

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

Independent Monitoring Authority
For the Citizens' Rights Agreements

European citizens' concerns after Brexit

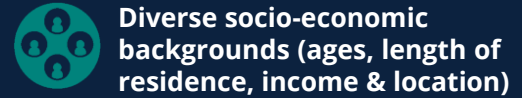
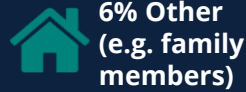
Report on the IMA's second survey

July 2022

European citizens' concerns after Brexit

The IMA's second survey, June 2022: report infographic

We heard from a wide range of citizens



We analysed over **1,100** responses

- ❖ The majority of respondents felt they had not been discriminated against by a public authority on the basis of their nationality
- ❖ 1 in 4 of respondents did not receive their CoA immediately
- ❖ 4 in 5 of respondents who hold Pre-Settled status knew they had to re-apply for Settled Status
- ❖ 3 out of 4 respondents had not heard about the IMA prior to the 2022 survey

We identified a level of concern about the future security of rights

1 in 3

Respondents are not confident that they will be able to enjoy their citizens' rights

1 in 5

Reported concerns regarding the future stability and security of their rights

1 in 3

Who lacked confidence in their rights being upheld expressed distrust towards UK public authorities

We identified additional key findings about citizens' rights

- ❖ 1 in 3 respondents had not heard of their citizens' rights.
- ❖ Out of all citizens' rights, respondents were least confident that they would be able to enjoy their right to equal treatment
- ❖ 78% of respondents said they would complain to the IMA. However, of the 22% that said they would not; 1 in 3 reported a lack of confidence the IMA would take action

Respondents shared their specific concerns with us



I have **low confidence** with how things are currently being administered

I only hold Settled Status. I live in **fear** that this will somehow, someday be revoked.

'...rights are there now, I'm not 100% convinced that they won't be amended later.



Our Conclusion

Although respondents were cautious about the current state of affairs, their fears mainly focused on the future of their rights. All public authorities have a crucial role to play in establishing and strengthening trust.

Abbreviations & terms used

| | |
|-----------------|---|
| IMA | Independent Monitoring Authority |
| EU | European Union |
| EU14 | Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Spain, & Sweden |
| EU8 | Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, & Slovenia |
| EU2 | Bulgaria and Romania |
| EU Other | Croatia, Cyprus, & Malta |
| EEA | European Economic Area |
| EFTA | European Free Trade Association |
| EEA EFTA | Iceland, Norway, & Lichtenstein |
| EUSS | EU Settlement Scheme |
| TCN | Office for National Statistics |
| NHS | National Health Service |
| DWP | Department for Work and Pensions |
| DVLA | Driver and Vehicle Licensing Agency |
| HMRC | Her Majesty's Revenue and Customs |
| DfE | Department for Education |
| DHSC | Department for Health and Social Care |
| ONS | Office for National Statistics |
| CoA | Certificates of Application |

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 second survey since the IMA launched as an organisation. The survey sought the views of European nationals and their family members currently living in the UK and Gibraltar. It is important to note that whilst based on our resulting sample size our results are not statistically representative, the responses provide a key insight into the experiences of European nationals and their family members living in the UK.

Topics covered by the survey included whether citizens felt they had been discriminated against on the grounds of their nationality, confidence that public bodies will uphold rights and ensure equal treatment, as well as whether citizens received their Certificates of Application (CoA) immediately as required by the Withdrawal and Separation Agreements. The survey also sought to establish the level of citizens' awareness of the IMA after a full year of operation.

The online anonymised survey ran for 6 weeks from the end of February to mid-April 2022. The IMA worked with advocate organisations including the3million, the Delegation of the European Union to the United Kingdom and many others in order to promote the survey and ensure it reached as many European nationals as possible. Over 1,100 citizens 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 second survey results by the IMA. Like last year, the analysis helps to guide the direction of work across the IMA by improving our understanding of citizens' specific concerns and how citizens view us as an organisation. It is interesting to note that 89% of 2022 respondents did not complete last year's survey.

The survey and this report represent the continuation of proactive direct engagement between the IMA and European citizens. Over the coming months and years, we will continue 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 second survey is unlikely to have captured the perspectives and experiences of all European citizens and their family members, reflecting only those who chose to engage with online-only research, shared primarily via social media. The IMA aims to carry out smaller information gathering exercises with specific cohorts over the coming year that aim to complement the findings of this report.

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

Context & focus

This survey was explicitly undertaken to understand European citizens' and their family members' concerns. Therefore this report focusses on exploring the views of ~1,100 respondents. As much as possible, this year's survey asked the same questions as the 2021 survey in order to provide a level of consistency and provide some scope for possible comparative analysis. However, there were slight variations and focus to some of the questions, namely whether respondents had been discriminated against because of their nationality; understanding respondents that held pre-settled status were aware of the need to re-apply for settled status; and whether respondents had received their CoA immediately if they had applied to the EUSS.

Our overall assessment: Respondents generally reported positive feedback, with the majority feeling that they had not been discriminated against by a public authority on the grounds of their nationality, and reporting awareness of the requirement to upgrade from pre-settled to settled status. The IMA did, however, identify a level of concern from respondents about the future security and stability of their rights.

Assessment & key findings

- **Fear of how citizens rights would be treated in future was a persistent sentiment**, featuring throughout the qualitative answers respondents provided in response to the survey.
- **1 in 5 respondents reported concerns regarding future stability** of their rights, and **1 in 3 of those who lacked confidence in their rights being upheld reported a lack of trust in the government** to uphold their citizens' rights in the future.
- **The majority of respondents** felt they have not been discriminated against by a public authority on the basis of their nationality.
- **1 in 4 of respondents** did not receive their CoA immediately.
- **4 in 5 of respondents** who hold Pre-Settled status knew they had to re-apply for Settled Status
- **3 out of 4 respondents** had not heard about the IMA prior to the 2022 survey.
- **1 in 3 respondents had not heard of their citizens' rights**, awareness was lowest among 16-24 year olds. **1 in 4 who have heard of their rights were unaware of the specific right to equal treatment.**
- **1 in 3 respondents reported a lack of confidence that they will be able to enjoy their citizens' rights.** Respondents were **least confident about the specific right to equal treatment**, with over 40% reporting a lack of confidence in relation to this right.
- **Respondents who reported awareness of specific rights also reported higher levels of confidence** that these rights would be upheld.
- **Given the digital approach of the survey, and that this research was conducted solely in English, the IMA assess that it is likely that these 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

Conclusions

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 strengthening trust. Governments in the UK and Gibraltar need to continue to promote rights in legislation, policy, and practice across all demographics, with particular concern for potentially vulnerable and marginalised citizens. It is important that citizens are able to raise issues as and when they occur, and feel confident these will be resolved in a timely manner.
- 2) For the IMA:** Despite being independent of government, the IMA are also likely to be affected by the overall lack of confidence in public authorities. We are mindful that the majority of respondents had not heard of the IMA or did not feel their complaints would lead to positive change. We need to continue our efforts to improve citizens' awareness of the IMA as it is key to building confidence and trust, as well as encouraging citizens to share their complaints with us directly so that we can identify and investigate any systemic issues.

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Who we heard from

A typical survey respondent

Overview

We heard from a diverse range of over 1,100 EU and EEA EFTA citizens

26 of 27 EU countries (except Slovenia) and 2 of 3 EEA EFTA countries (except Liechtenstein) are represented

Engagement was strongest amongst "EU14" respondents living in London

Profile of a typical survey respondent



From an "EU14" country (70% respondents were EU14. The top three EU14 nationalities were Dutch, German, and French)



Living in London or South East (England) (37% of respondents live in London)



Long term resident in the UK (85% respondents resident for more than 5 years)



Diverse socio-economic background (11% of respondents reported earning less than £10,000. 9% reported earning more than £70,001)



Aged 35-44 and 45-54 (52% respondents)



Female (64% respondents)

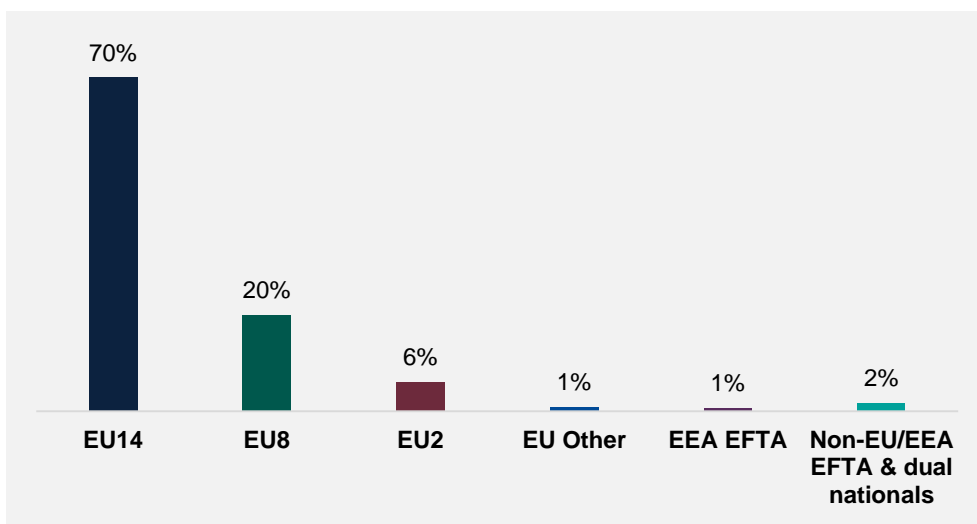


In work or self-employed (77% respondents)

European Union groupings

The majority of respondents hold 'EU14' nationalities, enabling us to gather representation of EU14 citizens living in the UK. Engagement of EU8 citizens has increased proportionally from last year's survey (9% to 20%). This has largely been driven by Polish respondents (an increase of 4% to 17%). EU2 citizen participation has risen slightly from 4% to 6%.

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

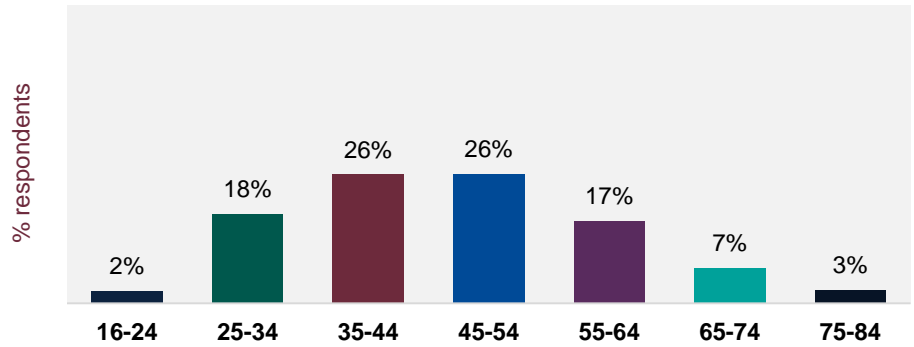
1 in 2 respondents are aged between 35 and 54

The majority of respondents have lived in the UK for over 10 years

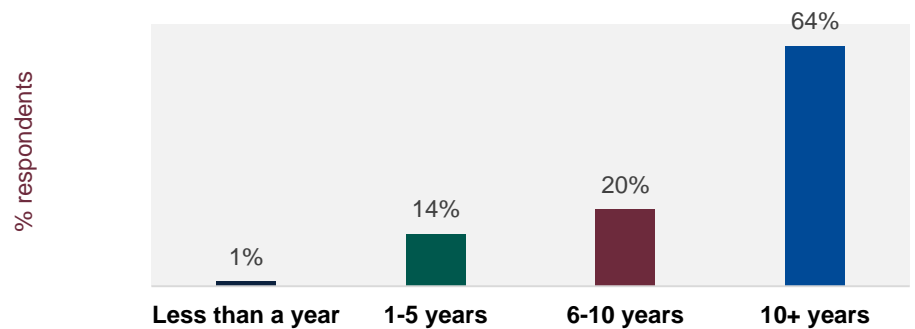
1 in 10 respondents earned below £10,000

1 in 3 respondents live in London or South East England

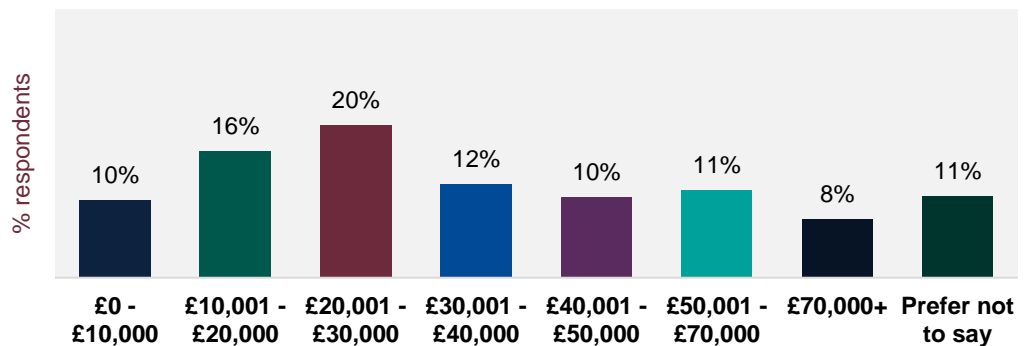
"What is your age?"



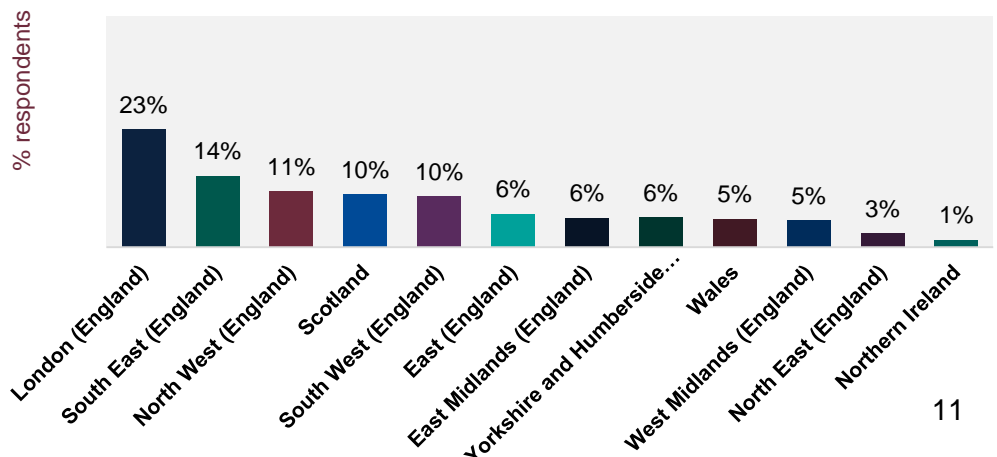
"How long have you been living in the UK / Gibraltar?"



"Approximately, how much is your income each year?"



"Where do you live?"

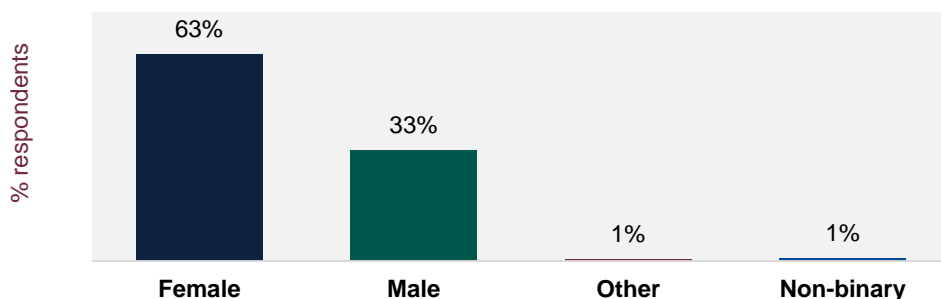


Overall demographics (2/2)

Overview

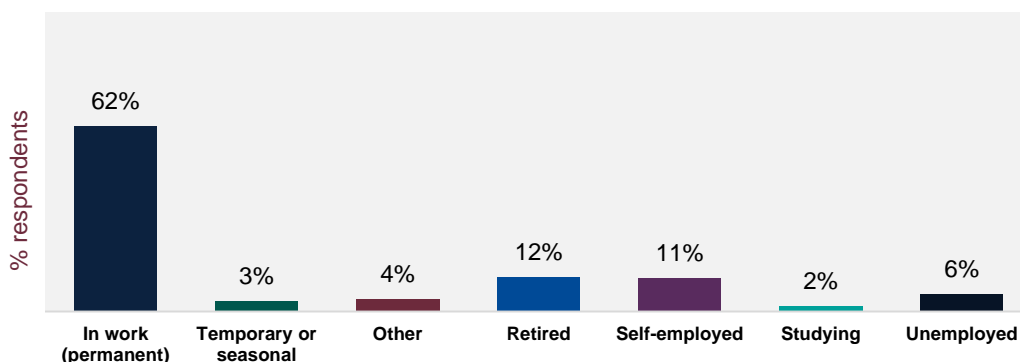
2 in 3 respondents are female

"How would you describe your gender?"



8 of 10 respondents are in employment or self-employed

"What is your current employment status?"



1 in 2 paper applicants earned less than £20,000 each year



Spotlight on respondents earning up to £20,000 annually

- Respondents earning up to £20,000 were disproportionately represented amongst those who reported living in the UK for less than a year (78% of whom earn less than £20,000).
- These respondents were also over-represented amongst paper applicants though the sample size is small. 50% of respondents who submitted paper applications earned less than £20,000.
- Though the sample size was small, of respondents who had had their application refused, the majority (80%) reported earning less than £20,000 each year.

Retired respondents reported higher levels of confidence that their rights would be upheld



Spotlight on retired respondents

- 74% of retired respondents were aged 65+, 22% were aged 55-64, and 5% aged between 35-54.
- 3% of retired respondents submitted a paper application, slightly more than the overall proportion of paper applicants (2%).
- The vast majority (97%) of retired respondents did not feel any of their rights had been breached.
- Retired respondents reported more confidence in their rights being upheld than overall respondents. 78% had at least some confidence, compared to 68% of overall respondents.

Citizens' Rights

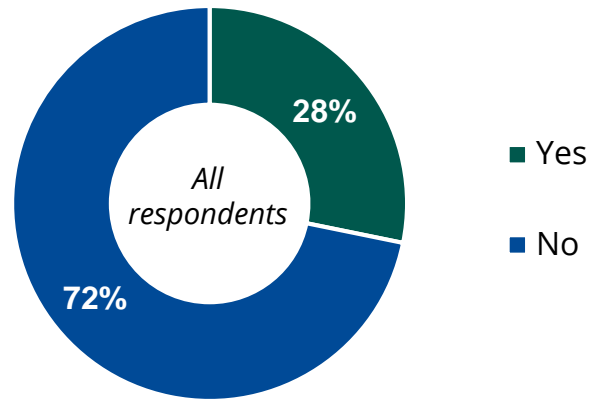
Setting the scene: perceptions of rights breaches based on nationality

Overview

The survey asked respondents if they felt they had been discriminated against on grounds of their nationality. The majority (72%) felt they had not been discriminated against, whilst nearly 30% of respondents did feel a public body had discriminated against them on the grounds of their nationality.

“Have you ever felt that a public body has discriminated against you on the grounds of your nationality?”

1 in 4 respondents claimed they faced discrimination based on their nationality

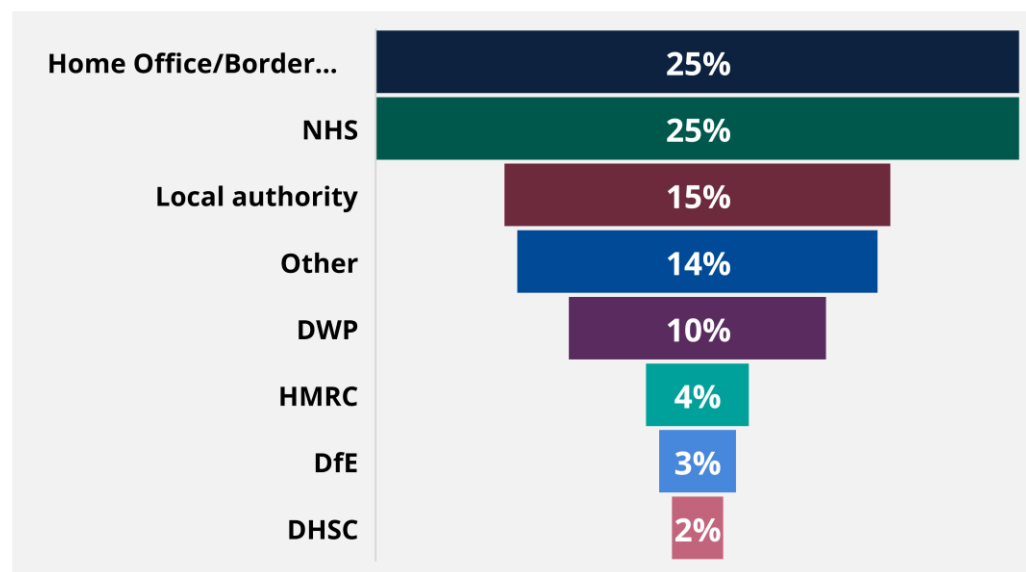


“If so, which UK or Gibraltar public body?”

Of the respondents who had felt discriminated against, 1 in 2 felt they had been discriminated against by the NHS or Home Office.

50% felt they had been discriminated against by the Home Office or the NHS

- Of the 14% of respondents who answered ‘Other’, the top three identified bodies were DVLA, the police, and ‘central government’.
- The other notable organisations are local authorities. While these respondents did not specify the reasons for this belief, 30% believed their rights had been breached. In comparison, only 13% respondents who felt the Home Office discriminated against them because of their nationality claimed their rights had been breached.



Respondents in London and the South East reported the highest levels of perceived unequal treatment

Setting the scene: perceptions of breaches of rights based on nationality

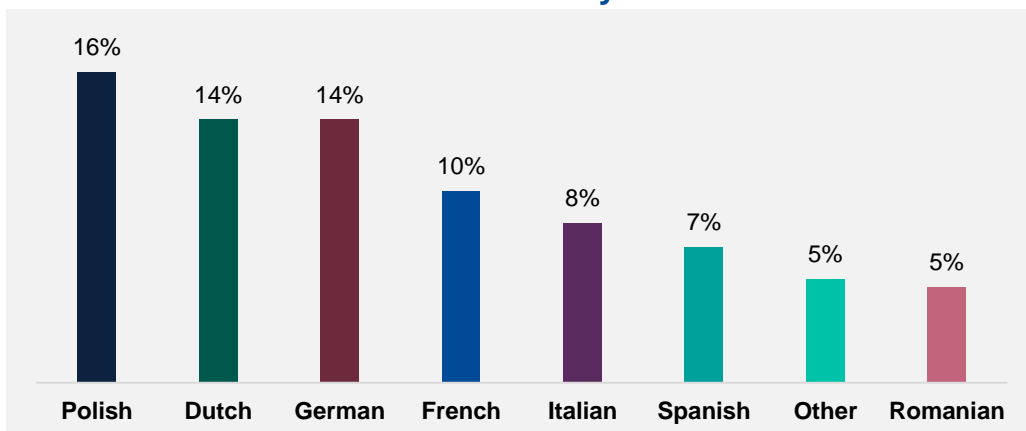
Overview

Nearly 1 in 3 respondents who feel discriminated against are from EU14

A disproportionate number of these respondents reside in North West England

1 in 4 respondents who felt discriminated against by the NHS are Polish

Nationalities with the highest proportion of respondents who feel they have been discriminated against on the grounds of their nationality



- Polish respondents were the most likely to report feeling that they had been discriminated against by a public body on the grounds of their nationality.
- 1 in 3 non-EU/EEA EFTA or dual nationality survey respondents ('Other') reported feeling they had been discriminated against on the grounds of their nationality. It is worth noting, however, that the sample size for this cohort was small.

Of those respondents who felt that a public body has discriminated against them on grounds of nationality, the top three authorities mentioned were Home Office/Border Force, NHS and local authorities. Below are some comments from respondents in relation to some of these authorities:

Home Office/Border Force

- *"Last August, for example, I was travelling with my English husband and children and stopped at Heathrow whilst trying to enter the UK. I have been living in the UK for 24 years now, I'm an English qualified lawyer and a top rate tax payer. I was quizzed about a "letter" in a very aggressive manner as apparently this was needed to prove my residency"*
- *"Just the fact that it took six months and two applications to prove that I should be allowed to stay permanently in UK has taken all trust in the government away. I have been here since 2005, own my property and am married to a UK citizen. My general feel is now that I am rated as a second class citizen."*

NHS

- *"GP staff did not understand the settled status when I changed GP surgeries, they asked me for physical proof of residence/visa. They were not willing to check the online status and declined to see this on my device when I accessed it myself. Only after I complained did they accept me."*
- *"They keep asking for a resident card, even official institutions like the NHS. It took more than a month of emails to finally get an EHIC card."*

Awareness of Citizens' Rights

Overview

1 in 3 respondents had not heard of citizens' rights

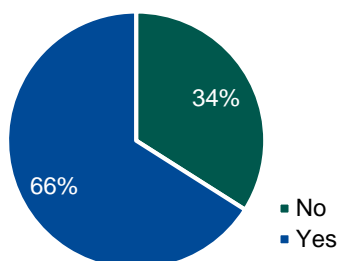
Citizens aged 16-24 were the least likely to have heard of their citizens' rights – speak to comms about colour

Nearly 1 in 2 are unaware of their right to the recognition of professional qualifications

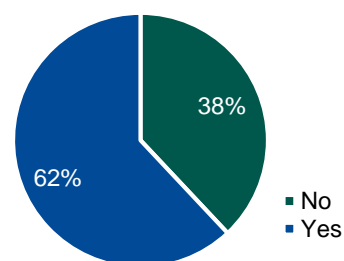
"Have you heard of your citizens' rights?"

A third of EU respondents had not heard of their citizens' rights contained under the Withdrawal Agreement. Awareness of rights under the Separation Agreement drops further for EEA EFTA respondents, with nearly 40% having not heard of their rights.

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

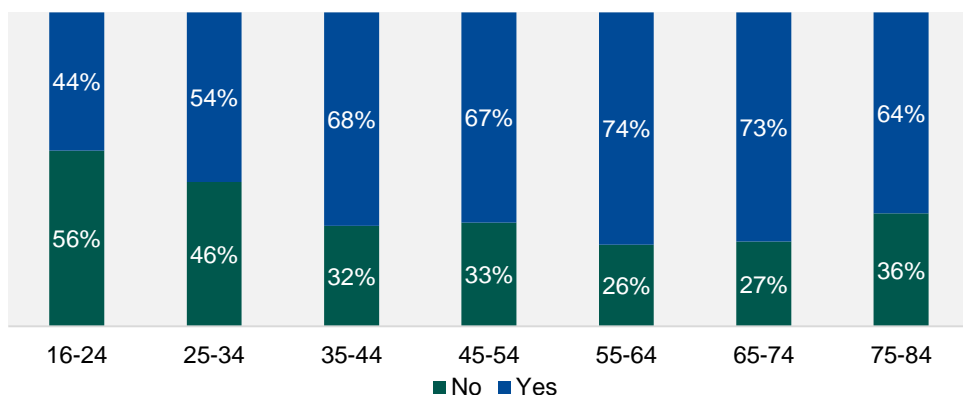


"Have you heard of your citizens' rights as set out in the Separation Agreement?" (EEA EFTA citizens)



Younger respondents are the least likely to have heard of their citizens' rights, with a particular issue identified for respondents aged 16-24. Respondents are increasingly more likely to have heard of their citizens' rights until aged 75+ where awareness declines.

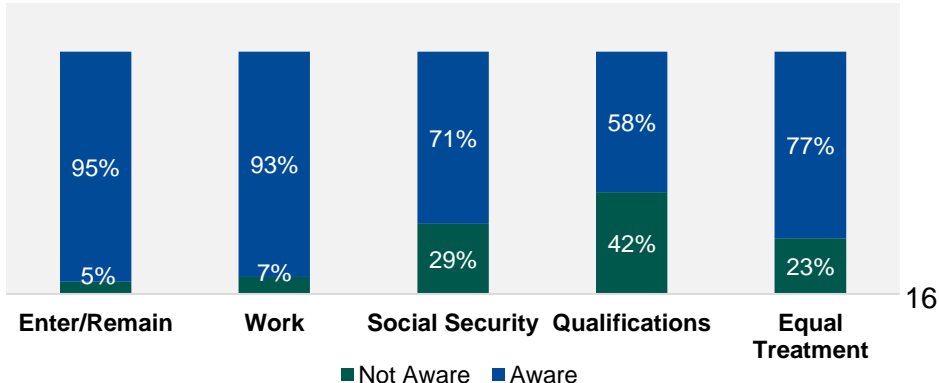
"Have you heard of your citizens' rights?"



Awareness of specific rights

Respondents who had heard of their citizens' 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 the overarching right to equal treatment, relative to other rights.

Awareness levels drop in relation to the right to social security coordination relative to other rights. Awareness deteriorates further



Confidence

Overview

We asked respondents how confident they are that they will be able to enjoy specific citizens' rights. 31% of respondents are either "not confident" or "very unconfident" in their ability to enjoy their rights. 68% have at least some confidence that they will be able to enjoy their citizens' rights.

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



1. Your right to enter and remain in the country



2. Your right to work / be self-employed



Respondents are most confident of their right to work

3. Social security coordination: your right to continue to be able to access pensions and other forms of social security



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



Respondents are least confident in their right to equal treatment

Confidence

Overview

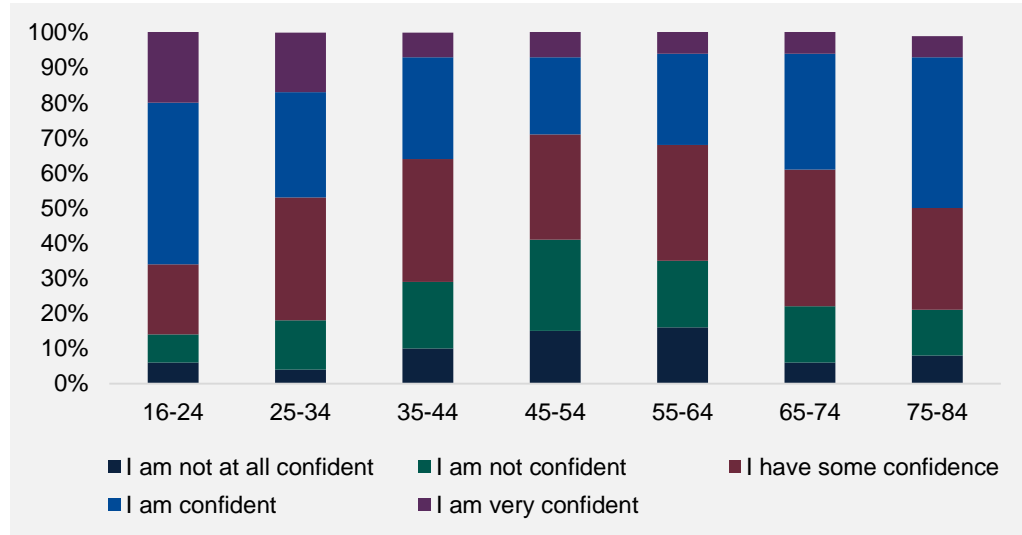
Youngest and oldest respondents are the most confident

Those aged 45-54 are the least confident

Those earning the lowest and highest income bands reported the lowest levels of confidence

Respondents in Wales are the most confident and respondents in Northern Ireland are the least

Respondents' overall confidence that they will be able to enjoy their citizens' rights, by age



Age:

- Those aged between 45-54 are the least confident that they will be able to enjoy their rights.
- 67% of 16-24 year olds stated that they were "confident" or "very confident" compared to an average of 34% of those aged 35-64.

Gender:

- There was no significant difference in confidence levels between respondents who identified as female, male, non-binary, or other. Though it is worth noting that the sample size for respondents who identified as non-binary or other was very small.

Income:

- Those earning more than £50,000 and less than £10,000 reported the lowest confidence levels in their ability to enjoy their citizens' rights.
- 42% of respondents earning between £50,001-£70,000, and 39% of those earning over £70,001 reported that they were 'not' or 'not at all' confident. Meanwhile, 36% of those earning between £0-10,000 reported they were 'not' or 'not at all' confident.
- Those earning between £30,001-£40,000 reported the highest levels of confidence, with only 22% reporting that they were either 'not' or 'not at all' confident.

Geography:

- Respondents in Wales reported the highest levels of confidence in their ability to enjoy their citizens' rights, with 81% reporting at least 'some confidence'.
- Respondents from Northern Ireland are the least confident, with 68% of respondents reporting that they had either only 'some confidence', were 'not confident', or were 'not confident at all'.

Awareness of specific rights & confidence

Overview

Respondents unaware of specific rights reported lower levels of confidence

Amongst respondents who had heard of their citizens' rights, awareness of specific rights was associated with higher levels of confidence in being able to enjoy these rights.

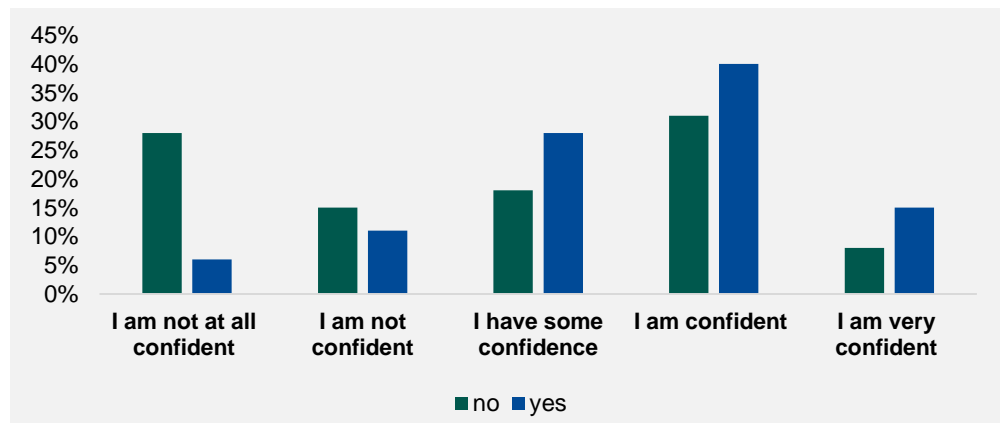
- Respondents aware of specific rights reported higher levels of confidence.
- Of respondents who had heard of their citizens' rights, those who were unaware of specific rights were more likely to report lower levels of confidence.

1. Your right to enter and remain in the country



- 1 in 3 respondents who reported that they were 'not at all confident' in their right to enter and remain were previously unaware of this right. In comparison, just 1 in 10 who were previously aware of this right who reported that they were 'not at all confident'.
- It is notable that 63% of respondents who felt that they had been discriminated against on the grounds of their nationality by the Home Office/Border Force answered that they were 'not at all confident' or 'not confident' of their ability to enjoy their right to enter or remain in the country. This is reflective of the likely impact that perceived negative experiences with public bodies may have on confidence levels.

2. Your right to work / be self-employed



1 in 3 who were unaware of their right to enter & remain reported they were 'not at all confident'

Awareness of specific rights & confidence

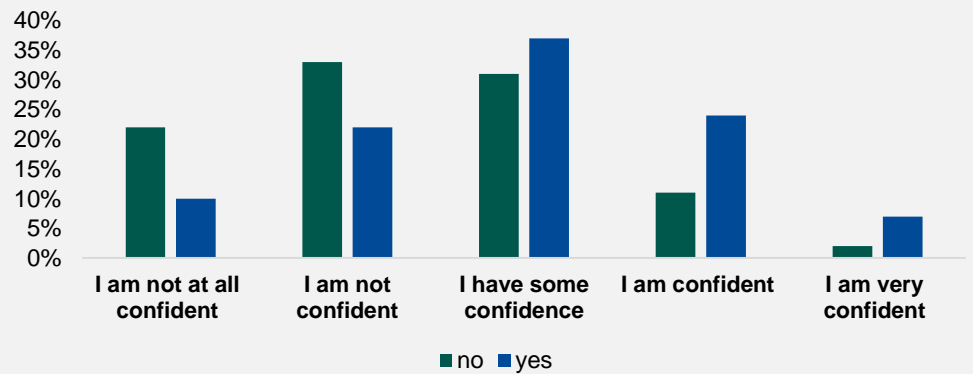
Overview

Respondents who reported awareness of specific rights reported greater confidence in these rights

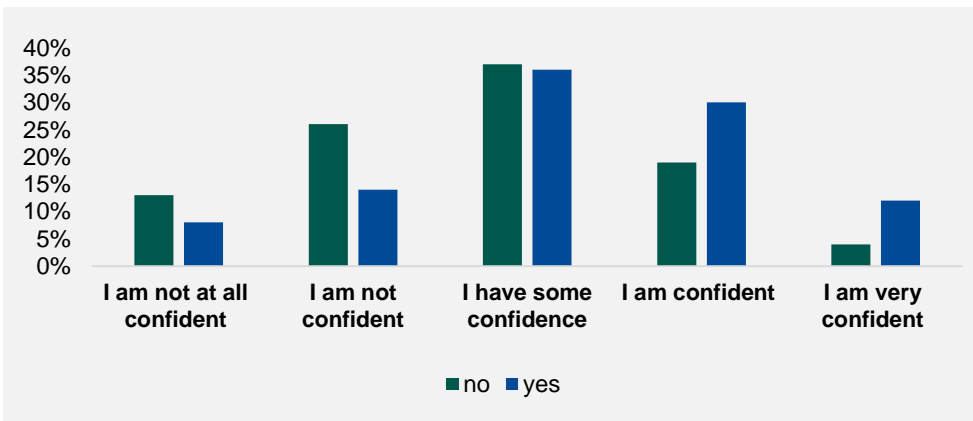
Of respondents who had heard of their citizens' rights, those who were aware of the specific rights to social security coordination, recognition of qualifications and equal treatment reported higher levels of confidence in these rights being upheld.

Respondents who were not aware of these specific rights reported lower levels of confidence.

3. Social security coordination: your right to continue to be able to access pensions and other forms of social security



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



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



Of respondents who were unaware of their right to equal treatment, just 12% had confidence in this right

Why do respondents lack confidence about their rights?

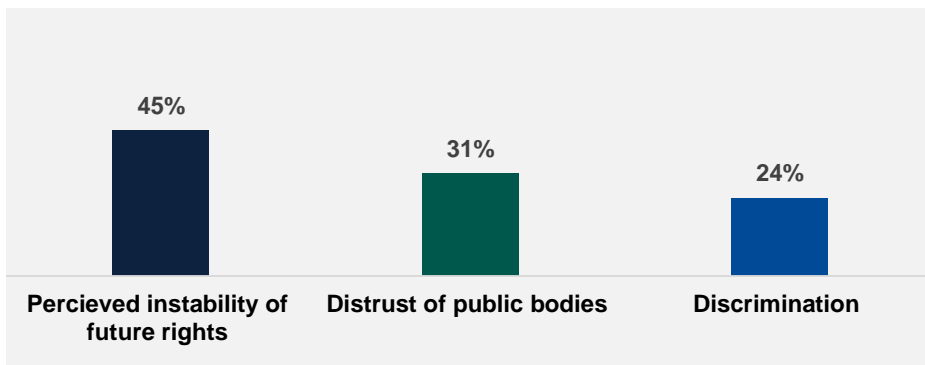
Overview

Nearly 1 in 2 respondents with low confidence were worried about the future security of their rights

1 in 3 respondents expressed distrust in UK public authorities

1 in 10 respondents referenced Windrush when addressing concerns about future security of rights

'Please explain why you have low confidence that you will be able to enjoy these right(s)? This could include your general feelings, previous or current experiences you or others have had, statements by elected officials, etc.'



This question was directed to the 42% of participants who generally had low confidence in their ability to enjoy their citizens' rights going forward. The comments addressed the reasoning behind low levels of confidence regarding their citizens' rights.

Of these comments, IMA were able to collate these thoughts into the top three themes:

- **Perceived instability of future rights;** respondents don't have confidence in their rights as citizens in the future
- **Distrust in public authorities;** respondents have mentioned specific public bodies whose actions they believe have contributed to the feeling of low confidence.
- **Discrimination;** respondents who felt discriminated against in the past who may not have confidence in enjoying rights in future.

From the responses a word cloud was composed, showing the frequency of words used addressing their concerns.



Complaints to the IMA

Overview

1 in 5 said they would not complain to the IMA

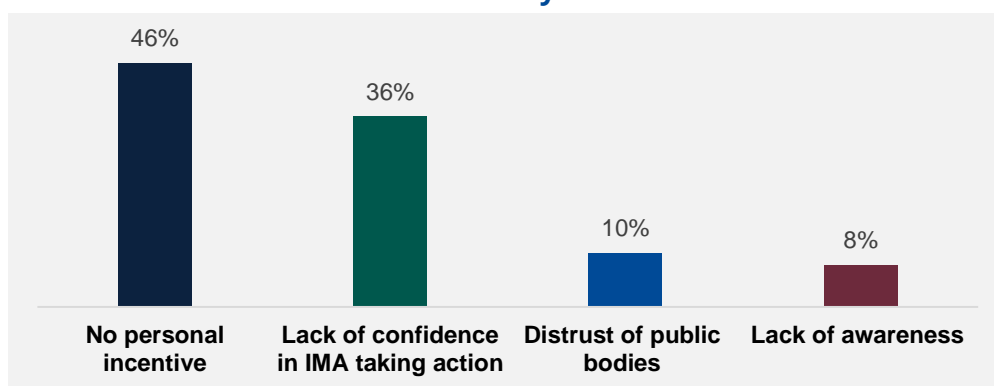
Nearly 1 in 2 felt they had no reason to complain to the IMA

1 in 3 lacked confidence that their complaint would result in any positive change

“Would you complain to the Independent Monitoring Authority?”

78% of respondents said they would complain to the IMA if they felt their rights had been breached. However, 22% of respondents said they would not complain to IMA. Of the 22%, the survey asked for their reasoning. Of the detailed responses we were able to summarise these reasons into four top themes.

“Why would you not complain to the Independent Monitoring Authority?”



46% cited that upon reflection, they would complain, but expressed having no personal incentive at the moment

- *“I do not have any reason at the moment to complain”*
- *“I will if something happens”*
- *“Currently I feel that none of my rights have been breached”*

36% cited their lack of confidence in IMA taking any action, if they were to complain

- *“Because so far I haven't seen any meaningful positive impact from it, although I realize it is a newly-created body”*
- *“I'm not sure if you have any teeth, in the event that I need to make a complaint”*
- *“They do not have powers to help individuals quickly. It is a monitoring body with no powers to help individuals directly, no legal powers”*

10% cited their distrust for public bodies in general

- *“I don't want to raise this issue and shed light on me as a person”*
- *“low trust in this government”*
- *“Afraid of this causing problems for me when renewing passport, pension etc.”*

8% cited their lack of awareness of the IMA

- *“I did not know about this organisation”*
- *“I wasn't aware that I could complain.”*
- *“Unclear complaint and resolution process (compared to Ombudsmen bodies for example).”*

Certificates of Application

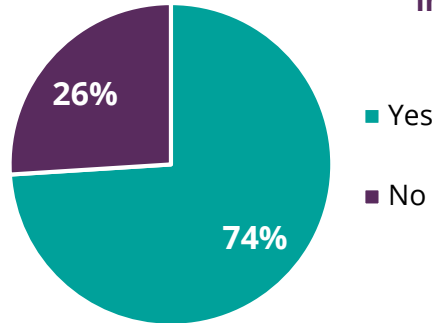
Certificates of Application (CoAs)

Overview

The IMA asked a question about reported delays with the issuance of CoAs. A citizen applying to the EUSS should receive a CoA “immediately”. The following results have been fed into the Inquiry process.

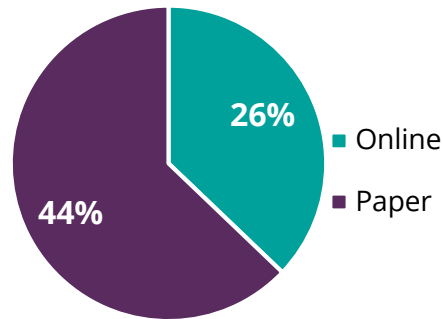
3 out of 4 respondents received their CoA immediately

“Did you receive your Certificate of Application immediately?”



The majority of respondents received their CoA immediately, however a quarter of respondents did not.

“In what form did you submit your application?”



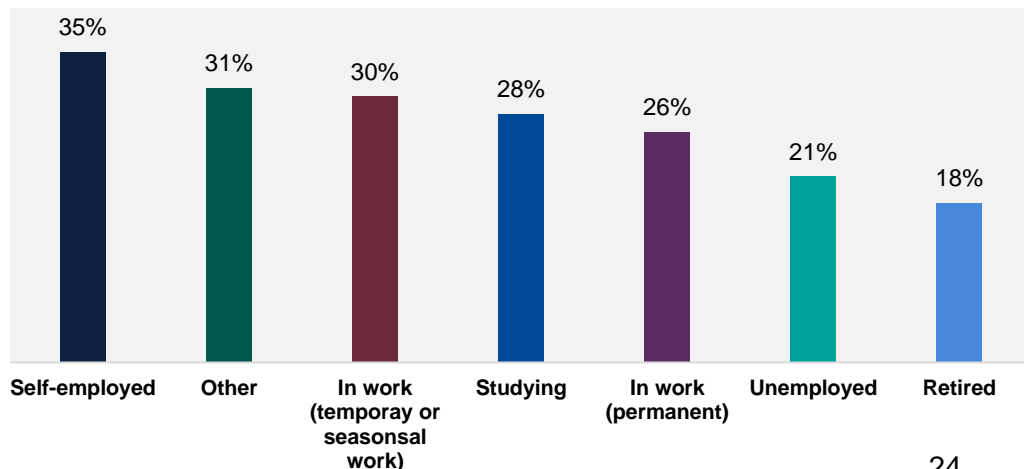
The pie chart identifies those respondents who said “No”, to the above question, by the form of EUSS application they submitted. The result suggests paper applicants were less likely to receive their CoA immediately.

It is important to note, however, the number of respondents who stated they submitted a paper application was low.

Self-employed respondents are twice as likely to not receive their CoA immediately than respondents who are retired

CoAs and Other Indicators

Comparing the respondents who stated ‘No’ against other indicators yielded little notable points. For example, there were no significant results in relation to the age or nationality of respondents. The only exception to this was the type of work respondents were in: Self-employed respondents were twice as likely not to receive a CoA immediately compared to those respondents who are retired.



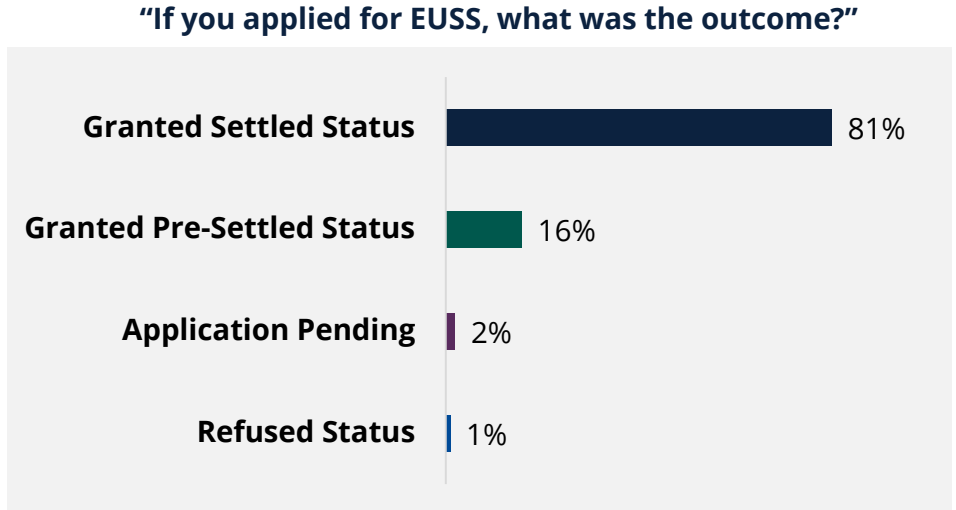
Pre-Settled Status

Pre-Settled Status

Overview

The IMA announced in December 2021 that it was launching judicial review proceedings against the Home Office on the basis that if a citizen with Pre-Settled status (PSS) failed to apply to upgrade to Settled status they would automatically lose their rights.

4 in 5 respondents were granted Settled Status



1 in 5 respondents had Pre-Settled status, lower than the overall figure of nearly 1 in 2 total EUSS applicants with PSS

If a respondent checked the 'Granted Pre-Settled Status' box, they received the following additional question:

"Did you know that the EU Settlement Scheme requires holders of Pre-Settled Status to upgrade to Settled Status or re-apply for Pre-Settled Status within 5 years of the grant of their original Pre-Settled Status?"



The overwhelming majority of respondents with Pre-Settled status understood they needed to re-apply for Settled status, which is reassuring. The only caveat to this is that this result ought to be treated with caution given this survey's limitations, namely that the survey did not reach certain cohorts that might not be aware of this requirement, for example, citizens who lack digital literacy.

Awareness of the IMA

Awareness of the IMA

Overview

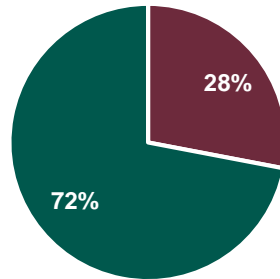
3 out of 4 respondents were not aware of the IMA

9 in 10 respondents had not completed last year's survey

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

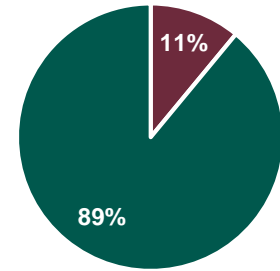
Outreach from embassies proved useful in the push for engagement

"Before completing this survey, were you aware of the IMA?"



■ Yes ■ No

"Did you complete last year's survey?"

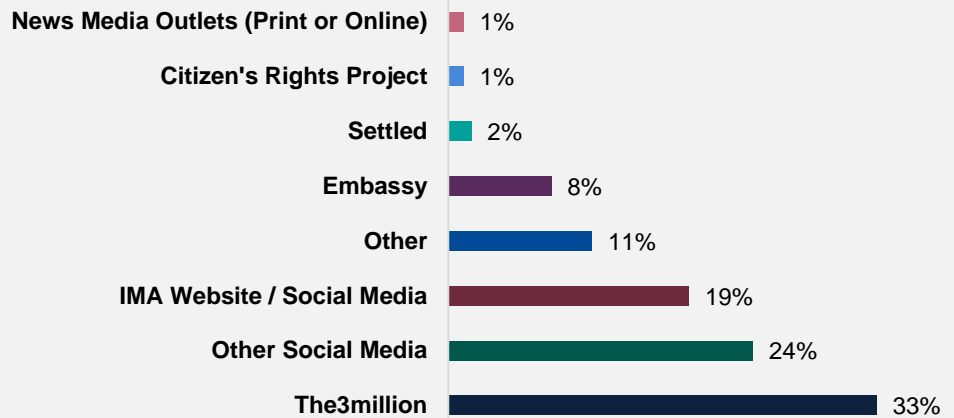


■ Yes ■ No

28% of respondents were aware of the IMA. This indicates a 15% increase in awareness when compared to the 2021 annual survey, where 13% reported that they were previously aware of the IMA.

89% of respondents had not previously contributed to the IMA's first annual survey (2021). The IMA anticipated a higher proportion of repeat respondents (who completed the 2021 survey) than new respondents, however, this was not the case. This provides us with a valuable baseline to measure against in the future.

"Where did you hear about this survey?"



The majority (76%) of respondents found out about the survey either through the IMA website, social media, or the3million.

- The proportion of respondents who found out about the survey through the IMA has increased by 16% since last year's survey.
- Nearly 1 in 10 respondents heard about the survey through an embassy.
- Of those who selected 'Other', 32% were informed about the survey through their workplace and 24% heard about the survey through word of mouth.
- 1 in 3 respondents heard about the survey from the3million, an increase from the IMA's 2021 Annual Survey where 1 in 5 heard from this organisation.

Further research needs

The information gap

There is an apparent information gap in understanding the experiences of certain cohorts of European citizens and their family members 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 that have applied under the EU Settlement Scheme (approx. 5.83 million applicants excluding repeat applications). The key differences between these datasets are explored by the ONS*. The Home Office published EUSS data provides some breakdown of application data, such as by age and nationality. However, these figures represent applications not applicants, and there is an information gap when it comes to data on vulnerable and marginalised cohorts in relation to the EUSS.

The IMA are currently gathering further information and monitoring vulnerable and marginalised cohorts in relation to their experiences and the impact of the EUSS. Further detail regarding issues relating to EU and EEA EFTA citizens' rights that the IMA is investigating can be found on the IMA's Issues Log. In order to address this information gap, over the past year, the IMA has been engaging with, and remains particularly interested in hearing from organisations with deeper knowledge of or connections to these cohorts.

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

Methodology

Methodology & limitations

Approach

The IMA undertook a solely online research approach to this survey. As was the case with the first IMA survey conducted in 2021, a relatively concise question list was devised with opportunities for qualitative response but with a focus on questions which would complement quantitative data analysis.

The approach taken likely resulted in certain groups of citizens facing barriers to accessing this survey, particularly where digital literacy or English literacy is limited. Undertaking the survey solely online and in English curtailed the ability of the IMA to reach groups and individuals who are less proficient. Future IMA research may - where issues are applicable to the IMA's remit - adopt an increasingly mixed-methods approach, considering working with third parties to conduct multi-lingual and/or in-person research with particular cohorts in order to complement the findings of the IMA's Annual Survey.

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 (2021) indicates that around 3.4 million EU citizens were living in the UK as of the YE June 2021. As a more recent proxy, Home Office applications to the EU Settlement scheme as of 31 March 2022 stand at 6.5 million, with around 5.83 million individual applicants.

The IMA received nearly 1,100 responses to the 2022 Annual Survey. However, **we are not confident that our overall findings are statistically representative.** In addition to this, it is worth bearing in mind that the sample reported on is self-selecting as a result of the digital and English-only nature of the survey.

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



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For the Citizens' Rights Agreements

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