxy, Home Office applications to the EU Settlement Scheme as at 31/03/2021 were 5,600,000 (although we do not now how many of these applications are unique).

Applying a 95% confidence level requirement and targeting a 2% margin of error, our minimum required sample size would be 2,400 citizens. **We received 2,880 complete and valid responses. We are therefore confident that our overall findings are statistically significant with an error margin of 1.8% and a confidence level of 95%.**

It is important to note that **significance varies with the more detailed analyses of specific demographics against particular questions within the survey.** We have highlighted a number of findings which are less statistically significant within the report, usually expressing the need for further research and exploration. Specifically, the IMA assess our findings relating to citizens in England and Scotland are statistically significant, whilst our findings relating to citizens in Wales, Northern Ireland, and Gibraltar, while all featured in our results, are less statistically significant.

\*<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/internationalmigration/articles/noteonthedifferencebetweenonspopulationestimatesbynationalityandhomeofficeeuropeanunionsettlementschemeussstatistics/2020-02-24>



# IMA

**Independent Monitoring Authority**  
**For the Citizens' Rights Agreements**

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