



Independent Monitoring Authority
For the Citizens' Rights Agreements

IMA Citizens' Rights Survey 2025

Prepared by BMG for the IMA

Research report

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Independent Monitoring Authority
For the Citizens' Rights Agreements

Foreword

By Miranda Biddle, Chief Executive of the IMA

Understanding the lived experiences of EU and EEA EFTA citizens in the UK and Gibraltar is critical to the Independent Monitoring Authority's work. As we continue to uphold our statutory duties of monitoring how public bodies protect citizens' rights and promoting the effective implementation of those rights, we must ensure our work is informed by the voices of those we serve.

This year, we partnered with BMG Research, an award-winning social research and analytics agency, to deliver our survey. BMG brings a strong track record in researching complex topics, reaching hard-to-engage groups, and delivering solutions that combine online methods with approaches for less digitally engaged audiences. As an independent research agency, BMG abides by the Market Research Society Code of Conduct and data protection laws at all times.

The survey was designed to be inclusive and accessible, ensuring as many citizens as possible could participate. The results have provided the IMA with vital insights into how citizens perceive their rights under the Withdrawal and Separation Agreements, and where gaps in understanding may exist. In the absence of available data, this research fills a crucial gap in our knowledge.

The findings will inform our future work, shaping how we engage with public bodies, how we communicate with citizens, and how we advocate for improvements where needed. As the challenges facing EU citizens grow in complexity, it is more important than ever that we listen directly, act transparently, and remain independent in our approach.

With the help of our survey findings, we have established actions that we can take including:

- Refining and targeting our promotional materials to reach underrepresented groups, and to deliver more community specific communications, supported by the rich knowledge of our stakeholder networks
- Keeping our communications strategy under review to ensure it is responsive to the needs of citizens and stakeholders and exploring ways of improving participation and representation
- Continuing to enable ways for individuals to share their experiences with us who may not wish to make a formal complain
- Triangulating our own survey data with the research of others, and insights from citizen support groups, to identify trends and inform future action

I would like to thank BMG Research for their expertise and dedication, and everyone who took part in the survey. Your voices are helping to shape a fairer, more informed future for all EU and EEA EFTA citizens living in the UK and Gibraltar.

A handwritten signature in dark ink that reads 'Miranda Biddle'. The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

List of acronyms and key terms

Table 1: Key terms with explanations

Term	Explanation
<u>ABC1</u>	More advantaged socio-economic group - Category used in market research to classify those from a more advantaged socio-economic group based on occupation.
<u>C2DE</u>	Less advantaged socio-economic group - Category used in market research to classify those from a less advantaged socio-economic group based on occupation.
CASI	Computer-Assisted Self Interviewing - A face-to-face survey method where respondents complete a questionnaire on a computer or tablet during an in-person interview. Unlike traditional interviewer-administered surveys, CASI allows participants to read and enter their responses directly into the device, often in private, which can improve data quality for sensitive topics.
<u>Continuous qualifying period</u>	Refers to a period of continuous residence in the UK (that began before 31 December 2020) in order to qualify for the EU Settlement Scheme.
<u>CTA</u>	Common Travel Area - Long-standing arrangement between the United Kingdom and Ireland, which allows citizens to: <ul style="list-style-type: none"> 1. Move freely between these areas 2. Reside, work, study, and access healthcare and social benefits without needing a visa or residence permit.
DfE	Department for Education - UK government department responsible for education and children's services.
DWP	Department for Work and Pensions - UK government department responsible for welfare, pensions, and child maintenance.
EEA	European Economic Area - Includes EU countries plus Iceland, Liechtenstein, and Norway, allowing them to be part of the EU's single market.
EFTA	European Free Trade Association - A regional trade organisation of four European countries: Iceland, Liechtenstein, Norway, and Switzerland.
EU	European Union - A political and economic union of 27 European countries. The 27 countries in the EU are: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, and Sweden.
<u>EUSS</u>	EU Settlement Scheme - A UK government scheme allowing EU and EEA EFTA citizens, and their family members, to continue living in the UK after Brexit.
HMRC	His Majesty's Revenue and Customs - UK government department responsible for tax collection and customs regulation.
<u>ILR</u>	Indefinite Leave to Remain - Immigration status allowing a person to live and work in the UK without time restrictions.

Term	Explanation
<u>IMA</u>	Independent Monitoring Authority for the Citizens' Rights Agreements - A UK body that monitors the rights of EU and EEA EFTA citizens as set out in the Withdrawal and Separation Agreements after Brexit.
LLR	Limited Leave to Remain -Temporary immigration status allowing a person to stay in the UK for a limited period.
LSOA	Lower Layer Super Output Area - A geographic area used in the UK for statistical reporting, typically containing around 1,500 people.
ONS	Office for National Statistics - Non-ministerial department which produces official statistics and the recognised national statistical institute.
<u>SEG</u>	Socio-economic grade - Used in market research to classify people by occupation (see ABC1 and C2DE definitions on page 5).
<u>Separation Agreement</u>	A treaty between the United Kingdom and the EEA EFTA states—Iceland, Liechtenstein, and Norway. It was established to protect the rights of citizens and address legal and administrative issues arising from the UK's withdrawal from the European Union and the European Economic Area (EEA). The agreement ensures that EEA EFTA nationals residing in the UK, and UK nationals residing in EEA EFTA states, retain key rights related to residency, employment, education, and social security.
UK	United Kingdom - A country made up of England, Scotland, Wales, and Northern Ireland.
<u>Withdrawal Agreement</u>	Treaty between the UK and EU that sets out the terms of the UK's departure from the EU, in accordance with Article 50 of the Treaty on European Union. It protects the rights of EU citizens in the UK and UK nationals in the EU, allowing them to continue living, working, and studying where they currently reside.
<u>Eligibility and suitability criteria</u>	<p>This refers to those eligible to apply to the EU Settlement Scheme. Eligibility criteria is summarised as:</p> <ul style="list-style-type: none"> Someone from the EU, Switzerland, Norway, Iceland or Liechtenstein who started living in the UK by 31 December 2020 A family member of someone from the EU, Switzerland, Norway, Iceland or Liechtenstein who started living in the UK by 31 December 2020 and has settled or pre-settled status Someone who used to have a family member from the EU, Switzerland, Norway, Iceland or Liechtenstein who started living in the UK by 31 December 2020 (but you've separated, they've died or the family relationship has broken down) A family member of a British citizen who also is a citizen of an EU country, Switzerland, Norway, Iceland or Liechtenstein, and they lived in the UK as a citizen of one of these countries before getting British citizenship

Term	Explanation
	<ul style="list-style-type: none">Someone with an eligible Northern Ireland family member <p>The full list of eligibility criteria can be found here.</p> <p>EUSS applications may be refused despite meeting eligibility criteria, for reasons such as criminality or customs breaches. Refusals on the grounds of suitability could include if the applicant is subject to a deportation order or an exclusion order.</p>

Executive Summary

A core role of the IMA is to ensure that the rights of EU and EEA EFTA citizens and their family members are upheld following Brexit. This includes monitoring the implementation and application of the EU Withdrawal and EEA EFTA Separation Agreements. To aid achieving this, the IMA has conducted its fourth annual survey to hear directly from EU and EEA EFTA citizens and their family members. For the first time, the IMA commissioned an independent agency, BMG Research, to aid transparency and provide an independent view.

The survey is aligned to one of the IMA's strategic objectives, which is to raise the profile of the IMA with impactful communications and engagement work which reflects the diversity of their audience and highlights the independence and impartiality of their work.

As of 31st March 2025, official statistics published by the Home Office report that 8,470,950 applications (not individual applicants) to the EU Settlement Scheme (EUSS) have been received. The Home Office estimates that 6.4 million individuals have applied to the scheme, made up of 5.8 million EU citizens, 64,000 EEA EFTA, and 523,000 non-EEA nationals.¹

The IMA's Citizens Rights Survey, conducted in March-April 2025, surveyed 2,268 EU and EEA EFTA citizens and their family members living in the UK and Gibraltar to understand their experiences.² The survey results therefore represent a snapshot of a cohort of EU and EEA EFTA citizens and their family members.

Due to limited public data on citizens and their family members eligible for the EUSS, the data referred to in the report has not been weighted. For further details, please refer to page 15 of this report.

Key findings

The majority of respondents held an EUSS status

- Nine in ten of those who completed our survey had applied for the EUSS. The majority of applicants were granted status – 74% have settled status and 21% have pre-settled status.
- Reported reasons why a minority of respondents have not applied for the EUSS include exemption due to Irish citizenship and/or holding an alternative immigration status.

The available data on refusals from the survey is limited

- A small proportion (1%) of respondents in our survey said their EUSS application was refused.
- When asked the reasons for refusals, these included a lack of documentation, ineligibility based on place of residence (e.g. Gibraltar), and failure to meet the UK residency requirements during the qualifying period.

Three in five parents/guardians surveyed said they have applied for the EUSS for their children

- 60% of respondents with children under the age of 21 said they had applied to the EUSS for at least some of their children – with nine in ten of children being granted status as a result.
- There was a considerable proportion (38%) of parents/guardians who had not applied for their children. The top reason for not applying being the belief that their child was a British

¹ Home Office statistics on the number of EUSS applications [eu-settlement-scheme-quarterly-statistics-tables-mar-2025.xlsx](#)

² Full research objectives can be found on page 11.

citizen (72%). However, this could reflect a lack of understanding about citizenship rules, as UK birthright citizenship is not automatic.³

Most respondents were aware of their rights under the Agreements

- The majority of respondents were aware of their rights, such as the right to work (94%) and access healthcare (94%). Awareness was slightly lower for the right to access housing support (81%).
- Groups less likely to be aware of their rights include family members and younger respondents. Individuals with pre-settled status were also less likely to be aware of their rights — a trend similarly observed in data from the Migration Observatory.⁴

However, challenges to accessing these rights remain

- One in five said that they had experienced difficulties exercising at least six of the nine rights listed.
- Respondents reported having faced most difficulties in exercising their right to equal treatment and freedom from discrimination.
- Additionally, one quarter of those who hold professional qualifications reported having experienced difficulties getting these recognised in the UK/Gibraltar since Brexit.

Respondents have interacted with and trust public bodies

- 61% said they trust public bodies in the UK/Gibraltar to protect their rights. However, distrust is higher among certain groups, such as older respondents (aged over 65) and those who have experienced difficulties accessing their rights.
- Reasons for distrust included a fear that UK/Gibraltar institutions will not uphold their rights in the future.
- Around two in five said they have engaged with public bodies or support organisations about their EUSS application or their rights since Brexit.

One in five reported feeling that they have been discriminated against by public bodies since Brexit

- One in five respondents felt they had been discriminated against due to their national origin. A similar proportion (18%) reported discrimination based on their ethnicity.
- Among those who felt discriminated against on at least one basis, around one in five reported experiencing this from GPs/hospitals, a local authority, or the Home Office.

Awareness of the IMA is low, but desire for action is high

- Three in ten said they were aware of the IMA before taking part in the survey.
- Those more likely to be aware of the IMA include family members and those with pre-settled status.
- Despite low levels of awareness, 73% of respondents had a desire for the IMA to take at least one action that would make a big difference to their lives. Commonly selected actions included ensuring fair access to status and supporting future generations.

³ <https://www.gov.uk/british-citizenship>

⁴ Findings from the Migration Observatory on Migrants' Experiences of the UK Immigration System can be found [here](#).

Background & Research Objectives

Introduction

In early 2025, the Independent Monitoring Authority for the Citizens' Rights Agreements (IMA) commissioned BMG to conduct a survey to gain a better understanding of the experiences of EU and EEA EFTA citizens, and their family members, exercising their rights in the UK and Gibraltar since Brexit.

The Independent Monitoring Authority for the Citizens' Rights Agreements (IMA)

The IMA is an independent non-departmental public body. This means that although they are funded by the UK Government, they operate independently to ensure fairness and neutrality.

The IMA has two main duties:

- Monitoring how UK public bodies are protecting the rights of EU and EEA EFTA citizens and their family members.
- Promoting the effective implementation of citizens' rights. This involves helping individuals understand their rights and assisting public bodies in identifying and resolving issues. This may also include taking legal action when necessary.

The IMA was established to ensure that the rights of EU and EEA EFTA citizens and their family members are upheld following Brexit. It monitors how UK public bodies implement these rights under the Withdrawal and Separation Agreements. The IMA also promotes awareness and understanding of these rights among both citizens and public institutions. It covers both the UK and Gibraltar.

The EU Withdrawal and EEA EFTA Separation Agreements

The EU Withdrawal and EEA EFTA Separation Agreements⁵ set the terms for the UK's exit from the European Union. This is commonly referred to by many people as 'Brexit'.

The Agreements protect the rights of EU and EEA EFTA citizens who started living in the UK or Gibraltar by 31st December 2020. They also grant rights to their family members.

The Withdrawal and Separation Agreements allow EU and EEA EFTA citizens and their families to:

- Live and work in the UK/Gibraltar
- Have professional qualifications gained in an EU or EEA EFTA country recognised in the UK or Gibraltar, providing that it was either recognised by 31st December 2020 or an application for recognition was submitted by that date
- Access housing, healthcare, education, and benefits in the UK/Gibraltar
- Be treated equally to UK/Gibraltar citizens

These rights include being able to access state benefits (such as Universal Credit), healthcare services (such as the NHS), a state pension, and housing support. It also includes the right to travel in and out of the UK/Gibraltar, and the right to buy or rent property in the UK or Gibraltar.

⁵ For more information on the Withdrawal Agreement, see: [The EU-UK Withdrawal Agreement - European Commission](#); for more information on the Separation Agreement, see: [EEA EFTA Separation Agreement and Explainer - GOV.UK](#)

The EU Settlement Scheme (EUSS)

The EU Settlement Scheme (EUSS)⁶ enables EU and EEA EFTA citizens who were **resident in the UK** by the end of the transition period on 31st December 2020, as well as their family members, to obtain the immigration status they need to continue living, working, and studying in the UK after 30th June 2021.

The scheme offers two types of status: **settled status** for those who have lived in the UK for a continuous five-year period, and **pre-settled status** for those who have lived in the UK for less than five years.

The IMA Citizens' Rights Survey

The survey sought direct input from EU and EEA EFTA citizens that had started residing in the UK or Gibraltar by the end of December 2020, as well as their family members. The survey supports the IMA's statutory duties to monitor and promote citizens' rights under the Agreements.

Topics covered in the survey include citizens' awareness and experiences of exercising their rights since Brexit, as well as experiences of applying for and obtaining immigration status under the EU Settlement Scheme. The survey questionnaire can be found in Annex C: Questionnaire. The survey's research objectives are outlined in the following subsection.

Research objectives

The core objective of the research was to understand the experiences of EU and EEA EFTA citizens, and their family members, living in the UK and Gibraltar. To achieve this core objective, four key research questions were addressed:

- To what extent have citizens applied for and obtained status under the EU Settlement Scheme (EUSS)?
- To what extent are citizens aware of their rights under the Withdrawal and Separation Agreements? What are their experiences of exercising their rights?
- To what extent do citizens have confidence in public bodies?
- What is the likely impact of the EUSS and the Withdrawal and Separation Agreements on future generations?

⁶ For more information on the EUSS, see: [EU Settlement Scheme – the Home Office](#).

Methodology

Data collection

The survey was deployed using a mixed mode approach to data collection:

- Online surveys via online panels to capture a robust sample of citizens.
 - Respondents were recruited via panel blend. Our bespoke online panel blend approach incorporated three panels: Find Out Now, Pure Spectrum, and Norstat. Each panel uses different recruitment methods. This maximises diversity and ensures a more representative sample overall, reaching far beyond what a single panel could achieve.
 - Quotas were set for age, gender, and European region (Eastern Europe, Northern & Western Europe, Southern Europe) to achieve as representative a sample as possible. Further information can be found in Annex A: Detailed sample profile.
- Online survey via open link that was distributed by the IMA to their networks, including embassies, parliamentary groups, citizen support groups, advocacy organisations and the IMA Citizens' Panel.
- Face-to-face interviews to ensure a wider sample, including those who may be less present or confident online. We used a self-completion approach for the face-to-face element. This provided more privacy for respondents to answer questions about their rights and immigration status, which can be seen as sensitive. Additionally, the self-completion approach replicated the experience of online respondents, reducing mode effects and preserving data quality.
 - Areas for face-to-face interviewing were selected based on LSOAs with the highest proportion of EU citizens resident in that area which used ONS data⁷, as well as local authority EUSS application data from the Home Office.⁸
 - In total, 20 areas were selected, with interviewers completing 15 interviews in each area. For a full list of selected areas, see Annex B: Areas selected for face-to-face fieldwork.

The survey was translated and available in eight additional languages besides English to increase accessibility. These included: Bulgarian, French, Italian, Lithuanian, Polish, Portuguese, Romanian, and Spanish.

Fieldwork took place between 28th February and 2nd May 2025.

⁷ Annual Population Survey estimates of EU born and EU nationals (including Switzerland) resident in the UK, by age group and sex, July 2018 to June 2019 - Office for National Statistics

⁸ EU Settlement Scheme quarterly statistics, 28 August 2018 to 31 December 2023

Table 2 summarises the sample sizes achieved by each data collection mode.

Table 2: Sample composition by mode

Methodology	Sample
Online survey via online panels	1,400
Online survey via open link	567
Face-to-face interviews	301
Total	2,268

Sample profile

The survey captured the views of citizens from EU or EEA EFTA countries (n=2,154), as well as non-EU or EEA EFTA family members (n=114).

The breakdown of the number of responses by EU or EEA EFTA country can be found in the tables below.

Table 3: Sample from Northern & Western Europe

Nationality	Number of completes
 Austria	34
 Belgium	46
 Denmark	33
 Finland	53
 France	142
 Germany	151
 Iceland	10
 Ireland	173
 Liechtenstein	4
 Luxembourg	1
 Netherlands	128
 Norway	27
Sweden	62









 Nationality	Number of completes
 Switzerland	21
Total	885

Table 4: Sample from Eastern Europe

Nationality	Number of completes
 Bulgaria	68
 Croatia	36
 Czech Republic	27
 Estonia	27
 Hungary	51
 Latvia	38
 Lithuania	72
 Poland	233
 Romania	156
 Slovakia	26
 Slovenia	6
Total	740

Table 5: Sample from Southern Europe

Nationality	Number of completes
 Cyprus	41
 Greece	49
 Italy	177
 Malta	14

Nationality	Number of completes
 Portugal	96
 Spain	152
Total	529

A full detailed sample profile of respondents can be found in Annex A: Detailed sample profile.

Data analysis

Limitations of publicly available data

The total sample of this survey is 2,268 respondents. However, direct comparisons with eligible EU and EEA EFTA citizens and their family members (and who had started residing in the UK and Gibraltar by the end of December 2020) is not possible due to limitations of publicly available data on this.

While the Office for National Statistics (ONS) provides data on EU citizens, it does not cover all EU and EEA EFTA countries. Additionally, Home Office data only reflects those who applied to the EU Settlement Scheme (EUSS), rather than the wider population (i.e. those that may not have applied), and is based on applications rather than individuals.

Moreover, there is no available data on the family members of these citizens who are covered under the Withdrawal and Separation Agreements.

Limitations of publicly available Home Office data can cause difficulties in gaining assurance or providing scrutiny of processes. Concerns about Home Office data has been raised by other organisations. For instance, in its report *An inspection of the Home Office's operations to effect the removal of Foreign National Offenders*⁹, the Independent Chief Inspector of Borders and Immigration (ICIBI) discussed concerns with the Home Office's data and management information in relation to Foreign National Offenders, stating that the "department cannot produce clear and reliable data on the FNOs for whom it is responsible". The Home Office stated in their response that they accepted or partially all the recommendations in ICIBI's report¹⁰.

Weighting

Weighting is a statistical technique used to adjust survey results to better reflect the characteristics of the overall population (or the specific audience the survey refers to).

Due to the limitations explained above, it was not possible to apply accurate weighting to the survey data. Therefore, the data in this report has not been weighted due to the absence of comprehensive population data for this group.

Reporting survey results

Throughout this report, results are discussed at the total level to start with.

⁹ An inspection of the Home Office's operations to effect the removal of Foreign National Offenders

¹⁰ Response to an inspection of operations to effect the removal of foreign national offenders (FNOs)

Where relevant, differences by subgroups have been identified and discussed. All subgroup differences outlined in this report are statistically significant at the 95% confidence interval. This means that there is only a 5% possibility that the difference has occurred by chance rather than by being real. This is a commonly accepted confidence interval in the social sciences.

Where possible, results have been contrasted with official statistics or other sources. For example, this includes data from the Home Office and the Migration Observatory. Comparisons with other data sources have been included to provide wider context and/or validate the findings from the survey.

Section 1: Applying and obtaining immigration status via the EU Settlement Scheme (EUSS)

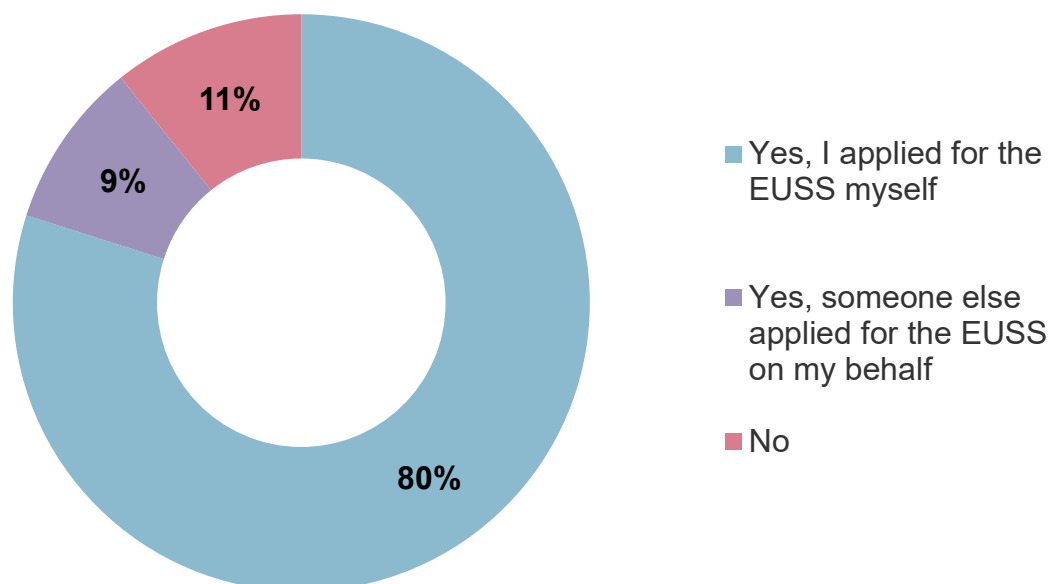
Applications for the EUSS

The majority of those surveyed said they had applied for the EUSS

Nine in ten (89%) respondents said they had applied for the EUSS. 80% applied for the EUSS themselves, while 9% said that someone else applied on their behalf. The remaining 11% have not applied.

A sizeable proportion of those that had not applied for the EUSS were Irish citizens (41% of those that had not applied). While Irish citizens are able to apply for the EUSS, this is not a requirement for them since their rights in the UK are covered by the Common Travel Area.

Figure 1: Have you applied for the EU Settlement Scheme (EUSS)?



A1. Have you applied for the EU Settlement Scheme (EUSS)? Base: All respondents (2258)

Groups less likely to have applied to the EUSS include family members (84%), those aged under 25 (82%), those of Asian ethnicity (81%), those aged over 65 (79%), and Irish citizens (42%).

Official statistics from the Home Office show that 8,470,950 applications to the EUSS were received as of 31st March 2025. The Home Office estimates that 6.4 million individuals have

applied to the scheme, made up of 5.8 million EU citizens, 64,000 EEA EFTA citizens, and 523,000 non-EEA nationals.¹¹

However, due to the lack of information available on the number of eligible citizens or family members who could apply for the EUSS, it is not possible to make direct comparisons between this survey question and official data.

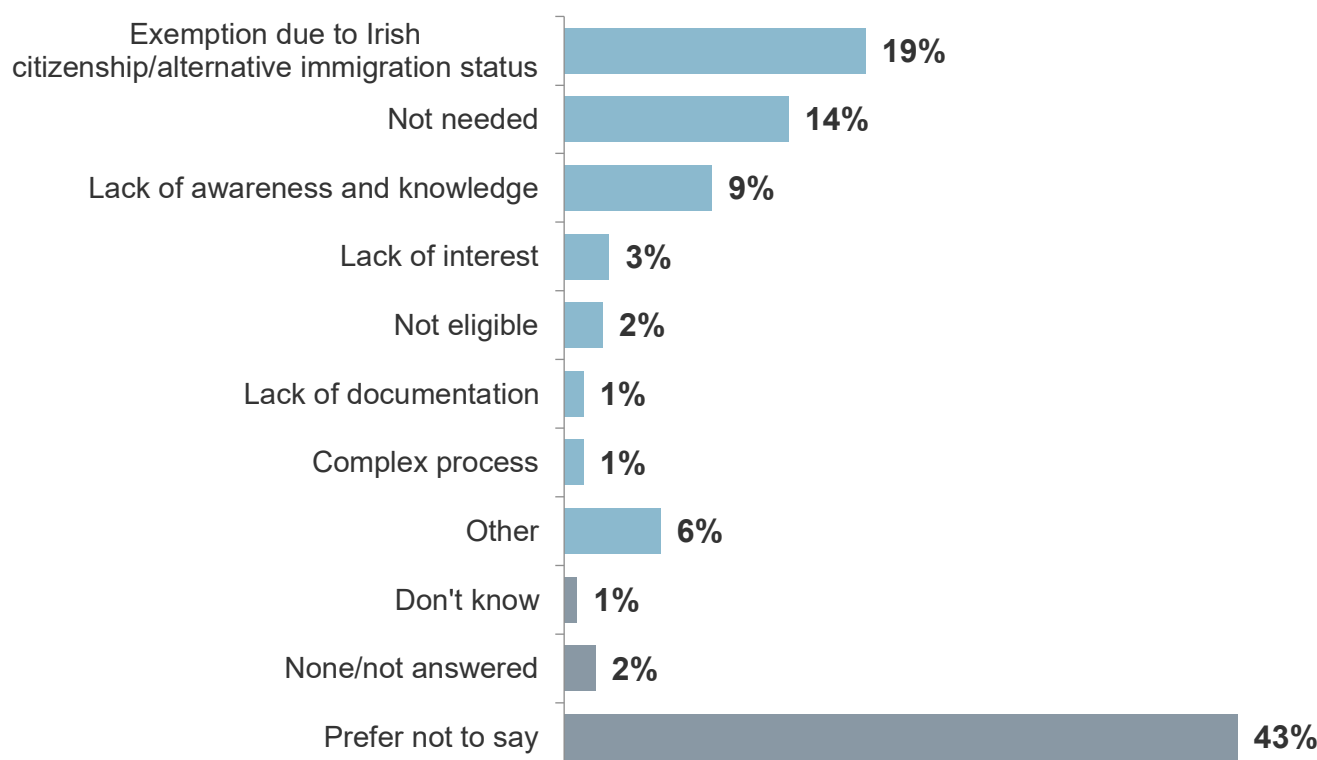
Reasons for not applying for EUSS

Reasons for not applying to the EUSS included legal or nationality exemptions (i.e. Irish citizens), a lack of awareness of the need to apply, and having alternative immigration status

Two in ten (19%) said they have not applied for the EU Settlement Scheme (EUSS) because of exemption due to Irish citizenship or holding an alternative immigration status. This was closely followed by 14% who perceived they did not need to apply. Additionally, 9% referred to a lack of knowledge or awareness of the scheme. Other reasons were mentioned by fewer than 5% of respondents.

It is worth noting that 43% of respondents who had not applied for the EUSS selected 'prefer not to say' when asked for their reasons. This suggests the topic may be sensitive for some individuals.

Figure 2: Why did you not apply for the EU Settlement Scheme (EUSS)?



A3. Why did you not apply for the EU Settlement Scheme (EUSS)? Base: All who did not apply for the EUSS (243).

¹¹Home Office statistics on the number of EUSS applications [eu-settlement-scheme-quarterly-statistics-tables-mar-2025.xlsx](#)

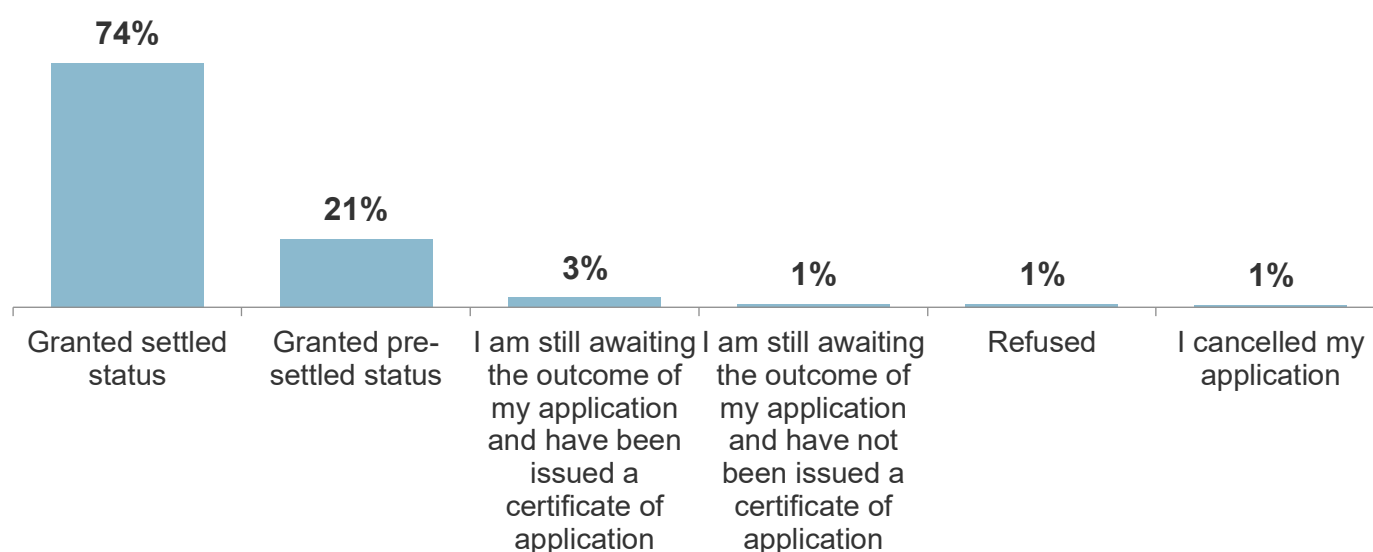
Outcome of EUSS applications

Almost all who applied for the EUSS say they have been granted status, with almost four in five (74%) granted settled status and one in five granted pre-settled status (21%)

Figure 3 shows that over nine in ten (94%) of those who applied for the EUSS said they were granted status, with 74% granted settled status and 21% granted pre-settled status.

Other outcomes included awaiting a decision with a certificate of application (3%), refused (1%), they application cancelled their application (1%), and awaiting a decision without a certificate (1%).

Figure 3: What was the outcome of your application?



A2. What was the outcome of your application? Base: All who applied for the EUSS (2,015)

Groups more likely to say that they have been refused status include family members (3%), non-EU or EEA EFTA respondents (3%), those from an ethnic minority background (3%), those aged under 35 (2%), and those within the less advantaged socio-economic groups (C2DE) (2%).

Official statistics published by the Home Office¹² show that of 8,327,231 concluded EUSS applications made between the 28th August 2018 and 31st March 2025:

- 34% were granted pre-settled status
- 50% were granted settled status
- 9% were refused
- 3% were withdrawn or void
- 4% were invalid.

These figures broadly support the findings from our survey.

¹² Home Office statistics:

<https://assets.publishing.service.gov.uk/media/68415ec341cb2525c1211c92/eu-settlement-scheme-quarterly-statistics-tables-mar-2025.xlsx>

Support and advocacy groups such as Black Europeans and the3million highlight issues that ethnic minority citizens face in securing and proving their rights.

In their report, *Ethnic Diversity and the EU Settlement Scheme 2024*¹³, the3million compared the results of the 2021 England and Wales census with reports of difficulties raised to them by individuals from different ethnic backgrounds. On the topic of EU application difficulties, the report highlights that those from an ethnic minority background were disproportionately more likely to have their application refused compared to white applicants.

Reasons for refused EUSS applications

Reasons for refusals included lack of documentation, ineligibility based on place of residence (e.g. Gibraltar), and failure to meet the UK residency requirement during the qualifying period

Respondents who said their application had been refused were asked what reasons they were given for their refusal. This question was asked through an open-ended format.

Only nine out of 20 (45%) respondents who said they had been refused status provided reasons for refusals. Given the low base size for this question, results should be interpreted as indicative only.

Some of the reasons for refusals provided by respondents included insufficient documentation, not being eligible due to living in Gibraltar instead of the UK, and a lack of proof to show they met UK residency requirements during the qualifying period. Some examples verbatims are shown below.

“You have not provided sufficient evidence to confirm that you have ever resided in the UK and Islands. The evidence you have provided cannot be accepted as the documents relate to residence in Gibraltar.”

“I [did not have] all documents.”

“Because I did not live in the UK before 2021, and my wife, although she has pre-settled status based on her relationship with her mother (sponsor), is not allowed to apply through pre-settled status even though we have been married for 11 years.”

For details on who is eligible to apply for the EUSS, see Table 1.

Statistics from the Home Office¹⁴ state that since the launch of the EUSS, 99% of refusals have been based on eligibility grounds, typically due to insufficient evidence of residence. This is in line with the reasons provided by our survey respondents.

These statistics show that less than 1% of refusals have been based on suitability grounds, which relate to the person's circumstances, such as being subject to a deportation order.

Time taken to receive EUSS application outcomes

Two in five (41%) said they received an outcome for their EUSS application within one month

Waiting times for EUSS application outcomes varied among respondents. While 41% indicated that they received a decision within one month, a similar proportion (46%) reported longer waits. 27% said they waited up to three months, and 11% said they waited up to six months. Smaller proportions experienced further delays: 4% said they waited up to 12 months, and another 4%

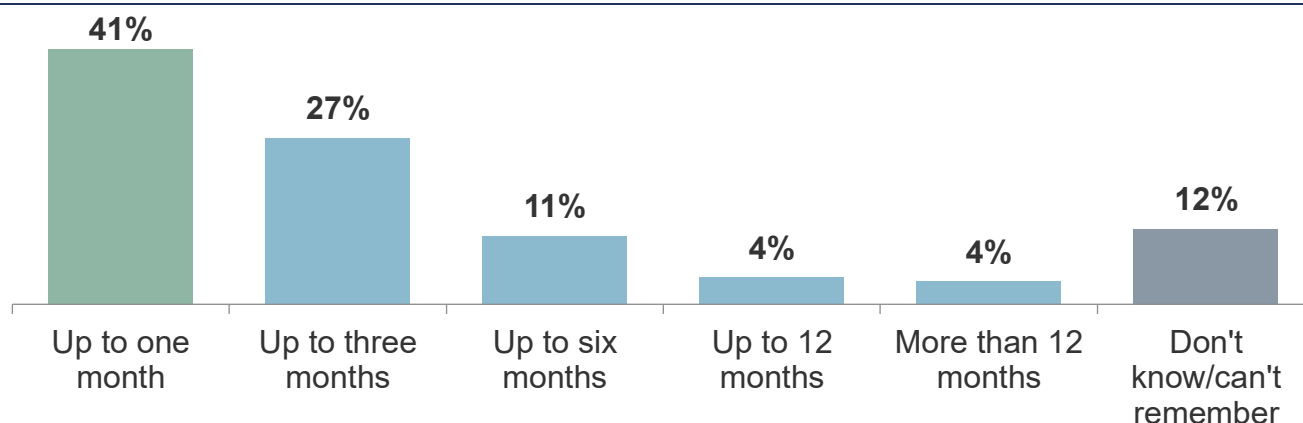
¹³ Report by the3million on ethnic diversity and the EUSS can be found [here](#).

¹⁴ Home Office data on 'How many grants of settlement are made via the EU Settlement Scheme?' <https://www.gov.uk/government/statistics/immigration-system-statistics-year-ending-march-2025/how-many-grants-of-settlement-are-made-via-the-eu-settlement-scheme>

reported waiting over a year. The remaining 12% of respondents were unsure or could not recall how long they waited.

Altogether, 46% of applicants reported waiting more than one month to receive a decision on their EUSS application. This exceeds the one-month processing time stated on the Home Office's website.¹⁵ However, the Home Office does not publish any official data on the lead time of applications they receive.

Figure 4: How long did it take for you to receive an outcome for your application?



A2C. How long did it take for you to receive an outcome for your application? Base: All who received an outcome from their EUSS application (1922)

Family members (74%) and non-EU or EEA EFTA respondents (66%) were more likely to say they had waited over a month to receive the outcome of their EUSS application.

The3million¹⁶ reported on EUSS application timings as of the end of June 2024. They reported that 46% of applicants waited more than 30 days to receive their outcome. 21% waited over three months, 6% waited more than six months, and 1% waited longer than a year. These figures are consistent with the findings reported in our survey.

Holding another immigration status

Two in five (40%) said they have another immigration status (non-EUSS), with family members and those who are non-EU or EEA EFTA citizens more likely to say so

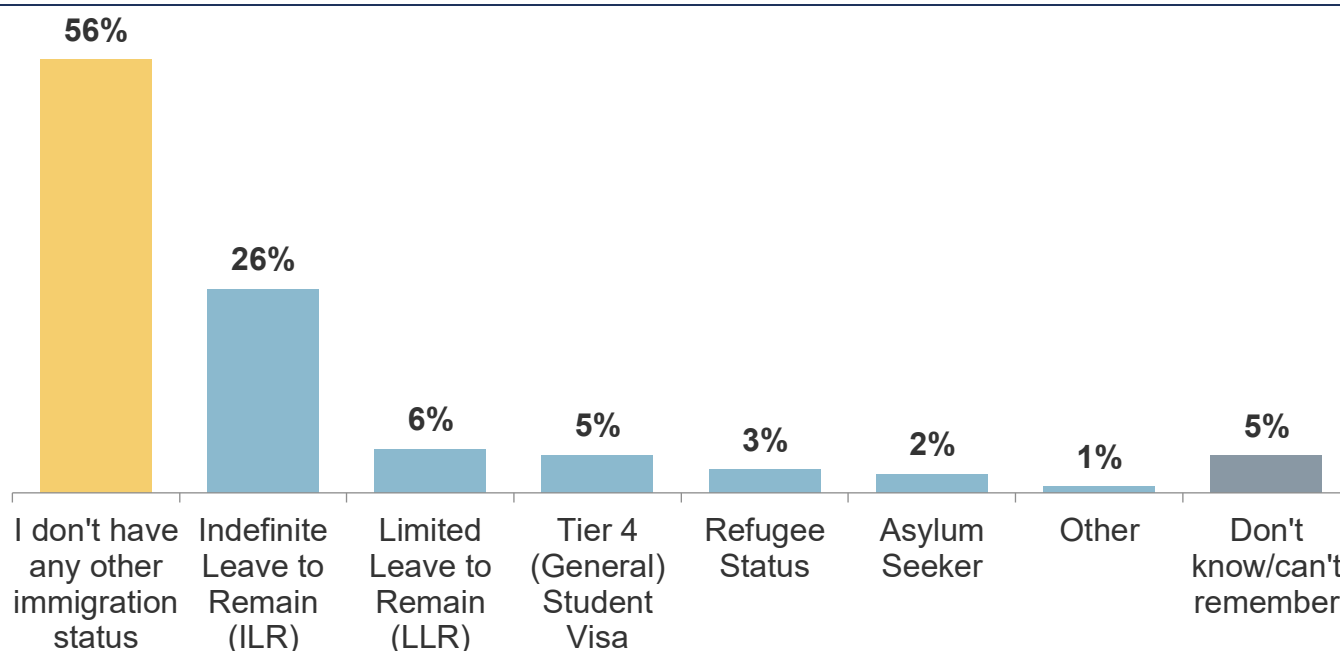
Respondents based in the UK were asked whether they held an additional immigration status in the UK besides their status granted via the EUSS (if applicable).

The majority (56%) reported holding no additional UK immigration status, while 39% indicated they held another immigration status. The most common additional immigration status was Indefinite Leave to Remain (ILR) (26%). Other immigration statuses were mentioned by fewer than one in ten respondents. These included Limited Leave to Remain (6%), Tier 4 Student Visas (5%), refugee status (3%), and asylum seeker status (2%). 5% were unsure whether they held another status in addition to their EUSS status.

¹⁵ EU Settlement Scheme: current estimated processing times for applications - GOV.UK

¹⁶ Report from the3million on EU Settlement Scheme Statistics found [here](#).

Figure 5: Do you have any other immigration status in the UK, apart from your status granted via the EU Settlement Scheme (EUSS) if applicable?



A4. Do you have any other immigration status in the UK, apart from your status granted via the EU Settlement Scheme (EUSS) if applicable? Base: All UK-based respondents (2258)

Groups more likely to hold a non-EUSS immigration status included non-EU or EEA EFTA respondents (55%), those from an ethnic minority background (54%), family members (51%), those aged under 35 (47%), men (43%), and those from less advantaged socio-economic backgrounds (C2DE) (43%).

There is a lack of publicly available information on other immigration statuses held by those eligible for the EUSS, which restricts comparisons to our survey results.

Overview of respondents' immigration status

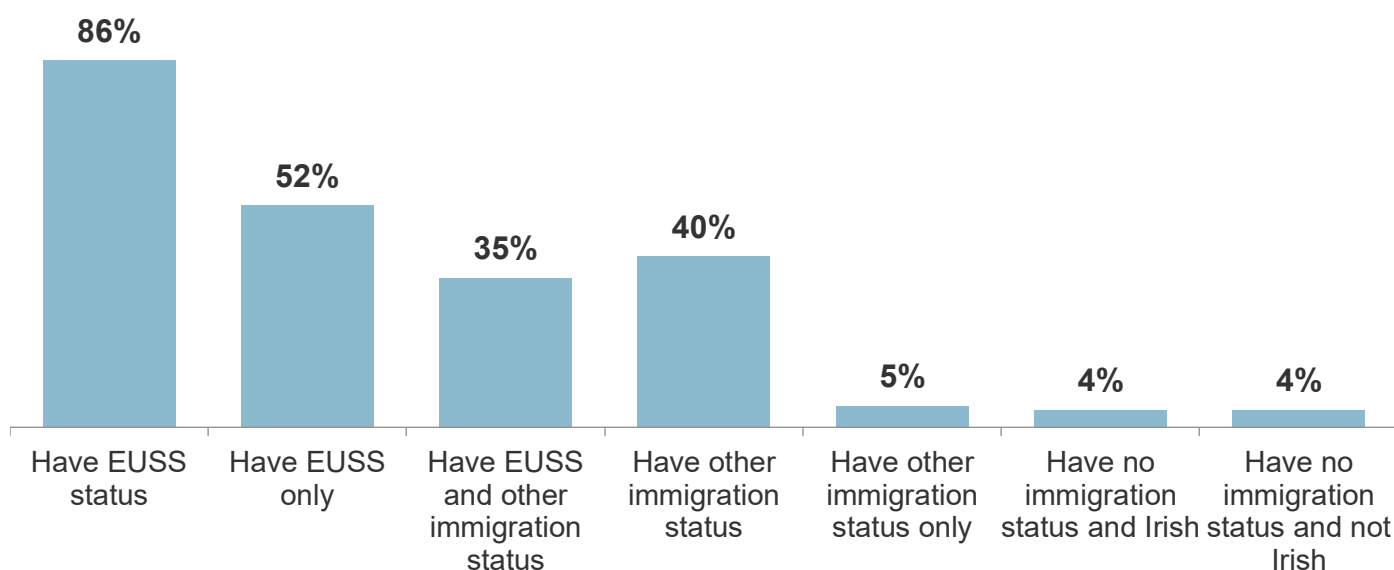
Four in five (86%) reported holding an EUSS status, while fewer than one in ten said they have only an alternative immigration status or no status at all

Overall, 86% of respondents reported holding an EUSS status. Just over half (52%) held only an EUSS status, while 35% had an EUSS status alongside another immigration status. Two in five (40%) reported holding another immigration status, although only 5% held this without an EUSS status.

A small proportion (8%) said they had no immigration status. Half of this group (4%) without an immigration status were Irish citizens. Irish citizens are covered by the Common Travel Area Agreement in the UK and are not required to hold an immigration status. However, Irish citizens may still apply to the EUSS if they wish.

The remaining 4% who reported that they did not hold an immigration status (who were not Irish citizens) may not be covered by other legal arrangements.

Figure 6: Overview of respondents' immigration statuses



A2. What was the outcome of your application? (2015) / A4. Do you have any other immigration status in the UK, apart from your status granted via the EU Settlement Scheme (EUSS) if applicable? Base: All UK-based respondents (2258)

Groups more likely to report having no immigration status are those aged over 65 (16%), those aged under 25 (15%), and those from less advantaged socio-economic backgrounds (C2DE) (10%).

Support and advocacy groups such as Roma Support Group (RSG) have reported that some citizens are more likely to experience difficulties securing an immigration status. These include citizens who may not have the documentary evidence needed to complete an application, may not readily engage with authorities, those with limited digital literacy, and those with low levels of literacy in English and their native language.

For instance, Roma citizens often face difficulties as detailed in the report, *Roma EU citizens in the UK: Ongoing struggles with the EU Settlement Scheme*¹⁷, a joint publication between University of Sheffield and the Roma Support Group (RSG), and a letter from Settled to Seema Malhotra M.P. in August 2024.¹⁸ The University of Sheffield and RSG report states that “many Roma in the UK (including children) do not have settled or pre-settled status, often when they would probably be eligible”. It continues to cite difficulties faced by Roma citizens who struggle “to both evidence and understand the meaning of ‘continuous residence’” when applying to convert their status from pre-settled to settled, and Roma citizens experiencing difficulties when they come to the UK as joining family members.

¹⁷ Roma EU citizens in the UK: Ongoing struggles with the EU Settlement Scheme report by the Roma Support Group and University of Sheffield found [here](#).

¹⁸ Letter from Settled to Seema Malhotra M.P. in August 2024 found [here](#).

Section 2: EUSS and future generations

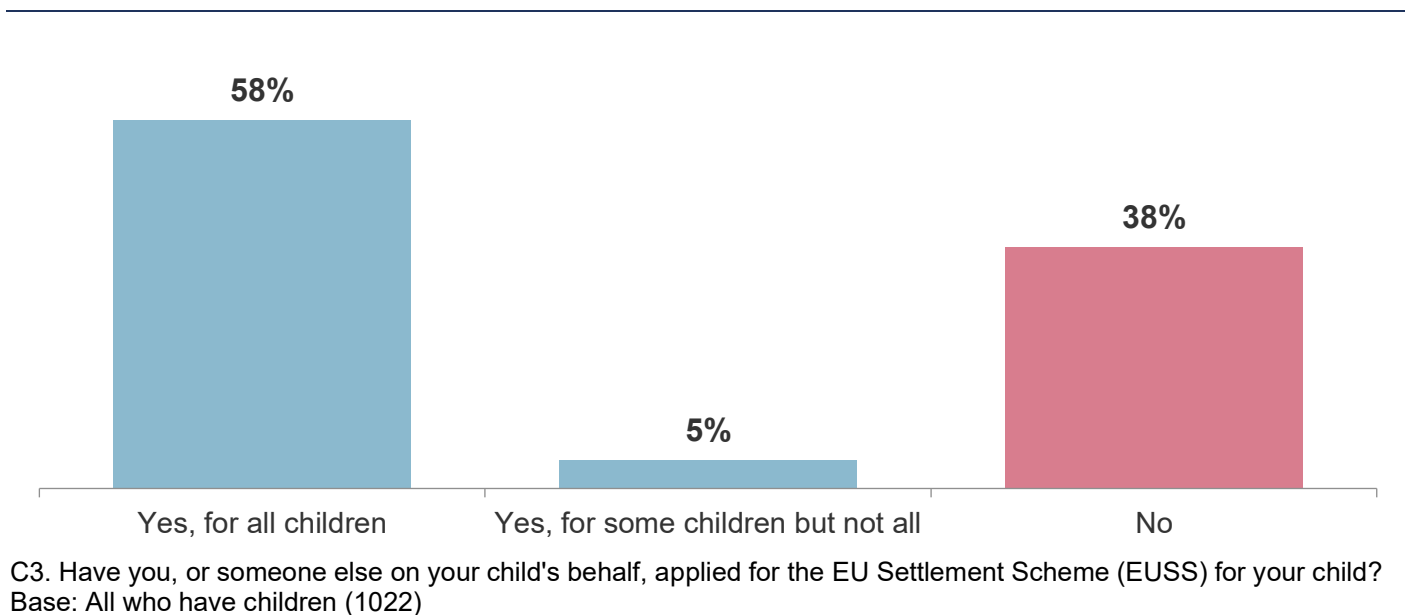
Applications for the EUSS for children

Almost six in ten (58%) respondents with children said they had applied to the EUSS for their children

Respondents with children under the age of 21 were asked whether they, or someone else, had applied for the EUSS on behalf of their children (see Figure 7).

Just under six in ten (58%) said they had applied to the EUSS for all their children, while 5% had applied for the EUSS for some, but not all of their children. Two in five (38%) said they had not applied for the EUSS on behalf of their children.

Figure 7: Have you, or someone else on your child's behalf, applied for the EUSS for your child?



Irish citizens (51%) were more likely to say they had not applied for the EUSS on behalf of their children.

Reasons for not applying for EUSS for children

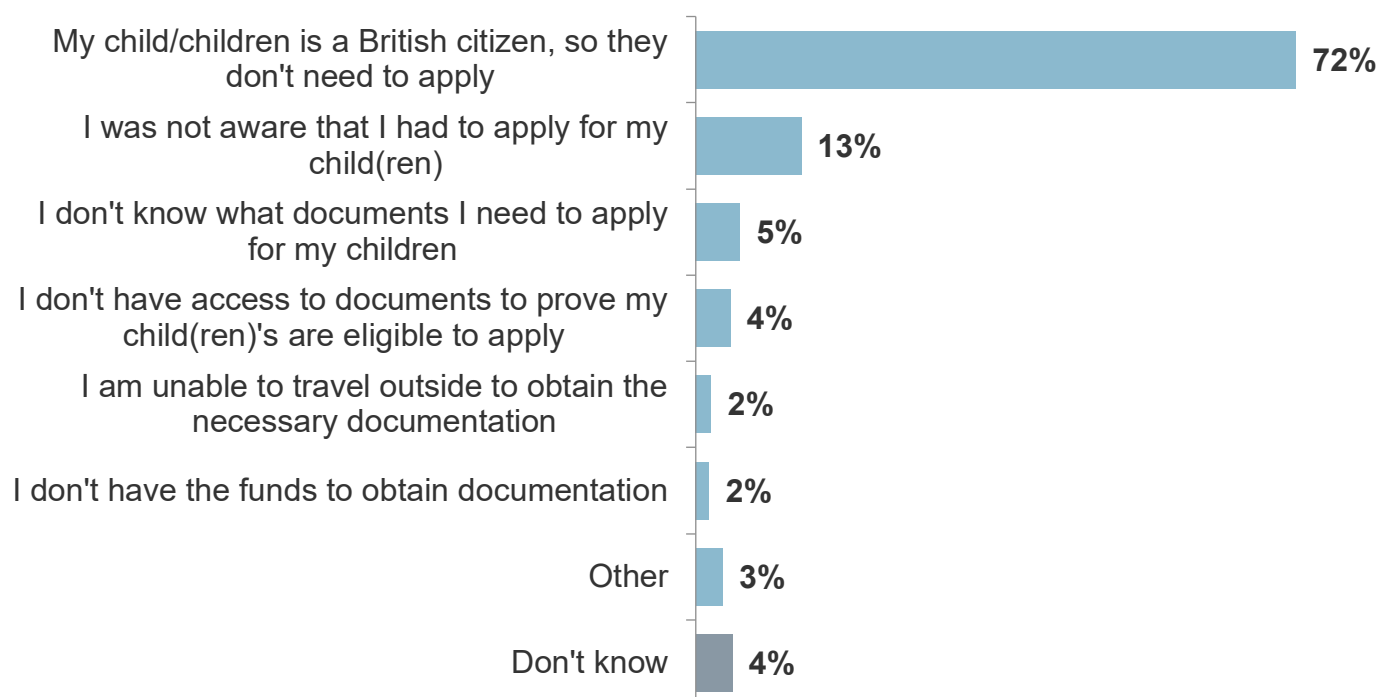
The main reason for not applying for the EUSS for children was a belief that children are British citizens

Among those who had not applied for the EUSS for their children, the most common reason reported by far was that their child or children are British citizens and therefore do not need to apply (72%). The second most cited reason was being unaware that an application was required for their child or children (13%). Additionally, 5% did not know what documents were needed, and 4% cited not having access to documents proving their child's or children's eligibility. Smaller proportions cited being unable to travel to obtain documents (2%) or lacking the funds to obtain documents (2%).

While 72% claimed that their child or children were a British citizen as a reason for not applying to the EUSS, this may involve some overclaim. UK birthright citizenship is not automatic and depends on the parents' nationality and immigration status at the time of the child's birth. For example:

- If at least one parent is a British citizen or has settled status (like Indefinite Leave to Remain) at the time of birth, then the child is automatically British.
- If the parents don't have British citizenship or settled status, the child isn't automatically British and may need to apply for citizenship later.¹⁹

Figure 8: What was the main reason an application wasn't made for the EUSS for your child(ren)?



C4. What was the main reason an application wasn't made for the EU Settlement Scheme (EUSS) for some of your child(ren)? Base: Where have not applied for EUSS for one or more children (434)

An article written by Dr Owen Parker, Mihai Calin Bica and Olga Fuseini on the experiences of Roma EU citizens and the EUSS found that in the early years of the EUSS, parents and families wrongly believed that their status would automatically cover their children and, therefore, did not submit an application on their behalf.²⁰ While data collection methods are not directly comparable to our survey, their findings add further explanation about why some applications for their children have not been made.

¹⁹ Source: <https://www.gov.uk/british-citizenship>

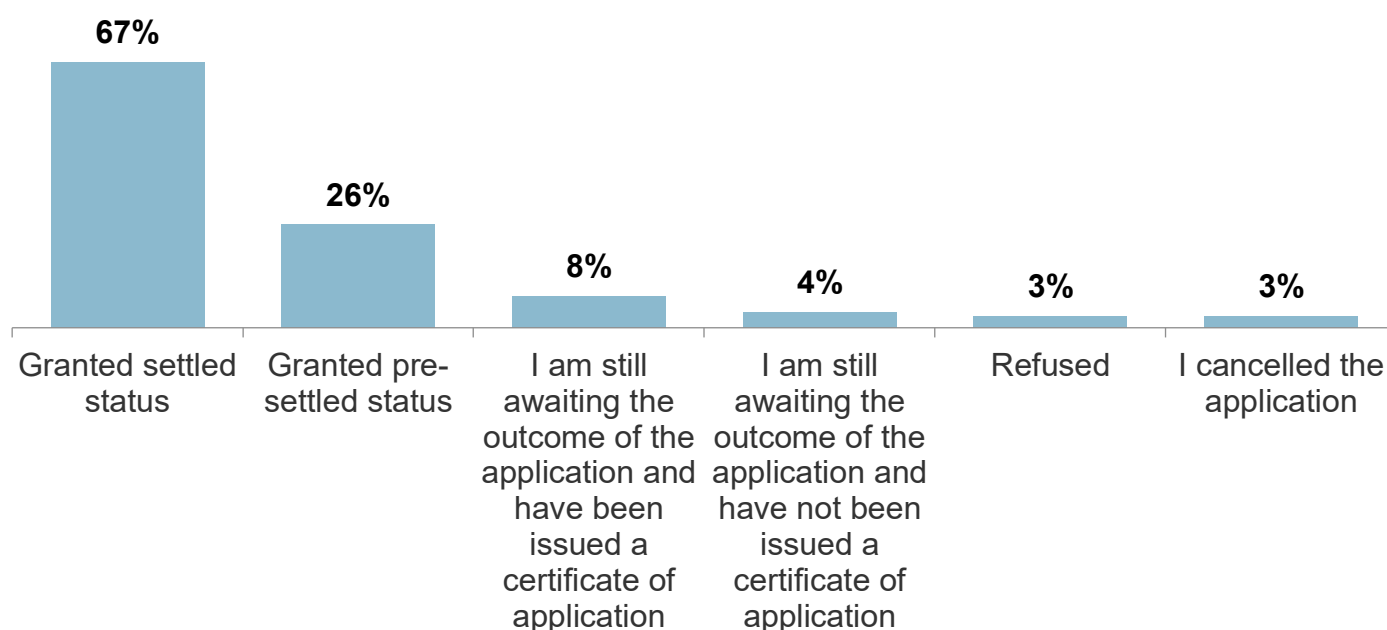
²⁰ Article titled *Roma EU citizens and the United Kingdom's EU settlement scheme: Another 'Windrush scandal' in the making?* found [here](#). The study used a primarily qualitative approach to engage with "individuals supporting Roma populations and also directly with those self-identifying as Roma".

Outcome of EUSS applications for children

For those who applied for the EUSS for their children, nine in ten (89%) said their children were granted status

Nine in ten (89%) of those who applied for the EUSS on behalf of their children reported that their child had been granted status. Of these, two thirds (67%) said their child received settled status, while one quarter (26%) were granted pre-settled status. Other reported outcomes included 8% awaiting a decision with a certificate of application, and 4% awaiting a decision without one. 3% said their application had been refused, and a further 3% reported that they had cancelled their application.

Figure 9: What was the outcome of your child's application?



C5. What was the outcome of your child's application? Base: All who applied for the EUSS for their children (617)

Home Office Statistics²¹ show that between 28th August 2018 and 31st March 2025, a total of 1,415,935 concluded applications were made to the EU Settlement Scheme (EUSS) for individuals under the age of 18. Of these, 34% were granted pre-settled status and 55% were granted settled status, meaning that nine in ten applications were successful. Meanwhile, 6% of applications were refused, 3% were withdrawn or void, and 2% were deemed invalid.

Although not directly comparable to our survey, as we asked these questions to parents/guardians with children under the age of 21, unlike the Home Office statistics which reports on those under 18, the survey results largely reflect figures reported in official statistics, particularly with regards to the high proportion (nine in ten) of successful applications.

Reasons provided for refused EUSS applications for children

Reasons for refusals for children's applications included lack of documentation to prove residency or relationship of the child to the parent/guardian

²¹ Home Office statistics on EUSS applications and outcomes, latest data published in May 2025 found [here](#).

The minority who said their child was refused EUSS status (3%) were asked to provide the reason why. This question was open-ended, allowing respondents to answer in their own words.

Findings should be interpreted with caution, as only eight respondents provided an answer.

Reported reasons included believing it was too early to apply for their child or lacking documents to prove the child's UK residency during the qualifying period. Others mentioned difficulties providing evidence of the child's relationship to the parent or guardian.

Some example responses are included below. These are respondents' verbatim answers, but it's unclear whether they reflect official refusal reasons provided by the Home Office or their own understanding of why they were refused.

"I believe it's too early"

"The application lacked necessary supporting documents, such as proof of residency in the UK or documentation proving relationship to the parent or guardian"

"The application [did not have] all documentation"

As noted for refusals of adult applications for the EUSS on page 17, there is limited publicly available information on the reasons for refusals besides that the majority are refused on grounds of eligibility. This aligns with our survey results.

Section 3: Rights under the EU Withdrawal and EEA EFTA Separation Agreements

Awareness of individual rights

Awareness of rights was highest for the right to work and access healthcare, while lowest for the right to housing support

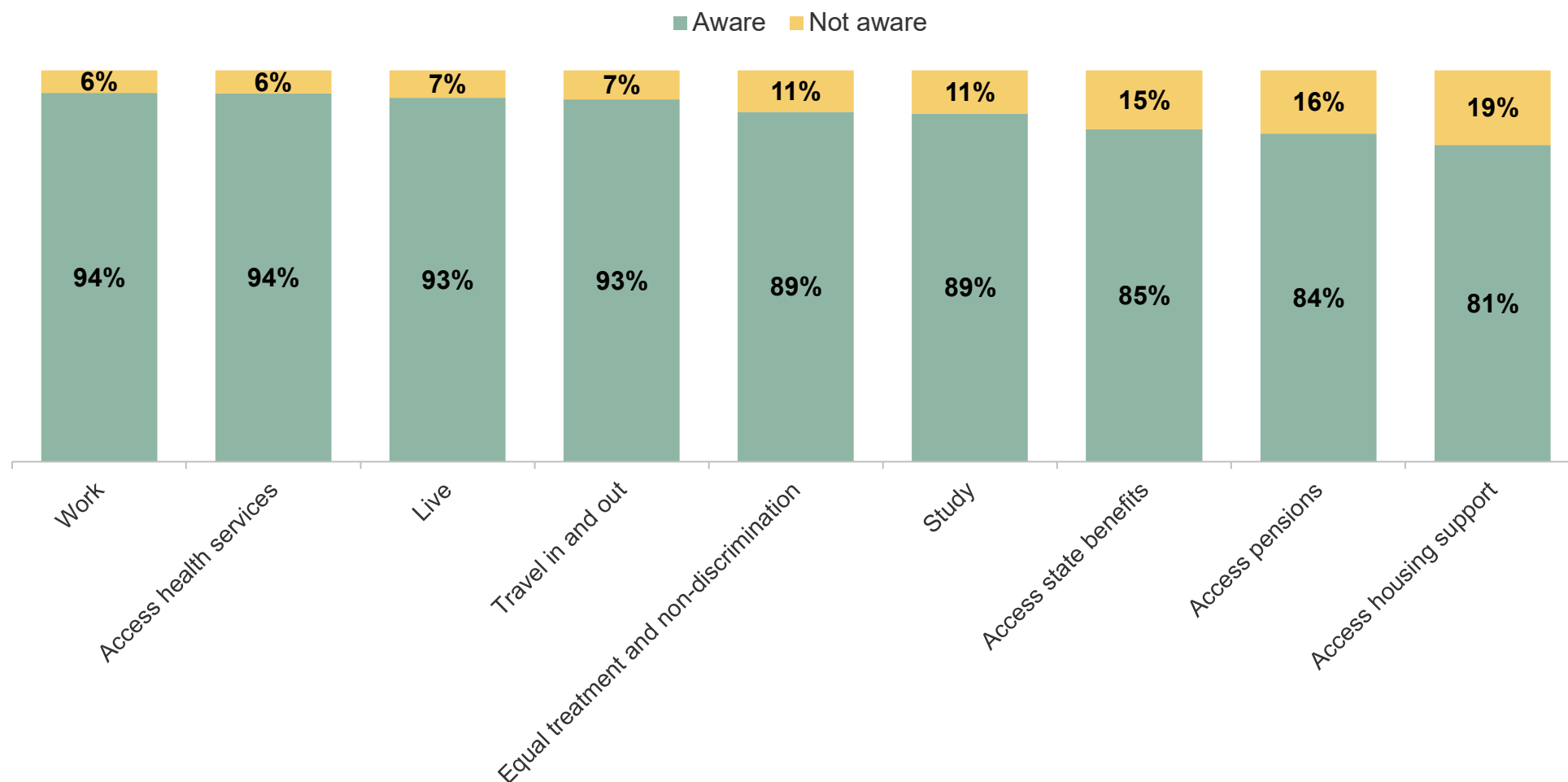
When asked about awareness of their rights since Brexit, awareness was high across the nine rights listed, with at least eight in ten saying they were aware of each right (see Figure 10 overleaf).

Awareness was highest for the right to work (94%) and to access health services (94%), and slightly lower for accessing housing support (81%) and accessing pensions (84%).

When comparing to secondary data, findings from the Migration Observatory on Migrants' experiences of the UK immigration system²² found that 22% of eligible people did not know that their status allows them to access state benefits, 14% did not know they can receive free hospital treatment, and 6% did not know they can work for any employer. Though not directly comparable due to different methodologies and question wording, the data from the Migration Observatory largely reflects the same trend found in our survey.

²² Findings from the Migration Observatory on Migrants' Experiences of the UK Immigration System can be found [here](#). Note that the Migration Observatory's study was conducted amongst EU EEA EFTA and non-EU EEA EFTA citizens, though the majority of the sample held an EUSS status.

Figure 10: Before today, were you aware of your rights since Brexit? Your right to...



B1. Before today, were you aware of your rights since Brexit? Base: All respondents (2268)

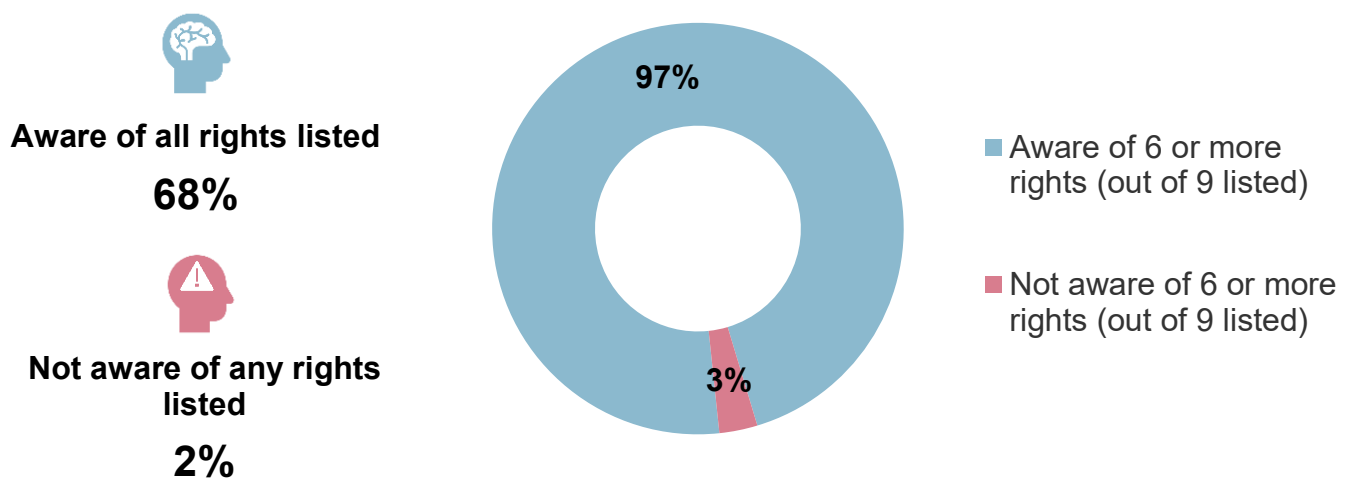
Overall awareness of rights

Two in three (68%) were aware of all the rights presented, though awareness was lower among family members and pre-settled status holders

When considering all nine rights presented in our survey collectively, 68% of respondents reported being aware of all the rights listed. In contrast, only a small proportion (2%) indicated that they were unaware of all rights.

Notably, almost all respondents (97%) were aware of the majority of rights listed (defined as at least six out of the nine), while just 3% were unaware of most rights.

Figure 11: Before today, were you aware of your rights since Brexit? Net Summary



B1. Before today, were you aware of your rights since Brexit? Base: All respondents (2268)

As we will see elsewhere in this report, certain protected characteristics are more likely to report challenges compared to other groups (see page 30 for groups more likely to experience difficulties accessing their rights and page 44 for groups more likely to have experienced discrimination). Subgroups less likely to be aware of all of the rights listed include respondents aged under 35 (63%), respondents from an ethnic minority background (62%), family members (60%), non-EU or EEA EFTA respondents (60%), those granted pre-settled status (60%), and Irish citizens (58%).

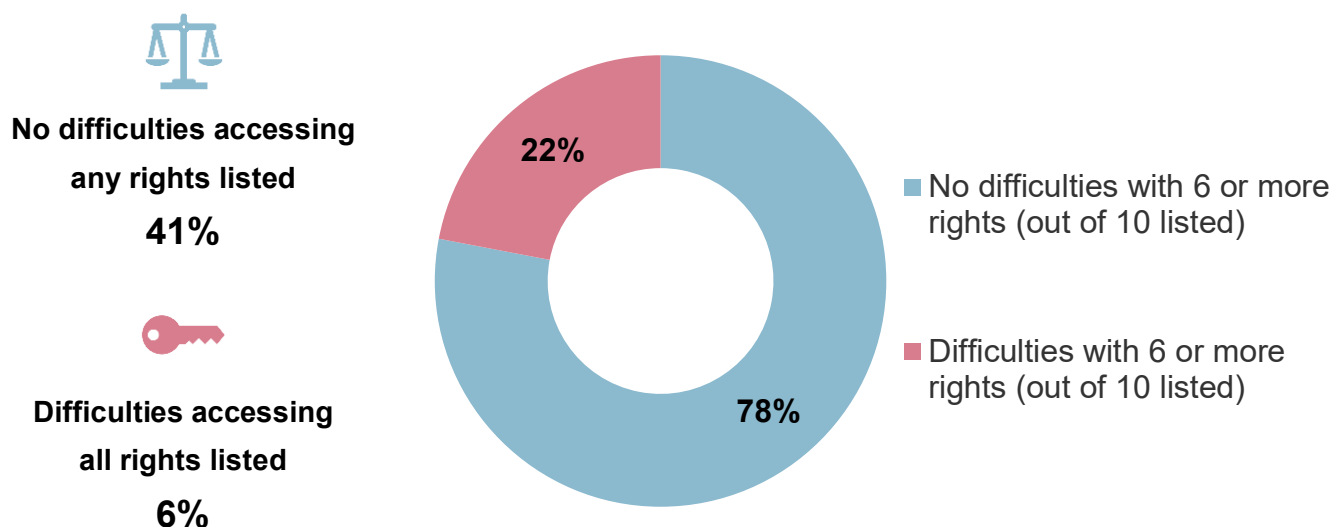
Difficulties accessing rights

Two in five (41%) said they have not experienced any difficulties when accessing their rights, while one in five reported difficulties accessing most rights

Respondents were asked whether they had experienced any difficulties accessing their rights since Brexit. When looking at the rights listed overall, two in five (41%) said they had experienced no difficulties accessing any of the rights, while 6% said they had experienced difficulties accessing all of the rights listed.

The proportion who experienced difficulties accessing their rights increased when considering the majority of the rights listed: 22% said they had experienced difficulties accessing six or more of the rights listed, while 78% said they had not experienced difficulties accessing six or more.

Figure 12: Have you experienced any difficulties accessing each of the following rights in the UK / Gibraltar since Brexit? Net Summary



B2. Have you experienced any difficulties accessing each of the following rights in the UK / Gibraltar since Brexit?
Base: All respondents (2268)

The following subgroups were more likely to report experiencing difficulties accessing at least six of the nine rights listed:

- Those who hold a non-EUSS immigration status only (43%)
- Those still awaiting an outcome for their EUSS application (42%)
- Those granted pre-settled status (35%)
- Those from an ethnic minority background (37%)
- Family members (37%)
- Non-EU or EEA EFTA respondents (37%)
- Those aged under 35 (34%)
- Irish citizens (31%)
- Those from less advantaged socio-economic groups (C2DE) (26%).

Difficulties accessing individual rights

Of all the rights listed, respondents reported having faced most difficulties in exercising their right to equal treatment and freedom from discrimination

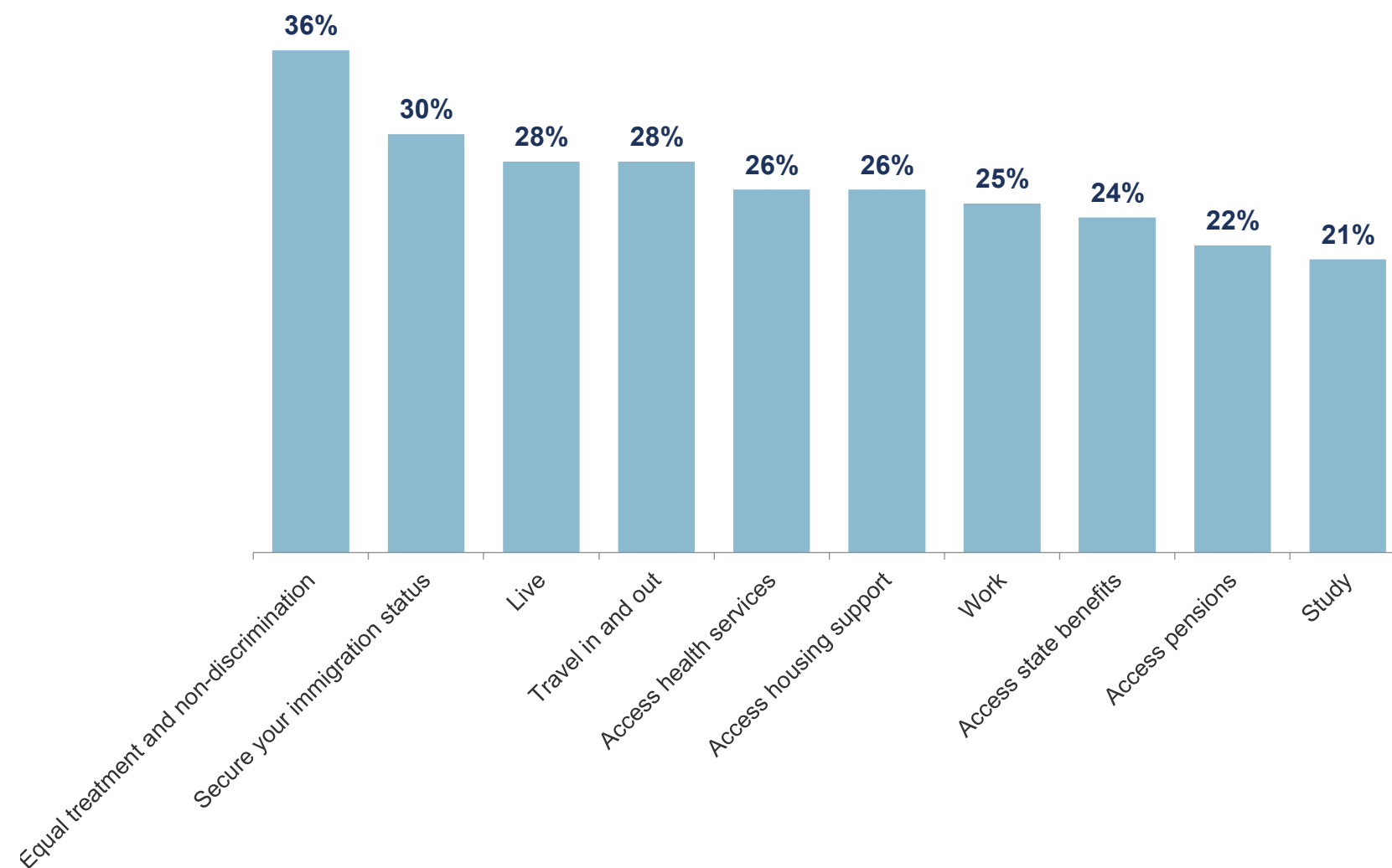
When considering the individual rights listed (Figure 13), respondents reported facing the most difficulties accessing their right to equal treatment and non-discrimination, with over one third (36%) saying they had faced difficulties accessing this right.

Additionally, around three in ten reported at difficulties accessing their right to secure their immigration status (30%), their ability to live in the UK/Gibraltar (28%) and their right to travel in and out of the UK/Gibraltar (28%).

For those who said they had experienced at least a few difficulties accessing their right to equal treatment and non-discrimination (36%), examples of difficulties that they experienced included general comments of discrimination in the workplace, healthcare, education or public services (27%). Other responses mentioned issues around proving their status (2%) and not having the right to vote (1%).

For those who experienced difficulties with their ability to secure their immigration status (30%), 13% of those commented on process complexity, while 9% referenced a long waiting time to receive an outcome on their application.

Figure 13: Have you experienced any difficulties accessing each of the following rights in the UK / Gibraltar since Brexit? Net: Experienced at least a few difficulties



B2. Have you experienced any difficulties accessing each of the following rights in the UK / Gibraltar since Brexit? Base: All respondents (2268)

Getting professional qualifications recognised in the UK/Gibraltar

Four in five (80%) respondents hold professional qualifications, with around one in five of those reporting difficulties getting them recognised in the UK/Gibraltar

The Withdrawal and Separation Agreements allow EU and EEA EFTA citizens and their family members to have professional qualifications gained in an EU or EEA EFTA country recognised in the UK and Gibraltar. To be covered, the qualification must have been recognised by the relevant body UK competent authority by 31st December 2020, or an application must have been submitted by this date and subsequently approved. Professional qualifications include both academic and vocational qualifications.

Respondents were asked whether they hold professional qualifications and whether they had experienced any difficulties getting these recognised in the UK or Gibraltar since Brexit.

53% of respondents said they hold professional qualifications from outside the UK or Gibraltar, while 27% said they obtained their professional qualifications in the UK or Gibraltar.

18% of respondents said they hold professional qualifications from outside the UK/Gibraltar, but experienced difficulties getting them recognised since Brexit. 24% said they hold professional qualifications from outside the UK/Gibraltar and did not experience difficulties getting them recognised. 20% said they hold professional qualifications from outside the UK/Gibraltar but had not tried to get these qualifications recognised.

Figure 14: Which of the below apply to you when thinking about getting your professional qualifications recognised in the UK / Gibraltar since Brexit?



B3A. Which of the below apply to you when thinking about getting your professional qualifications recognised in the UK / Gibraltar since Brexit? Base: All respondents (2268)

Groups who were more likely to say they experienced difficulties getting their qualifications from outside the UK/Gibraltar recognised included: those granted pre-settled status (35%), those from

an ethnic minority background (29%), non-EU or EEA EFTA respondents (27%), those aged under 35 (27%), and family members (27%).

Difficulties or concerns affecting the EU or EEA EFTA community

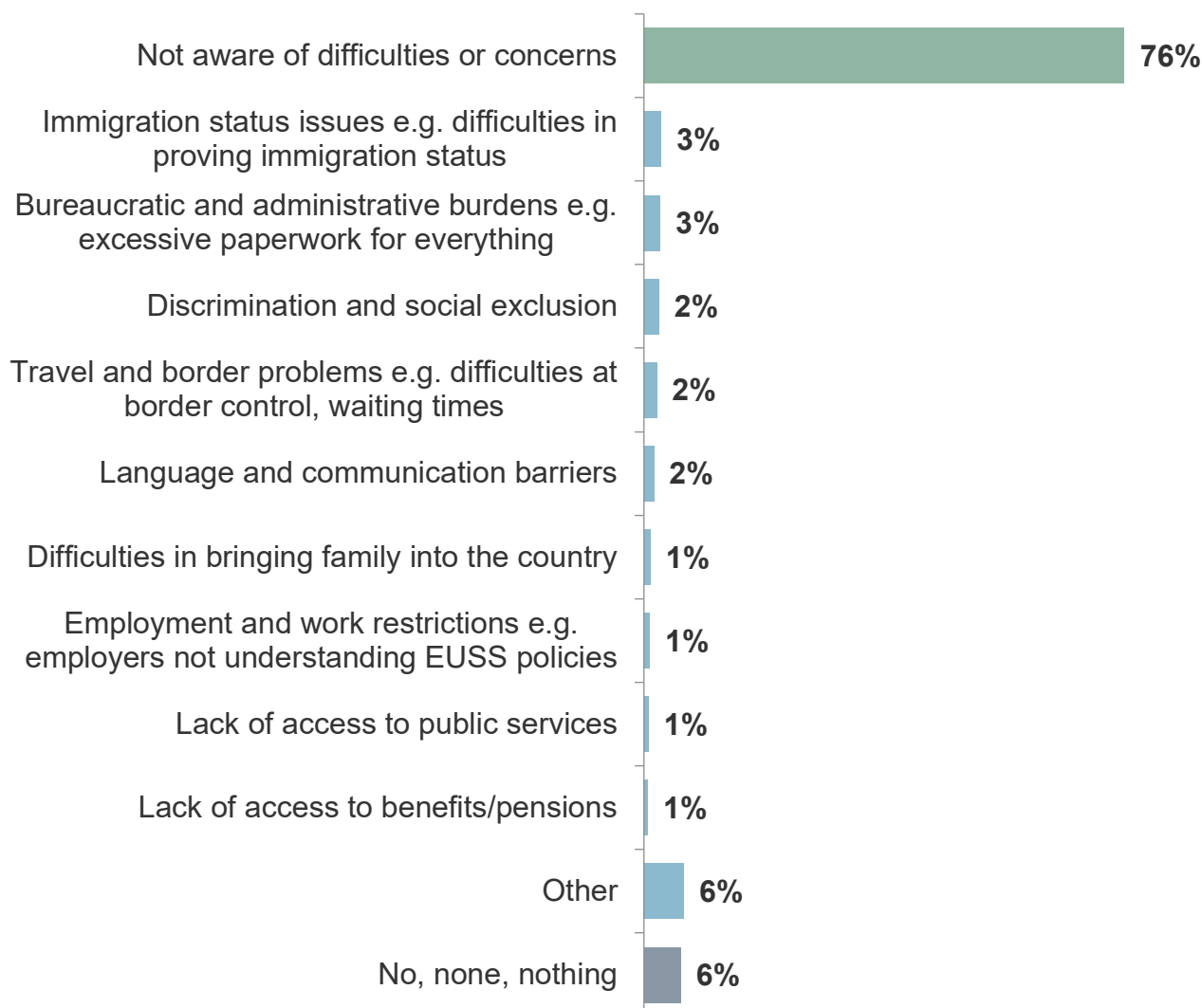
The majority (76%) were not aware of difficulties or concerns affecting other EU or EEA EFTA citizens or their family members

Respondents were asked an open-ended question on whether they were aware of any difficulties or concerns affecting other EU or EEA EFTA citizens or their family members in their community. The majority (76%) of respondents said they were not aware of any difficulties or concerns.

For those who provided an answer, their responses were coded into themes, which can be seen in Figure 15 overleaf.

Each difficulty was mentioned by 3% or fewer respondents. These included: issues around immigration status (e.g. difficulties in proving their immigration status) (3%), bureaucratic and administrative burdens (e.g. excessive paperwork) (3%), and general comments of discrimination and social exclusion (2%).

Figure 15: Are you aware of any difficulties or concerns affecting other EU or EEA EFTA citizens or their family members in your community?



B4. Are you aware of any difficulties or concerns affecting other EU or EEA EFTA citizens or their family members in your community? Base: All respondents (2268)

Section 4: Interactions with and confidence in public bodies and support organisations

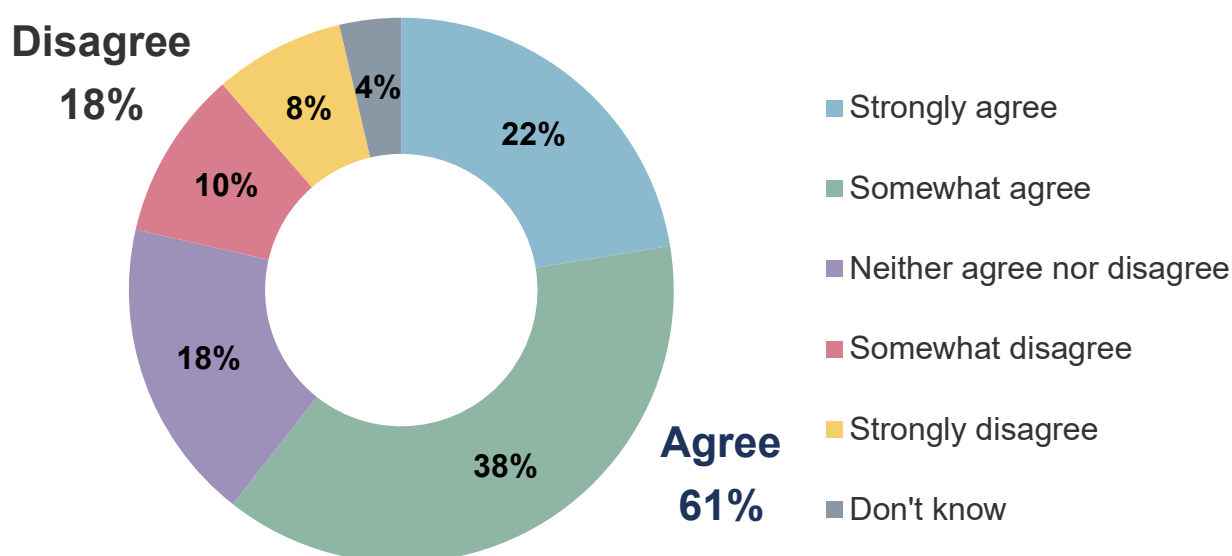
Trust in public bodies

Three in five (61%) trust public bodies in the UK/Gibraltar to protect their rights since Brexit

Respondents were asked the extent to which they agreed with the following statement: “I trust public bodies in the UK / Gibraltar to protect my rights since Brexit” (Figure 16).

Three in five (61%) said they agreed with this statement, while 18% said they did not agree.

Figure 16: To what extent do you agree or disagree with the following statement? “I trust public bodies in the UK / Gibraltar to protect my rights since Brexit”



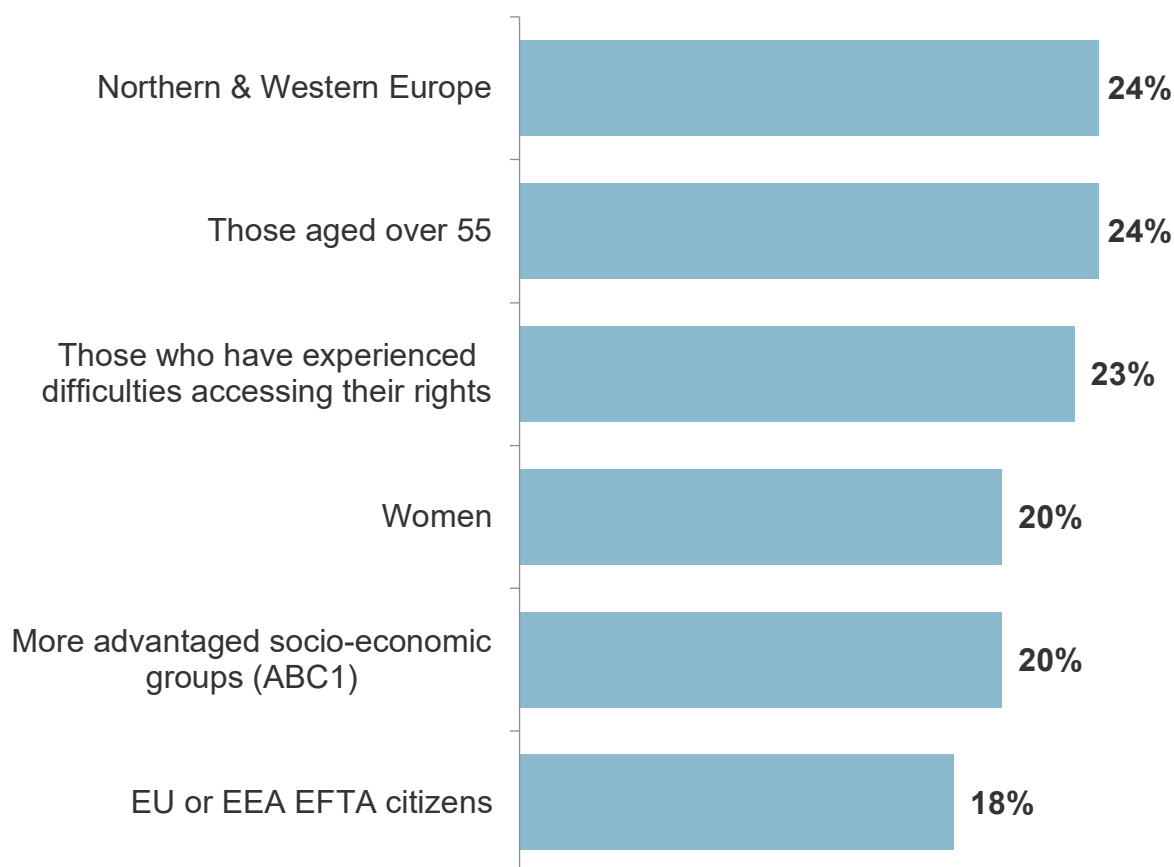
D1. To what extent do you agree or disagree with the following statement? I trust public bodies in the UK / Gibraltar to protect my rights since Brexit. Base: All respondents (2268)

Research conducted by the ONS on levels of public trust found that 27% of the public have high or moderately high trust in the UK Government. Trust was higher for the courts and judicial system as well as for the police.²³ Although it is not possible to compare our survey results (due to methodological differences), this data suggests that a high proportion lack trust in public institutions.

Groups who were more likely to disagree that they trust public bodies to protect their rights since Brexit can be found in Figure 17 overleaf.

²³ ONS data on levels of public trust among the UK public can be found [here](#).

Figure 17: Subgroups more likely to disagree with the following statement: “I trust public bodies in the UK / Gibraltar to protect my rights since Brexit”



D1. To what extent do you agree or disagree with the following statement? I trust public bodies in the UK / Gibraltar to protect my rights. Base: EU or EEA EFTA (2163); Northern & Western Europe (899); Those over 55 (390); Women (1270); ABC1 (1331); Experienced difficulties accessing at least one of their rights (1369).

Reasons for distrust in public bodies

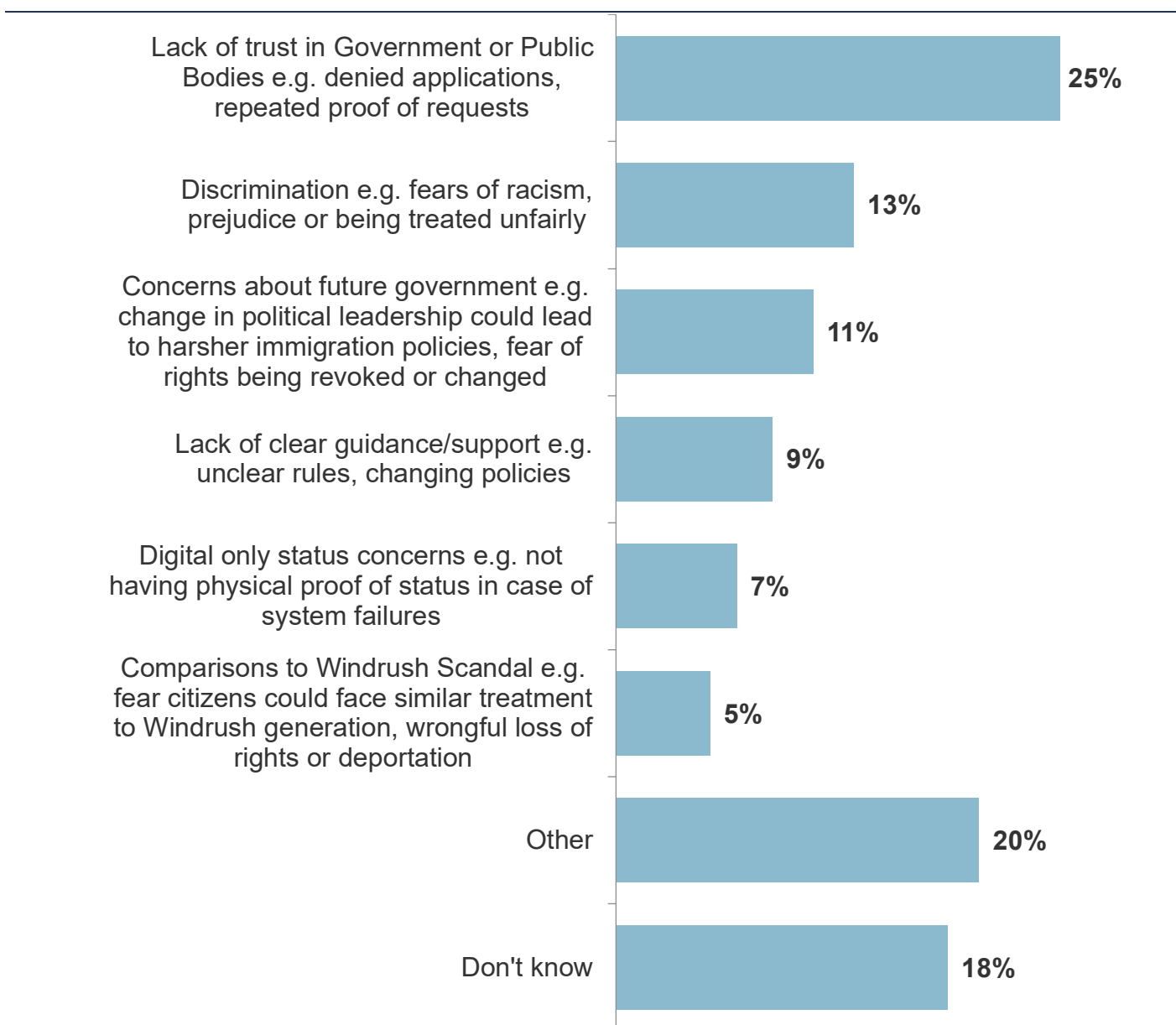
The top reasons for not trusting public bodies in the UK/Gibraltar included a general lack of trust in the Government and experiencing discrimination

Respondents who disagreed that they trust public bodies to protect their rights since Brexit were asked to provide reasons why in their own words. These answers were coded into themes, which can be seen in Figure 18 overleaf.

The most common answer was a general lack of trust in the Government or public bodies (25%), followed by fear of discrimination (13%), and specific concerns about future governments implementing harsher immigration policies (11%).

Other coded responses include a lack of clear guidance and support, for example unclear rules and changing policies (9%), concerns around a digital-only status and not having a physical proof of status in case of system failures (7%), and comparisons to the Windrush scandal, such as fears around wrongful loss of rights or deportation (5%).

Figure 18: Why do you say that you disagree with the statement “I trust public bodies in the UK / Gibraltar to protect my rights since Brexit”



D1A. Why do you say that? Base: All who disagree they trust public bodies (403)

Dealings with public bodies

Under half (42%) said they have dealt with public bodies or support organisations about their EUSS application or their rights since Brexit. GPs/hospitals, employers/education providers and the Home Office were the most common sources of support

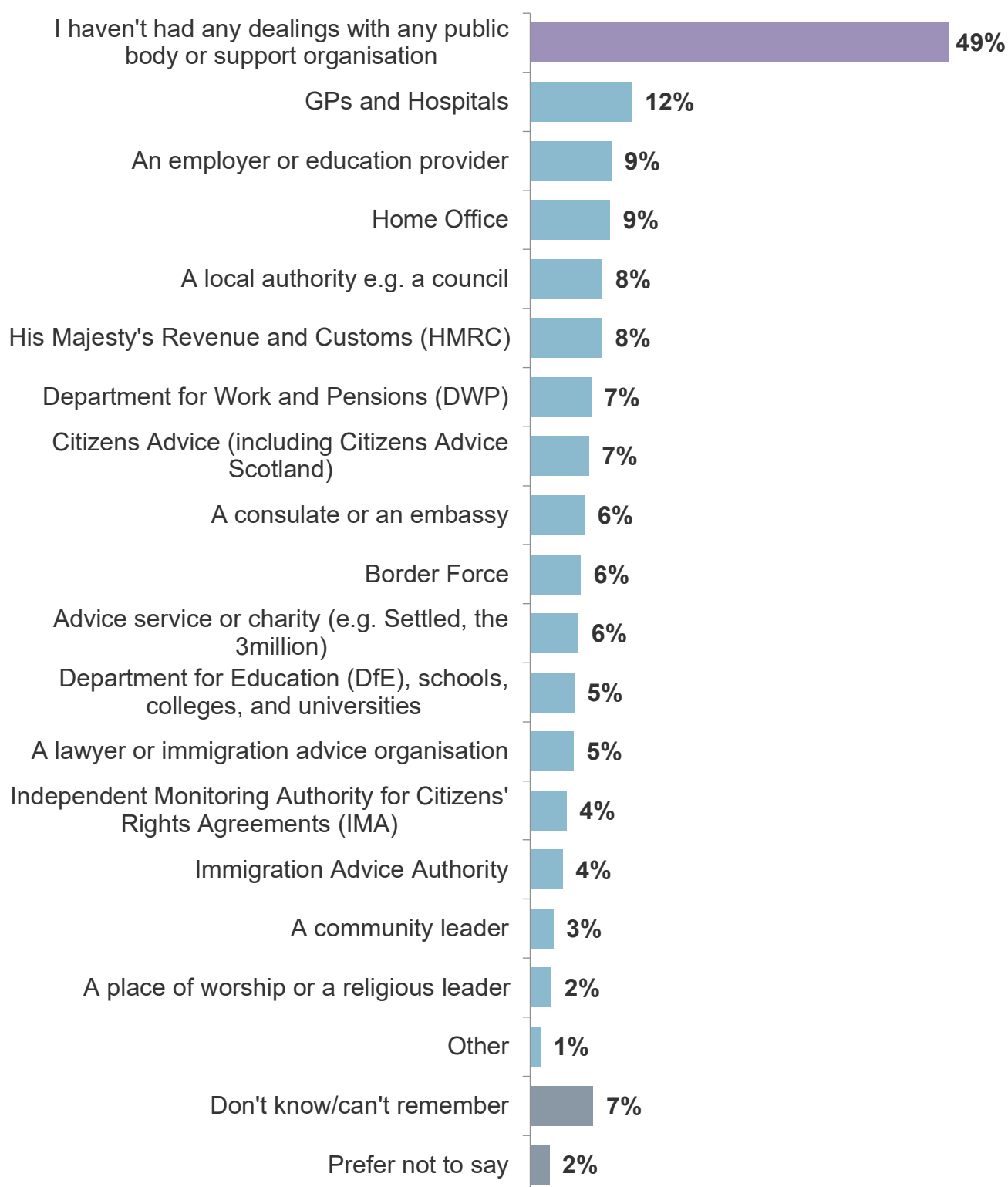
Respondents were asked if they had engaged with public bodies or support organisations about their EUSS application or about their rights since Brexit. Two in five (42%) reported having had such dealings, while nearly half (49%) said they had not. The remaining 7% were unsure or could not recall.

Certain groups were more likely to report having interacted with public bodies or support organisations. These included:

- Those still awaiting an outcome on their EUSS application (63%)
- Non-EU or EEA EFTA nationals (60%)
- Family members of EU citizens (58%)
- Individuals granted pre-settled status (56%)
- Respondents who had experienced difficulties accessing at least one of their rights (54%)
- Respondents from ethnic minority backgrounds (51%)
- Those under the age of 35 (47%)
- Respondents from Northern and Western Europe (45%)
- Those from more advantaged socio-economic groups (ABC1) (44%)

Among those who had dealings with public bodies or support organisations, the most commonly mentioned were GPs and hospitals (12%), followed by employers or education providers (9%), and the Home Office (9%). A full breakdown of the organisations respondents reported having engaged with is provided in Figure 19 overleaf.

Figure 19: Have you had any dealings with any public bodies or support organisations about your EU Settlement Scheme (EUSS) application or your rights since Brexit?



D2. Have you had any dealings with any public bodies or support organisations about your EU Settlement Scheme (EUSS) application or your rights since Brexit? Base: All respondents (2268)

Reasons for dealings with public bodies

The most common reason for contacting public bodies or support organisations surrounded guidance on the EUSS or their immigration status. One in ten (11%) did so to make a complaint.

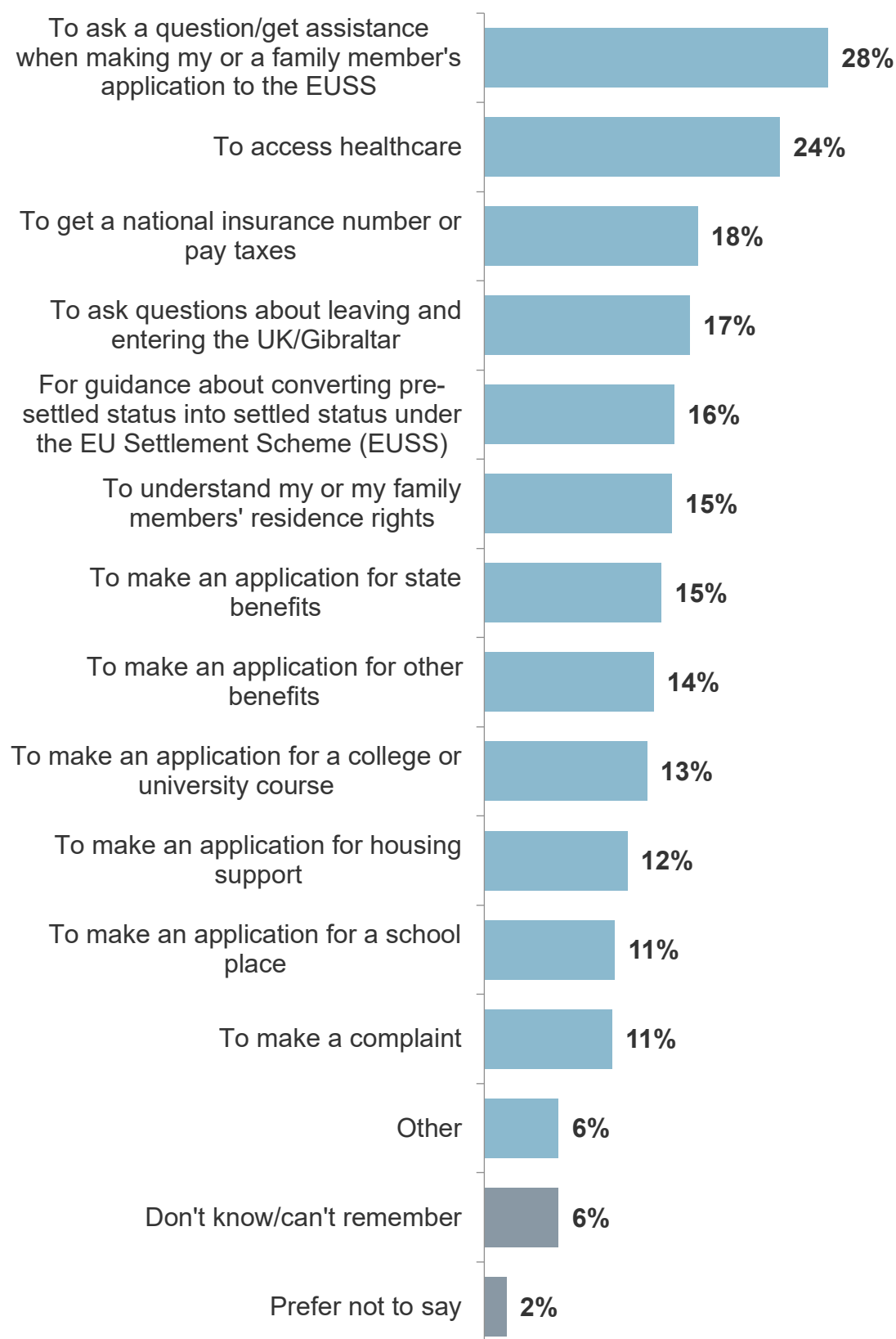
Respondents who said they had dealings with a public body or support organisation (42%) were asked the specific reasons why they contacted them.

The most common reason cited was to ask a question or get assistance when making their or a family member's application to the EUSS (28%). Other commonly cited reasons included to access healthcare (24%), to get a national insurance number or pay taxes (18%) and to ask questions about leaving and entering the UK or Gibraltar (17%). The full list of reasons can be found in **Error! Reference source not found.**overleaf.

Although not among the most common reasons for engaging with a public body or support organisation, around one in ten (11%) respondents reported doing so to make a complaint.

Groups more likely to say they had contacted a public body or support organisation to make a complaint included Irish citizens (21%), those aged under 35 (13%), and those who have experienced difficulties accessing their rights (13%).

Figure 20: For what specific reason(s) did you contact public bodies or support organisations about your EUSS application or / your rights since Brexit?



D2A. For what specific reason(s) did you contact public bodies or support organisations about your EU Settlement Scheme (EUSS) application or / your rights since Brexit? Base: Where had dealing with public bodies or support organisations (933)

Reports from support and advocacy organisations, such as New Europeans, state that people come to them for information and support on the EUSS, particularly for those with complex situations and having to face additional barriers introduced by changes in the law.²⁴ The report outlines that a number of their cases involve challenges around accessing and proving their digital status due to “technical issues, inadequate escalation processes, and delays in resolution by the Home Office, often requiring intervention from support organisations to uphold their rights”.

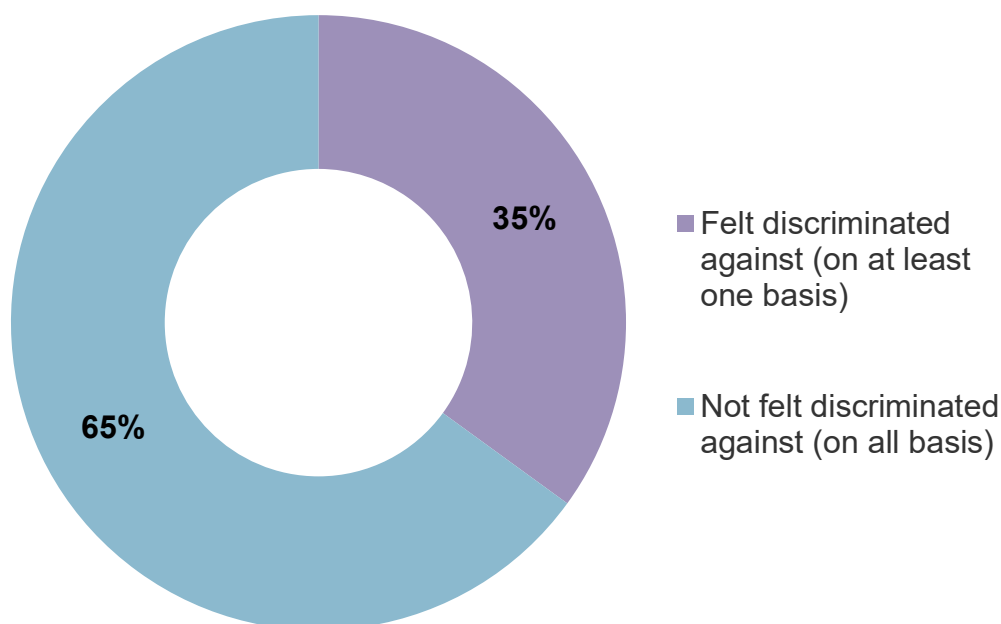
²⁴ Annual report from New Europeans can be found [here](#).

Experiences of discrimination by a public body

Two in three (65%) had not felt discriminated against by a public body, though a sizeable minority said they have felt discriminated against on at least one basis

On the topic of discrimination by a public body, one third (35%) said that they felt a public body had discriminated against them on at least one basis since Brexit.

Figure 21: Since Brexit, have you ever felt that a public body in UK/Gibraltar has discriminated against you because of any of the following? Net: Summary of feeling discriminated against. For a full breakdown, see Figure 22.



D3. Since Brexit, have you ever felt that a public body in UK/Gibraltar has discriminated against you because of any of the following? Base: All valid responses (excluding 'not applicable' and 'prefer not to say') (2172)

Groups who were more likely to say they have felt discriminated against on at least one basis included:

- Those holding a non-EUSS immigration status only (54%)
- Individuals who had experienced difficulties accessing their rights (53%)
- Respondents granted pre-settled status (51%)
- Non-EU or EEA EFTA nationals (50%)
- Respondents from ethnic minority backgrounds (50%)
- Individuals under the age of 35 (45%)
- Family members (44%)

Experiences of discrimination based on specific cases

One in five (22%) respondents said they felt discriminated against due to their national origin

Figure 22 shows that the most commonly cited grounds for perceived discrimination were national origin (22%) and ethnicity (18%).

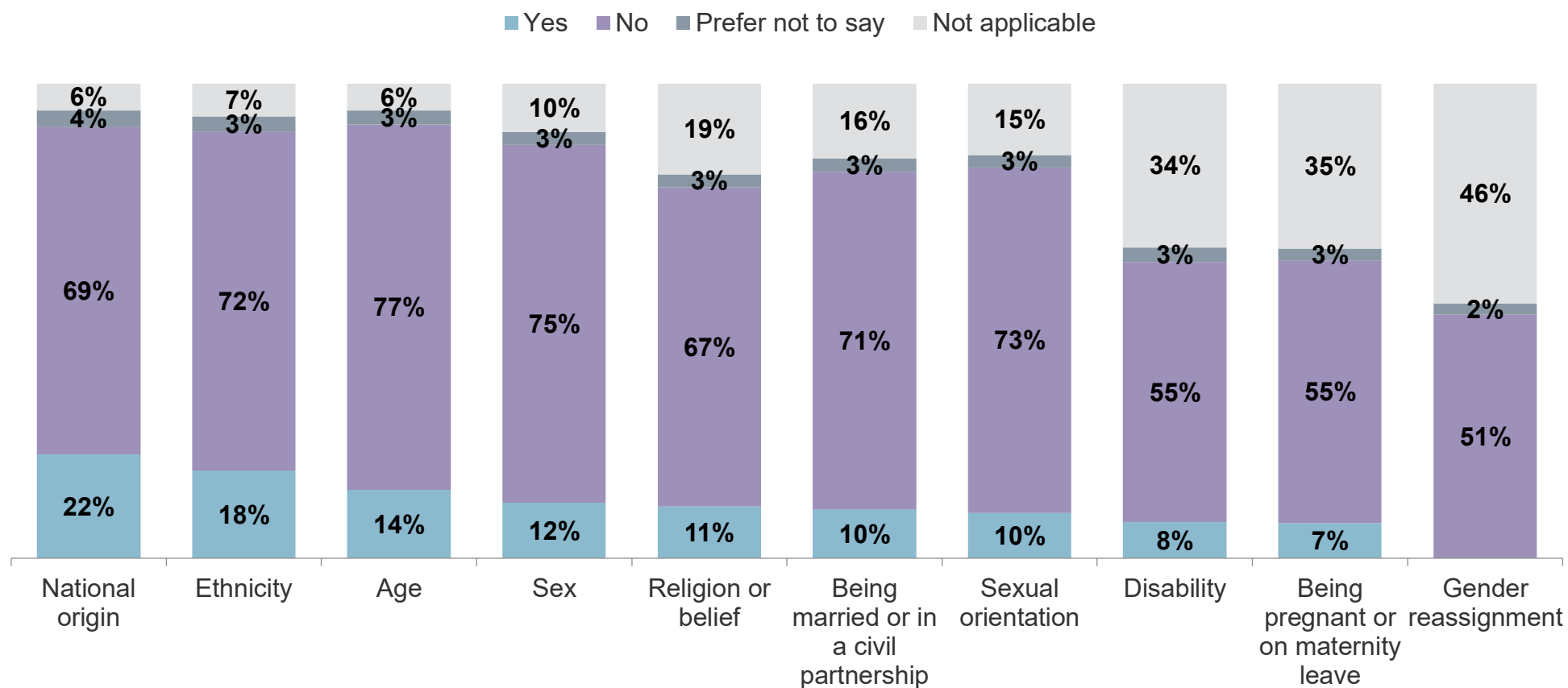
Certain groups were more likely to report discrimination on these bases:

- Non-EU or EEA EFTA nationals were more likely to report discrimination based on national origin (26%).
- Respondents from minority ethnic backgrounds were more likely to report discrimination based on ethnicity (34%).

As reported on page 30 of this report, those from ethnic minority backgrounds and non-EU or EEA EFTA nationals report facing greater difficulties, such as access to rights and experiencing discrimination, than other groups.

However, due to a lack of publicly available data on this topic, it is not possible to compare our survey results with other sources and validate our findings.

Figure 22: Since Brexit, have you ever felt that a public body in UK/Gibraltar has discriminated against you because of any of the following?



D3. Since Brexit, have you ever felt that a public body in UK/Gibraltar has discriminated against you because of any of the following? Base: All respondents (2268)

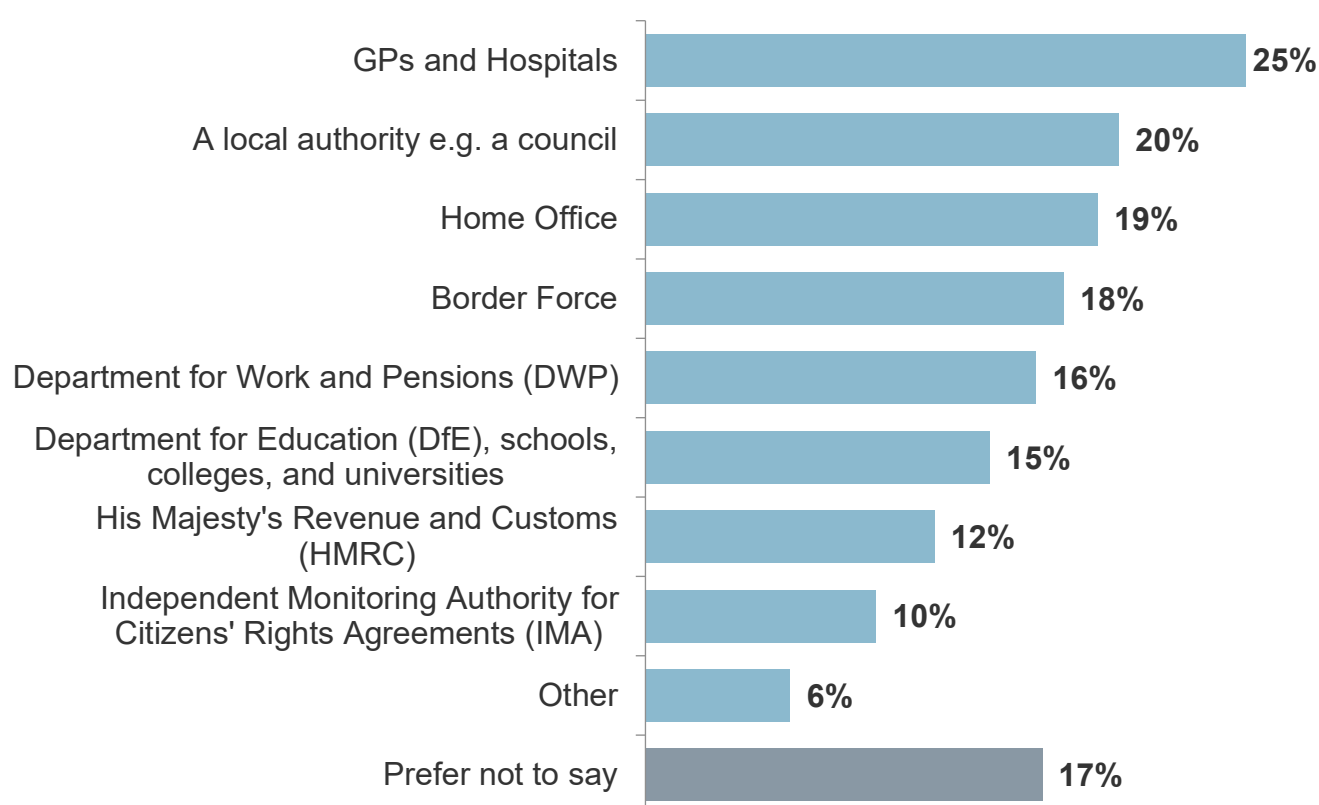
Public bodies that respondents felt discriminated by

Among those who felt discriminated against on at least one basis, around one in five reported experiencing this from GPs/hospitals (25%), a local authority (20%), or the Home Office (19%)

Respondents who said they felt discriminated against on at least one basis by a public body were asked to say which public bodies. The most common answer was GPs and hospitals (25%), followed by a local authority (20%), the Home Office (19%) and Border Force (18%).

One in ten (10%) claimed that they felt discriminated against by the IMA. However, 21% of those who selected the IMA as an answer also claimed they were not aware of the IMA prior to taking part in the survey. Therefore, it could be seen that there is a degree of overclaim here, perhaps due to the relevance of the IMA name given in a list of public bodies (i.e. the reference to 'citizens rights').

Figure 23: Which public body do you feel discriminated against you?



D4. Which public body do you feel discriminated against you? All who feel they have been discriminated against (771)

Organisations to approach for complaints about rights

If they wanted to make a complaint about their rights, respondents were most likely to approach the relevant public body/organisation given the topic, followed by the IMA

Respondents were asked if they wanted to make a complaint about their rights in UK or Gibraltar, which were the top three organisations they would be most likely to approach.

Respondents indicated that they would most likely approach the relevant public body or organisation depending on the context of the complaint. For instance, a GP or hospital if the

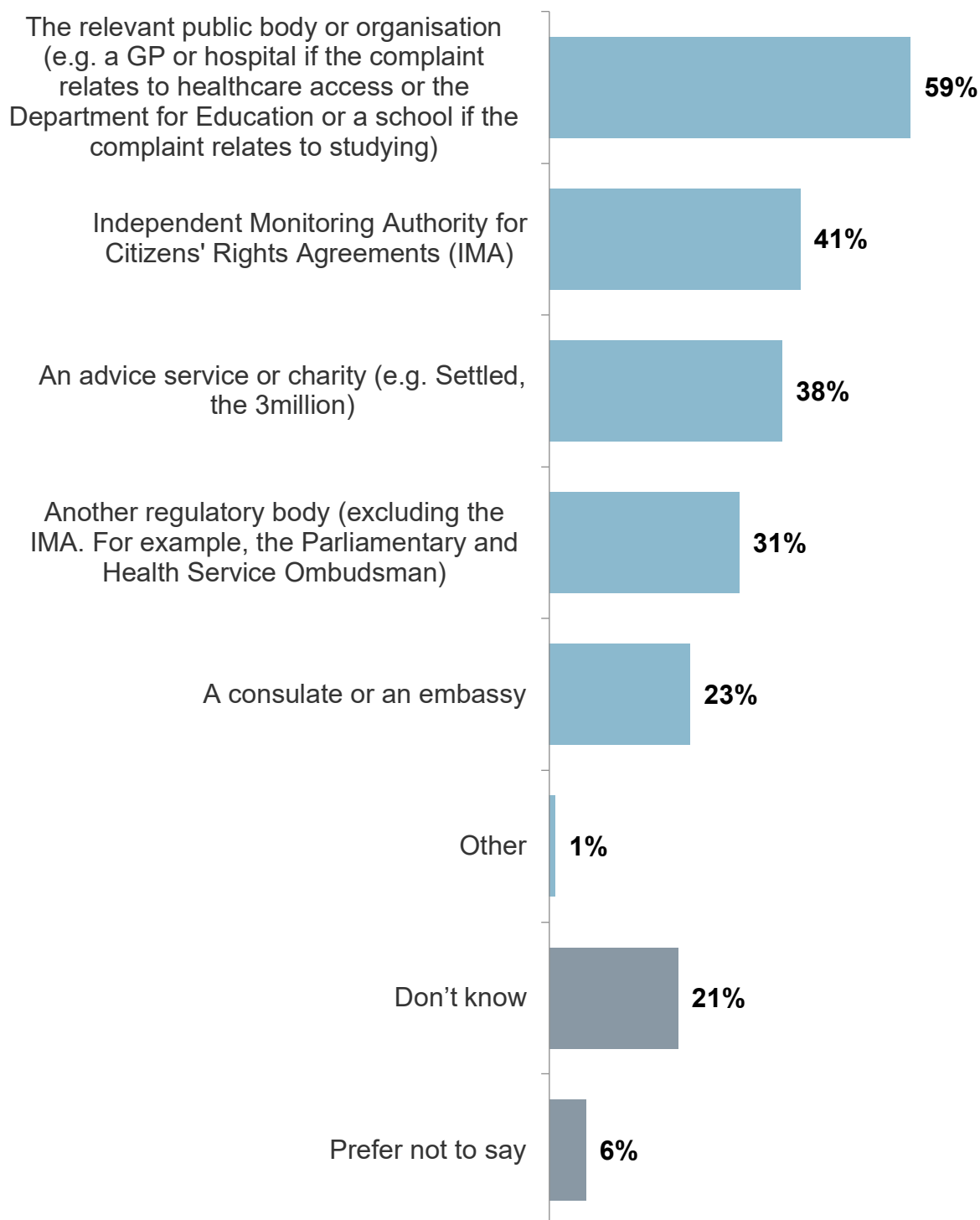
complaint related to healthcare access or the Department for Education or a school if the complaint related to studying.

Two in five respondents (41%) included the IMA among their top three organisations they would approach to make a complaint. However, as noted on page 47, this may reflect an overstatement influenced by the prominence of the IMA's name within the context of the survey. Notably, 55% of those who selected the IMA in their top three were not aware of the organisation prior to completing the survey.

Groups who were more likely to say that they would approach the IMA if they wanted to make a complaint about their rights included those granted pre-settled status (50%), non-EU or EEA EFTA respondents (49%), family members (48%), those aged under 35 (48%), those from more advantaged socio-economic groups (ABC1) (46%), and men (45%).

Conversely, groups less likely to contact the IMA to make a complaint included EU or EEA EFTA respondents (40%), those granted settled status (38%), women (37%), those from less advantaged socio-economic groups (C2DE) (35%), those from Eastern Europe (34%) and those aged over 55 (33%).

Figure 24: If you wanted to make a complaint about your rights in UK / Gibraltar, rank the top three organisations you would be most likely to approach



D5. If you wanted to make a complaint about your rights in UK / Gibraltar' rank the top three organisations you would be most likely to approach. Base: All respondents (2268)

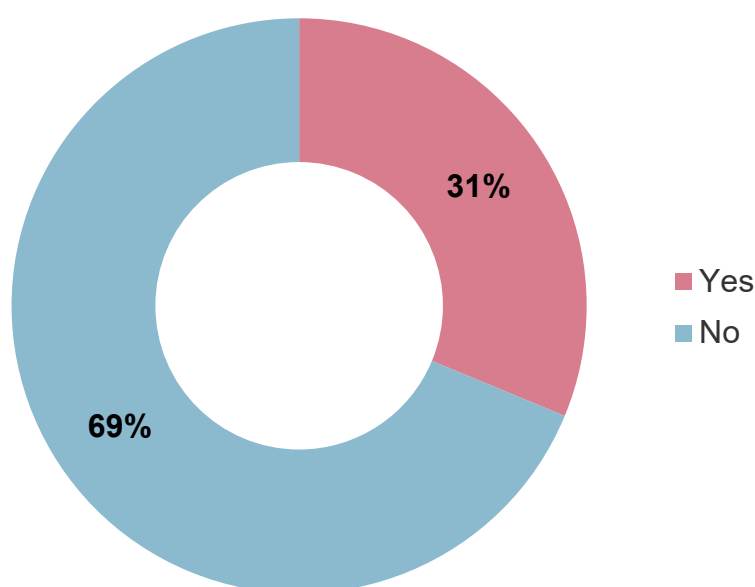
Section 5: IMA awareness and priorities

Awareness of the IMA

Awareness of the IMA was relatively low, as one in three (31%) respondents said they were aware

One third (31%) of respondents said that they were aware of the IMA before completing the survey, while 69% of respondents said they were unaware.

Figure 25: Before today, were you aware of the Independent Monitoring Authority (IMA)?



E1. Before today, were you aware of the Independent Monitoring Authority (IMA)? Base: All respondents (2268)

When looking at key differences by subgroups, groups less likely to be aware of the IMA included:

- EU or EEA EFTA citizens (30%)
- White respondents (29%)
- Women (28%)
- Those from less advantaged socio-economic groups (C2DE) (28%)
- Respondents from Eastern Europe (26%)
- Those granted settled status (25%)
- Those aged 35 and over (24%)
- Those who have not experienced difficulties accessing their rights (21%)

In contrast, groups more likely to be aware of the IMA were generally the inverse of the groups listed above. These include family members (53%), non-EU or EEA EFTA citizens (50%), those granted pre-settled status (48%), and those who have experienced difficulties accessing their rights (38%).

Actions the IMA could take

Despite low levels of awareness, almost three in four (73%) would like the IMA to take at least one action that would make a big difference to their lives

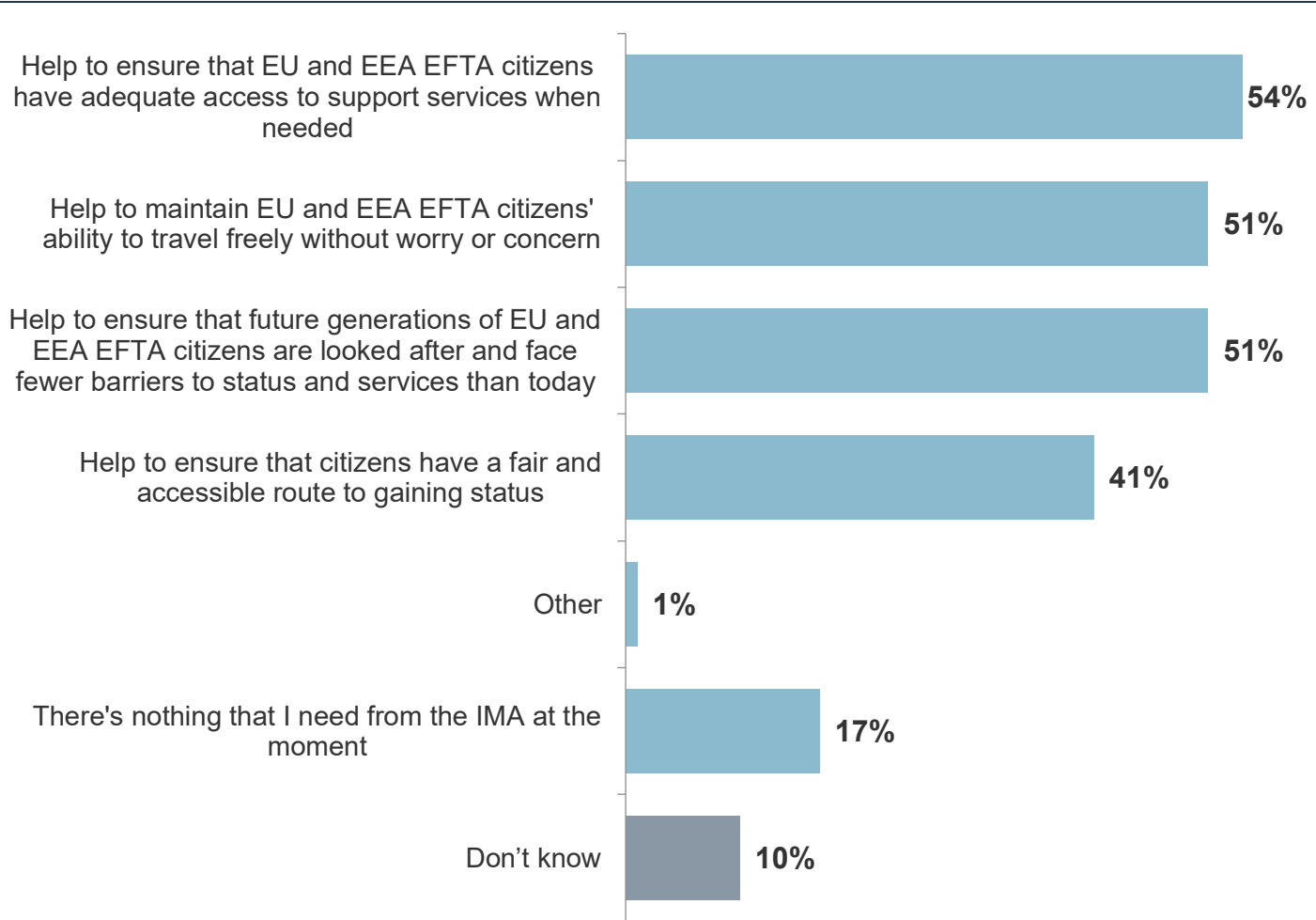
Respondents were asked which actions the IMA could take that would make the biggest difference to their lives (Figure 26). Overall, nearly three quarters (73%) indicated that they would like the IMA to take at least one action.

The most commonly selected action was ensuring that EU and EEA EFTA citizens have adequate access to support services when needed (54%). This was followed by:

- Half of respondents (51%) who said the IMA could help maintain citizens' ability to travel freely without worry or concern.
- An equal proportion (51%) who felt the IMA could help ensure that future generations of EU and EEA EFTA citizens face fewer barriers to securing status and accessing services.
- 41% who believed the IMA could support a fair and accessible route to gaining status.

Just under one in five (17%) stated that they currently did not need anything from the IMA, while 10% were unsure.

Figure 26: What could the Independent Monitoring Authority (IMA) do that would make the biggest difference to your life?



E2. What could the Independent Monitoring Authority (IMA) do that would make the biggest difference to your life? Please rank the top three actions that would be most impactful. All respondents (2268)

When looking at subgroups, those more likely to want action from the IMA included, family members (83%), those who have experienced difficulties accessing their rights (82%), respondents from Southern Europe (79%), non-EU or EEA EFTA respondents (79%), those aged under 35 (79%), those from an ethnic minority background (79%), those from more advantaged socio-economic groups (ABC1) (79%), and those from Northern and Western Europe (76%).

In contrast, groups less likely to want action include EU and EEA EFTA respondents (72%), those who have not experienced difficulties accessing their rights (60%), those from less advantaged socio-economic backgrounds (C2DE) (66%), those aged over 55 (65%), and respondents from Eastern Europe (63%).

There were also differences in terms of preferred actions depending on the EUSS status respondents held. Those with pre-settled status were more likely to want action to ensure that citizens have a fair and accessible route to gaining status (54%) and ensure future generations face fewer barriers (56%).

Overall, those with pre-settled status were more likely to want the IMA to take at least one action (81%) while those with settled status were less likely to want this (72%).

Limitations of the survey & recommendations

Limited data on refusals

Insights from the survey on EUSS application refusals were limited due to low base sizes for both adults (n=20) and children (n=18). This is because the majority of respondents said they were EUSS status holders. In future iterations of the survey, it is likely that base sizes will still be low (even if achieving a larger total sample size) given that official statistics show that there is a small proportion of refusals.

There is also a lack of official statistics available on refusals published by the Home Office.

We recommend to:

- Request details from the Home Office on refusals data.
- Liaise with support and advocacy organisations to get further insights into reasons for refusals.

Potential overclaim that children are British citizens

As discussed on page 23, there is potential overclaim from parents/guardians that their children are British citizens, contributing to why they have not applied for the EUSS for their children.

We recommend to:

- Conduct further research (a separate survey) with parents/guardians to check understanding of British citizenship rules for children and include questions to ascertain whether their children are indeed British citizens (e.g. nationality and immigration status of parents at time of child's birth).
- This could then potentially be followed up with qualitative interviews to dig deeper into any misunderstandings of British citizenship rules and where these originate from.

Potential overclaim to go to the IMA for complaints about rights

41% of respondents said that they would consider going to the IMA to complain about their rights, despite only 31% of the total sample being aware of the IMA before completing the survey. This overclaim is likely to stem from the relevance of the IMA name given the topic.

We recommend to:

- In future iterations of the survey, consider including an open-ended question asking respondents where they would go to make a complaint about their rights. This approach would help capture top-of-mind responses and reduce the likelihood of overreporting awareness or preference for the IMA, which may occur when using a prompted list.

Limited data on EU or EEA EFTA citizens and their family members that reside in the devolved nations and Gibraltar

We achieved low base sizes in the devolved nations and Gibraltar in our survey: Scotland (n=62), Wales (n=27), Northern Ireland (n=23) and Gibraltar (n=6).

We recommend to:

- In future iterations of the survey, consider boost samples (targeting specific groups of respondents to ensure enough data is collected from each group) for the devolved nations and Gibraltar to gain greater sample sizes for analysis by nation.

Annex A: Detailed sample profile

Table 6: Nationality

Nationality	Number of completes (n=)	%
EU or EEA EFTA	2163	95%
Non-EU or EEA EFTA	383	5%

Table 7: European region

European region	Number of completes (n=)	%
Eastern Europe	746	33%
Northern & Western Europe	899	39%
Southern Europe	543	23%

Table 8: Residence

Residence	Number of completes (n=)	%
England	1952	86%
Scotland	172	8%
Wales	86	4%
Northern Ireland	48	2%
Gibraltar	10	<1%

Table 9: Responsibility for children

Responsibility for children	Number of completes (n=)	%
Responsible for children	1022	45%
Not responsible for children	1236	55%

Table 10: Gender

Gender	Number of completes (n=)	%
Man	955	42%
Woman	1270	56%
Transgender	12	<1%
Non-binary	10	<1%
Prefer to self describe	2	<1%
Prefer not to say	19	<1%

Table 11: Age

Age	Number of completes (n=)	%
16-24	221	10%
25-34	625	28%
35-44	610	27%
45-54	422	19%
55-64	254	11%
65-74	105	5%
75+	31	1%

Table 12: Socio-economic grade

Socio-economic grade	Number of completes (n=)	%
ABC1	1331	59%
C2DE	886	39%

Table 13: Ethnicity

Ethnicity	Number of completes (n=)	%
White	1824	80%
Mixed	118	5%
Asian	121	5%
Black	141	6%
Other ethnic group	28	1%

Annex B: Areas selected for face-to-face fieldwork

For the face-to-face element of fieldwork, we selected specific areas for interviews that had a higher chance of reaching the desired audience.

For selection we used two sources:

1. ONS Annual Population Survey estimates of EU born and EU nationals (including Switzerland) resident in UK, July 2018 to June 2019.²⁵
2. Home Office EU Settlement Scheme Quarterly Statistics, December 2023.²⁶

Our selection process included the following steps:

- We selected ONS wards with the highest % of EU residents (these were wards with at least 15% of EU citizens)
- We then selected local authorities from Home Office data with the highest number of EUSS applications that did not appear in the ONS data (these LAs had 120,000 applications or more)
- We then looked at the LSOAs in each relevant area. We removed LSOAs that had the highest percentages of people aged 65+ (as this age group is less likely to be an EU or EEA EFTA citizen)
- We selected the LSOAs by looking at Google maps and searching for relevant information. The criteria for LSOA selection was informed by one or more of the following being present:
 - European food stores or restaurants
 - European businesses such as salons and nurseries
 - Community centres (with a European focus)
 - Places of worship, primarily churches of European nations
- We then selected 20 LSOAs for interviewers to complete 15 interviews in each (plus 10 reserve LSOAs in case interviewers were not able to reach 15 in each).

Table 14: Areas selected for face-to-face fieldwork

Local authority	Region	Ward	Main LSOA	Reserve LSOA in this area	ONS data (Y/N)	EUSS data (Y/N)
Birmingham	West Midlands	Holyhead	E01009349	E01009275	N	Y
Birmingham	West Midlands	Ladywood	E01033567	E01033615	N	Y
Manchester	North West	Harpurhey	E01005205	E01005202	N	Y
Manchester	North West	Longsight	E01034137	E01005195	N	Y

²⁵ Annual Population Survey estimates of EU born and EU nationals (including Switzerland) resident in the UK, by age group and sex, July 2018 to June 2019 - Office for National Statistics

²⁶ EU Settlement Scheme quarterly statistics, 28 August 2018 to 31 December 2023

Local authority	Region	Ward	Main LSOA	Reserve LSOA in this area	ONS data (Y/N)	EUSS data (Y/N)
Leicester	East Midlands	Fosse	E01013681	E01013683	N	Y
Leicester	East Midlands	Westcotes	E01013774	E01013776	N	Y
Boston	East Midlands	Skirbeck	E01034681	E01034682	Y	Y
Boston	East Midlands	Station	E01026032	E01034681	Y	Y
Luton	East of England	South (Luton)	E01033803	E01015729	Y	Y
Luton	East of England	High Town	E01015781	E01015739	Y	Y
Fenland	East of England	Medworth	E01018070	E01018069	Y	N
Fenland	East of England	Clarkson	E01018104	E01018071	Y	N
Wembley (Brent)	London	Wembley Hill	E01033936	E01000616	N	Y
Wembley (Brent)	London	Wembley Central	E01000633	E01000630	N	Y
Ealing	London	Central Greenford	E01001260	E01001270	N	Y
Ealing	London	Perivale	E01001341	E01001342	N	Y
West Ham (Newham)	London	West Ham	E01003632	E01003630	N	Y
West Ham (Newham)	London	West Ham	E01003634	E01003637	N	Y
Haringey	London	Woodside	E01002104	E01002103	N	Y
Haringey	London	Haringay	E01002000	E01001998	N	Y

Annex C: Questionnaire

Survey introductions

ONLINE INTRO

We are conducting a survey on behalf of the Independent Monitoring Authority (IMA).

The IMA monitors public bodies in the UK and Gibraltar to make sure they are upholding the rights of EU (European Union), EEA (European Economic Area) and EFTA (European Free Trade Association) citizens (Iceland, Liechtenstein and Norway), and their family members in the UK and Gibraltar. It also promotes the adequate and effective implementation of the Withdrawal and Separation Agreements, or the Citizens Rights' Agreements.

Monitoring is when we take action to check whether citizens can access their rights under the Agreements and whether there are any problems that need to be addressed.

Promoting is when we take action to ensure that citizens with rights under the Agreements are able to access their rights.

The IMA wants to hear directly from these citizens to better understand their experiences, including experiences of obtaining status through the EU Settlement Scheme (EUSS) and exercising your rights in the UK or Gibraltar.

The survey will take around **10-15 minutes to complete**.

Just to confirm, your responses will be treated in the strictest confidence and will not be shared with other agencies including those involved in the immigration process. BMG Research abides by the Market Research Society Code of Conduct and data protection laws at all times.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is here <https://bmgresearch.com/privacy/>

Click **NEXT** to begin the survey

By clicking the **NEXT** button, you agree to participate in the survey.

FACE-TO-FACE INTRO

Good morning/ afternoon. We are conducting a survey on behalf of the Independent Monitoring Authority (IMA).

The IMA monitors public bodies in the UK and Gibraltar to make sure they are upholding the rights of EU (European Union) and EEA (European Economic Area) EFTA (European Free Trade Association) citizens (Iceland, Liechtenstein and Norway), and their family members in the UK and Gibraltar. It also promotes the adequate and effective implementation of the Withdrawal and Separation Agreements, or the Citizens Rights' Agreements.

Monitoring is when we take action to check whether citizens can access their rights under the Agreements and whether there are any problems that need to be addressed.

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The survey will take around **10-15 minutes to complete**.

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the Market Research Society Code of Conduct and data protection laws at all times. Please note consent is audio recorded.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website.

I can give you the website address (<https://bmgresearch.com/privacy/>).

Ensure calling card provided if request more detail about BMG including about privacy notice

INTERVIEWER: Confirm respondent happy to proceed with the survey

✓ Informed consent provided **[TICK BOX, DO NOT ALLOW TO PROCEED WITHOUT TICKED]**

Screening & Profiling (Section S)

INTRO TEXT

Firstly, some questions about you ...

Base: All respondents

SINGLE RESPONSE

S01_A. Which of the below, if any, apply to you?

The European Union (EU) consists of 27 countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, and Sweden.

The European Economic Area (EEA) consists of 30 countries: all 27 EU member states listed above, as well as Iceland, Liechtenstein and Norway.

The European Free Trade Association (EFTA) consists of four countries: Iceland, Liechtenstein, Norway, and Switzerland.

Code	Answer list	Scripting notes	Routing
1	I am an EU or EEA EFTA citizen who started living in the UK or Gibraltar on or before December 2020.		
2	I am the family member of an EU or EEA EFTA citizen, and my EU or EEA EFTA family member started living in the UK or Gibraltar began on or before December 2020.	HOVER OVER 'DECEMBER 2020': YOU MAY HAVE JOINED YOUR FAMILY MEMBER IN THE UK OR GIBRALTAR AFTER DECEMBER 2020, BUT THEY MUST HAVE STARTED RESIDING IN THE UK OR GIBRALTAR ON OR BEFORE DECEMBER 2020 TO QUALIFY FOR THIS OPTION.	
3	I am the family member of a British citizen, and my British family member started living in an EU country, Switzerland, Norway, Iceland, or Liechtenstein on or before December 2020 and returned to the United Kingdom before 29 March 2022.	HOVER OVER: LATE APPLICATIONS WERE ALLOWED IF THERE WERE REASONABLE GROUNDS FOR BEING LATE.	
99	None of the above.	SCREENOUT	

Base: All EU and EEA EFTA citizens – S01_A=1

SINGLE RESPONSE, DROPDOWN LIST

S02C. WHAT IS YOUR NATIONALITY?

Code	Answer list	Scripting notes	Routing
1	Austria		
2	Belgium		
3	Bulgaria		
4	Croatia		
5	Cyprus		
6	Czech Republic		
7	Denmark		
8	Estonia		
9	Finland		
10	France		
11	Germany		
12	Greece		
13	Hungary		
14	Iceland		
15	Ireland		
16	Italy		
17	Latvia		
18	Liechtenstein		
19	Lithuania		
20	Luxembourg		
21	Malta		
22	Netherlands		
23	Norway		
24	Poland		
25	Portugal		
26	Romania		
27	Slovakia		
28	Slovenia		
29	Spain		
30	Sweden		
31	Switzerland		

Base: Where not EU or EEA EFTA citizen – S01_A=2

SINGLE RESPONSE, DROPDOWN LIST

S02. WHAT IS YOUR NATIONALITY?

Code	Answer list	Scripting notes	Routing
2	DROPDOWN LIST WITH ALL COUNTRIES WORLDWIDE IN ADDITION TO THE CODE ABOVE	SCREEN OUT IF UNITED KINGDOM	

Base: All respondents

SINGLE RESPONSE, DROPDOWN LIST

S02_B. DO YOU HAVE A SECOND NATIONALITY? PLEASE SELECT YOUR SECOND NATIONALITY.

Code	Answer list	Scripting notes	Routing
1	No, I don't have a second nationality		
2	DROPDOWN LIST WITH ALL COUNTRIES WORLDWIDE IN ADDITION TO THE CODE ABOVE	SCREEN OUT IF UNITED KINGDOM	

Base: All respondents

SINGLE RESPONSE

S03. Where do you live?

If you currently live in another country temporarily, **please select where you lived before temporarily moving outside of the UK or Gibraltar**. By living temporarily in another country, we mean absences of up to six months for any reason or longer absences due to important reasons such as pregnancy, childbirth, serious illness, study, vocational training, a posting abroad or military service.

Please select one only

Code	Answer list	Scripting notes	Routing
1	England		
2	Scotland		
3	Wales		
4	Northern Ireland		
5	Gibraltar		
6	Elsewhere	SCREENOUT	

Base: All respondents

SINGLE RESPONSE

S04. How do you describe your gender?

Please select one only

Code	Answer list	Scripting notes	Routing
1	A man		
2	A woman		

3	A transgender man or woman		
4	Non-binary		
95	Prefer to self-describe	ADD OPEN TEXT BOX	
98	Prefer not to say		

Base: All respondents

SINGLE RESPONSE

S05. How old are you?

Fixed codes	Answer list	Scripting notes	Routing
1	Under 16	SCREENOUT	
2	16 to 24		
3	25 to 34		
4	35 to 44		
5	45 to 54		
6	55 to 64		
7	65 to 74		
8	75+		

Section A: EU Settlement Scheme (EUSS) application and status

INTRO TEXT – SHOW TO UK RESPONDENTS ONLY (S03=1-4)

We now have some questions about the EU Settlement Scheme (EUSS).

The **EU Settlement Scheme (EUSS)** enables EU and EEA EFTA citizens who were resident in **[IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar]** by the end of the transition period on 31 December 2020, as well as their family members, to obtain the immigration status they need to continue living, working, and studying in **[IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar]** after 30 June 2021.

The scheme offers two types of status: **settled status** for those who have lived in **[IF S03=1,2,3,4 the UK /IF S03=5 Gibraltar]** for a continuous five-year period, and **pre-settled status** for those who have lived in **[IF S03=1,2,3,4 the UK /IF S03=5 Gibraltar]** for less than five years.

Base: All UK respondents only (S03=1-4)

SINGLE RESPONSE, HOVER OVER DEFINITION FOR EU SETTLEMENT SCHEME [USE TEXT FROM INTRO]

A1. Have you applied for the EU Settlement Scheme (EUSS)?

Please be assured that all your answers will remain anonymous, meaning that no one will know the responses came from you.

Code	Answer list	Scripting notes	Routing
1	Yes, I applied for the EUSS myself		

2	Yes, someone else applied for the EUSS on my behalf		
3	No		

Base: All who applied for the EUSS – A1=1 or 2

SINGLE RESPONSE

A2. What was the outcome of your application?

If you (or someone else on your behalf) submitted more than one application, please provide the outcome of your most recent application.

Code	Answer list	Scripting notes	Routing
1	Granted pre-settled status	HOVER OVER TEXT: AFTER INITIAL APPLICATION OR FOLLOWING AN ADMINISTRATIVE REVIEW, OR AN APPEAL.	
2	Granted settled status	HOVER OVER TEXT: FOR EXAMPLE, AFTER INITIAL APPLICATION OR FOLLOWING AN ADMINISTRATIVE REVIEW, OR AN APPEAL.	
3	Refused	HOVER OVER TEXT: IF THE APPLICATION WAS REJECTED AS DEEMED INVALID, OR REFUSED.	
4	I cancelled my application		
5	I am still awaiting the outcome of my application and have been issued a certificate of application	HOVER OVER TEXT: FOR EXAMPLE, AFTER INITIAL APPLICATION OR WAITING FOR AN ADMINISTRATIVE REVIEW, OR AN APPEAL OUTCOME.	
6	I am still awaiting the outcome of my application and have not been issued a certificate of application		

Base: Where outcome refused – A2=3

OPEN RESPONSE

A2B. What reason were you given for your refusal?

Please be as detailed as possible. Please type your response in the box below

Fixed codes	Answer list	Scripting notes	Routing
98	Prefer not to say	FIX, EXCLUSIVE	

Base: Where received an outcome – A2=1,2 OR 3

SINGLE RESPONSE

A2C. How long did it take for you to receive an outcome for your application? Please think about the time that passed between your application being submitted and you receiving an outcome.

If you (or someone else on your behalf) submitted more than one application, please think about your most recent application.

Code	Answer list	Scripting notes	Routing
1	Up to one month		
2	Up to three months		
3	Up to six months		
4	Up to 12 months		
5	More than 12 months		
97	Don't know/can't remember		

Base: All who did not apply for the EUSS – A1=3

OPEN RESPONSE

A3. Why did you not apply for the EU Settlement Scheme (EUSS)?

Please be as detailed as possible. Please type your response in the box below

Fixed codes	Answer list	Scripting notes	Routing
98	Prefer not to say	FIX, EXCLUSIVE	

Base: All UK respondents only (S03=1-4)

MULTICODE, RANDOMISE

A4. Do you have any other immigration status in the UK, apart from your status granted via the EU Settlement Scheme (EUSS) if applicable?

Please select all that apply.

Code	Answer list	Scripting notes	Routing
1	Indefinite Leave to Remain (ILR)		
2	Limited Leave to Remain (LLR)		
3	Tier 4 (General) Student Visa		
4	Refugee Status		

5	Asylum Seeker		
95	Other, please specify	OPEN TEXT BOX, FIXED	
99	I don't have any other immigration status	EXCLUSIVE, FIXED	
97	Don't know/can't remember	EXCLUSIVE, FIXED	

Section C: EUSS and future generations

INTRO TEXT – SHOW TO UK RESPONDENTS ONLY (S03=1-4)

We now have some questions about the EU Settlement Scheme (EUSS) and whether children have been granted status. These questions will only be asked if you are a parent or guardian.

Base: All UK respondents only (S03=1-4)

SINGLE RESPONSE

C1. How many children aged under 21 are you responsible for as a parent or guardian?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Zero – I don't have any children		
2	1		
3	2		
4	3		
5	4		
6	5		
7	More than 5		

Base: Where more than five children – C1=7

If you have more than five children, we will only ask about five of them. You may choose any five children at random to consider when answering the following questions

Base: All who have children – C1=2,3,4,5,6,7

SINGLE RESPONSE PER ROW

C2.

[IF ONE CHILD – C1=2] How old is your child?

[IF MORE THAN ONE CHILD – C1=3 to 7] How old are your children?

Please select one answer per row

ROWS

Fixed codes	Answer list	Scripting notes	Routing
1	Child 1	SHOW IF ONE CHILD SELECTED AT C1	
2	Child 2	SHOW IF TWO CHILDREN SELECTED AT C1	
3	Child 3	SHOW IF THREE CHILDREN SELECTED AT C1	
4	Child 4	SHOW IF FOUR CHILDREN SELECTED AT C1	
5	Child 5	SHOW IF FIVE CHILDREN SELECTED AT C1	

COLUMNS

Fixed codes	Answer list	Scripting notes	Routing
1	Under 1		
2	1 to 5 years old		
3	6 to 10 years old		
4	11 to 16 years old		
5	17 to 20 years old		
5	Prefer not to say		

Base: All who have children – C1=2,3,4,5,6,7

SINGLE RESPONSE per row

C3. [IF ONE CHILD – C1=2] Have you or someone else on your child's behalf applied for the EU Settlement Scheme (EUSS) for your child?

[IF MORE THAN ONE CHILD – C1=3 to 7] Have you or someone else on your children's behalf applied for the EU Settlement Scheme (EUSS) for your children?

Please select one answer

Fixed codes	Answer list	Scripting notes	Routing
1	Yes	SHOW IF ONLY ONE CHILD – CODE 2 AT C1	
2	Yes, for all children	SHOW IF MULTIPLE CHILDREN– CODES 3 TO 7 AT C1	

3	Yes, for some children but not all	SHOW IF MULTIPLE CHILDREN– CODES 3 TO 7 AT C1	
4	No	SHOW ALL	

Base: Where have not applied for EUSS for one or more children – C3=3 OR 4

MULTICODE

C4. What was the main reason an application wasn't made for the EU Settlement Scheme (EUSS) for **[IF C3=3: some of]** your child(ren)?

Please select all that apply

Fixed codes	Answer list	Scripting notes	Routing
1	I was not aware that I had to apply for my child(ren)		
2	I don't have access to documents to prove my child(ren)'s are eligible to apply.		
3	I don't know what documents I need to apply for my children		
4	[IF ONE CHILD – C1=2] My child is a British citizen, so they don't need to apply [IF MORE THAN ONE CHILD – C1=3 to 7] My children are British citizens, so they don't need to apply		
5	I don't have the funds to obtain documentation		
6	I am unable to travel outside [IF S03 =1,2,3,4] the UK /IF S03 =5 Gibraltar] to obtain the necessary documentation		
95	Other (please specify)	OPEN TEXT BOX, FIXED	
97	Don't know	FIXED, EXCLUSIVE	

Base: All who applied for the EUSS for children – C3=1,2, 3

SINGLE RESPONSE PER ROW, GRID

C5.

[IF ONE CHILD – C1=2] What was the outcome of your child's application?

[IF MORE THAN ONE CHILD – C1=3 to 7] What were the outcomes of your children's applications?

If you submitted more than one application for your child(ren), please provide the outcome of the most recent application.

Please select one answer per row

ROWS

Code	Answer list	Scripting notes	Routing
1	Child aged [INSERT AGE FROM C2]	SHOW IF CODE 1 ANSWERED AT C2	
2	Child aged [INSERT AGE FROM C2]	SHOW IF CODE 2 ANSWERED AT C2	
3	Child aged [INSERT AGE FROM C2]	SHOW IF CODE 3 ANSWERED AT C2	
4	Child aged [INSERT AGE FROM C2]	SHOW IF CODE 4 ANSWERED AT C2	
5	Child aged [INSERT AGE FROM C2]	SHOW IF CODE 5 ANSWERED AT C2	

COLUMNS

Code	Answer list	Scripting notes	Routing
1	Granted pre-settled status	HOVER OVER TEXT: FOR EXAMPLE AFTER INITIAL APPLICATION OR FOLLOWING AN ADMINISTRATIVE REVIEW, OR AN APPEAL.	
2	Granted settled status	HOVER OVER TEXT: FOR EXAMPLE AFTER INITIAL APPLICATION OR FOLLOWING AN ADMINISTRATIVE REVIEW, OR AN APPEAL.	
3	Refused	HOVER OVER TEXT: FOR EXAMPLE, IF THE APPLICATION WAS REJECTED AS DEEMED INVALID, OR REFUSED.	
4	I cancelled the application		
5	I am still awaiting the outcome of the application and have been issued a certificate of application	HOVER OVER TEXT: FOR EXAMPLE, AFTER INITIAL APPLICATION OR WAITING FOR AN ADMINISTRATIVE REVIEW, OR AN APPEAL OUTCOME.	
6	I am still awaiting the outcome of the application and have not been issued a certificate of application		

99	An application hasn't been submitted for this child	SHOW ONLY IF MORE THAN ONE CHILD – C1=3 TO 7	
----	---	---	--

Base: Where outcome refused – C5=COLUMN CODE 3

OPEN RESPONSE

C6. What reason were you given for the refusal of your child(ren)'s EU Settlement Scheme (EUSS) application(s)?

Please be as detailed as possible. Please type your response in the box below

Fixed codes	Answer list	Scripting notes	Routing
98	Prefer not to say	FIX, EXCLUSIVE	

Section B: Rights under the EU Withdrawal and EEA EFTA Separation Agreements

INTRO TEXT – SHOW ALL

We now have some questions about your rights under the Withdrawal and Separation Agreements. The EU Withdrawal and EEA EFTA Separation Agreements set the terms for the UK's exit from the European Union, this is commonly referred to by many people as 'Brexit'.

The agreements protect the rights of EU and EEA EFTA citizens who started living in the UK or Gibraltar by 31 December 2020. They also grant rights to their family members.

The Withdrawal and Separation Agreements allow EU and EEA EFTA citizens and their families to:

- live and work in the UK/Gibraltar
- have qualifications gained in an EU or EEA EFTA country recognised in the UK/Gibraltar
- access housing, healthcare, education, and benefits in the UK/Gibraltar
- be treated equally to UK/Gibraltar citizens

These rights include things like being able to access state benefits **[IF S03 =1,2,3,4 like Universal Credit]**, healthcare services **[IF S03 =1,2,3,4 like the NHS]**, a state pension, and housing support. It also includes your right to travel in and out of the UK/Gibraltar, and your right to rent in the UK or Gibraltar.

Base: All respondents

SINGLE RESPONSE PER ROW, CAROUSEL, RANDOMISE ROWS

B1. Before today, were you aware of your rights since Brexit?

Please select one answer per row.

ROWS

Code	Answer list	Scripting notes	Routing
1	Right to live in [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar] , which includes buying or renting property		

2	Right to work in [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar]		
3	Right to study in [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar]		
4	Right to travel in and out of [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar]		
5	Right to equal treatment and non-discrimination		
6	Right to access healthcare services [IF S03 =1,2,3,4 like the NHS]		
7	Right to access state benefits		
8	Right to access pensions		
9	Right to access housing support		

COLUMNS

Code	Answer list	Scripting notes	Routing
1	Aware		
2	Not aware		

Base: All respondents

SINGLE RESPONSE PER ROW, CAROUSEL, RANDOMISE ROWS

B2. Have you experienced any difficulties accessing each of the following rights in [IF S03=1,2,3,4 the UK /IF S03=5 Gibraltar] since Brexit?

Please select one answer per row.

ROWS

Code	Answer list	Scripting notes	Routing
1	Your ability to secure your immigration status in [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar] via the [IF S03 =1,2,3,4 EU Settlement Scheme (EUSS) /IF S03 =5 Withdrawal Agreements]		
2	Your ability to live in [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar], which includes buying or renting property		
3	Your ability to work in [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar], for example securing work due to your immigration status		
4	Your ability to study in [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar], for example accessing financial support for further or higher education		
5	Travelling in and out of [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar], whether at the		

	border or by a carrier (like an airline or a ferry company)		
6	Equal treatment and non-discrimination		
7	Accessing healthcare services [IF S03 =1,2,3,4 like the NHS]		
8	Accessing state benefits [IF S03 =1,2,3,4 like Universal Credit]		
9	Accessing pensions		
10	Accessing housing support		

COLUMNS

Code	Answer list	Scripting notes	Routing
1	No difficulties		
2	Few difficulties		
3	Some difficulties		
4	A lot of difficulties		
99	Not applicable		

Base: Where experienced difficulties – B2=COLUMN CODES 2 to 4

OPEN TEXT, REPEAT QUESTION FOR EACH RIGHT WHERE B2=COLUMN CODES 2 to 4, SHOW NAME OF EACH RIGHT FROM B2 ON TOP OF OPEN TEXT BOX

B3. You said you have experienced difficulties in relation to the rights listed below. Can you please explain the difficulties that you have experienced?

Please be as detailed as possible. Please type your response in the box below

[]

Fixed codes	Answer list	Scripting notes	Routing
98	Prefer not to say	FIX, EXCLUSIVE	

Base: all respondents

MULTI RESPONSE

B3A. The Withdrawal and Separation Agreements allow EU and EEA EFTA citizens and their family members to have qualifications **gained in an EU or EEA EFTA country** recognised in [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar]. Professional qualifications include both academic and vocational qualifications.

Which of the below apply to you when thinking about getting your professional qualifications recognised in [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar] since Brexit?

Please select all that apply.

Code	Answer list	Scripting notes	Routing
------	-------------	-----------------	---------

1	I have professional qualifications from outside [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar] and experienced difficulties getting them recognised since Brexit		
2	I have professional qualifications from outside [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar] but did not experience difficulties getting them recognised		
3	I have professional qualifications from outside [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar] but have not tried to get them recognised		
4	I obtained my professional qualifications in [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar] , so I didn't have to get them recognised		
5	Not applicable - I do not have professional qualifications	FIXED, EXCLUSIVE	

Base: All respondents

OPEN TEXT

B4. Are you aware of any difficulties or concerns affecting other EU or EEA EFTA citizens or their family members in your community?

Please be as detailed as possible. Please type your response in the box below

Fixed codes	Answer list	Scripting notes	Routing
98	Not aware of difficulties or concerns	FIX, EXCLUSIVE	

Section D: Confidence in public bodies and support organisations

INTRO TEXT

The following questions are about public bodies, including how much you trust them to protect your rights.

Public bodies are organisations established and funded by the government to provide public services or perform government functions. These include government departments and agencies, and local authorities. Examples of public bodies are the Department for Health and Social Care, and the Ministry of Housing Communities and Local Government. This also includes GPs, hospitals, schools and universities.

Base: All respondents

SINGLE RESPONSE PER ROW

D1. To what extent do you agree or disagree with the following statement?

I trust public bodies in **[IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar]** to protect my rights since Brexit (which are set out in the Withdrawal and Separation Agreements.)

[HOVER OVER DEFINITION FOR WITHDRAWAL AND SEPARATION AGREEMENTS –

The Withdrawal and Separation Agreements allow EU and EEA EFTA citizens and their families to:

- live and work in the UK/Gibraltar
- have qualifications gained in an EU or EEA EFTA country recognised in the UK/Gibraltar
- access housing, healthcare, education, and benefits in the UK/Gibraltar
- be treated equally to UK/Gibraltar citizens.

These rights include things like being able to access state benefits [IF S03 =1,2,3,4 like Universal Credit], healthcare services [IF S03 =1,2,3,4 like the NHS], a state pension, and housing support. It also includes your right to travel in and out of the UK/Gibraltar, and your right to rent in the UK or Gibraltar.

Please select one answer

Column code	Column list	Scripting notes	Routing
1	Strongly agree		
2	Somewhat agree		
3	Neither agree nor disagree		
4	Somewhat disagree		
5	Strongly disagree		
97	Don't know	FIX, EXCLUSIVE	

Base: Where disagree that trusts public bodies – D1=4 OR 5

OPEN TEXT

D1A. Why do you say that?

Please be as detailed as possible. Please type your response in the box below

Fixed codes	Answer list	Scripting notes	Routing
97	Don't know	FIX, EXCLUSIVE	

Base: All respondents

MULTICODE, RANDOMISE

D2. Have you had any dealings with any public bodies or support organisations about your EU Settlement Scheme (EUSS) application or your rights since Brexit? This includes dealings about your family members' rights under the EUSS. **[HOVER OVER DEFINITION FOR RIGHTS -**

The Withdrawal and Separation Agreements allow EU and EEA EFTA citizens and their families to:

- live and work in the UK/Gibraltar
- have qualifications gained in an EU or EEA EFTA country recognised in the UK/Gibraltar
- access housing, healthcare, education, and benefits in the UK/Gibraltar
- be treated equally to UK/Gibraltar citizens.

These rights include things like being able to access state benefits **[IF S03 =1,2,3,4** like Universal Credit], healthcare services **[IF S03 =1,2,3,4** like the NHS], a state pension, and housing support. It also includes your right to travel in and out of the UK/Gibraltar, and your right to rent in the UK or Gibraltar.

Please select all that apply.

Code	Answer list	Scripting notes	Routing
1	I haven't had any dealings with any public body or support organisation	EXCLUSIVE, FIXED	
2	Home Office		
3	Border Force		
4	His Majesty's Revenue and Customs (HMRC)		
5	Department for Work and Pensions (DWP)		
6	A local authority e.g. a council		
7	Welsh Government or a Welsh public body	SHOW IF S03=3 OR S03_A=3	
8	Scottish Government or a Scottish public body	SHOW IF S03=2 OR S03_A=2	
9	Northern Irish Executive or a Northern Irish public body	SHOW IF S03=4 OR S03_A=4	
10	Government of Gibraltar	SHOW IF S03=5 OR S03_A=5	
11	Department for Education (DfE), schools, colleges, and universities		
12	GPs and Hospitals		
13	Independent Monitoring Authority for Citizens' Rights Agreements (IMA)		
14	Immigration Advice Authority (formally known as Office of the Immigration Services Commissioner)		
15	Citizens Advice (including Citizens Advice Scotland)		

16	A lawyer or immigration advice organisation		
17	Advice service or charity (e.g. Settled, the 3million)		
18	A consulate or an embassy		
19	A place of worship or a religious leader		
20	A community leader		
21	An employer or education provider		
95	Other (please specify)	OPEN TEXT BOX, FIXED	
97	Don't know/can't remember	EXCLUSIVE, FIXED	
98	Prefer not to say	EXCLUSIVE, FIXED	

Base: Where had dealing with public bodies or support organisations – D2=2 to 21

MULTICODE, RANDOMISE

D2A. For what specific reason(s) did you contact public bodies or support organisations about **[IF S03 =1,2,3,4** your EU Settlement Scheme (EUSS) application or **]** your rights since Brexit? This includes your family members' rights **[IF S03 =1,2,3,4** under the EUSS**]**.

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	To ask a question or get assistance when [IF S03 =1,2,3,4 making my or a family member's application to the EU Settlement Scheme (EUSS) /IF S03 =5 securing my or my family member's immigration status]		
2	For guidance about converting pre-settled status into settled status under the EU Settlement Scheme (EUSS)	ASK TO UK RESPONDENTS (S03=1-4) ONLY	
3	To understand my or my family members' residence rights		
4	To ask questions about leaving and entering [IF S03=1,2,3,4 the UK /IF S03 =5 Gibraltar]		
5	To get a national insurance number or pay taxes		
6	To make an application for state benefits [IF S03 =1,2,3,4 like Universal Credit]		
7	To make an application for other benefits		
8	To make an application for housing support		
9	To make an application for a school place		
10	To make an application for a college or university course		

11	To access healthcare		
12	To make a complaint		
95	Other (please specify)	OPEN TEXT BOX, FIXED	
97	Don't know/can't remember	EXCLUSIVE, FIXED	
98	Prefer not to say	EXCLUSIVE, FIXED	

Base: All respondents

SINGLE RESPONSE PER ROW

D3. Since Brexit, have you ever felt that a public body in **[IF S03=1,2,3,4 the UK /IF S03 =5 Gibraltar]** has discriminated against you because of any of the following?

Please be assured that all your answers will remain anonymous, meaning that no one will know the responses came from you.

Please select one answer per row

ROWS

Code	Answer list	Scripting notes	Routing
1	Ethnicity		
2	National origin		
3	Age		
4	Being married or in a civil partnership		
5	Being pregnant or on maternity leave		
6	Disability		
7	Religion or belief		
8	Gender reassignment		
9	Sex		
10	Sexual orientation		
11	Other, please specify	OPEN TEXT BOX – ADD ERROR MESSAGE FOR THOSE TRYING TO GO FORWARD WITHOUT TYPING 'PLEASE TYPE NOTHING AND THEN CLICK NEXT'	

COLUMNS

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

99	Not applicable		
98	Prefer not to say		

Base: Where discriminated against – D3=YES

MULTICODE, RANDOMISE

D4. Which public body do you feel discriminated against you?

Please be assured that all your answers will remain anonymous, meaning that no one will know the responses came from you.

Please select all that apply.

Code	Answer list	Scripting notes	Routing
1	Home Office		
2	Border Force		
3	His Majesty's Revenue and Customs (HMRC)		
4	Department for Work and Pensions (DWP)		
5	A local authority e.g. a council		
6	Welsh Government or a Welsh public body	SHOW IF S03 =3	
7	Scottish Government or a Scottish public body	SHOW IF S03 =2	
8	Northern Irish Executive or a Northern Irish public body	SHOW IF S03 =4	
9	Government of Gibraltar	SHOW IF S03 =5	
10	Department for Education (DfE), schools, colleges, and universities		
11	GPs and Hospitals		
12	Independent Monitoring Authority for Citizens' Rights Agreements (IMA)		
95	Other (please specify)	OPEN TEXT BOX, FIXED	
98	Prefer not to say	EXCLUSIVE	

Base: All respondents

MULTI CODE [TOP 3]

D5. If you wanted to make a complaint about your rights in [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar], please rank the top three organisations you would be most likely to approach.

We understand that there may be various reasons to make complaints about rights, including issues related to securing immigration status, as well as living, working, or studying in [IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar]. When responding to this question, please consider all potential scenarios.

Code	Answer list	Scripting notes	Routing
1	The relevant public body or organisation (e.g. a GP or hospital if the complaint relates to healthcare access or the Department for Education or a school if the complaint relates to studying)		
2	An advice service or charity (e.g. Settled, the 3million)		
3	Independent Monitoring Authority for Citizens' Rights Agreements (IMA)		
4	Another regulatory body (excluding the IMA. For example, the Parliamentary and Health Service Ombudsman)		
5	A consulate or an embassy		
95	Other (please specify)	OPEN TEXT BOX, FIXED	
97	Don't know	EXCLUSIVE, FIXED	
98	Prefer not to say	EXCLUSIVE, FIXED	

Section E: IMA knowledge and priorities

Base: All respondents

SINGLE RESPONSE

E1. The Independent Monitoring Authority for Citizens' Rights Agreements (IMA) is an independent non-departmental public body. This means that although they are funded by the UK Government, they operate independently to ensure fairness and neutrality.

The IMA has two main duties:

- Collecting information about how UK public bodies are protecting the rights of EU and EEA EFTA citizens and their family members.
- Promoting the effective implementation of citizens' rights. This involves helping individuals understand their rights and assisting public bodies in identifying and resolving issues. This may also include taking legal action when necessary.

Before today, were you aware of the Independent Monitoring Authority (IMA)?

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: All respondents

MULTI RESPONSE (TOP 3), RANDOMISE

E2. What could the Independent Monitoring Authority (IMA) do that would make the biggest difference to your life? Please rank the top three actions that would be most impactful.

Code	Answer list	Scripting notes	Routing
1	Help to ensure that future generations of EU and EEA EFTA citizens are looked after and face fewer barriers to status and services than today.		
2	Help to ensure that citizens have a fair and accessible route to gaining status .		
3	Help to maintain EU and EEA EFTA citizens' ability to travel freely without worry or concern.		
4	Help to ensure that EU and EEA EFTA citizens have adequate access to support services when needed.		
5	Other, please specify	OPEN TEXT BOX, FIXED	
99	There's nothing that I need from the IMA at the moment.	FIXED, EXCLUSIVE	
95	Don't know	FIXED, EXCLUSIVE	

Base: All respondents

OPEN TEXT

E3. Is there anything else that you would like to say about the EU Settlement Scheme (EUSS), your rights in **[IF S03 =1,2,3,4 the UK /IF S03 =5 Gibraltar]** under the Withdrawal and Separation Agreements (since Brexit) or the Independent Monitoring Authority (IMA)?

Please be as detailed as possible. Please type your response in the box below

[]

Fixed codes	Answer list	Scripting notes	Routing
98	Nothing	FIX, EXCLUSIVE	

Closing demographics (Section T)

INTRO TEXT

Thank you for your responses. Now some final questions about you. Please note that these questions are designed to ensure we gather opinions from a broad and representative range of the population.

Base: All respondents

SINGLE RESPONSE

T2. What is your ethnicity?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
	White	HEADING NOT CODE	
1	British/English/Welsh/Scottish/Northern Irish		
2	Irish		
3	Gypsy, Traveller or Irish Traveller		
4	Any other white background		
	Mixed	HEADING NOT CODE	
5	White and Black Caribbean		
6	White and Black African		
7	White and Asian		
8	Any other Mixed/ Multiple ethnic background		
	Asian and British Asian	HEADING NOT CODE	
9	Indian		
10	Pakistani		
11	Bangladeshi		
12	Chinese		
13	Any other Asian background		
	Black and Black British	HEADING NOT CODE	
14	African		
15	Caribbean		
16	Any other Black/ African/ Caribbean background		
	Other ethnic group	HEADING NOT CODE	
17	Arab		
95	Other (please specify)	ADD OPEN TEXT BOX	
98	Prefer not to say		

Base: All respondents

SINGLE RESPONSE

T3. Which of the following options best describes your occupation?

If you are retired and have an occupational pension, or if you are not in employment and have been out of work for less than 6 months, please answer for your most recent occupation.

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Semi or unskilled manual work (e.g. Manual workers, all apprentices to be skilled trades, caretaker, Park keeper, non-HGV driver, shop assistant)	SEG D	
2	Skilled manual worker (e.g. Skilled Bricklayer, Carpenter, Plumber, Painter, Bus/ Ambulance Driver, HGV driver, AA patrolman, pub/bar worker, etc.)	SEG C2	
3	Supervisory or clerical/ junior managerial/ professional/administrative (e.g. Office worker, Student Doctor, Foreman with 25+ employees, salesperson, etc.)	SEG C1	
4	Intermediate managerial/ professional/ administrative (e.g. Newly qualified (under 3 years) doctor, Solicitor, Board director small organisation, middle manager in large organisation, principle officer in civil service/local government)	SEG B	
5	Higher managerial/ professional/ administrative (e.g. Established doctor, Solicitor, Board Director in a large organisation (200+ employees, top level civil servant/public service employee)	SEG A	
6	Student	SEG C1	
7	Casual worker – not in permanent employment	SEG E	
8	Houseperson / Homemaker	SEG E	
9	Retired and living on state pension (i.e. no private or work-related pension scheme)	SEG E	
10	Unemployed or not working due to long-term sickness	SEG E	
11	Full-time carer of another household member	SEG E	
95	Other	SEG E	
98	Prefer not to say	NO SEG BAND ALLOCATED	

CLOSING TEXT

You have reached the end of the survey. Thank you for taking the time to answer our questions. Your input is really appreciated.

Please **click next** to submit your response.



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