



This information is intended for guidance only. It is based upon our understanding of current proposals and is correct at the time of printing. No liability is accepted by the EU Citizens' Rights Project for actions taken in reliance upon the information given, and it is recommended that appropriate professional advice should be taken. 1 August 2019

Where to find support to apply to the EU Settlement Scheme

If you feel you need support to make your application, you can ask for help. This is a list of organisations supporting EU nationals in applying to the scheme.

CITIZENS ADVICE SCOTLAND

CAS has a new **specialist helpline service** for EU citizens resident in Scotland called **EU Citizens Support**. This service is free and impartial and is designed to help EU citizens and their families with issues and concerns around the EU Settlement Scheme. You can consult our list of CABs or find your nearest one in this address: www.cas.org.uk/bureaux

This service is for EU citizens who would like to apply for settled status, but have additional needs. For example, you may:

- have difficulty accessing an Android mobile phone
- have limited access to the Internet
- find it difficult to get the evidence you need to apply
- be at greater risk due to personal circumstances
- have specific immigration or residency issues.

You will be able to get free, confidential and impartial advice from our website, in person at [your local bureau](#) and on the phone. Our new service has a national helpline 0800 916 9847 and is open Monday to Friday 0900-1700.

More info at: <https://www.cas.org.uk/brexit>

ID DOCUMENT SCANNER LOCATIONS

If you only need help with scanning your biometric documents, you can find help at "ID Scanner Locations". Please note you may be charged for using their service:

Cumnock

The Register Office
1 Greenholm Rd
Cumnock
KA18 1LH

Email registrar@east-ayrshire.gov.uk or phone 01563 576695/6 to book an appointment at East Ayrshire council.

Dumfries

Dumfries Registration Office
Municipal Chambers
Buccleuch Street
Dumfries
DG1 2AD

Email contact@dumgal.gov.uk or phone 0303 333 3000 to book an appointment at Dumfries and Galloway council.



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Edinburgh

Registrars Office
The Quadrangle
City Chambers
253 High Street
Edinburgh
EH1 1YP

Email settlementservice@edinburgh.gov.uk or phone 0131 529 2614 to book an appointment at Edinburgh council.

Glasgow

Registrars Office,
Service Desk,
Glasgow City Council,
45 John Street,
Glasgow
G1 1JE

Email genreg@glasgow.gov.uk to book an appointment at Glasgow city council.

Helensburgh

The Helensburgh and Lomond Civic Centre
38 East Clyde Street
Helensburgh
G84 7PG

Phone 01546605521 and select option 3 to book an appointment.

Kilmarnock

Burns Monument Centre
Kay Park
Kilmarnock
KA3 7RU

Email registrar@east-ayrshire.gov.uk or phone 01563 576695/6 to book an appointment at East Ayrshire council.

Livingston

West Lothian Council
Registration Service
Civic Centre
Howden South Road
Livingston
EH54 6FF

Email registration@westlothian.gov.uk or phone 0150 628 1898 to book an appointment at West Lothian council.



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Oban

Municipal Building
Albany Street
Oban
PA34 4AW

Phone 01546605521 and select option 7 to book an appointment.

ASSISTED DIGITAL SERVICE

Some local libraries and community centres can offer you practical help with making your application online - providing you with Android devices or advice about using IT technology. Please note they cannot offer you Immigration Advice.

- Assisted Digital Home Visits in Scotland: Applicants can ask for an Assisted Digital tutor to visit you at home to help you complete your application. Assisted Digital offers at home visits in the following areas in Scotland: Aberdeenshire, Glasgow and Tranent.

More info: <https://bit.ly/2IWzsEo>

- Assisted Digital helpline: Applicants can get Assisted Digital support to use the EU Settlement Scheme online application form if you're in the UK and do not have the appropriate access, skills or confidence to complete the form.

Phone: 03333 445 675

Text message: text the word "VISA" to 07537 416 944

Monday to Friday 9am to 5pm

More info: <https://bit.ly/2koRGyc>

- You can find a list of Assisted Digital locations in Scotland: <https://bit.ly/2YwDV2k>



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BASIC EU SETTLEMENT SCHEME-RELATED IMMIGRATION ADVICE

A number of organisations across the UK have received funding from the Home Office to help EU/EEA citizens and their families with making the EUSS application¹. In most cases, you need to belong to a certain 'vulnerable' group to use their help. Consult the websites of the organisations listed below to learn who can use their service.

Community Renewal

<https://www.communityrenewal.org.uk/>

EUSS project funded to assist and support the Roma Community within Glasgow.

The best way for members of the community to contact the project is either by telephone to make an appointment on 0141 483 8910 or via email EUSSreferrals@communityrenewal.org.uk

Their office is 343 Victoria Road Glasgow G42 7SA.

Community Renewal have staff who speak a variety of languages including Romanian, Romanes, Slovak and English.

Feniks. Counselling, Personal Development and Support Services Ltd

<http://www.feniks.org.uk/>

Feniks support service with EU Settlement scheme applications is aimed for those with:

- Mental health problems, disabilities, prolonged diseases;
- Victims of domestic abuse;
- Elderly;
- Other groups facing multiple barriers in accessing the scheme.

They are able to help in English or in Polish.

They also offer free awareness-raising sessions for groups of 10 or more. They have an Android device. The sessions are delivered by an OISC-certified adviser.

Areas/Locations covered: Lothians

If you would like to organise a group session with them or ask more about their service, please contact:

Dorota Peszkowska
EU Settlement Scheme Officer
07803102137,
Tue-Thu 9:30 - 17:00.

¹ This also includes Citizens Advice Scotland. This organisation has not been included in this list, because it has a specific section at the beginning of the document.



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IOM - Institute of Migration in partnership with CoSLA

<https://www.cosla.gov.uk/>

<https://unitedkingdom.iom.int/>

International Organisation of Migration provides a general service and complex case advice. Support includes face-to-face support, national outreach programs, IT support and access to equipment and support via video conference.

PKAVS - Perth & Kinross Association of Voluntary Service Ltd

<https://www.pkavs.org.uk/>

PKAVS provides a general service which includes weekly drop-in sessions and community outreach. Their service is open to all EU citizens living in Perth & Kinross who need extra support to apply for settled status.

Appointments:

Monday to Thursday, 9am to 4pm

Friday, 9am to 4pm

Email: minoritieshub@pkavs.org.uk

Telephone: 0173 856 7076

Appointments will be at The Gateway (North Methven Street, Perth, PH1 5PP)

PKVAS also provide information & support via Freephone helpline for community members. The line is available 10am-2pm weekdays on 0800 0092965 (this service will be available from 19/09/2019).

Fife Migrants Forum

<https://fifemigrantsforum.org.uk/>

Fife Migrants Forum provides general services which includes face to face support.

Appointments:

Monday to Friday, 9:30am to 4:30pm

Saturday, 9:30am to 1:30pm

Email: info@fifemigrantsforum.org.uk

Telephone: 0159 264 2927

Positive Action in Housing

<http://www.paih.org/>

Positive Action in Housing provides a specialist service which includes drop-in outreach sessions and appointments for the Roma community, the elderly and homeless people.

Telephone: 0141 353 2220



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Simon Community Scotland - Streetwork

<https://www.simonscotland.org/>

Simon Community Scotland help the homeless, and those at risk of homelessness, apply to the EU Settlement Scheme. They can support EEA nationals to gather any evidence needed. For example, replacing out of date passports or ID cards, and to make their application online with translation support if necessary.

They hold drop in sessions at their Holyrood Hub which people facing homelessness can attend without an appointment. The Holyrood Hub is at 22 Holyrood Road, Edinburgh, EH8 8AF and the drop ins are every Tuesday between 1pm-4pm and Wednesday from 9am-12pm.

If you would like more information on the project, think it would be helpful to have an awareness session at your service, or would like to refer someone for support please contact Kay Patterson on 0131 557 0655 or kay@streetwork.org.uk

SOURCES OF FURTHER INFORMATION AND RESOURCES

You can also find OISC Level 1 Adviser near your area in this link → <https://bit.ly/2mkaEgq>

If you have a computer, you can read more here:

- **Apply to the EU Settlement Scheme (settled and pre-settled status)**
→ <https://bit.ly/2K1PFUk>
- **EU Settlement Scheme: translated information materials:** These materials support EU, EEA and Swiss citizens to apply to the EU Settlement Scheme. They are provided in 26 EU languages, including Welsh and Irish.
→ <https://bit.ly/2XM9YXY>
- **Settled status for EU citizens and their families: translations** - Translations of the settled status for EU citizens and their families guidance in European languages.
→ <https://bit.ly/2mkt8Xx>
- **Information on the “Right to Reside”**
→ <https://bit.ly/2kMfwUF>
- **EUSS information in British Sign Language and International Sign**
→ <https://bit.ly/32MKw8n>

For community members working with those in need:

- **EU Settlement Scheme: community leader toolkit:** The community leader toolkit equips local authorities and community groups with the right tools and information to support EU citizens and their families to apply to the EU Settlement Scheme.
→ <https://bit.ly/2RGNsgQ>
- **Application for Level 1 EU Settlement Scheme registration:** Form to apply for registration for the Level 1 EU Settlement Scheme
→ <https://bit.ly/2medInD>