

# A Digital Status in Practice: First Report on the Findings from the3million's Digital Status Reporting Tool

(December 2020-June 2021)

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## Executive summary

The new “view and prove your rights” system will go live on 1 July and the interim findings from **the3million**’s ‘report it’ research project show hundreds of people already struggling to access and update their new status online. Not being able to prove their rights is the biggest fear for EU citizens with pre- or settled status and the problems can affect anyone.

Since December 2020 **the3million** have been collecting early reports from just under 300 people that show system failures, problems proving status at the border and delays/failure updating their status as biggest issues so far, closely followed by problems with employers not willing to engage with physical status or the digital share code that has to be generated failing.

The organisation is expecting to see a huge spike in reported problems when the new digital-only scheme starts in earnest on 1 July and is encouraging EU citizens to report issues at:

<https://www.the3million.org.uk/report-it>

Key findings to date include that

- One in four people who reported problems had trouble viewing their status
- One in five people who reported problems were asked for proof of their status when travelling or applying for a job
- 10% of people had difficulties getting their details updated

IT problems and a lack of awareness among employers, landlords, recruitment agencies and other organisations who will have to check a person’s immigration status post-June will lead to further discrimination and heartache.

**the3million** is calling on the Home Office to be more transparent about the design of the View and Prove system, fix the problems present in this system, and offer applications for physical cards and safe QR-code technology, allowing EU citizens to prove their immigration status as easily as British nationals.

# 1 Introduction

This report analyses the first six months of submissions to a reporting tool launched by **the3million** in December 2020 to better understand issues around the new digital-only status for EU citizens.<sup>1</sup> The 'report-it' tool enables people to report their problems and experiences with the EU Settlement Scheme (EUSS) and the real-time data provides valuable insights about the functioning of the scheme in practice.

These first six months were spent collecting reports, improving the design and publicising the reporting tool. For this reason, the results presented in this report are not intended to paint a full or statistically meaningful picture of the EUSS. However, results highlight a range of potentially systemic issues and have given us metrics against which to measure future submissions once the 'view and prove your rights' system becomes mandatory.

We received 374 reports between December 2020 and June 2021. We also conducted in-depth interviews with people who responded to the form, to allow us to understand and clarify the issues people were facing in more detail.

**The problems experienced by interviewees were typically more extensive than what they reported on the form. This clearly shows that when using a new, complex IT system, people are bound to have a variety of concerns and encounter difficulties at any number of stages.**

Further reports will show how these issues evolve over time, as the new digital system to prove rights under the EUSS becomes more widely used.

**the3million** will use findings to ask for changes to the scheme and, based on evidence submitted so far, is calling on the Home Office to address the frequent and alarming error messages presented by the View and Prove system, to provide better information to potential applicants, and to offer support to employers and banks who struggle to understand the new requirements presented by the EUSS.

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<sup>1</sup> James Besse contributed to this project in the dual capacity of a member of **the3million** and a doctoral student at the University of Edinburgh. We would like to thank the Edinburgh Futures Institute in particular for their financial support of our campaign.

## 2 What we found so far

In this section we present the results based on entries submitted before the 18th of June, 2021.<sup>2</sup> Although the numbers reported to date are small relative to the population of people with EUSS status and despite the fact that the scheme is not fully live until July 1st, we are able to make a number of claims about how the EUSS is working so far.

We found that among the first hurdles were extremely long waiting times for application outcomes, far longer than has previously been discussed.<sup>3</sup> In addition to long waiting times, the concerns people expressed on our form primarily had to do with how the scheme restricted access to public services and participation, including access to housing, employment, education (including enrolment in all levels of education and student loans), financial services (including bank accounts and mortgages), and health care.

**In practice, while often discussed as an immigration scheme, the EUSS is not experienced by many of its applicants and status holders in this way. Instead, it functions in practice as a newly erected barrier between UK-based EU nationals, many of whom have called the UK home for many years, and their access to public services and participation.**

View and Prove		Applying for Status	
View Failed	65	Delay	46
Travelling	33	Technical	23
Other	33	Residence Evidence	13
Update	30	ID	7
Employer	26	Eligibility	6
Bank	20	Family Applications	4
NHS	19	Decision	3
Education	15	Competency	1
Welfare	11		
Landlord	6		
Maiden Names	5		
Competence	4		
Picture Missing	4		
<b>Total</b>	<b>271</b>		<b>103</b>
<b>Total responses</b>	<b>374</b>		

Table 1 shows different issues people reported. Below, we describe these issues in detail.

<sup>2</sup> Entries after this time will be included as part of our second report.

<sup>3</sup> [EU citizens offered financial incentives to leave UK | Brexit | The Guardian](#)

## 2.1 Application Problems and Long Waiting Times

The most common problem related to applications was long waiting times (n=46). These varied between several months to almost two years among people who reported problems on the form.

*“It was one of the worst experiences I have gone through. The relief we felt when I got my settled status was beyond imagination”*

Long waiting times could be extremely stressful as they made the applicant and their family members uncertain as to their future in the UK. This also frequently interfered with people’s lives as the EUSS was already being used for immigration checks in the run up to the deadline of July 1st. In some cases, people lacked access to important proof of their status in the UK, which they needed to show their employers, banks, or universities.

A Greek national reported waiting eight months for her husband's EUSS Family Permit. Throughout the duration of the application, not only was the couple separated, and thus paying for two separate dwellings, but the husband was left without a passport. As he works in an industry which requires international travel, this left him with a reduced income.

Another person reported that his delayed EUSS application had prevented him from applying for a mortgage and buying a house, as he did not know if he would be able to remain in the country. This case was extremely distressing, as the application had been ongoing for 18 months at the time of the interview.

Another individual reported that the long waiting time left him with uncertainty about his future in the UK. His application was a case of mistaken identity, in which he was told that he had a criminal record which he in fact did not hold. The delay of his application for this reason led to concerns about his ability to remain in the UK, work and rent an apartment.

These and similar cases are causing significant mental and financial strain, leaving families separated during the pandemic without any clarity as to when they could reunite the UK.

While these cases are particularly distressing, it is also important to note that long waiting times create a sense of uncertainty that is especially concerning when one thinks of the difference between the EUSS and traditional visa routes. The latter require individuals to apply for an immigration status prior to entering the UK, and the risk of a delayed or rejected visa application is that an individual does not have the legal right to start living in the UK. One should not underestimate the cost of such a situation, as it can deny people job and educational opportunities and the right to family reunification. However, it is a different situation than that of applicants to the EUSS, for in most cases, one seeks to enter the UK as an immigrant knowing that immigration controls will be a barrier to a change they seek to make.

Many EU nationals and their family members living in the UK, however, have done so for decades, never really feeling the impact of immigration controls. The EUSS presents a barrier to the continuation of their existing life in the UK, rather than a barrier to accessing new opportunities. One reason a delayed or rejected application is so stressful is because it puts people's ability to continue living in their homes at risk.

*“I've been here since 2018, working on and off together with being a homemaker and a member of the community. I'm at the mercy of bureaucratic processes full of flaws and human errors. There is nothing more I can do.”*

We are very concerned about the backlog of applications. This presents concerns that many of the people whose applications are still processing will not receive decisions before July 1st, and rely on individuals conducting status checks to accept a non-official document confirming their application is being processed as proof of their right to access public services.

## **2.2 Using the status**

We now discuss the problems people reported related to proving their status, in order of frequency/magnitude.

### **2.2.1 Failing to access status**

The most common issue that was reported was that people could not view their own status (n=65). This caused a great deal of anxiety among people reporting problems through our form. There are a range of points at which the people reporting problems failed to gain access to their status, including after typing in their ID number and DOB, and after two-factor authentication. Even in the relatively small number of cases we have, this problem was extremely common. Not being able to view your status locks you out of your ability to access public services, and especially when no explanation is given, it can place your future in the UK in jeopardy. This reflects the main problem with the idea of a digital status: that it is not more secure than a physical ID document. A physical ID can be lost or stolen, but so can digital records.

Some individuals also reported concerns about updating expired identity documents. This is a significant problem in the scheme as currently designed. Almost all people will need to update their identity document at some point (excluding cases where an individual becomes a British citizen or dies) and the procedure for updating these documents is extremely slow in some cases. In one case an individual with a Spanish ID document was unable to view his status because the application registered a different number on his ID card than he expected.

### **2.2.2 Problems at the border**

76% (206) of the problems people faced did not have to do with an error in the Settlement Scheme, but rather failings in the scheme's administration or implementation with status checkers. The most common problems that were reported had to do with being asked for proof of residence. The most common case of these cases was that **airports** asked for proof of residence (n=33). While most people who reported problems to us managed to get through these checks, it created a needlessly stressful situation which might be prevented with better communication to airports and status holders about what the procedure should be.

Some cases from the interviews were particularly emblematic of the kinds of issues we saw reported related to airports and highlight the chaos and confusion around border checks with the EUSS. The Home Office has repeatedly informed **the3million** in writing<sup>4</sup> that carriers do not (yet) need to request evidence of UK residence status from EU citizens. Despite this, in many cases this is not what is happening in practice.

One individual reported boarding a flight to a non-UK/EU airport from which she would transfer to the UK and being asked for proof of UK residence at check in. She asked what kind of proof was needed and was told that the document confirming the successful application for the EUSS (the letter from the home office emailed to successful EUSS applicants), which she had happened to print out prior to going to the airport. She was adamant that the document was not legal proof of status, but it was accepted, and she was able to board her plane.

Another individual, travelling from Portugal, had brought with him a printout of the successful application letter, a share code and some documents including a rental contract and employment contract. The airport employee he interacted with was very rude and adamant that this was not proof. The employee appeared to not know what the EUSS was and was going to flag him for additional screening. However, he then logged into the gov.uk website on his phone to display his status and showed it to her. Seeing this caused a 180 in her demeanour and she accepted it, letting him through immediately.

A third individual reporting problems to us noted a time when he and his family were flying from one non-UK/EU country to another where they had a connecting flight to London. At the first airport, they were asked for proof of UK residency and the employees there did not know about the EUSS or online-only proof. They ended up just sending them along to their connecting flight, presumably expecting that the people at the second airport would know how to deal with it.

Another individual reported that when waiting in a queue at an airport, he pulled up his status on his phone to show as proof of residence during the period where this was required because of the Covid-19 pandemic. Several problems arose while doing so. First, he would frequently lose connection to the airport Wi-Fi in the queue and have to go through the process again, connecting to the internet, entering the details into the government website, waiting for the code, and go back to the website with the code. This was all while the queue was moving, and extremely stressful. The

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<sup>4</sup> See <https://www.the3million.org.uk/library>, April 2021 Reply from Migration and Borders group, and May 2020, Reply from Immigration Minister Kevin Foster MP.



situation was made worse by the fact that the website would time out after five minutes, leading him to again repeat the process. In one instance, it happened when he was next in line.

*“I worry about relying on technology for something that is so important for you to get back to your home”*

These cases provide an illustration of the kinds of confusion we see at airports with respect to the EUSS. It appears that from airport to airport, from employee to employee, there is not a clear or consistent understanding of what kinds of proof are required to demonstrate proof of residence in the UK.

### **2.2.3 Problems demonstrating status**

We received 26 reports where an **employer** asked for proof of status. Of these, 10 reported being asked for physical proof of status.

In two cases, an individual was applying using an online form. This form only allowed uploading PDFs, making it incompatible with the EUSS' View and Prove system as currently designed. Another employer expressed a distrust of the online system, demanding to be sent the email from the Home Office confirming that Settled Status had been granted. In another case, someone reported applying for a job at the grocery store chain Tesco. In this application, they reported being asked for two documents to verify their immigration status, something which is impossible for someone with Pre-/Settled Status.

Broadly, despite the limited cases drawn on at this stage, it is possible to say that the use of online application systems designed to accept PDFs of ID documents will be a challenge for individuals holding status under the EUSS.

Another six individuals reported an employer or potential employer asking them for a share code which they successfully sent but failed to display records. After speaking with an individual who reported their share code failing, we found that the company he worked for had tried his share code and that of another employer on a Friday, neither of which worked, but subsequently tried them the following Monday and they worked.

Due to our small sample size and limited transparency about the rollout of the scheme, it is not clear what happened, but it seems likely that the View and Prove system has outages of some sort, preventing people from checking statuses during some periods of time. However, it is not clear, if this is taking place, how many times it has happened or what is being done to resolve the issue.

The most significant finding we had related to employers is the way this group has relied on workarounds in their use of the EUSS. The persistent requests for physical proof of status demonstrate that either the individual asking does not have the required information or that the online checking system does not fit with their existing business practices.

A particularly interesting case of the latter is an interview in which we spoke with someone who reported being asked for evidence in addition to a share code. After providing a share code and date of birth to a recruiter, this individual was called on the phone asking for the letter confirming a successful application, as the website did not say until when her status was valid. In other words, it was impossible to distinguish between Settled and Pre-Settled Status, and they wanted to know this. The recruiter said that after June, this will change.

**Banks** were also an area of concern. We received 20 reports of a bank asking for proof of status during the period of time this report covers. Of these, 16 were cases where an individual was asked for physical proof of status.

One such individual reported being unable to open a savings account, as the bank insisted that the only acceptable form of ID was either a UK passport or a UK driving licence. Another individual reported that they were told the share code was insufficient and a letter was needed instead. Two others reported that this was a request made by Barclays. NatWest was likewise a concerning case. One individual reported that NatWest didn't know that the only way to prove Settled Status was using the View and Prove system, asking instead for physical proof. Eventually this individual was asked to send their successful application letter.

Another individual, applying for a mortgage with NatWest, was told that, after sending the bank employee a share code, that they were not allowed to log in to view the status themselves. Instead, the applicant had to use the share code to view their status as if they were the employer and download a PDF to submit through NatWest's online system. They were also asked to submit their successful application letter. Another individual was actually asked by their bank to provide a share code, but for a month (at the time of reporting this had not been resolved, so it may be longer) was unable to do so, instead receiving the error message "There's a problem with this service at the moment. Try again later."

Our interviewees also mentioned banks asking for physical proof of status. One individual reported going to a bank to change the names under which a Mortgage was held. On the phone, she was asked for proof of residence, but the staff member seemed to have no idea what he was asking for or what proof he could accept and did not know anything about the share code. After speaking with his manager, he relayed that they accepted the original letter. Although at this stage we do not have a large number of cases, there appears to be no effective workflow set up to check the digital status at many banks. People would rely on the procedures for paper documents, asking for screenshots, the email from the home office, or documents which did not exist.

We received 15 reports of an individual being asked for proof of their status within an educational context. Of these, 6 people were asked for physical proof of their status. One individual reported being asked for a screenshot of their status upon applying for college. Three cases of a share code failing to display records upon being provided were reported. In two cases, a successful application letter was accepted as proof. In one case, a screenshot was used. One of our interviews mentioned problems using the EUSS in an educational setting. This had to do with being unable to generate a share code for proving the status of a child enrolling in secondary school.

We received only 6 cases of a landlord asking for proof of status so there is very little we can say about how right to rent checks with the EUSS work at this time. In one of these cases an individual reported a letting agency asking them for the letter confirming their successful application. In another, fairly concerning case, we received a report where an individual was told by a private landlord that they were in the UK illegally because they could not show physical proof and were thus denied a lease.

## 3 Concerns

In this section, based on the problems reported on the form and in interviews, as well as select interviews with other individuals and organisations supplementing the findings of this report, we raise several concerns about how the scheme is being used and developed, and call on the Home Office to answer these concerns.

- First, there is a lack of transparency about the IT rollout.
- Second, there are persistent and damaging glitches that can lock people out of their status.
- Third, error messages are not generally helpful.
- Fourth, there are status checks being conducted before the deadline and physical proof is sometimes asked for in these checks, indicating poor communication about what is required for status checks and that the digital status does not meet the needs of some professionals.
- Fifth, there is chaos and confusion at the borders.
- And finally, there are delays updating details, renewing IDs, and processing applications.

We describe these concerns in detail, followed by calls for the government to address these concerns.

### 3.1 Lack of transparency about the IT rollout

The first concern that emerges out of this research is with the lack of transparency about the development of the EUSS' IT. It is not clear how, to what end, and according to what quality control measures, the EUSS is being developed as an IT system. The EUSS regularly has downtime, and there is no clarity about whether and to what extent efforts are being made to reduce this downtime. As mentioned above, the problems people have accessing their status have yet to be explained by the Home Office. Similar issues are present at airports and the Department of Work and Pensions (DWP).

With respect to processing applications, we have received reports from individuals whose applications have been being processed for more than a year and a half. Some cases, according to an individual familiar with application processing, are not able to be processed for technical reasons - again, we are not sure what these are. The EUSS was developed by a group of companies contracted by the Home Office. To no avail, we have attempted to contact several of these companies about their work on the project. It is unclear what the distribution of work was across these companies, or what technical measures are being employed to ensure people's access to their records and the security of their data.

### 3.2 Technical glitches

As we discussed above, the EUSS is currently subject to a concerning number of glitches that lock people out of their status. The impacts of these glitches can be devastating, and include losing one's ability to access housing, employment and education.

Without more data, and in particular without data from the Home Office or their private contractors, we are unable to say how common these glitches are, what causes them, or who experiences them most often. 'Not being able to access one's status' can mean any number of things, including failing to locate the correct ID card, failing to receive a code to one's email address or cell phone number, failing to log in with this code, failing to see correct records, and failing to generate a share code.<sup>5</sup>

Errors can occur at any stage of the complex process of viewing and proving one's status, but there is very little clarity about why they occur and on what scale.

### 3.3 Unhelpful error messages

The error messages provided by the EUSS are uninformative. Instead of guiding those who receive them about what to do next. The wording of these error messages makes the issue of glitches more problematic and may further contribute to discrimination arising from the scheme.

One of the most common error messages we saw (screenshot below) simply said that there was a problem with the service at the time of attempting to view a status. There is no indication of why this is the case. Are there outages of the View and Prove system? It seems like this is the case from our interim findings.

However, it is unclear a) what causes these outages, b) how often they occur, c) how long they last, d) whether they are nationwide or only affect certain parts of the country, e) how many individuals these outages have prevented from viewing or proving their status, f) what measure are being taken to resolve these issues.

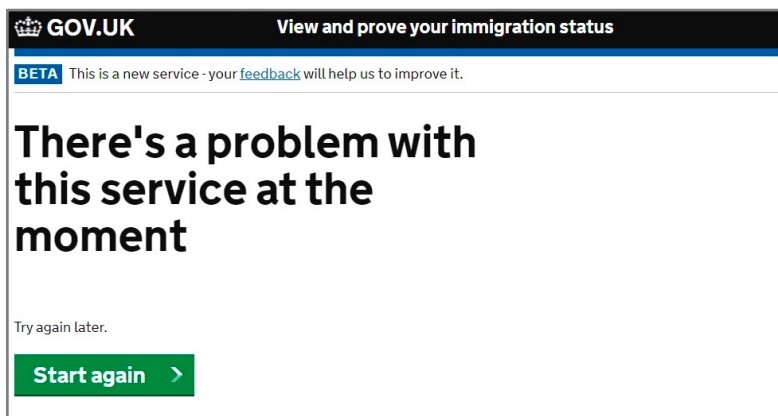


Figure 1. Screenshot of an error message.

<sup>5</sup> For infographics showing the wide range of problems, see: <https://www.the3million.org.uk/physical-proof>

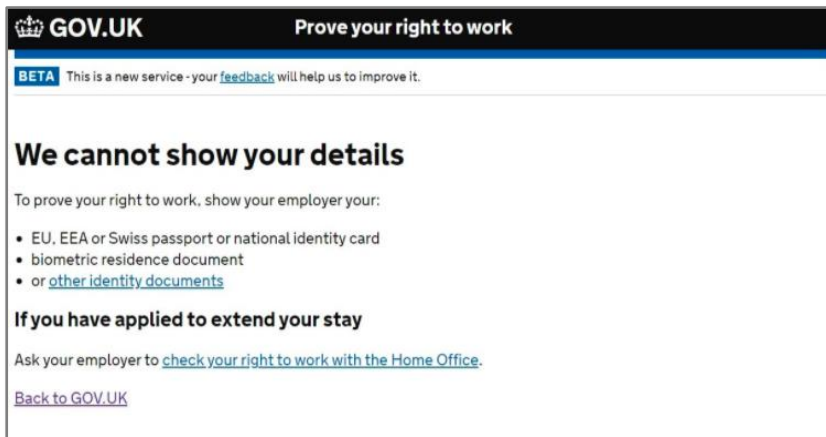


Figure 2. Screenshot of an error message.

Another error message we found told the status holder that their details did not match those in the system. In one case this message came immediately after a person had updated their passport - neither the old nor the new passport matched their records. This locked them out of their immigration status, unable to generate a share code and pass through immigration checks. This error message is particularly concerning as it incorrectly suggests that the individual may not have status under the EUSS. Showing this page to someone conducting a status check, or even someone trying to help with the problem, may lead to such an impression.

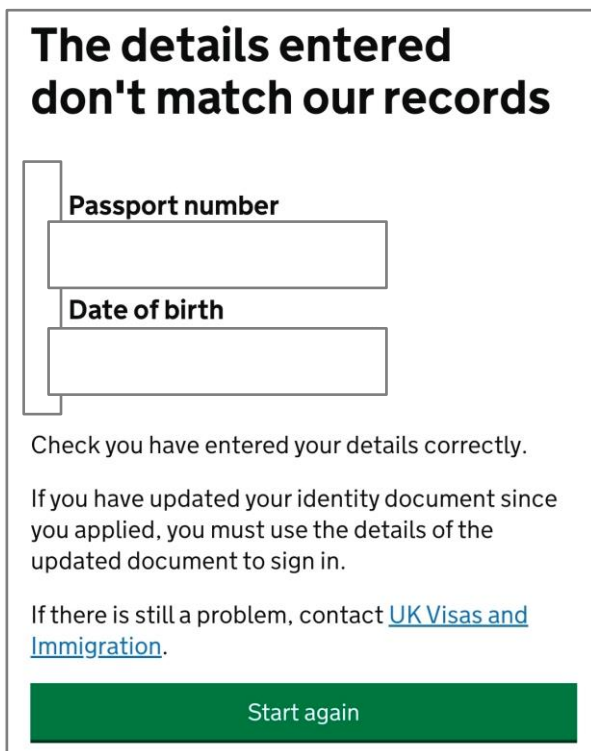


Figure 3. Screenshot of an error message.

These error messages are all extremely vague and caused anxiety to people filling out our report form, fearing their status had been lost or damaged. The error messages do not provide any information about what had led the View and Prove system to fail to display their records, and do not effectively guide the actions of status holders or people performing immigration checks. It may also lead to discrimination where, for instance, an employer believes that they are not experiencing a glitch, but the applicant genuinely does not have status.

Several individuals we spoke to struggled with disabilities that made the bureaucracy of the EUSS, and access to social services in general, particularly challenging. These individuals found that the EUSS provided them with additional bureaucracy, including going through the online process to prove their status and knowing how to respond when an error occurred, and they were not able to view or prove their status.

This concern was shared by many of our interviewees, but it had a pronounced impact on individuals who struggled with bureaucracy. This may also lead to a distinction between individuals performing status checks who know how to deal with such error messages correctly and those who do not. We find it worrying that the EUSS is creating these kinds of inequalities. The Home Office and its partners need to work to ensure that all status holders are able to have faith in their system, regardless of their position in society.

### **3.4 Awareness and knowledge**

There are already cases of misuse of the EUSS and evidence that it does not fit into existing processes for immigration compliance. This encompasses two related issues: 1) poor understanding on behalf of people checking statuses of what is required to check statuses under the EU Settlement Scheme and 2) poor fit of these requirements with existing business practices of employers, landlords, banks and airlines/airports/border guards.

Banks were found to be asking for physical proof of status, bereft of an even basic understanding of how the EUSS worked. A number of individuals were asked for a physical card that could be photocopied. Banks often wanted a scanned copy in their digital record, demonstrating the shift from existing work practices that the EUSS requires.

The same was true for online applications for jobs in which a copy of one's document proving residence was asked for. One employer asked for a physical document in addition to the digital one so they could know whether the individual had Settled or Pre-Settled Status. Others felt that a physical document to be more legitimate and official than a digital one.

**Going from physical to digital documents in immigration compliance is a significant shift, and evidence collected so far suggests that businesses are ill-prepared for this shift. For EU citizens with only a digital means of evidencing their status, the fear of discrimination is legitimate.**

We spoke to an organisation who provide a lettings platform to tenants, performing automated right-to-rent checks. They said they were concerned about an explosion of workload after 1 July,

with no guidance or details of any API options having been provided by the Government. They warned that they may be forced to stop providing this service.

We also found an extensive variation in the way employers handled status checks. Some employers, such as universities, provided extensive support to their staff members. Individuals employed by universities were in a particular position of advantage because of how well these institutions functioned as intermediaries, compensating for the lack of work done by the government to inform and support people.

**This may lead to inequalities going forward, as some institutions are better equipped to handle the glitches and confusion presented by the EUSS.**

### **3.5 Chaos and confusion at the borders**

A major challenge for people reporting problems to us had to do with border checks. These checks are being conducted both at the UK border and overseas borders.

At overseas borders, as we discussed above, issues at this stage primarily have to do with a lack of knowledge about the EUSS (a communications issue) and a lack of infrastructure to check statuses. Challenges at UK borders primarily have to do with the scrutiny applied to EU nationals entering the UK, which can pose a challenge when people struggle to access their digital statuses. One significant issue has been the detaining of EU nationals entering the UK without status under the EUSS and the harassment of individuals even with status at the UK border.<sup>6</sup>

Both of these problems contradict the official guidance that EU nationals should be able to enter the country without visa controls, under the assumption that they either have status or are entering the country as a visitor.

### **3.6 Delays updating details, renewing IDs, processing applications**

We have also documented cases of long delays in applications and updates to personal information. It is relatively common for an individual to change their identity document as these documents expire, or to change their name, for instance upon getting married or divorced. We are concerned about the backlog of applications and updates that have yet to be processed.

In the first case, as we saw in the previous section, application delays can have significant personal and financial impacts. These applications include individuals with trivial criminal records and who are victims of corrupt political and legal proceedings, leading to the worry that undue scrutiny is being levied against such individuals. We are concerned that the Home Office appears to be processing such cases at pace that will create problems for them come July 1st. The backlog, however, also includes people who should not be subject to any kind of scrutiny at all, and people trying to update their information. This does not do much to engender trust in the EUSS and only adds to the fears caused by the issues described above.

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<sup>6</sup> <https://www.theguardian.com/politics/2021/may/21/uk-like-an-enemy-state-to-eu-nationals-detained-by-border-force>



## 4 Who responded to the form?

This section provides demographics of who responded to the report forms. We hope to provide a sense of the kinds of people who have reported issues so far, and the kinds of people whose experiences we have not yet heard. Including this section is not to say that the findings of this report are not relevant for all EU and EEA citizens and their family members holding status under the EU Settlement Scheme. Rather, the opposite is true as the problems described to us identify systematic issues with the EUSS. That issues are not being reported by some demographics does not mean that they are not present in these demographics. In fact, they may be more salient for groups we have not heard from (i.e. people who struggle to use technology without support) as these people are more likely to struggle with the EUSS.

At the point of writing, we received a total of 374 responses to our 18 forms. Their distribution across the forms is listed in Table 2. As can be seen, there is a substantial bias toward the English language View and Prove problems report form. This skew reflects the fact that this was the first to be deployed and the most publicised throughout the initial period described in this report.

	<b>View and Prove</b>	<b>Applying for Status</b>
English	260	96
Bulgarian	1	n/a
Czech	1	n/a
German	2	n/a
Greek	0	n/a
Spanish	3	n/a
French	4	n/a
Hungarian	1	n/a
Italian	2	n/a
Lithuanian	1	n/a
Latvian	0	n/a
Dutch	1	n/a
Norwegian	0	n/a
Polish	0	n/a
Portuguese	0	n/a
Romanian	2	n/a
Slovak	0	n/a
<b>Total</b>	<b>278</b>	<b>96</b>

Table 2: Responses to each of 18 forms

With respect to citizenship, the individuals who reported problems to us via the form are primarily a Western European cohort. 74% of our respondents are from EU14 countries versus 14% from EU8 and 6% from EU2 countries. Of EU8 and EU2 countries, the most highly represented are Poland and Hungary making up 8% of the total respondents and 44% of EU8/2 respondents.

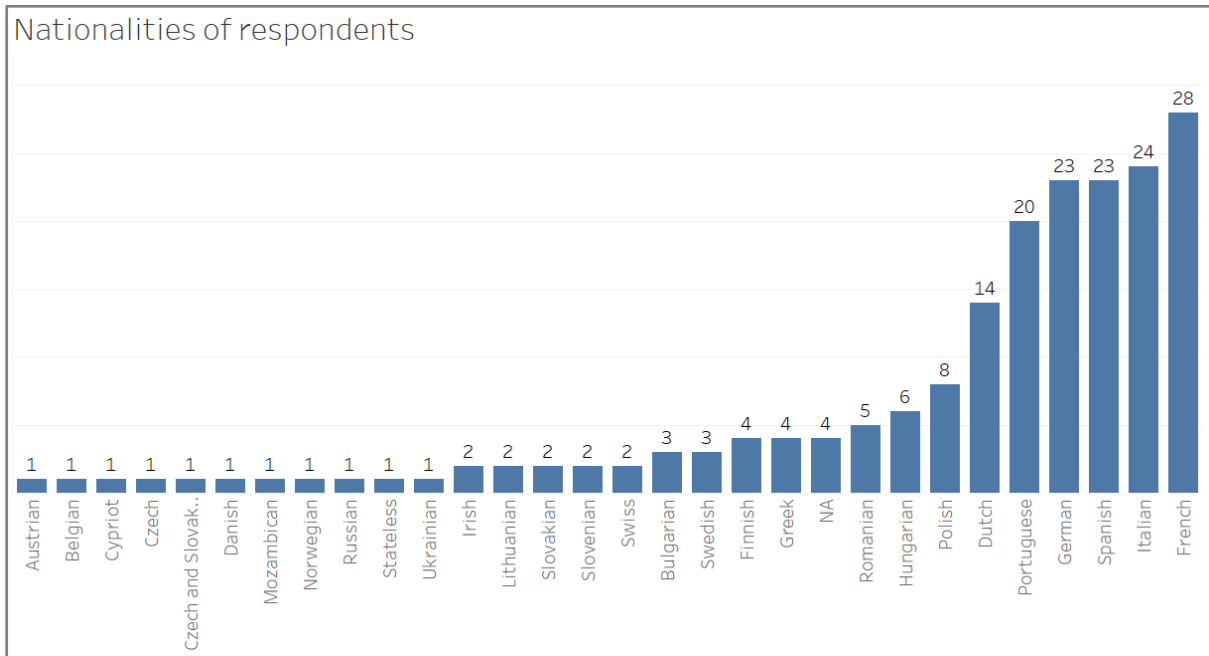


Figure 4. Nationalities of people who filled out our form (or the people on whose behalf the form was filled out). Dual nationalities are listed as the nationality which is the basis for Pre-/Settled Status, except where it is unclear (i.e. dual French-Canadian nationals are listed as French whereas dual Czech-Slovak nationals are listed as Czech and Slovak).

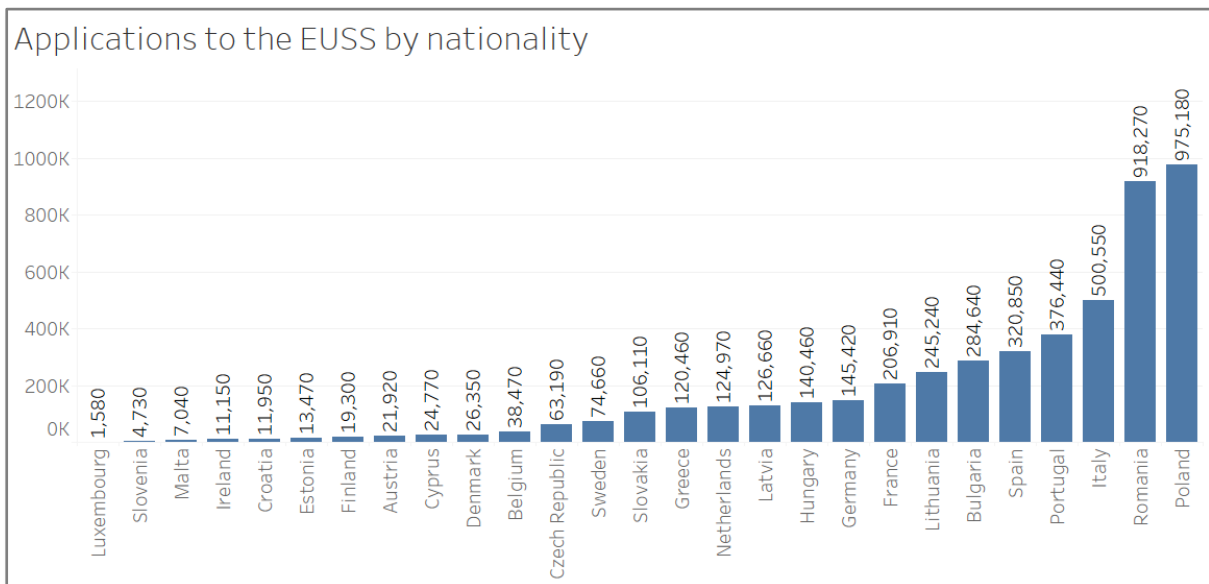


Figure 5. Applications to the EU Settlement Scheme as at 31 March 2021, source [EU Settlement Scheme quarterly statistics, March 2021](#).

While Polish nationals represent 18% of applications to the EUSS, they represent 4% of individuals reporting problems on our form. The same pattern holds for Romanian nationals, who represent 17% of applications to the EUSS, but only 2% of individuals reporting problems on our form. This underrepresentation of Central and Eastern European nationals is something we are working to address. EUSS applicants and status holders are a diverse group. In addition to diversity in nationalities (including non-EU/EEA nationalities), there is diversity in age, vocation, ethnicity, gender and sexual identity, language, and religion. Within EU countries, there are different sub-communities, the experiences of which are valuable to take into account when assessing the EUSS. These communities are important to include in any picture of the lives of European citizens in the UK and the impacts of the EUSS.

In our View and Prove problems forms (all languages), the gender breakdown was not recorded. In our application problems form, the gender breakdown was 62 female respondents (or people on whose behalf a report was made), 33 male respondents (or people on whose behalf a report was made), and one case of a report being made on behalf of multiple individuals.

## 5 Conclusion

This report presents the results from the first six months of the Digital Status Reporting Tool. We collected 374 reports of issues that people had with the EU Settlement Scheme and conducted 46 follow-up interviews. From these reports and interviews, we found that people experienced a wide range of problems, casting doubt on the government's narrative that the EUSS is a well-functioning scheme. We call on the government to answer the concerns raised in this report and ensure that the rights of EU citizens in the UK are protected.

However, there is still a lot that we do not know. We are looking to hear about more people's experiences, and you can help by filling out the form and sharing it with your friends, family members and colleagues. The form is currently available in a range of languages.

<https://www.the3million.org.uk/report-it>

Thank you to everyone who has already filled out the form and participated in interviews. It means a lot that you were willing to share your stories with us.

If you would like to get involved in our campaign, make suggestions about how to better understand the EU Settlement Scheme, or want to help us distribute the form, please get in touch!