

# SETTLED

England & Wales · Charity number 1184580

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2019-07-24

**Register** [View on the Charity Commission register](#)

## Contact

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Bute Street  
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CF10 5LS

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**Email** [info@settled.org.uk](mailto:info@settled.org.uk)

**Website** [www.settled.org.uk](http://www.settled.org.uk)

## Activities

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**Objects:** THE RELIEF OF EUROPEAN UNION CITIZENS\* IN NEED, BY REASON OF WAR, CONFLICT, YOUTH, AGE, ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP, HOMELESSNESS, BEING VICTIMS/SURVIVORS OF DOMESTIC VIOLENCE, BEING VICTIMS OF HUMAN TRAFFICKING OR OTHER DISADVANTAGE BY THE PROVISION OF EDUCATION, INFORMATION, SUPPORT, ADVICE AND REPRESENTATION.\*FOR THE PURPOSES OF THIS CLAUSE, EUROPEAN CITIZENS INCLUDE CITIZENS AND RESIDENTS OF ALL EU COUNTRIES OR EEA OR SWISS NATIONALS, OR NATIONALS OF PROSPECTIVE CANDIDATES OR CANDIDATE COUNTRIES TO THE EUROPEAN UNION, OR NON-EUROPEAN UNION CITIZENS DEPENDENT ON AN EUROPEAN UNION CITIZEN FOR THEIR CURRENT RESIDENCE STATUS.

**Activities:** Settled is a new charity (registered number: 1184580), working with vulnerable and hard to reach EU / EEA citizens in the UK. Settled is registered Level 3 Immigration Limited to EU Settlement Scheme by the Immigration Services Commissioner (registration no. Settled CIO N201900057). Our mission is to outreach to those who are at risk of losing their right to live and work in the UK after Brexit.

## Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** Education/training, Economic/community Development/employment, Other Charitable Purposes
- **Who:** People Of A Particular Ethnic Or Racial Origin, Other Defined Groups

## Geography

- Throughout England And Wales

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£625,825	£625,716	£44,197	18
2024-03-31	£495,416	£495,356	-	-
2023-03-31	£420,542	£414,731	-	-
2022-03-31	£329,565	£324,382	-	-
2021-03-31	£229,905	£207,944	-	-

## Trustees

Name	Role	Appointed
<b>Wiard Marius Albert Sterk</b>	Chair	2021-04-21
Alison Graham		2023-09-26
CHRISTOPHER LAWRENCE DESIRA		2019-07-24
Eszter Molnar-Mills		2023-09-26
Malin Hesslefors Nairn		2023-09-26
Maria Jesus Laguna		2025-07-24
Martine Alice Petetin		2019-07-24
Maurizio Campolo		2023-09-26
Nazan Huriye Ozgur		2025-10-16
Paul Andre Henri Francois Nieuwenhuis		2023-09-26

**SETTLED**

England & Wales - Charity number 1184580

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# Accounts

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A positive future for  
EU citizens in the UK

## Settled

### Trustees' Annual Report and Financial Statements for the year 1.4.24 – 31.3.2025

Charity Commission England and Wales Registered Charity No. 1184580  
Scottish Charity Regulator Registered Charity No. SCO52326



0330 223 5336 • [info@settled.org.uk](mailto:info@settled.org.uk) • [www.settled.org.uk](http://www.settled.org.uk)

Settled, Unit 13-15, Platform, Bute Street, Cardiff Bay, Cardiff CF10 5LS

Settled is a Charitable Incorporated Organisation (CIO) registered with the Charity Commission (1184580)  
and with the Scottish Charity Regulator (SCO52326)

Settled is accredited for Level 3 immigration advice by the Immigration Advice Authority (IAA N201900057)



EmpowerEU Awards 2024  
Community Champions Award

SPECIAL MENTION FOR  
COMMUNITY ENDEAVOUR

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## **Trustees**

Martine Petetin, Chair (until 24.7.2025)  
Malin Nairn, Treasurer  
Wiard Sterk, Secretary (Chair from 24.7.2025)  
Chris Desira  
Alison Graham  
Ezster Molnar-Mills  
Maurizio Campolo  
Paul Nieuwenhuis  
Marcella Benedetti (resigned 20.10.2024)  
Mihai Bica (resigned 24.10.2024)  
Jen Ang (resigned 9.11.2024)

Also joining as a trustee from 24.4.2025 Maria Laguna

## **Chief Executive**

Kate Smart

## **Registered Office**

To 30.4.2025

Settled, R1.3 Riverside House  
Newport Market  
Upper Dock Street  
Newport NP20 1DD

From 1.5.2025

Settled, 13-15, Platform,  
Bute Street, Cardiff Bay,  
Cardiff CF10 5LS

## **Charity Registration**

Charity Commission England and Wales charity number 1184580  
Scottish Charity Regulator charity number SCO52326

## **Independent examiner**

2E Accountants  
Unit 11, Flamingo Court, 81 Crampton Street London SE17 3BF

## **Bank**

National Westminster Bank, 40 Queens Road, Bristol BS8 1BF

## Trustees' Report

Settled's trustees are pleased to present this annual report and accounts for the period 1 April 2024 to 31 March 2025. The trustees confirm that Settled remains fully compliant with the requirements of the Charity Commission of England and Wales and the Scottish Charity Regulator. This report is set out according to Charity Commission guidance.

Settled is also fully compliant with the requirements of the Immigration Advice Authority (IAA) which in this year changed its name from Office of the Immigration Services Commissioner (OISC). Settled holds accreditation IAA Level 3. Settled is the only IAA Level 3, UK-wide, citizen-led charity focused on immigration advice for European citizens and their families post-Brexit, and citizens of EU candidate countries or prospective candidate countries such as Ukraine.

In presenting this report the trustees would like to express their sincere thanks to its diverse, cohesive team of staff and volunteers and its loyal partners, supporters and funders, whose shared vision, commitment and hard work have achieved so much and helped so many.

### Objectives and activities

#### **Summary of the main purposes of the charity as set out in its governing document.**

Settled was registered as a charity on 24th July 2019. Settled's charitable objects are:

*The relief of European Union Citizens\* in need, by reason of war, conflict, youth, age, ill-health, disability, financial hardship, homelessness, being victims/survivors of domestic violence, being victims of human trafficking or other disadvantage by the provision of education, information, support, advice and representation.*

\*For the purposes of this clause, European citizens include citizens and residents of all EU countries or EEA or Swiss nationals, or nationals of prospective candidates or candidate countries to the European Union, or non-European Union citizens dependent on an European Union Citizen for their current residence status.

#### **Summary of Settled's main charitable activities in pursuit of these objects.**

1. Identifying needs and responding with multi-lingual education, information, advice and support services.
2. Adding value to external organisations, service providers and decision-makers through referrals, advocacy and collaboration.

#### **Statement on public benefit.**

The trustees understand and are committed to ensuring that Settled upholds the Charity Commission's guidance on public benefit. Public benefit inspires and drives Settled's trustees, staff and volunteers and this is demonstrated in this report.

### Further detail on how Settled interprets its charitable objects.

Settled's vision is: *'A positive future for EU citizens in the UK'*.

Settled's values are:

*Authenticity*

*Accessibility*

and

*Impactful Humanitarianism*

Further information on our values is available here: <https://settled.org.uk/our-values/>

During the year 2024-25 Settled worked on a new 3-year strategic plan for 2025-2028. This sets the strategic goals that Settled will achieve for EU citizens:

*Secure the lawful right to live in the UK*

and

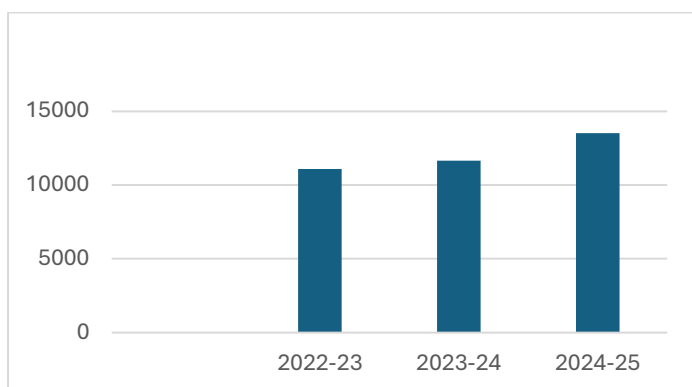
*Enable access and participation.*

The new strategic plan is available on request.

## Activities, Achievements and Performance

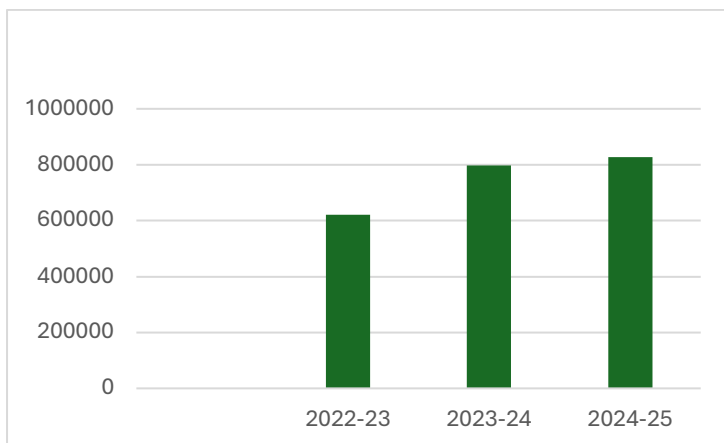
We are proud to report that **13,538** individuals received direct, personal advice from Settled between 1st April 2024 and 31 March 2025 (2023-2024: 11,655, 2022-23: 11,078). The number since Settled began in 2019 is over 66,000.

Chart 1: Number of individuals who received direct, personal advice.



Furthermore, in this year we estimate **828,000** people received information and general advice through our various channels including printed leaflets (2023-2024: 797,000, 2022-23: 621,620).

Chart 2: Estimated number of individuals who received information and general advice.



It is important to mention that the EU Delegation to the UK held its first award scheme for organisations working with EU citizens and at a ceremony that it hosted in November 2024, presented Settled with *an award for Community Endeavour*. Our prize included the right to put a series of posts on the EU Delegation’s Instagram account, and also to work with a film-maker on a short promotional [film](#) about Settled.

### **1. Identifying needs and responding with multi-lingual education, information, advice and support services.**

Settled provides services for EU citizens in the UK on the EU Settlement Scheme (EUSS) and related rights, including a specialist service for Roma, and provides services for Ukrainians applying for UK visas and needing help to access services in the UK.

Settled’s staff and volunteers are spread across the UK, they speak over 20 languages between them and share common cultures and experiences with EU and Ukrainian citizens. They are trained to sensitively explore the needs of vulnerable and isolated individuals and win their trust. Remote working has meant we have been accessible to people in all parts of the UK equally. We are also expanding our face-to-face advice provisions in several new locations and learn from the insights gained in these sessions. Our services are responsive to changing needs: our plans are informed by case-records held in a secure database and by good internal feedback from our staff and volunteers about the experience of their caseloads.

In 2024-25 the growing demand for our services was offset to some extent by an increase in the staff team. Various changes in Home Office policies including the general introduction of EVisas to migrant groups and new rules affecting joining family members, directly contributed to an increase in requests for our help and an increase in the complexity of the advice/casework that we provided.

The rate of enquiries from EU citizens was 200 a week up until December 2024 but since then has been at 250 enquiries a week, plus around 50 enquiries a week from Ukrainians. Staff discussions at an awayday in January focused on how to manage excessive demand and for the first time our team had to discuss procedures for making equitable decisions about who to turn away. For our

Ukraine service, by March 2025 it was clear that the new Ukraine Permission Extension Scheme (UPE) was generating so many requests for help that our Ukraine Adviser focussed mainly on accepting cases that were referred via external organisations.

Our advice services faced an additional resource-intensive challenge this year because the Immigration Advice Authority (IAA formerly known as OISC) changed their record-keeping processes so that instead of a single annual return all staff and volunteers needed to create a personal secure online login, which proved temperamental.

### **Online information sessions**

Settled ran webinars for EU citizens including one with the Italian consulate and one with the Spanish embassy. Other webinars were held for Ukrainians on a variety of topics. Some have attracted a live online audience of hundreds and then are available on social media to be viewed by thousands more.

### **Multilingual Telephone helplines**

To manage the excessive demand, our English line is now open for 6 hours a week (during which time it is continuously busy) with no opportunity to leave a message – messages can be left on the other language lines.

### **Referrals online and advice by email**

To help manage our workload, in this year we encouraged people to direct their enquiries to an online referral form on our website, which helps us assess cases more efficiently. We continued to respond to email enquiries via [advice@settled.org.uk](mailto:advice@settled.org.uk), [roma.advice@settled.org.uk](mailto:roma.advice@settled.org.uk) and [ukraineadvice@settled.org.uk](mailto:ukraineadvice@settled.org.uk). Advice was provided in a range of languages, and this year, thanks to a grant from the French Government, we were able to employ a French speaker on the staff team.

### **Higher level advice**

Settled employed three senior immigration advisers qualified to give higher level advice on complex cases at IAA Level 2 or 3. For the first time in 2024-25, in some intractable cases senior advisers have issued the Home Office with Pre-Action Protocol letters and these have often proved an effective way of achieving a solution. Also for the first time one of Settled's senior advisers discussed with a law firm the possibility of a judicial review in the case of a Ukrainian woman, but after further investigation it was agreed not to pursue this. Settled remains interested in taking such legal action in future if similar opportunities arise.

### **Facebook forums**

Facebook forums ran in Bulgarian, Czech/Slovak, French, German, Italian, Polish, Portuguese, Romanian, Spanish and Ukrainian. These continued to have extensive multi-lingual reach, particularly among low-skilled, marginalised people. Simple queries were answered quickly, and the answers shared on Facebook for the benefit of others. Settled has 52,000 followers on Settled's various multi-lingual Facebook groups/pages for example 4000 on the Ukraine Facebook page and 13,000 followers on our English language Facebook page.

Individuals with more complex questions were transferred to receive email or telephone advice from the most appropriate team member.

### **Face to face advice**

As a result of additional staff, Settled was able to offer advice sessions in person at more venues, including in various London centres, in cities across South Wales, in Leicester, Preston, Edinburgh and parts of Kent.

### **Information via our website, leaflets and videos**

Settled's website with regular updates on Home Office changes, remained an essential tool for conveying information and thereby reducing demand on our busy advice services. Whereas in previous years the website had included pages of translated advice in numerous languages, in 2024-25 we concluded that the resource requirement to keep translations updated as policy and regulations change was unsustainable, and that technological developments mean people are likely to be able to use automatic translation functions.

Settled maintains a small range of translated leaflets on relevant topics, electronic versions being available on our website or emailed out plus printed versions distributed at our face-to-face sessions or sent by post. For example in 2024-25 we produce in leaflet form information on the difference between the digital status and the new EVisas, how to travel in and out of the UK using different documents, how to update passport records on the EUSS system, how to bring Ukrainian children to the UK and where to access a Settled drop-in. We made a video in Ukrainian on how to apply for an EVisa. In January 2025 we held an in-depth discussion about the needs of Roma clients. We concluded that there are 3 key messages that might help resolve some persistent problems and we produced a leaflet and plan a video on these: 1) How to show a footprint in the UK, 2) Learning how to use the digital status and 3) Be careful not to use rogue advisers.

## **2. Adding value to external organisations, service providers and decision-makers.**

### **Accepting referrals**

Settled continues to accept referrals from a cross-section of local authorities, health authorities, voluntary organisations, and from the various embassies and consulates of the different EU Member States. This includes large organisations such as Citizens Advice and Red Cross who have directed significant numbers of people to Settled. This year we have re-established a connection with the Big Issue who have sent us several complex cases.

### **Collaboration and advocacy**

#### **Work with EU authorities and embassies**

Settled wrote to Michal Meduna, policy lead at the EU Commission in Brussels, with issues for him to raise ahead of EU-UK Specialised Committee on EU Citizens' Rights in October 2024.

At various times in the year various members of staff attended meeting with officials at different embassies and consulates of EU member states including for example the Belgian and Bulgarian embassies.

Settled continues to work closely with the EU Delegation to the UK. Our staff attended regular meetings with EU Delegation officials to share information about issues concerning European citizens. We are grateful to them for including us in a variety of high-level events.

For example, our CEO attended an important in-person meeting with the head of the Home Office EUSS programme and key NGOs, hosted by the EU Delegation.

In November 2024, several staff, volunteers and trustees attended, and one staff-member made a presentation, at the annual EU citizens gathering organised by the EU delegation – a large event with numerous presentations by VIPs and all the relevant embassies, NGOs and other stakeholders present.

### **Work with the UK parliament, the Home Office and other UK departments**

Following the 2024 General Election, we wrote a letter to the new immigration minister Seema Malhotra, listing several concerns about the EU Settlement Scheme.

Colleagues at the organisation New Europeans have worked with parliamentarians to revive an APPG on EU citizens which met twice during the year. Settled's staff attended on both occasions and made a presentation about issues of concern from Settled's caseload.

Other staff attended a meeting of the APPG about Roma and spoke from the floor.

Settled's team are in daily contact with Home Office staff to resolve concerns about specific cases.

We regularly attended numerous stakeholder meetings with the Home Office and individual meetings with our Home Office grant managers. In addition to providing verbal and written reports on the experiences of EU citizens evident from our casework, Settled also wrote more formally to the Home Office on several issues of concern including:

- Confusion caused by the new EVisa system and the problems that arose when some EU citizens with EU Settled Status mistakenly thought they should also apply for an EVisa.
- The incompatibility between the main EU Settled Status digital system and an entirely different system that exists for EU citizens in the Channel Islands, and the problem it causes if EU citizens in the Channel Islands move to the mainland for jobs.
- Problems affecting EU citizens who lack the capacity to instruct an adviser.
- Erroneous results occurring when EU citizens log in to the EUSS digital system, including some cases where their status was recorded as 'expired'.

In March 2025 we learned that the Home Office presented a piece of casework successfully concluded by Settled as a positive example in meetings with their senior improvement teams.

In 2024-25 Settled held more meetings with and developed closer ties with the CEO and staff of the Independent Monitoring Authority for the Citizens' Rights Agreements (IMA) to discuss concerns arising from our caseload. For the first time the IMA invited a small number of voluntary organisations to an in-person round-table in Swansea.

On Ukraine:

In December 2024 Settled attended a Scottish Parliament stakeholder meeting and submitted a written statement about Ukraine issues.

In January, Settled sent a letter to Home Secretary Yvette Cooper and others about Ukrainian children seeking to join their parents – this letter was the culmination of work in the previous 12 months to raise concerns with Home Office officials and via news articles. Within a week of this letter there was a change of policy and this news was covered again by the Independent and also the BBC.

In March 2025 Settled raised concerns about the inadequacies of the Ukraine Permission Extension Scheme (UPE). Settled sent a statement about UPE to Lord Banner who raised it with Home Office ministers on our behalf.

### **Work with devolved parliaments, governments and local authorities**

In July 2024 Settled's Wales Manager and CEO attended in person and gave evidence to the Senedd's Social Justice Committee, on the topic of the experiences of EU citizens in Wales. A few months later several members of Settled's team sat in the chamber gallery when the MS's debated the experiences of EU citizens: our work and our key priority recommendations were endorsed in the debate.

Settled also met with a Wales for Europe cross-party group that has been set up at the Senedd. We met regularly with officials from the Welsh Government online and occasionally in person, and less frequently with officials from the Scottish Government. We had several meetings with COSLA (the umbrella for Scottish local authorities).

Our Ukraine Communications Officer continued to run workshops for London Borough of Brent and other staff ran occasional sessions for other local authorities for example Wrexham Council.

### **Work with civil society organisations**

Settled continued to belong to numerous associations and networks, foremost of these is the EUSS Alliance. Some staff attended the EUROMEC network - set up by the EU Delegation to raise the voices and the concerns of EU citizens from ethnic minorities.

Other organisations that we worked with closely this year are too many to list but include: Roma Support Group, the3million, Seraphus, Citizens Rights Project, TGP Cymru, Red Cross, Refugee Council and Welsh Refugee Council, The Big Issue, Asylum Justice, Newfields Law and Maternity Action. We were pleased to attend the 40<sup>th</sup> anniversary of the founding of East European Resource Centre. Our service manager met with researchers from Sheffield University to contribute to their work on issues affecting Roma.

Over several months in the summer of 2024 Settled was asked for advice from the leadership of the charity Here for Good as they took difficult decisions to close their service.

### **Work with mainstream media/journalists**

In September 2024 Settled was featured in a Guardian article about a Polish man that we had helped who was about to be removed despite arriving in the UK as a child. Similarly in November the Guardian covered the case of a Cypriot client of Settled whose removal from the UK went ahead despite long residence in the UK.

In May 2024 Settled secured articles in the Independent about Ukrainian parents being prevented from reuniting with their children, as a result one family highlighted in the reports had a positive outcome and so numerous other cases came forward for our help.

When the rules were changed in late January 2025 various news outlets including BBC news online, were interested in talking to Settled about the arrival of children from Ukraine following the visa rule change and ongoing problems with the delays in getting Ukraine visas extended which causes problems accessing services and jobs.

Settled also gets attention from media in EU countries. During late 2024 and early 2025:

A German radio journalist/documentary maker interviewed several of the Settled team for a programme aired on a German radio station. Italian newspaper La Repubblica mentioned Settled in a report about EU citizens in the UK. Journalists from Spain and Romania interviewed members of our team and visited one of our Roma drop-in sessions. Other team-members were interviewed for a high profile Italian documentary series about Italians in the UK – they attended related events in the UK parliament and in Rome and it will be on Amazon Prime!

### **Social media and other communications**

Settled continued to grow its presence on social media, frequently posting engaging content about our activities and causes we care about.

Settled is active on Facebook, LinkedIn, YouTube, and Instagram. In 2024 we took the principled decision to stop using Twitter where we had over 3000 followers and instead set up an account on Bluesky which has already gained over 400 followers.

A periodic supporter newsletter was produced, bringing together some of our most important stories.

Settled does not have a TikTok account but a Ukrainian with a huge following on TikTok has often praised our work which has encouraged take-up of our services.

### **Settled Culture**

We continued to maintain our Settled Culture website showcasing artistic events by for and about EU and Ukrainian citizens.

In the Autumn our Ukraine Communications Officer organised an event in Cardiff with a Ukrainian comedian and our Wales advisor organised a Polish celebration in Swansea with the housing association Pobl. In December, with Newport Council colleagues, we helped organize a heart-warming family event for St Nicolas Day.

## **Concerns addressed by Settled**

### **Affecting EU citizens:**

Frequent changes in Home Office policies were a feature of this year and significantly added to uncertainty and anxiety among EU citizens, increased the number of enquiries received by Settled,

the complexity of those enquiries and the need for our team to provide training internally and information updates externally.

Settled dealt with a high number of late applications to the EU Settlement Scheme, including repeat applications after one or more refusals – this affected EU citizens of all nationalities including those who had lived in the UK for many years, especially but not only people with additional vulnerabilities. In some cases they were unaware of the need to apply to the scheme, or there had been a lack of understanding of how to upload documentary evidence, or insufficient evidence had been provided, or they had been badly advised by a rogue adviser. As reported last year, our late application work continued to be affected by Home Office rule changes that were introduced in August 2023. These changes include that an EUSS application will first be assessed according to whether the applicant has reasonable grounds for being late which must be significant such as a serious medical reason, being in an abusive relationship, or being a child. Only if the reason is accepted is the application considered to be a 'valid' application and passed to a second assessment stage where eligibility and suitability are looked at. There is no right of appeal if an application is rejected as invalid at the first stage.

Our experience is that evidence requirements have become significantly more demanding, and we have seen documents such as payslips, P60s, letters from employers, proof of NHS appointments etc. all rejected. It has become more time consuming for Settled's team to amass evidence that is acceptable.

The move to greater digitalisation meant that Bio-metric Residence Cards are being gradually phased out. The deadline for when these could no longer be used as evidence in an EUSS application was extended several times, causing confusion.

Children without pre-settled or settled status are still coming to light, because parents (who may have secured pre-settled or settled status for themselves) did not realise the need to make an EUSS application for their children. We expect it could take a generation before we can be assured that all such children have been identified and their status resolved.

An important feature of the EU Settlement Scheme is that pre-settled status can be awarded to those who have not yet been in the UK for 5 years, and once they reach the 5 year threshold they can apply again to receive Settled Status. The year 2024-25 was one in which large numbers reached the point at which they needed to apply to transfer from pre-settled to settled status. Several concerns are apparent:

- Some are unaware that they need to make a fresh application.
- Some do so but are unsuccessful because of the requirement to provide substantial evidence of identity, eligibility and length of unbroken residence – even people living in the UK long-term are at risk if their lifestyle means that they lack documentary evidence.
- As a result Settled has seen some cases in which the application for Settled Status has been refused.

Mindful of the risks that people with lapsed pre-settled status become undocumented, and the outcome of a legal case brought by the Independent Monitoring Authority (*R(IMA) v SSHD [2022] EWHC 3274*), the Home Office in 2023 granted an extension of 2 years for pre-settled status holders

to make their Settled Status application. Then on 21/5/24 this was changed to a 5 year extension. Although these developments were welcome, the letters sent by the Home Office to EU citizens about the changes were so long and legally complex that they caused a lot of confusion. Furthermore, in early 2025 the Home Office began a new procedure to move EU citizens from pre-settled to settled status automatically without the need for a fresh application, in cases where they have a clear footprint with HMRC/DWP and no criminal records. We continue to advise EU citizens to make an application themselves and not wait for the outcome of the automatic process, especially in cases where we think they will need to rely on other evidence in addition to HMRC/DWP records.

Periods of absence from the UK affect both eligibility to make a late application to the EU Settlement Scheme and also eligibility to apply to transfer from pre-settled to settled status – Settled has assisted in a lot of cases which had been refused for this reason. The extension of pre-settled status by 2 and then by 5 years was not accompanied by any relaxation of rules about how much time can be spent outside the UK, and so it increased the fear of jeopardising future applications to transfer from pre-settled to settled status. In July 2025 the Home Office eased the rules on absence but for the year of this report 2024-25 it was a common problem.

Settled continues to see rare cases where the Home Office has decided to 'curtail' i.e. cancel settled or pre-settled status. The cases that we have seen have been where there is a suspicion of deception, for example where pre-settled status was granted to partners of EU citizens but their relationships are suspected of having come to an end. Settled has worked to gather and present evidence on behalf of such cases.

Lengthy delays can occur in processing some more complex EUSS applications e.g. for European citizens with criminal convictions. In one case advised by Settled, a man lost job offers because of excessive delays in his EUSS application – it turned out the Home Office mistakenly thought he had a criminal record when he did not. A related concern is that, for people with pre-settled status who are waiting for the outcome of an application to move to settled status, the digital system no longer shows that they have pre-settled status. This is causing problems for travelling and for university applications, for example.

Settled dealt with some cases where an EU citizen had travelled outside the UK but then on return had problems with UK Immigration Officers at the border. These cases occurred either because the View and Prove system was not working effectively or because the person was travelling while still waiting for the outcome of a settled or pre-settled status application and their Certificate of Application. The rights conveyed by the Certificate of Application have changed in recent years and this has caused confusion especially about the right to travel. In November, Settled's Immigration Manager intervened in a high profile case covered in the Guardian of a Cypriot man removed from the UK after travelling using his Certificate of Application.

The EU Settlement Scheme allows for 'Joining Family Member' applications for relatives to join EU citizens in the UK. The most difficult of these are applications for a 'durable partner' as documentary evidence of a long-standing relationship is required. From November 2024 the Joining Family Member rules were tightened: if a family member had previously been to the UK as a visitor (since 31.12.2020), they now needed to explain 'reasonable grounds' why they had not made a Joining Family Member application at that time – they are considered to be applying 'late'. The requirement caused a lot of anxious people to call Settled hoping for an explanation of what to do.

EVisas were rolled out for people with various types of immigration status. Even though this was not relevant for most EU citizens because of the alternative EU Settlement Scheme, it still caused a lot of work for Settled. In December 2024 the Home Office issued a mass mail-out letter to migrants in the UK telling them to apply for an EVisa. EU citizens with settled status received these letters and were understandably confused that it might apply to them (it says in small print that they should not but its easy to be confused). Settled was inundated with queries. Furthermore it came to light that if a person with settled status (which is digital) does make an EVisa application (also digital but a different system) then this causes technical difficulties which are extremely difficult to resolve. Settled had several cases where this happened and wrote formally to the Home Office about our concerns.

Digital barriers to rights and access services continue to be a feature of the EU Settlement Scheme. Issues of concern included:

- Several cases where people's digital ID is not showing correctly due to a system error.
- Problems occurring when a European citizen replaces their passport or ID card, but the View and Prove online status is linked to their previous passport or ID card.
- Confusion about how to use the View and Prove system to check status online and generate a share code among people who lack digital skills.

Settled continued to provide targeted support for the most vulnerable groups including Roma, homeless people, the elderly, and those facing health problems, trafficking or domestic abuse. They face barriers to accessing rights and services due a combination of complex disadvantages, language barriers and either a lack of immigration status or inability to use the digital View and Prove system with reliance on intermediaries to do so – in some cases their children, in some cases unscrupulous, unregulated advisers. Poverty, debt and destitution result from not accessing benefits successfully, some are exploited in jobs paid below the minimum wage and some incur NHS charges, for example when giving birth. An additional challenge when supporting people in such conditions is that they may lack the mental capacity to instruct an adviser to act on their behalf.

Although not a priority group for our services, European citizens who arrived in the UK after 31 December 2020 and therefore do not qualify for the EU Settlement Scheme continue to seek our help.

## **Affecting Ukrainians:**

We are still dealing with cases where immigration applications have been pending for longer than a reasonable timeframe. This includes situations where some family members from a linked application have received a decision while others have not.

We continue to support cases involving family reunification for Ukrainian nationals. In particular, Settled continued to help and advise in cases of Ukrainian children. As a result of policy changes in the previous year (February 2024), children left with grandparents or other carers in Ukraine could no longer get visas to travel to the UK to join their parents. Settled was approached for help by over 100 desperate families caught in this situation. Our approach was to submit visa applications regardless, and then lobby civil servants, politicians and the media. Eventually in January 2025 the policy was changed, granting the right for Ukrainian parents to sponsor their children to come to the UK.

The anxiety caused by the approaching expiry date of 3-year Ukraine visas, was somewhat alleviated when in February 2025 the Home Office began the Ukraine Permission Extension Scheme (UPE) granting an additional 18 months. Concerns continued because 18 months is a relatively short time, and because the application process for UPE is not straightforward. Given the many thousands of Ukrainians affected this topic alone has increased our workload enormously. We are working directly with the Home Office to resolve delays in such applications. Recently, we jointly identified a technical error in UPE applications and were able to resolve more than 300 affected cases.

Increase in enquiries related to applications outside of the Ukraine Schemes, including asylum/humanitarian protection from Ukrainians in the UK before the war as well as those lacking a sponsor and unable to satisfy Ukraine Scheme requirements.

Increasing number of requests for advice from individuals previously wrongly advised to make asylum/ humanitarian protection applications now facing refusals despite their initial eligibility under the Ukraine Schemes.

The introduction of EVisas for numerous migrant groups in the UK meant all Ukrainians needed to set up a digital profile on the EVisa system instead of relying on their BRP cards.

We continue to get requests from and provide expert advice to some highly complex cases where within a family group different family members have different immigration status.

Rising number of requests for advice on overlapping issues including human rights appeals in the light of a refusal, particularly from those with children born in the UK.

Rising demand in requests for complex advice as a result of the Home Office's updated position that internal flight is a reasonable option.

Increase in the number of cross border enquiries involving families separated by the war – ie Enquiries which relate to a UK-based family member seeking reunification with a family member who has left Ukraine as a result of the war and is now residing in another country often in the EU.

Rising number of requests for complex advice from vulnerable people including those with mental health and literacy issues. Anxiety about the ongoing situation in Ukraine adds to the difficulties facing the Ukrainians who seek our help, as well as the pressures on our Ukrainian staff and volunteers.

### Assessment of impact on beneficiaries

The number of individuals who received personal, one-to-one advice was 13,538. Of these, 2214 were relatively straight-forward enquiries via social media that required an accredited immigration adviser but could be answered with fairly quickly without follow up action needed, but the majority were more in-depth cases.

They came from 105 different nationalities. The most common being: Italian, Ukrainian, Bulgarian, Spanish, Romanian, Polish, Portuguese, German, French, Slovak, Czech, Hungarian.

Approximately 500 cases where people identified as Roma but this will be lower than the actual figure of Roma people helped, because many will prefer to be identified by their nationality (Bulgarian, Romanian etc).

In cases where immigration status of EU citizens was recorded on our database, 53% had pre-settled status and 17% had settled status. 24% either had no recorded status or had not yet applied for or not yet been granted settled or pre-settled status. 5% had been refused.

For the Ukraine cases on our database, 68% had been granted a visa, 20% had not yet applied or not yet been granted or were unsure about their status. 8% of enquiries were from non-Ukrainians such as local authorities or host families, and 3% had been refused a visa.

The estimated number of people who received and benefited from Settled's information outputs was 828,000 (up from 797,000 in the previous year).

### Beneficiary Case-studies

S is a French citizen living in Wales since 2020, a survivor of domestic abuse with physical and mental health issues and no regular source of income or benefits. Her child remained in France with its father who was the domestic abuse perpetrator, and S spent long periods away from Wales while she tried to gain custody through the French courts. As a result, her application to the EU Settlement Scheme did not meet the requirements because she exceeded the amount of time allowed for

absence from the UK. Settled worked sensitively with her to collect evidence of time spent in the UK and her circumstances and to present her case to the Home Office. As a result, the Home Office accepted her case and granted her pre-settled status.

Z is a Bulgarian national, from a Turkish minority group in Bulgaria, who speaks limited English. He had been working as a live-in cash-in-hand pizza chef in an English city for 8 years when he had a stroke in 2024. Only when the hospital sought to discharge him to a rehabilitation centre, did it come to light that he did not have settled or pre-settled status in the UK, nor did he appear to have any documentary evidence of length of time spent in the UK.

Settled worked hard with social workers, staff from the Red Cross and St Mungos, and eventually Z's bank were persuaded to release his bank statements which provided the proof that he had been in the UK for 8 years. But a further complication arose because when ID documents were obtained from the Bulgarian consulate Z's name differed from that on his Turkish ID documents. Settled wrote to the Home Office to explain the historic treatment of the Turkish minority in Bulgaria who had been forced to change their names, and included confirmation of this from consular officials. This expert knowledge helped the Home Office to understand why Z had two different names and he was granted settled status. Following this, Settled worked with his social workers so that they understood how to access the digital system to prove his immigration status. In total it took 4 months to resolve this case.

### **Volunteer Case-study**

Vladislav, a Ukraine volunteer, writes:

"I chose to volunteer with Settled's Ukraine Service after realising just how complex and challenging the Ukraine Scheme could be – especially for those least equipped to navigate bureaucracy, such as older people, young adults and others in vulnerable situations.

With a legal background, spare time and previous volunteering experience in English-speaking environments, I felt a strong responsibility to use my skills to support those in need. I was looking for an organisation that aligned with my values around fairness and social justice – and found that in Settled.

From the start, I was welcomed into a community of compassionate and committed people. The recent volunteer day was particularly well-organised and reinforced my sense of belonging. It was a pleasure to meet staff, trustees and fellow volunteers – I now feel even more connected to the team. What sets Settled apart is not just its mission to support Ukrainians and their families, but its genuine investment in volunteers' development and well-being. Through training sessions, team meetings and reflective discussions, I have broadened my understanding and learned from others' experiences. These opportunities have supported both my personal growth and professional development.

Even while working full-time, I remain committed to volunteering. The need for guidance and reassurance continues and Settled plays a vital role in helping people through a complex and often overwhelming process. I'm proud to be part of a team making a real difference in people's lives."

## Fundraising

To sustain and grow its work Settled continued to secure funds from loyal supporters including statutory bodies, trusts and foundations, and corporate and community organisations. We also secured funds from new funders including National Lottery Scotland and STAFE: a fund administered by the French Government.

Settled's income has grown appreciably each year, but our experience is that the fundraising climate is increasingly competitive and unpredictable: not all of our funders were able to renew their grants for another year so continuous fundraising from new sources is vital. Long-standing support from funders like Justice Together, ABCT and CDL is hugely valuable for Settled's sustainability.

Settled also received small amounts for supporting the activities of other organisations - running a training session on Ukrainian rights provided for a group in Canterbury and helping the charity Hibiscus to interview clients as part of an evaluation of their services (these are included as donations in the accounts tables) - as well as contracts with some London local authorities.

In the year 2024-25 significant time and effort was spent on a complex application and ultimately unsuccessful application to provide services (in Wales) to the Home Office related to the new roll-out of EVisas.

At the end of 2024-25 and looking ahead to 2025-26 there were unprecedented delays in funding decisions from a variety of funders, making it hard to plan staff contracts and projects and manage funds adequately. Nonetheless, looking ahead to 2025-26 we are pleased to have secured new funding relationships with – variously - the British Red Cross, Esme Fairbairn Foundation, Fairway Scotland and Reading Refugee Support Group and we are extremely grateful to Welsh Government for a substantial increase in their grant.

We received an increasing number of small donations from European citizens who have seen our work first-hand. This may be one of the most sustainable sources of future funding and we encourage such donations whenever possible. Records are kept of individual donors and thank you messages sent following their donations. We are deeply appreciative that some individual donors have made generous donations on a regular basis ever since Settled began 6 years ago.

Settled does not employ a professional fundraiser. Settled has online donation facilities via Paypal and CAF Online, and a hand-held device for donations using bank cards – all have charges which are a small percentage of the donations.

Table of funders for period 1.4.24-31.3.25

Source	Classification	Purpose of funds (where restricted)
CDL (Cheshire DataSystems Ltd)	Corporate funder - donation	Towards the cost of staff to provide services to EU citizens and Ukrainians.
Hibiscus	Community Partnership	To carry out evaluation interviews with EU citizens
Together Kent	Community Partnership	To provide an information session on Ukrainians
Bulgarian Association	Community partnership	To provide immigration advice to Bulgarians.
The National Lottery 'Awards for All' England	Lottery funding	To provide an outreach and advice project for Roma in London and Kent.
The National Lottery 'Awards for All' Scotland	Lottery funding	To provide an outreach and advice project for homeless EU citizens in Scotland.
AB Charitable Trust	Grant making trust or foundation	Core costs.
Cobalt Trust	Grant making trust or foundation	Core costs.
Justice Together Initiative	Grant making trust or foundation	(i)To provide complex immigration advice to European citizens in Scotland and North West England.

		(ii) To provide the same in the Thames Valley in a partnership lead by Asylum Welcome. (iii) To enable in-person planning sessions.
Lloyds Bank Foundation	Grant making trust or foundation	Core costs, with a focus on services for those at risk of trafficking and modern slavery.
Moondance Foundation	Grant making trust or foundation	To expand access to services in Wales.
Souter Charitable Trust	Grant making trust or foundation	For core costs.
Trust for London	Grant making trust or foundation	To develop and manage volunteers to advise vulnerable European citizens.
Unbound Philanthropy	Grant making trust or foundation	To influence policy through evidence from service delivery.
Paul Hamlyn Foundation	Grant making trust or foundation	Towards core costs and to improve provision of information, advice and support to European citizens in the North of England.
Van Neste Foundation	Grant making trust or foundation	To develop a website to promote the cultural life of EU citizens.
London Borough of Brent	Statutory	To run workshops for Ukrainians
London Borough of Enfield	Statutory	To provide advice to EU citizens in Enfield.
Home Office	Statutory	To provide advice in Wales on EUSS applications.
Scottish Government	Statutory	To provide IAA Level 2 immigration advice.

French Ministry of Foreign Affaires		To provide advice to EU citizens in the UK who are French citizens.
Welsh Government	Statutory	To develop and manage volunteers to advise vulnerable European citizens in Wales.

**Treasurer's Financial Review**

This section provided by Malin Nairn who held the role of treasurer during this year. Malin is a financial analyst by profession, and a member of the CFA UK

In this financial year Settled has received grants to the value of £601,525 (2024: £478,939). In addition, the Charity has received £10,234 (2024: £9,486) of donations and other income (which includes interest income) amounted to £14,066 (2024: £7,041). Expenses of £625,716 (2024: £495,359) are mainly payroll, project specific costs, finance and IT and outreach costs incurred in the delivery of the services. Grants received which will be delivered in 2025 are held in deferred income. The free reserves at the end of the period were £44,198 (2024: 44,089), similar to the previous year end. Cash in bank at year end was £343,899 (2024: £350,938).

The management of cash reserved continued to be managed to a minimum buffer of 3 months of operational expenditure to ensure sufficient liquidity throughout the year and to maintain operational capacity in the case of expected grants failing to be made. This quarterly value is calculated at £160,000 including salaries covered by restricted funding and has been factored into the budgeted forecast by the end of the first quarter of the financial year 2025/26. Typically, throughout the financial year cash balances were in excess of 5 times average monthly expenses in the previous quarter.

In 2024 we also successfully registered for GiftAid and as such have been able to claim £3513 in the year, which is included within 'other income' in the accounts.

During the financial year, the Finance, Risk and Audit subcommittee (FRAC) has continued to focus on the charity's financial and risk management, coordinating with the CEO and finance team on a regular basis to ensure oversight and provide comprehensive reports to the Trustee Board. The FRAC also works closely with the Strategy and Governance committee, in particular on ensuring appropriate delegation authorities on financial decision making.

The committee also carries out a continuous review of financial controls in place and a comprehensive budget and cashflow forecast for the new financial year. The aim of the budget process is to improve financial confidence, manage projected funding and security for the employment of staff, with a view to provide assurance to the trustees, employees and funders that

Settled is confident in the organisation's liquidity and financial agility. A pay review was also conducted as part of the budget process to support all staff, to ensure all employees can continue their great work at Settled in a challenging climate.

## Future Plans

Settled fulfilled key commitments set for the year 2024-5, including diversifying income, making plans to move to a new office, and developing a new strategic plan for the next three years. The key strategic priorities identified in the new plan are focused on continuing to:

- Secure the lawful right to live in the UK for EU citizens, including those served by our Ukraine Service.
- Develop our legal support and advocacy services for complex cases.
- Support cultural integration and community building.
- Generate impactful messaging and develop collaborations.
- Develop our fundraising approaches to strengthen the sustainability of our services.

Some of the key commitments that Settled has set for the next 12 months are to:

- Ensure that the number of cases accepted remains within a limit that is achievable for the capacity and workload of advice staff.
- Identify and take on more cases that are legally significant and develop closer relationships with legally-aided law firms.
- Develop our public affairs and policy advocacy capability.
- Introduce a staff training policy and allow more time for staff to increase their skills, qualifications and accreditation.

## Structure, Governance and Management

### How Settled is constituted

Settled is a Charitable Incorporated Organisation registered with the Charity Commission of England and Wales and with the Office of the Scottish Charity Regulator.

### The organisational structure

Settled's team (mostly EU and Ukrainian citizens) comprises trustees, staff, volunteers and external contractors. Settled is fortunate that all parts work positively and effectively together.

### Trustees

8 trustees served for the full year and 3 others stepped down in late 2024 after valuable service. A successful round of trustee recruitment means new trustees will join the board for the year 2024-25. Almost all of Settled's trustees have personal or family experience of the UK immigration system. Martine Petetin, one of Settled's founding trustees continues as Chair. Meetings of the trustee board took place every 2 months. Board meetings regularly reviewed the charity's finances, delivery of services, management of risks and other matters within their responsibilities. Two sub-committees:

Finance, Risk and Audit, and Strategy and Governance met regularly between full board meetings. Additional sub-committees – one on Human Resources/People and one on Policy, met as needed. Trustees were enthusiastic participants in occasional online and in-person meetings with staff and volunteers on various topics.

The trustees held an in-person planning session over 2 days in Edinburgh in November 2024, which contributed to the development of the new strategic plan.

### **Selection, induction and training of trustees**

Trustees are recruited and selected openly and equitably with written role descriptions, including knowledge of charity management and Settled's area of specialism. Prospective trustees are nominated and approved by existing trustees and pledge to serve 3 years. Settled supplies all new trustees with its constitution, recent accounts and information setting out the requirements of the trustee role as produced by the Charity Commission and NCVO. Trustees are encouraged to read internal minutes and reports to familiarise themselves with charitable activities, and to meet the staff and volunteers to see their work in action.

### **Staff**

This was another year in which Settled was able to grow its staff team, thanks to the support of our funders. The staff roles at the end of the year were as follows:

- CEO
- EUSS advice services manager
- Immigration advice manager
- Wales service and development manager
- Public affairs manager
- 2 senior immigration advisers
- 7 outreach and advice workers (including one specialising in Roma and one specialising in Ukraine casework)
- 2 communications officers
- Outreach and volunteer officer
- Governance administrator

Of these, 3 are additional posts created part-way through the year (the public affairs manager and 2 advice workers).

Staff work within a framework of employment contracts, job descriptions, policies and standards. Staff are spread throughout the UK and work remotely with regular in-person staff planning days during the year. Staff met remotely for weekly team meetings, with sub-groups meeting to discuss specific areas of operations.

Settled is extremely lucky to have a highly committed, high performing team: heartwarming messages of support fly around the staff team whenever a complicated case is resolved, and several staff members go 'above and beyond' their roles to initiate positive new developments.

## **External contractors**

Two other staff work towards Settled's goals through our sub-contractor Citizens Rights Project, based in Scotland. A further staff post was funded at our sub-contractor TGP Cymru, based in Wales, although sadly this funding will not continue in 2025-6.

A freelance finance manager is an important member of the team. We are grateful for regular expert support from an IT contractor (Digital Dragons) and a graphic designer (good-thinking).

## **Office**

Settled continued to run a small administrative office in the recently refurbished Newport market. Towards the end of the year we made plans to move to the iconic and more accessible Platform building very close to the Senedd (the Welsh Parliament) in Cardiff Bay, which we hope will increase Settled's presence and ability to engage Welsh politicians and members of the public.

## **Equipment**

All Settled staff are provided with laptops installed with cyber-security software.

## **Volunteers**

Settled receives a steady stream of people interested in volunteering and advertises to fill specific skills gaps. Last year we reported that as the advice provided by Settled has become more complex, a greater proportion of cases must be dealt with by staff or by highly qualified and experienced volunteers, with fewer cases being passed on to the general volunteer group. As a result Settled has revised down its target and now maintains a network of 60 rather than the previous 100 volunteers. Volunteers work within well organised team structures, supervised by staff. Settled arranges DBS checks for all volunteers.

Two sessions were arranged for the staff team with an expert consultant on volunteer management which provided an opportunity to reflect on and improve our policies and practices. This consultant was provided free of charge thanks to one of our funders.

There is daily communication between staff and the volunteer network, plus a weekly volunteer newsletter and regular online volunteer meetings and whenever possible invitations to meet in person. We continue to seek feedback from volunteers which influences our plans for service development and volunteer training. Feedback is overwhelmingly positive.

## **Training**

All volunteers receive induction training on all aspects of Settled's work and the volunteering roles. Settled invested in an online training programme on safeguarding which all volunteers, staff and trustees complete annually. Volunteer advisers are trained to acquire the accreditation IAA Level 1 (EUSS). Staff and volunteers are encouraged to increase their level of IAA accreditation or to acquire other professional qualifications and several did so successfully during this year. External training courses on various topics were attended by volunteers or staff members. Aspects of immigration law featured predominantly in the training topics, but staff also had training on making presentations and giving media interviews. Several staff undertook higher level training on safeguarding. Settled's in-house lawyers had access to regular, expert external supervision. Our Wales Manager moved to

part-time in the Autumn to complete a post-graduate law course and will return to full time at the end of the academic year.

External professional support and supervision from a suitably qualified lawyer was made available to Settled's senior advisers.

A key commitment in our plans for the year ahead are to increase opportunities for staff to attend training and increase their qualifications.

### Remuneration

All trustees carried out their roles without receiving remuneration. Staff salaries are above the London Living Wage and are benchmarked against comparable roles in equivalent organisations. A thorough review of salaries was undertaken in Autumn 2024 to reflect national trends – an important step to ensure our staff are properly valued and supported. The increased salary burden was added to fundraising targets. Volunteers are reimbursed for expenses incurred but do not receive a regular allowance.

### Representation and respect

Settled works respectfully with and not just for European citizens, providing information, advice and support to increase their ability to take steps to improve their own situation and safeguard their rights. Settled is committed to ensuring that its beneficiary group is well represented in the charity's decision-making and delivery of services and that their voices are heard. Settled has galvanised and empowered European citizens to use their strengths to take positive action to help others. Settled has robust policies on equality and diversity, complaints-handling and more. Our beneficiaries participate through our large, multi-lingual, interactive Facebook groups and periodic client surveys.

### Declarations

The trustees declare that they have approved the trustees' report above.  
Signed on behalf of the charity's trustees.

  
Martine Petetin  
Chair of Trustees of Settled  
24<sup>th</sup> July 2025

## Independent examiner's report to the trustees of Settled

I report on the accounts of the charity for the year ended 31<sup>st</sup> March 2025, which are set out on pages 27 to 32.

This report is made solely to the trustees as a body, in accordance with the Charities Act 2011. My examination has been undertaken so that I might state to the trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the trustees as a body, for my examination, for this report, or for the opinions I have formed.

### **Respective responsibilities of trustees and examiner**

The trustees are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

### **Basis of independent examiner's report**

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

### **Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

A handwritten signature in black ink, appearing to be 'Julia H.', written on a light-colored rectangular background.

2E Accountants  
Unit 11, Flamingo Court  
81 Crampton St, London SE17 3BF

Date: 31-Jul-2025

**Settled CIO**

**Statement of Financial Activities for the year ended 31 March 2025**

						year ended	year ended
						31.3.2025	31.3.2024
						£	£
		Notes	unrestricted	restricted			
<b>Incoming Resources</b>							
	Donations and similar resources		10,234	-	10,234	9,486	
	Operating activities						
	in furtherance of charity's objects	2	119,628	481,897	601,525	478,939	
	for generating funds						
	Other income		14,066	-	14,066	7,041	
	<b>total incoming resources</b>		<b>143,928</b>	<b>481,897</b>	<b>625,825</b>	<b>495,466</b>	
<b>Resources expended</b>							
	Costs of generating funds		-	-	-	-	
	Charitable expenditure	3					
	in furtherance of the charity's objects		141,318	481,897	623,215	493,042	
	Management and administration		2,501	-	2,501	2,317	
	<b>total resources expended</b>		<b>143,819</b>	<b>481,897</b>	<b>625,716</b>	<b>495,359</b>	
<b>Net movement in resources</b>							
			109	-	109	107	
<b>Total funds brought forward</b>							
			£44,089	-	£44,089	43,982	
<b>Total funds carried forward</b>							
			£44,198	£ -	£44,198	£44,089	
<b>Summary Income and Expenditure Account</b>							
<b>for the year ended 31 March 2025</b>							
						year ended	year ended
						31.3.2025	31.3.2024
							£
<b>Gross income of continuing activities</b>							
					625,825	495,466	
<b>Total expenditure of continuing operations</b>							
					625,716	495,359	
<b>Net income / (loss) for the year</b>							
					£109	£107	
The summary income and expenditure account is derived from the Statement of Financial Activities above, which together with the notes to the accounts on the following pages provides full information on the movements during the year							

		<b>Settled CIO</b>			
		<b>Balance Sheet as at 31 March 2025</b>			
				<b>2025</b>	<b>2024</b>
				<i>Notes</i>	
				<b>£</b>	<b>£</b>
<b>Fixed assets</b>					
	computer equipment			<b>2,500</b>	1,200
<b>Current assets</b>					
	Debtors and Prepayments			<b>1,179</b>	19,963
	Cash at Bank			<b><u>343,899</u></b>	<u>350,938</u>
				<b>345,078</b>	<b>370,901</b>
<b>Liabilities - amounts falling due within one year</b>					
	Creditors and accruals		5	<b><u>303,381</u></b>	<u>328,012</u>
<b>Net current assets</b>				<b><u>41,697</u></b>	<b><u>42,889</u></b>
<b>Total assets less current liabilities</b>				<b><u>£44,197</u></b>	<b><u>£44,089</u></b>
<b>Funds</b>					
	Restricted		8	-	-
	Designated			-	-
	Unrestricted			<b><u>£44,197</u></b>	<b><u>£44,089</u></b>
				<b><u>£44,197</u></b>	<b><u>£44,089</u></b>
Approved by the board of trustees on 24.7.2025 and signed on its behalf by: Martine Petetin					
<i>the notes on the following pages form part of these accounts</i>					

## Notes to the accounts for the year ended 31 March 2025

## 1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with the Charities Act 2011, accounting and reporting by charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1st October 2019) (Charity SORP FRS 102) and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). Settled meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Grants

Grants are recognised in the Statement of Financial Activities (SOFA) on an accruals basis following the satisfaction of any pre-conditions

c) and gifts

Donations, other income, gifts and fund raising are recognised in the accounts on a received basis. Gifts in kind are valued at their value to the charitable company

d) Expenditure and support costs

Expenditure is recognised in the period in which it is incurred and includes attributable VAT which cannot be recovered. Expenditure is recognised when a legal or constructive obligation arises. Costs of raising funds are those costs incurred in attracting voluntary income. Governance costs are those costs incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements

e) going concern basis

The Trustees consider that the principal uncertainty regarding going concern relates to the ability to raise funds. The Trustees monitor results and budget to mitigate that risk.

f) Volunteers

The value of services provided by volunteers has not been included

g) Taxation

No provision for taxation is included in the accounts as the charitable company is entitled to exemption from tax afforded by Section 505 of the Income and Corporation Taxes Act 1988. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred

g) Funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity. Restricted funds are where the donor specifies the use to which the funds can be spent. Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity. Restricted funds are where the donor specifies the use to which the funds can be spent.

l) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service. The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

k) Fixed assets - computer equipment

Individual items costing over £400 are capitalised and amortised over 3 years

<b>2 Grants and donations</b>								
Included in the statement of financial activities as donations and similar resources and operating activities in furtherance of the charity's objects are the following grants:								
				year ended 31.3.2025			31.3.2024	
				unrestricted	restricted	total	total	
		Roma Support Group			100	100	7,450	
		Scottish Government			31,000	31,000	30,944	
		AB Charitable Trust		30,500		30,500	15,750	
		Asylum Welcome		45,367		45,367	10,542	
		London Borough of Brent			8,700	8,700		
		Bulgarian Association			3,000	3,000	2,000	
		CDL (Cheshire DataSystems Ltd)		24,000		24,000	23,000	
		Cobalt Trust			5,000	5,000.00	5,000	
		London Borough of Enfield			500	500		
		French Ministry of Foreign Affairs			7,757	7,757		
		Home Office			71,333	71,333	85,127	
		The National Lottery (Wales)				0	3,000	
		The National Lottery (Scotland)			11,100	11,100		
		The National Lottery (England)			8,300	8,300		
		Moondance Foundation			15,400	15,400	7,088	
		Paul Hamlyn Foundation			29,000	29,000	33,000	
		Justice Together Initiative			105,210	105,210	98,940	
		Souter Charitable Trust		2000		2,000		
		Trust for London			6,000	6,000	21,996	
		Edmonton Community Partnership			2000	2,000	3,333	
		Lloyds Bank Foundation		17,761		17,761	16,989	
		JTI Ukraine			29,500	29,500	10,021	
		Unbound Philanthropy			42,997	42,997	40,472	
		Van Neste Foundation			5,000	5,000		
		Welsh Government			100,000	100,000	64,287	
					<b>£119,628</b>	<b>£481,897</b>	<b>£601,525</b>	<b>£478,939</b>







**SETTLED**

England & Wales - Charity number 1184580

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# Accounts

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Settled

Trustees Annual Report and Financial Statements for the year 1.4.23 – 31.3.2024

Charity Commission England and Wales Registered Charity No. 1184580

Scottish Charity Regulator Registered Charity No. SCO52326

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## Trustees

Martine Petetin	Chair
Malin Nairn	Treasurer, appointed 26.09.23
Wiard Sterk	Secretary
Jen Ang	
Mihai Bica	
Chris Desira	
Marcela Benedetti	
Alison Graham	Appointed 26.09.23
Eszter Molnar-Mills	Appointed 26.09.23
Maurizio Campolo	Appointed 26.09.23
Paul Nieuwenhuis	Appointed 26.09.23
Pierre-Antoine Boulat	Resigned 1.11.23
Will Garford	Treasurer, resigned 1.10.23

## Name of the Chief Executive

Kate Smart

## Registered Office

R1.3 Riverside House  
Newport Market  
Upper Dock Street  
Newport NP20 1DD

### Charity Registration

Charity Commission England and Wales charity number 1184580

Scottish Charity Regulator charity number SCO52326

### Independent examiner

2E Accountants

Unit 11, Flamingo Court

81 Crampton Street London SE17 3BF

### Bank

National Westminster Bank

40 Queens Road Bristol BS8 1BF

# Trustees' Report

Settled's trustees are pleased to present this annual report and accounts for the period 1 April 2023 to 31 March 2024. The trustees confirm that Settled remains fully compliant with the requirements of the Charity Commission of England and Wales and the Scottish Charity Regulator. This report is set out according to Charity Commission guidance.

Settled is also fully compliant with the requirements of the Office of the Immigration Services Commissioner (OISC) and holds accreditation OISC Level 3. Settled is the only OISC Level 3, UK-wide, citizen-led charity focused on immigration advice for European citizens and their families post-Brexit, and citizens of EU candidate countries or prospective candidate countries such as Ukraine.

In presenting this report the trustees would like to express their sincere thanks to all those whose vision, commitment and hard work have achieved so much and helped so many.

## Objectives and activities

### **Summary of the main purposes of the charity as set out in its governing document.**

Settled was registered as a charity on 24th July 2019. Settled's charitable objects are:

The relief of European Union Citizens\* in need, by reason of war, conflict, youth, age, ill-health, disability, financial hardship, homelessness, being victims/survivors of domestic violence, being victims of human trafficking or other disadvantage by the provision of education, information, support, advice and representation.

\*For the purposes of this clause, European citizens include citizens and residents of all EU countries or EEA or Swiss nationals, or nationals of prospective candidates or candidate countries to the European Union, or non-

European Union citizens dependent on an European Union Citizen for their current residence status.

### **Summary of main activities in pursuit of these objects**

Settled's main charitable activities in pursuit of these objects are:

1. Identifying needs and responding with multi-lingual education, information, advice and support services.
2. Adding value to external organisations, service providers and decision-makers.

### **Statement on public benefit**

The trustees understand and are committed to ensuring that Settled upholds the Charity Commission's guidance on public benefit. Public benefit inspires and drives Settled's trustees, staff and volunteers and this is demonstrated in this report.

### **Further detail on how Settled interprets its charitable objects.**

In 2021-2022 Settled reviewed its strategic direction and its trustees approved the following summary:

Settled's vision is 'A positive future for EU citizens in the UK'.

"Settled believes that European citizens who have made their home in the UK before Brexit should be allowed to continue to do so lawfully, safely and successfully, that there should be fair routes to settle for those arriving post-Brexit, and that European citizens in the UK can contribute positively to the UK and the future of Europe. Settled intends to remain at the forefront of work with European citizens, making a unique contribution over the next 3 years by organising its activities in a structured way that reflect strategic themes, increasing its capacity to respond nimbly, valuing simplicity and sustainability and remaining focused on making an impact."

In 2024-25 Settled will develop a new strategic plan taking into account collaborative work done in 2023-24 by Settled's trustees, staff and volunteers to encapsulate the charity's values. These are:

Authenticity

Accessibility

and

Impactful Humanitarianism

Further information on our values is available here: <https://settled.org.uk/our-values/>

## Activities, Achievements and Performance

We are proud to report that 11,655 individuals received direct, personal advice from Settled between 1st April 2023 and 31 March 2024 (the number since Settled began in 2019 is over 50,000).

Furthermore, in this year we estimate 797,000 people received information and general advice through our various channels including printed leaflets.

### **1. Identifying needs and responding with multi-lingual education, information, advice and support services**

Settled provides services for EU citizens in the UK on the EU Settlement Scheme and related rights, including a specialist service for Roma, and provides services for Ukrainians applying for UK visas and needing help to access services in the UK.

Settled's staff and volunteers are spread across the UK, they speak over 20 languages between them and share common cultures and experiences with EU and Ukrainian citizens. They are trained to sensitively explore the needs of vulnerable and isolated individuals and win their trust. Remote working has meant we have been accessible to people in all parts of the UK equally, and we are expanding our face-to-face advice provision in several new locations and learn from the insights gained in these sessions. Our services are responsive to changing needs: our plans are informed by case-records held in a secure database and by good internal feedback from our staff and volunteers about the experience of their caseloads.

In 2023-24 our services have been very busy with high volumes reaching a challenging peak during December 2023-March 2024. Much of the demand comes from people living in England.

The reasons for increases in our workload are multi-layered, but worth noting here are:

1. Changes that were introduced by the Home Office to EUSS application rules in August 2023. These increased the need to submit evidence with applications, increased the likelihood that an application will be refused, and removed rights to appeal or request a review of decisions. In

combination this has increased the complexity of casework and the length of time spent with clients before a case is resolved.

2. A far smaller proportion of the enquiries we receive are 'quick questions' now – most are complex enquiries.
3. Two years on from the application deadline, it is more common that the people requesting our help with EUSS applications now have additional personal difficulties and complicated lives.
4. The worsening situation in Ukraine has led to an increase in requests for help from Ukrainians.

Regular internal discussions were held about how to manage this workload, for example we are developing a new online referral and message system that will speed up initial processes and help us triage cases. A new programme of work: to develop capacity to provide citizenship advice, was postponed due to pressures in existing services. We will return to this new development in the year ahead.

### **Online information sessions**

Settled co-delivered 4 webinars on the rights of European citizens including two with the Bulgarian Embassy and one with the Italian Comites, speakers from our staff and volunteers presented and answered queries in several languages.

### **Multilingual Telephone helplines**

The number of calls to our telephone helplines rose to a level that was well beyond our capacity to respond and therefore we needed to restrict the service. Previously, we had offered a 'leave a message and we will call you back' service in all languages. This was changed so that in English we would answer calls for 6 hours a week only with no opportunity to leave a message – messages can be left on the other language lines. The English line is continuously busy during those 6 hours with approximately 24 calls a week answered.

### **Advice by email**

Email enquiries could be submitted and answered via [advice@settled.org.uk](mailto:advice@settled.org.uk), [roma.advice@settled.org.uk](mailto:roma.advice@settled.org.uk) and [ukraineadvice@settled.org.uk](mailto:ukraineadvice@settled.org.uk) or via a form on the Settled website. We are very busy with email enquiries averaging 75 new email enquiries a week – but with spikes so that on some days staff report 50 emails received in a day.

### **Higher level advice**

Settled employed three senior immigration advisers qualified to give higher level advice on complex cases at OISC Level 2 or 3.

### **Facebook forums**

Facebook forums ran in Bulgarian, Czech/Slovak, French, German, Italian, Polish, Portuguese, Romanian, Spanish and Ukrainian. These continued to have extensive multi-lingual reach, particularly among low-skilled, marginalised people. Simple queries were answered quickly, and the answers shared on Facebook for the benefit of others. Settled has over 60,000 followers on Settled's various multi-lingual Facebook groups/pages for example 1,700 on the Ukraine Facebook page.

Individuals with more complex questions were transferred to receive email or telephone advice from the most appropriate team member.

### **Face to face advice**

- Weekly advice sessions for Roma in Edmonton, North-East London and Haringey North London, and in Newport, Wales, mainly for Roma.
- Monthly advice sessions at the Foxtan Centre in Preston with mainly homeless clients.
- Regular advice sessions for the Salvation Army in Kent, with Eastern European clients.
- Occasional advice sessions in Spanish for the Independent Workers Union of Great Britain (IWGB), in Italian in a hub building in Leicester, at a community centre in Bristol and at the Ukraine Welcome Centre London.
- We are in discussion with Streetwork Scotland about providing face-to-face sessions for them.

### **Videos**

We made a short film in Romanian aimed at Roma families who struggle to absorb written advice and also a short film about acquiring visas for Ukrainian babies.

### **Information on our website and in leaflets**

Settled's multi-lingual website remained an essential tool for conveying information and thereby reducing demand on our busy advice services – time was invested in updating the website to reflect changes in Home Office

policies. Settled maintains a small range of translated leaflets on relevant topics, electronic versions being available on our website or emailed out and over 4000 printed versions distributed at our face-to-face sessions or sent by post.

In particular, a leaflet on the rights of EU citizens with long absences from the UK is being sent out routinely, given the number of people asking us relatively simple questions on this topic.

## **2. Adding value to external organisations, service providers and decision-makers.**

### **Accepting referrals**

Referrals have increased substantially this year as Settled becomes better known. We have taken referrals from a wide spectrum of organisations: from statutory organisations such as local authorities and health authorities, from countless voluntary organisations eg Citizens Advice and Association of Ukrainians in Great Britain (AUGB) and from the various embassies and consulates of the different EU member states. With increased funding in Wales we have been active in reaching out to organisations there and encouraging referrals.

### **Advocacy for policy change**

Settled wrote letters to government ministers highlighting shortcomings in policy and practice relating to Ukrainians applying for visas to the UK. We asked for improved responses to Ukrainians who arrive in the UK to find that they have been victims of fraud (and our request was covered by the Independent newspaper) and we have seen improvements in practice. We asked for visa extensions and these have been granted.

Settled provided a statement of support in the case of Marcus Decker, an EU citizen in the UK convicted and threatened with deportation after a climate protest.

Our EUSS service manager contributed evidence and opinions to a report by Justice on Reforming the EU Settlement Scheme.

Settled submitted a consultation response to the Welsh Government on their Migrant Integration Wales framework.

Settled added its name to joint letter from NGOs about the importance of the role and reports of the Independent Chief Inspector of borders and immigration.

## **Collaboration**

### **Work with EU authorities and embassies:**

Settled continues to work closely with the EU Delegation to the UK. Our staff attended regular meetings with EU Delegation officials to share information about issues concerning European citizens. We are grateful to them for including us in a variety of high level events including occasional meetings with the ambassador and/or with visiting officials from Brussels, and sector-wide conferences.

Numerous meetings were held with representatives of embassies and consulates of different EU Member States. A senior official from the Bulgarian Embassy made an in-person visit to one of our Roma advice sessions in North London and similarly officials from the Spanish consulate attended a Settled advice session in Manchester.

### **Work with the Home Office and other UK departments:**

We attended round-table meetings with the Home Office and individual meetings with our Home Office grant managers. We were already in close contact with Home Office staff to resolve concerns about specific cases and good communication has continued since we became one of their grant-holders. For example we discussed in detail why their tighter regulations have led to more complex cases and increased our workload. We had occasional meetings with representatives of the Department for Work and Pensions. For the first time we were invited to meet officials from the Foreign, Commonwealth and Development Office to discuss issues arising from our caseload.

We had occasional meetings with the CEO and staff of the Independent Monitoring Authority for the Citizens' Rights Agreements (IMA) to discuss concerns arising from our caseload and several members of Settled's team sit on the IMA's Citizens Panel.

### **Work with devolved governments and local authorities:**

We met regularly with officials from the Welsh and Scottish Governments online and occasionally in person and participated in the Welsh Government's new forum on citizens' rights.

A short promotional film about Settled featured Welsh Government Minister for Social Justice Jane Hutt.

We worked closely with the Strategic Migration Partnerships in different parts of the UK, and we continue to run training courses as requested for local authorities.

### **Work with civil society organisations:**

Settled continued to belong to numerous associations and networks, for example the EUSS Alliance hosted by New Europeans. We continue to be a funded partner in the Thames Valley Immigration Alliance. Other organisations that we worked with closely this year include: Roma Support Group, the3million, Seraphus, Refugee Council, Salvation Army, Simon Community, Migrant Help and Migrant Centre Northern Ireland. Settled's Ukraine Adviser made a presentation at the national conference of the Institute of Housing and appeared in a related video.

In this year the Home Office changed the structure of its funding for EUSS advice and funding came to an end for dozens of organisations – Settled was centrally involved in discussing how to minimize the impact.

### **Other Communications**

Settled is active on social media – Facebook, Twitter, LinkedIn, YouTube, and set up an Instagram account in 2023-4 – with more photos of our work being shared than before. A periodic supporter newsletter was produced.

We were pleased to meet with the editor of Europe Street News and plan to post articles there in the year ahead.

We conducted surveys of EU and Ukrainian citizens (both those who do and who do not use our services). The results we are mainly using as evidence for funding applications but may publish some findings in the year ahead.

### **Settled Culture**

In this year Settled took steps to achieve a new goal -

To promote online a range of artistic and cultural work by, for or about European and Ukrainian citizens in the UK. We held scoping meetings with EUNIC and others before engaging a web-designer. The new Settled Culture website design is complete and work is underway to input events and artists before launching early in the year ahead.

Settled hosted a showing at Cardiff Bay Odeon of the heartwarming film 'Leaving to Remain' about Roma families in the UK. There was an excellent turnout from local politicians, police, community leaders, students and more. Our Ukraine team were in Liverpool for fringe events related to Eurovision.

## Concerns addressed by Settled

In last year's report we listed in detail the range of concerns on which we are called to give advice by individual EU and Ukrainian citizens. This year, we first describe emerging concerns over the last year and then we list concerns that have continued from the previous year.

### **Changes seen in the year April 2023- March 2024 – emerging and developing concerns:**

The top concern that we deal with is EU citizens seeking to make a late application to the EU Settlement Scheme or who have already made a late application that has been refused by the Home Office.

Our late application work has been affected by Home Office rule changes in August 2023. These changes include that an EUSS application will first be assessed according to whether the applicant has reasonable grounds for being late which must be significant such as a serious medical reason, being in an abusive relationship, or being a child. Only if the reason is accepted is the application considered to be a 'valid' application and passed to a second assessment stage where eligibility and suitability are looked at. There is no right of appeal if an application is rejected as invalid at the first stage.

EU citizens who have long periods of absence from the UK continue to ask our advice about how this affects their rights under the EU Settlement Scheme.

We help with Joining Family Member applications. The most difficult of these are 'durable partner' applications where the applicants struggle to prove a long-term partnership. In many cases they are asked to prove two years co-habitation even though Home Office guidance states that this is an indicator not an essential requirement.

The need to make a new application to transfer from Pre-Settled to Settled Status is becoming a more prominent issue now, and we see several concerns:

- Some people simply are unaware of the need to make this application.
- Some wish to do so but do not have sufficient evidence, despite having been in the UK long-term. This is common for Roma women if they are

not employed, all official documents are in their husband's name and they are not registered with GPs or known to other services.

- The Home Office has sent letters to those with Pre-Settled Status explaining the need to apply for Settled Status but also that their Pre-Settled Status is extended for two more years. These letters are long and technical, so some recipients think they no longer need to make an application, some think they need to apply immediately and some think that they are being asked to leave the UK!

We have seen a few cases where people with current valid pre-settled status whose application for settled status was refused, had problems with border officers when they tried to re-enter UK. We think this may be linked to a difficulty viewing their pre-settled status online if their settled status application is refused.

We have seen our first case of the Home Office withdrawing someone's Pre-Settled Status because they were retrospectively found to have submitted false documents. Home Office jargon is 'curtailment'.

We understand that the Home Office is now increasing its 'enforcement' action to remove from the UK EU citizens who do not have the right to remain. Anecdotally, we hear that people who have EU citizenship but are from countries outside the EU (eg former colonies) are among the first to be affected.

The digital status system is continuing to cause confusion for EU citizens who are not IT savvy – especially older people and Roma. We have helped EU citizens who do not understand how to use the system, cannot generate a share code, and do not know how to update their online record if they get a new passport or new phone number. We have been contacted by people who have logged into the system and cannot see their ID documents.

Our team report a 'steady stream' of EU citizens struggling to access welfare benefits or local authority services or being either refused or charged for NHS services.

Not only have we had an increase in cases of people with mental health and/or substance misuse problems, but we are seeing more cases where this is so severe that the individual lacks the capacity to instruct an adviser to act on their behalf.

### **Ukraine cases:**

Increased anxiety and urgency as the situation worsens, with spikes when there are specific incidents eg threats to nuclear sites.

Ukrainians who have been scammed into paying for help to get a visa and arrive in the UK in good faith only to find their visa letters are false and there is no host accommodation for them.

Ukrainians without a valid visa are having their passports stamped with 6 months leave to remain only, this can cause confusion and difficulty accessing services from, for example, local authorities.

Ukrainians who arrive via Northern Ireland (who have a visa) are not being stopped by border officers and so are not having a passport stamp and therefore no proof of rights to access benefits and services.

Changes to visa rules in February 2024 mean Ukrainians can no longer sponsor dependents including children.

### **Concerns listed in last year's report which we continued to see this year:**

#### **EUSS status applications**

- Highly vulnerable European citizens who failed to realise the need to apply to the EU Settlement Scheme and so needed to make a late application.
- Delays in processing EUSS applications e.g. for European citizens with criminal convictions.
- Refused applications for pre-settled and settled status, often because European citizens did not understand the requirement to upload documentary evidence.
- European citizens needing help to submit an administrative review or make a fresh application following a refusal.
- Children without pre-settled or settled status because parents (who may have secured pre-settled or settled status for themselves) did not realise the need to make an EUSS application for their children.
- Refusal of children's EUSS applications due to lack of evidence, even when their parents' applications were successful.

- Difficulties in making applications for family members to join European citizens in the UK under the EU settlement scheme.
- Difficulties in providing documentary evidence of a long-standing relationship required for 'durable partners' to join European citizens in the UK under the EU settlement scheme.
- Applications on the basis of historic residency in the UK, which risk refusal because of the challenge of obtaining and providing sufficient relevant historic evidence.
- The need for people with pre-settled status to make a fresh application for settled status before their pre-settled status expires, and the risk that this might not be successful (at the time of writing policy on this point is evolving).
- Periods of absence from the UK (for work, family reasons, or COVID restrictions) which may affect the transitional applications from pre-settled to settled status.
- A concern that for applications to transition from pre-settled to settled status the Home Office requires documentary evidence previously submitted with the pre-settled status application which often is now lost or the digital version is lost or unavailable. A lack of understanding of the need to retain documentary evidence even after pre-settled status has been granted, in part caused by a more 'digital-centred' approach by applicants to documentary evidence.
- Survivors of domestic violence whose pre-settled status is dependent on their former partner and need to make an independent application. More such cases are likely as time passes. Limited documentary evidence available now and even more so in the future. Third country nationals are particularly affected.
- European citizens who arrived in the UK after 31 December 2020 and therefore do not qualify for the EU settlement scheme.
- European citizens who applied to the EU settlement scheme despite having arrived after the 31 December 2020 deadline and receive a Certificate of Application (and the right to work) valid for up to 6 months. Lack of understanding that holding a Certificate of Application is not a grant of EU pre-settled or settled status. Lack of understanding that a Certificate of Application is invalid if an application for EU pre-settled or settled status is refused.
- Shortage of quality advice and risks from unregulated immigration advisers who charge fees for poor quality or wrong advice.

## Concerns using EU pre-settled or settled status to exercise rights and access services

- Inability to access rights and services because an EUSS application decision has been delayed.
- Digital exclusion - confusion about how to use the View and Prove system to check status online and generate a share code.
- Technical glitches in the View and Prove system.
- Problems occurring when a European citizen replaces their passport or ID card, but the View and Prove online status is linked to their previous passport or ID card.
- European citizens with pre-settled status failing to pass the habitual residency test and therefore not being able to claim relevant public funds (benefits). Confusion about what is sufficient documentary evidence in such cases.
- Child-safeguarding concerns in families that have failed to qualify for welfare benefits. Increased poverty & destitution.
- European citizens with a Certificate of Application only, being charged for NHS treatment.
- European citizens with pre-settled status being charged for NHS treatment erroneously because of language barriers.
- Increased risk of exploitation &, in some instances, trafficking.
- European citizens being stopped by airlines from boarding if they are unable to demonstrate EU pre-settled or settled status using the view and prove system.
- European citizens being stopped by UK Immigration Officers on arrival - (a) some travelling with visitor visas (b) some travelling with a Certificate of Application.

### Additional concerns for Roma

- Language barriers, low levels of education and literacy, and digital exclusion. Heavy reliance on children as interpreters and facilitators for their parents.
- Multiple support needs e.g. help also needed for gaining National Insurance Numbers, benefit claims, accessing healthcare, finding work, settling debts.
- Isolated and vulnerable to exploitation e.g. working at below the legal minimum wage.

- Safeguarding concerns for teenage girls (sometimes married and sometimes with children) dependent on older men for their livelihoods and immigration status.

### **Ukrainian citizens visa concerns/pre-arrival concerns**

- Power cuts and loss of internet connection in Ukraine making communications and online applications difficult.
- Exploitation and fraud.
- Delays in getting visas, including cases where some family members receive visas but not others.
- Problems with the Homes for Ukraine hosting scheme eg inconsistencies in vetting hosts, hosts not abiding by the requirements.
- Complex cases – for example family visa applications where it was an extended family relationship rather than a direct family relationship.
- Families where different family members are covered by different visas.
- Ukrainians with outstanding asylum applications seeking advice on visa schemes.
- Ukrainians with outstanding applications under the Ukraine Visa schemes seeking advice on asylum applications.
- Applications for unaccompanied children.
- Ukrainians on seasonal worker visas whose children have been left in Ukraine with grandparents and now seek to bring them to the UK.
- Applications from joining family members relying on the sponsorship of a previous joining family member.
- Lengthy delays to processing Biometric Residence Permits (BRPs) for Ukrainians.
- Poor-quality and inconsistent advice, misinformation and rumour are widespread, including when the source is a well-meaning friend or local professional.
- Numerous requests for Settled to travel to provide advice in person, lack of resources to cover travel and staff time.
- Uncertainty of future immigration status -what happens when the three year's humanitarian visa granted under the Ukraine Schemes expires.

## Assessment of impact on beneficiaries

The number of individuals who received personal, one-to-one advice was 11655. Of these, 2629 were relatively straight-forward enquiries via social media that required an accredited immigration adviser but could be answered with fairly quickly without follow up action needed, but the majority – 9026 – were more in-depth cases.

They came from 98 different nationalities. The most common being: Bulgarian, Romanian, Italian, Spanish, Polish, Portuguese and French.

There were 500 cases where people identified as Roma included in the 11655, but this will be lower than the actual figure of Roma people helped, because many will prefer to be identified by their nationality (Bulgarian, Romanian etc).

In cases where immigration status of EU citizens was recorded on our database, 45% had pre-settled status and 14% had settled status. 32% had not yet applied for or not yet been granted settled or pre-settled status and 7% had been refused.

For the Ukraine cases on our database, 35% had been granted a visa, 13% had been refused a visa, and 47% had not yet applied or not yet been granted or were unsure about their status. 5% of enquiries were from non-Ukrainians such as host families.

The estimated number of people who received and benefited from Settled's information outputs was 797,000 (up from around 620,000 in the previous year).

## Beneficiary Case-studies

1. A Polish woman who has been working in the UK as a care assistant for 18 years and had a permanent residence card, and who was not aware that she needed to apply to the EU Settlement Scheme. She suffers from depression which she attributes to a difficult divorce and having been in a car accident. By the time she was in touch with Settled, the Home Office had introduced tighter guidelines on late applications so that 'not knowing you need to apply' is no longer a valid reason. Settled wrote a

supporting letter to the Home Office, explaining her circumstances in detail and as a result she was granted Settled Status.

2. A 14 year old Bulgarian boy and his mother were both victims of his father's domestic violence in Bulgaria. Under the EU Settlement Scheme, the mother exercised the right to come to the UK as 'joining family' to an adult son from a previous relationship who was already settled in the UK. The 14 year old, who is not eligible to be considered as 'joining family' to his older half-brother, was left in an unsafe situation in Bulgaria. Settled worked with social workers and psychologists in both the UK and Bulgaria to build a case for granting a visa so the boy could come to the UK.
3. A Ukrainian woman arrived in the UK under what she thought was the Homes for Ukraine visa scheme, having paid someone in Ukraine for help to complete the application and find a British sponsor. On arrival at a UK airport, her visa was found to be fake and she was questioned by border officers. Eventually she was allowed through border control and into the UK, but she was homeless and penniless. A charity paid for short term accommodation for her and then contacted Settled. We liaised with the Home Office, DWP and a local authority to try to regularize her situation and meet her basic needs. Despite making some progress, the woman was so distressed by her experience that she decided to return to Ukraine. Settled wrote to Ministers at the Home Office and DLUHC about this and similar cases, seeking improvements in how they are handled.

## Fundraising

To sustain and grow its work Settled continued to secure funds from loyal supporters including statutory bodies, trusts and foundations, and corporate and community organisations, and some, like the Welsh Government, increased their grant. We also secured funds from several new funders including the Home Office and the Scottish Government.

Some of our funders, such as Unbound Philanthropy and Lloyds Bank Foundation offered us very useful training and developmental consultancy.

Settled has no track-record of organising fundraising events, but we raised a small amount from a film night and from the London Legal Walk. We have invested in branded Settled T-shirts.

We are also humbled by the support shown by individual donors, including some major philanthropic gifts and many small donations from European citizens who have seen our work first-hand. An Appeal letter sent before Christmas generated some modest donations. We believe that increasing donations from EU citizens may be one of the best ways of sustaining future funding and began planning how to achieve this. Records are kept of individual donors and thank you messages sent following their donations.

In late 2023 we wrote to the UK embassies and consulates of the EU member states about the need for sustainable funding for Settled and in March 2024 the EU Delegation invited us and three other voluntary organisations to address a meeting of the embassies about the need for support for our organisations. Settled does not employ a professional fundraiser. Settled has online donation facilities via Paypal and CAF Online, and a hand-held device for donations using bank cards – all have charges which are a small percentage of the donations.

### Table of funders

Source	Classification	Purpose of funds (where restricted)
CDL	Corporate funder - donation	Core costs and to support the development of services for people from Ukraine.
AB Charitable Trust	Grant making trust or foundation	Core costs.
Allen Lane Foundation	Grant making trust or foundation	Core costs and to support the development of services for people from Ukraine (received in previous year).
Cobalt Trust	Grant making trust or foundation	Core costs.

Justice Together Initiative	Grant making trust or foundation	(i)To provide complex immigration advice to European citizens in Scotland and North West England. (ii)To provide the same in the Thames Valley. (iii) To expand advice provision to citizens of Ukraine.
Lloyds Bank Foundation	Grant making trust or foundation	Core costs, with a focus on services for those at risk of trafficking and modern slavery.
Moondance Foundation	Grant making trust or foundation	To expand access to services in Wales.
Paul Hamlyn Foundation	Grant making trust or foundation	To improve provision of information, advice and support to European citizens in the North of England.
Trust for London	Grant making trust or foundation	To develop and manage volunteers to advise vulnerable European citizens.
Unbound Philanthropy	Grant making trust or foundation	To influence policy through evidence from service delivery.
Bulgarian Association	Community partnership	To provide immigration advice to Bulgarians in London.
Edmonton Community Partnership	Community partnership	To provide information and advice sessions for Roma families in Enfield.
Roma Support Group	Community partnership	To provide advice and information to Roma in

		London, within a partnership funded by the GLA.
Home Office	Statutory	To provide advice in Wales on EUSS applications.
Scottish Government	Statutory	To provide OISC Level 2 immigration advice.
Welsh Government	Statutory funder - grant	To develop and manage volunteers to advise vulnerable European citizens in Wales.

We secured a grant from the Van NESTE Foundation to develop a website to promote the cultural life of EU citizens. This grant was deferred until April 2024 to give time to prepare and select a web-developer and will be shown in next year's accounts.

We also secured a grant agreement with Brent Council to run workshops for Ukrainians starting April 2024, and payments for this will also be shown in next year's accounts.

### **Treasurer's Financial Review**

This section provided by Malin Nairn who held the role of treasurer during this year, replacing Will Garford. Malin is a financial analyst by profession, and an Associate of the Society of Investment Professionals (ASIP).

In this financial year Settled has received grants to the value of £478,989 (2023: £399,812). In addition, the Charity has received £9,436 (2023: £19,736) of donations and other income (largely interest income) of £7,041 (2023: £995). Expenses of £495,359 (2023: £414,731) are mainly payroll, project specific costs, finance and IT and outreach costs incurred in the delivery of the services. Grants received which will be delivered in 2024 are held in deferred income.

The free reserves at the end of the period were £44,089 (2023: 43,982), up £5,811 on the previous year end. Cash in bank at year end was £350,938 (2023: £249,554).

The management of cash reserved continue to be managed to a minimum buffer of 3 months of operational expenditure to ensure sufficient liquidity throughout the year and to maintain operational capacity in the case of expected grants failing to be made. This quarterly value is calculated at £120,000 including salaries covered by restricted funding and has been factored into the budgeted forecast by the end of the first quarter of the financial year 2024/25. Typically, throughout the financial year cash balances were in excess of 5 times average monthly expenses in the previous quarter.

During the financial year, the Finance, Risk and Audit subcommittee has continued to focus on the charity's financial and risk management, coordinating with the CEO and finance team on a regular basis. The cash at bank is now managed across three accounts, including both instant and a 30-day notice savings accounts, which has ensured additional income from interest. The FRAC also works closely with the Strategy and Governance committee, in particular on ensuring appropriate delegation authorities on financial decision making.

The committee also carries out a continuous review of financial controls in place and a comprehensive budget and cashflow forecast for the new financial year. The aim of the budget process is to improve financial confidence, manage projected funding and security for the employment of staff, with a view to provide assurance to the trustees, employees and funders that Settled is confident in the organisation's liquidity and financial agility. A cost of living pay review was also conducted as part of the budget process to support all staff, to ensure all employees can continue their great work at Settled in a challenging climate.

## Future Plans

Fundraising will continue, and in addition to funding from UK sources we will increase efforts to raise funds from European institutions and philanthropists.

With sufficient resources, our plans include:

- To sustain our much-needed services to respond to increasingly complex demands throughout the UK, to expand in Scotland and to further explore how to meet needs in Northern Ireland.
- To respond to increasing requests for second-tier advice, training and referrals from a growing range of statutory, voluntary and community organisations.
- To develop a new service to provide advice on citizenship and expert assistance to complete and submit citizenship applications (postponed from the previous year).
- To more powerfully advocate with decision-makers for the rights of EU and Ukrainian citizens.
- To promote online a range of artistic and cultural work by, for or about European and Ukrainian citizens in the UK.
- To open additional, more accessible office space.
- To increase the impact of our external communications – to expand our reach and celebrate how much Settled is achieving.
- To adapt our volunteer management to reflect changes in our volunteer network, including taking on volunteers aged under 18.

Trustees will lead the development of a new 3-year strategic plan.

## Structure, Governance and Management

### How Settled is constituted

Settled is a Charitable Incorporated Organisation registered with the Charity Commission of England and Wales and with the Office of the Scottish Charity Regulator.

### The organisational structure

Settled's team (mostly EU citizens) comprises trustees, staff, volunteers and external contractors. Settled is fortunate that all parts work positively and effectively together.

### **Trustees**

Settled has 11 trustees, with 2 others having stepped down this year after valuable service. Almost all of Settled's trustees have personal or family experience of the UK immigration system. Martine Petetin, one of Settled's founding trustees continues as Chair. Meetings of the trustee board took place every 2 months. Board meetings regularly reviewed the charity's finances, delivery of services, management of risks and other matters within their responsibilities. Two sub-committees: Finance, Risk and Audit, and Strategy and Governance met regularly between full board meetings. Additional sub-committees – one on Human Resources/People and one on Policy, met as needed. Trustees were enthusiastic participants in occasional online and in-person meetings with staff and volunteers on various topics.

### **Selection, induction and training of trustees**

Trustees are recruited and selected openly and equitably with written role descriptions, including knowledge of charity management and Settled's area of specialism. Prospective trustees are nominated and approved by existing trustees and pledge to serve 3 years. Settled supplies all new trustees with its constitution, recent accounts and information setting out the requirements of the trustee role as produced by the Charity Commission and NCVO. Trustees are encouraged to read internal minutes and reports to familiarise themselves with charitable activities, and to meet the staff and volunteers to see their work in action.

### **Staff**

This was another year in which Settled was able to grow its staff team, thanks to the support of our funders. The staff roles at the end of the year were as follows:

- CEO
- EUSS advice services manager
- Immigration advice manager
- Wales service and development manager
- Communications and impact manager
- 2 senior immigration advisers

- 4 outreach and advice workers (including one specialising in Roma and one specialising in Ukraine casework)
- 2 Communications Officers (one for Wales, one for the Ukraine service)
- Outreach and volunteer officer

Staff work within a framework of employment contracts, job descriptions, policies and standards. Staff are spread throughout the UK and work remotely with regular in-person staff planning days during the year. Staff met remotely for weekly team meetings, with sub-groups meeting to discuss specific areas of operations.

### **External contractors**

Two other staff work towards Settled's goals through our sub-contractor Citizens Rights Project, based in Scotland. A further staff post is funded at our sub-contractor TGP Cymru, based in Wales.

A freelance finance manager is an important member of the team and this year (for occasional advice) we also engaged a freelance HR manager. We are grateful for regular expert support from an IT contractor (Digital Dragons) and a graphic designer (good-thinking), and for the new Settled Culture website we are working with lamSamCreative.

### **Office and equipment**

Settled continues to run a small administrative office in the newly refurbished Newport market. All Settled staff are provided with laptops installed with cyber-security software.

### **Volunteers**

Volunteers are essential to delivering Settled's multi-lingual advice services and we aim to retain a network of 100 volunteers, working within well organised team structures, supervised by staff. Settled advertises for volunteers to fill specific roles and skill-gaps and has no difficulty in attracting excellent new recruits. Settled arranges DBS checks for all volunteers. In 2023-24 we extended and improved our recruitment and induction processes. There is daily communication between staff and the volunteer network, plus a weekly volunteer newsletter and regular online volunteer meetings. Two large in-person volunteer planning days were held in the year. It is important to hold these events so that volunteers feel connected and valued.

We continue to seek feedback from volunteers which influences our plans for service development and volunteer training. Feedback is overwhelmingly positive with volunteers warmly appreciative of the “lovely” team and proud to be making a tangible difference.

Settled is seeing a change in the make-up of its volunteer community. Although we still have some who have been with Settled since the beginning, turnover of volunteers is increasing. It is no longer true that the majority of our volunteers are motivated by personal experience of/passionate views about Brexit, instead most are now motivated by the opportunity to get valuable experience of immigration advice-giving that will help their career aspirations. It is probably inevitable that this change would happen at some point and we are adapting our volunteer management to ensure we provide a fulfilling experience for volunteers with different motivations.

A further aspect of this is that the tightening up of EUSS rules introduced by the Home Office in August has meant that many of the enquiries received by Settled are too complex for volunteers without experience (and relevant accreditation). The service staff team have responded by setting up a sub-group of volunteers with the skills to deal with EU citizens who want to make a late application or have had a late application refused. But some other volunteers are disheartened by the increasing complexity of the workload and are dropping out for this reason.

We had some requests to take on 15-17 year olds as volunteers. We are working on procedures for including them in non-advice roles, with proper safeguards.

## **Training**

All volunteers receive induction training on all aspects of Settled’s work and the volunteering roles. Settled invested in an online training programme on safeguarding which all volunteers, staff and trustees complete annually. Volunteer advisers are trained to acquire the accreditation OISC Level 1 (EUSS). Staff and volunteers are encouraged to increase their level of OISC accreditation or to acquire other professional qualifications and several did so successfully during this year. External training courses on various topics were attended by volunteers or staff members. Settled’s in-house lawyers had access to regular, expert external supervision.

## Remuneration

All trustees carried out their roles without receiving remuneration. Staff salaries are above the London Living Wage and are benchmarked against comparable roles in equivalent organisations. Volunteers are reimbursed for expenses incurred but do not receive a regular allowance.

## Representation and respect

Settled works respectfully with and not just for European citizens, providing information, advice and support to increase their ability to take steps to improve their own situation and safeguard their rights. Settled is committed to ensuring that its beneficiary group is well represented in the charity's decision-making and delivery of services and that their voices are heard. While Brexit has been a distressing experience, Settled has galvanised and empowered European citizens to use their strengths to take positive action to help others. Settled has robust policies on equality and diversity, complaints-handling and more. Our beneficiaries participate through our large, multi-lingual, interactive Facebook groups and periodic client surveys.

## Declarations

The trustees declare that they have approved the trustees' report above.

**Signed on behalf of the charity's trustees:**



**Martine Petetin**  
**Chair of Trustees of Settled**  
**18th July 2024**

## Independent examiner's report to the trustees of Settled

I report on the accounts of the charity for the year ended 31<sup>st</sup> March 2024, which are set out on pages 32 to 37.

This report is made solely to the trustees as a body, in accordance with the Charities Act 2011. My examination has been undertaken so that I might state to the trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the trustees as a body, for my examination, for this report, or for the opinions I have formed.

### **Respective responsibilities of trustees and examiner**

The trustees are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

### **Basis of independent examiner's report**

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

### **Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

A handwritten signature in black ink, appearing to be 'Julia H.', written over a light grey rectangular background.

2E Accountants  
Unit 11, Flamingo Court  
81 Crampton St, London SE17 3BF

Date: 17-Jul-2024



		Settled CIO			
		Balance Sheet as at 31 March 2024			
				2024	2023
		Notes	£	£	
<b>Fixed assets</b>					
	computer equipment			1,200.00	0
<b>Current assets</b>					
	Debtors and Prepayments			19,962.68	8,021
	Cash at Bank			350,938	225,633
				370,901	233,654
<b>Liabilities - amounts falling due within one year</b>					
	Creditors and accruals		5	328,012	195,483
<b>Net current assets</b>				42,889	38,171
<b>Total assets less current liabilities</b>				£44,089	£38,171
<b>Funds</b>					
	Restricted	8		£0	0
	Designated			£0	0
	Unrestricted			£44,089	38,171
				£44,089	£38,171
Approved by the Trustees on 2023 and signed on its behalf by:					

## Notes to the accounts for the year ended 31 March 2024

### 1. Accounting policies

#### a) Basis of preparation

The financial statements have been prepared in accordance with the Charities Act 2011, accounting and reporting by charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1<sup>st</sup> October 2019) (Charity SORP FRS 102) and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). Settled meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognized at historical cost or transaction value unless otherwise stated in the relevant policy note.

#### b) Grants

Grants are recognized in the Statement of Financial Activities (SORP) on an accruals basis following the satisfaction of any pre-conditions.

#### c) Donations, other income, fundraising and gifts

Donations, other income, gifts and fundraising are recognized in the accounts on a received basis.

Gifts in kind are valued at their value to the charitable company.

#### d) Expenditure and support costs

Expenditure is recognized in the period in which it is incurred and includes attributable VAT which cannot be recovered. Expenditure is recognized when a legal or constructive obligation arises. Costs of raising funds are those costs incurred in attracting voluntary income. Governance costs are those costs incurred in governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.

#### e) Preparation of the accounts on a going concern basis

The trustees consider that the principal uncertainty regarding going concern relates to the ability to raise funds. The Trustees monitor results and budget to mitigate risk.

#### f) Volunteers

The value of services provided by volunteers has not been included.

#### g) Taxation

No provision for taxation is included in the accounts as the charitable company is entitled to exemption from tax afforded by Section 505 of the Income and Corporation Taxes Act 1988.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h) Funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

Restricted funds are where the donor specifies the use to which the funds can be spent.

i) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which employees are entitled are recognized at the undiscounted amount expected to be paid in exchange for that service.

j) Fixed assets – computer equipment

Individual items costing over £400 are capitalized and amortised over 3 years.

2 Grants and donations						
Included in the statement of financial activities as donations and similar resources and operating activities in furtherance of the charity's objects are the following grants:						
			year ended 31.3.2024		31.3.2023	
			unrestricted	restricted	total	total
		Roma Support Group		7,450	7,450	0
		Scottish Government		30,944	30,944	0
		AB Charitable Trust	15,750		15,750	4,167
		Allen Lane			0	15,000
		Asylum Welcome		10,542	10,542	11,994
		Bulgarian Association		2,000	2,000	
		CDL		23,000		
		Cobalt	5,000		5,000	
		Home Office		85,127	85,127	
		The National Lottery		3,000	3,000	0
		Moondance		7,088	7,088	
		Paul Hamlyn Foundation		33,000	33,000	40,667
		Justice Together Initiative		98,940	98,940	59,592
		Trust for London		21,996	21,996	22,000
		Edmonton Community Partnership		3,333	3,333	7,650
		Lloyds Bank Foundation	16,989		16,989	17,500
		JTI Ukraine		10,021	10,021	110,921
		Unbound Philanthropy		40,472	40,472	46,118
		Welsh Government		64,287	64,287	64,204
			£37,739	£441,200	£455,939	£399,813
3 Salaries and wages						
					2024	2023
					£	£
		Salaries and wages			344,255	302,137
		Social security costs			22,419	24,975
		Pension costs			6,981	2,349
					£373,655	£329,461
The average number of employees (FTE) during 2024 was 10 (2023 10)						
No employee received emoluments of more than £60,000. (2023 Nil)						



**SETTLED**

England & Wales - Charity number 1184580

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# Accounts

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## Annual Report and Financial Statements for the Year ended 31 March 2023

### Charity Registration:

Charity Commission England and Wales Registered Charity No. 1184580

Scottish Charity Regulator Registered Charity No. SCO52326

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## Trustees

Trustees for the full year 1.4.2022-31.3.2023	
Martine Petetin	Chair from 1.9.2023
Jen Ang	Chair until 1.9.2023
Pierre-Antoine Boulat	Deputy Chair
Wiard Sterk	Secretary
Will Garford	Treasurer
Christopher Desira	
Mihai Bica	
Marcela Benedetti	
Katia Widlak	Resigned 1.9.2023
Nicolas Hatton	Resigned 1.9.2023

### Name of the Chief Executive

Kate Smart

### Registered Office

R1.3 Riverside House, Newport Market  
Upper Dock Street  
Newport NP20 1DD

### Independent examiner

2E Accountants  
Unit 11, Flamingo Court  
81 Crampton Street, London SE17 3BF

### Bank

National Westminster Bank  
40 Queens Road, Bristol BS8 1BF

## Trustees' report

Settled's trustees are pleased to present this annual report and accounts for the period 1 April 2022 to 31 March 2023, their fourth report since Settled was set up on 24th July 2019. The trustees confirm that Settled remains fully compliant with the requirements of the Charity Commission of England and Wales. This report is set out according to Charity Commission guidance.

In February 2022 Settled became a registered charity with the Office of the Scottish Charity Regulator. Settled is also fully compliant with the requirements of the Office of the Immigration Services Commissioner (OISC) and holds accreditation OISC Level 3. Settled is the only UK-wide, citizen-led charity focused on immigration advice for European citizens post-Brexit.

In presenting this report the trustees would like to express their sincere thanks to all those whose vision, commitment and hard work have achieved so much and helped so many.

### Objectives and activities

#### **Summary of the main purposes of the charity as set out in its governing document.**

Settled's constitution was agreed on 10<sup>th</sup> July 2019.

Settled's charitable objects are:

'The relief of European Union citizens\* in need, by reason of youth, age, ill-health, disability, financial hardship, homelessness, being victims/survivors of domestic violence, being victims of human trafficking or other disadvantage by the provision of education, information, support, advice and representation on lawfully obtaining the right to reside and work in the United Kingdom following the departure of the United Kingdom from the European Union.'

\* For the purpose of this clause European citizens include citizens of the EU27 countries or EEA or Swiss nationals or non-EU/EEA citizens dependent on an EU citizen for their residence status.

In May 2023 Settled's trustees sought approval from the Charity Commission to expand its charitable objects to include nationals of prospective candidate or candidate countries to the European Union even when not dependent on a European citizen for their residence status. This is due to the increasing need for Settled to expand the scope of its services to Ukrainian citizens following recent geo-political events and following strategic reflection by trustees on the needs of Europeans more broadly, not just those who are European citizens.

### **Summary of main activities in pursuit of these objects**

Settled's main charitable activities in pursuit of these objects are:

1. Identifying needs
2. Providing multi-lingual education, information, advice and support
3. Adding value to the services of others

### **Statement on public benefit**

The trustees understand and are committed to ensuring that Settled upholds the Charity Commission's guidance on public benefit. Public benefit inspires and drives Settled's trustees, staff and volunteers and this is demonstrated in this report.

## **Achievements and Performance**

We are proud to report that 11,078 individuals received direct, personal advice from Settled between 1st April 2022 and 31 March 2023 (the number since Settled began in 2019 is over 40,000).

Furthermore, in this year 621,620 people received information and general advice through our various channels.

### **Further detail on how Settled interprets its charitable objects.**

In the previous year 2021-2022 Settled reviewed its strategic direction and its trustees approved the following summary:

Settled's vision is 'A positive future for EU citizens in the UK'.

"Settled believes that European citizens who have made their home in the UK before Brexit should be allowed to continue to do so lawfully, safely and successfully, that there should be fair routes to settle for those arriving post-Brexit, and that European

citizens in the UK can contribute positively to the UK and the future of Europe. Settled intends to remain at the forefront of work with European citizens, making a unique contribution over the next 3 years by organising its activities in a structured way that reflect strategic themes, increasing its capacity to respond nimbly, valuing simplicity and sustainability and remaining focussed on making an impact.”

Settled’s charitable beneficiaries are not only EU, EEA and Swiss citizens but also their dependents, and these dependents may be citizens of other countries. When war broke out in Ukraine in February 2022, Settled was one of the few organisations in the UK that was already providing immigration advice in Ukrainian and Russian languages to people from Ukraine (if they had family ties to a European citizen in the UK) and we felt a moral imperative to respond by expanding this provision.

## **Further detail on activities carried out, achievements and performance.**

### **1. Identifying needs**

Settled’s staff and volunteers are spread across the UK and share common languages, cultures and experiences with European citizens. They are trained to sensitively explore the needs of vulnerable and isolated individuals and win their trust. Remote working has meant we have been accessible to people in all parts of the UK equally. In 2022-23, with the pandemic subsiding, we were able to expand our face-to-face advice provision in several new locations and learn from the insights gained in these sessions.

Our CharityLog case-recording database allowed us to keep detailed records and analyse data. Staff continued to hold weekly online meetings at which they shared learnings about emerging needs in communities across the UK and trends observed in our caseload –to plan responses quickly and maintain a birds-eye view of the long-term, wide-ranging and complex challenges which European citizens and their families face as they pursue a future in the UK.

In late 2022, thanks to additional funding and in response to growing needs, Settled created a new staff post: Ukraine Outreach and Communications Officer to help us reach further into communities, and for the coming year 2023-24 we have secured funding for a further outreach post to respond to European citizens in Wales.

### **2. Providing multi-lingual education, information, advice and support**

Settled’s services are available and in demand UK-wide. Settled’s advice services for European citizens have remained in high demand throughout the year, in part due to our excellent networks of connections with both grassroots communities and

professionals in the statutory, legal and voluntary sectors which generate referrals to Settled. Settled's reputation grows year on year, we are known for our expert and friendly team who between them speak over 20 languages. Our specialist service for European citizens with Roma heritage, led by Assen Slavchev a Romanes-speaker, is similarly very busy providing face-to-face advice in London and taking phone calls from numerous other locations in the UK. 2022-23 is the first full year of Settled's Ukraine advice service. Our Ukraine adviser Yuliia Ismail (a qualified Ukrainian lawyer, member of the Ukrainian Bar Association) provides advice with guidance when needed from our Senior Immigration Adviser Naqeeb Sadiq, a solicitor.

### **Online information sessions**

Settled co-delivered 7 webinars on the rights of European citizens with other charities, law firms or embassies. Topics included Moving from Pre-Settled to Settled Status, Joining Family Members options, Access to NHS Services, Family & Student Visas, Citizenship and Voting Rights. Broadcast via Zoom and/or Facebook Live, speakers from our staff and volunteers presented and answered queries in several languages. These innovative delivery channels are testimonies to Settled's diverse outreach capabilities.

### **Facebook forums**

Facebook forums ran in 10 languages: Bulgarian, Czech/Slovak, French, German, Italian, Polish, Portuguese, Romanian, Spanish and (added this year) Ukrainian. These continued to have extensive multi-lingual reach, particularly among low-skilled, marginalised people. Simple queries were answered quickly, and the answers shared on Facebook for the benefit of others. Individuals with more complex questions were transferred to receive email or telephone advice from the most appropriate team member.

### **Telephone helplines**

Telephone helplines ran in 11 languages: English, Bulgarian, Czech/Slovak, French, German, Italian, Polish, Portuguese, Romanian, Spanish and Romanes. We decided not to offer a Ukraine telephone line because of concerns about managing demand, but we received plenty of calls from Ukrainians on our English line.

### **Advice by email**

Email enquiries could be submitted and answered via [advice@settled.org.uk](mailto:advice@settled.org.uk), [roma.advice@settled.org.uk](mailto:roma.advice@settled.org.uk) and [ukraineadvice@settled.org.uk](mailto:ukraineadvice@settled.org.uk) or via a form on the Settled website.

### **Higher level advice**

Settled employed two senior immigration advisers qualified to give higher level advice on complex cases at OISC Level 3. In 2022-23 additional funding was secured to increase the number of days per week that they work for Settled.

### **Face to face advice**

As the pandemic subsided, Settled's face-to-face work has expanded and we provided:

- Weekly advice sessions in Edmonton, North-East London, for Roma, and in Newport, Wales, mainly for Roma.
- Monthly advice sessions at the Foxton Centre in Preston with mainly homeless clients.
- Regular advice sessions for the Salvation Army in Kent, with Eastern European clients.
- Occasional advice sessions in Spanish for the Independent Workers Union of Great Britain (IWGB), in Italian in a hub building in Leicester and at the Ukraine Welcome Centre London.
- We are in discussion with Streetwork Scotland about providing face-to-face sessions for them.

### **Information leaflets**

Settled maintains a small range of translated leaflets on relevant topics, electronic versions being available on our website or emailed out on request. In 2022-23 we began batch printing leaflets since there were more opportunities to distribute leaflets in person. In 2022-23 the following new leaflets were produced:

Refused EUSS applications;

A general leaflet about Settled

Information about our Ukraine service

Access to housing for Ukrainians

The visa scheme for Ukraine children.

Settled commissions the design talents of Goodthinking design for its new published materials.

### **Videos**

We worked with a Roma film-maker to produce a short film in Romanes aimed at Roma families - an accessible and inclusive alternative to written information:

<https://www.youtube.com/watch?v=C0MJTQa1pxE> We intend to make more like this.

Our Communications and Impact Manager worked with some of our volunteers to make a series of short films about why they volunteer. A Ukrainian family, helped by Settled, made a film of their story which we edited to accompany Settled's winter fundraising appeal.

## **Website**

Settled's multi-lingual website remained an essential tool for conveying information and thereby reducing demand on our busy advice services. Information was updated and extended during the year, notably adding additional information relating to our new Ukraine service.

### **3. Adding value to the services of others**

#### **Encouraging referrals**

In general throughout the year, Settled has seen an increase in European citizens being referred by voluntary and statutory sector organisations throughout the UK:

Settled's Immigration Manager, working closely with our sub-contracting partners Citizens Rights Project, has encouraged a steady stream of referrals from several organisations in Scotland including Citizens Advice and the Simon Community.

New for 2022-23, Settled was also part of a new funded partnership: 'Thames Valley Immigration Alliance' resulting in referrals of European citizens from partners Asylum Welcome, Reading Refugee Support Group and Slough Refugee Support. Most of these have been Portuguese citizens of East Timorese origin.

The various embassies and consulates of the different EU member states continue to refer European citizens to Settled. This year we also took referrals from several Citizens' Advice Bureaus around the UK, from probation services in London and from The Big Issue regarding Roma members of their team. Numerous local authorities have made referrals, with Liverpool and Brent being among the most connected.

Our North of England co-ordinator Cristina Tegolo gave a presentation to an online conference hosted by Nottingham University about the rights of EU students to study in the UK post-Brexit, generating more referrals from student bodies.

The Polish community has increased its referrals to Settled after meetings with the Polish embassy and a St Nicolas event in Newport.

There was a noticeable increase in referrals from Northern Ireland in this year and members of our team met with Migrants Centre NI and with Armagh Roma Support Community, as well as other Northern Ireland organisations to discuss their concerns.

To highlight our new Ukraine service Settled met with the Ukraine consul in Scotland and corresponded with the Ukraine consul in London. We also wrote to Local Authorities in different parts of the UK, had several discussions with the Association of Ukrainians in Great Britain (AUGB) and visited the Ukrainian Info Centre Glasgow. All have subsequently referred cases to us.

### **Providing training**

In Autumn 2022, the Welsh Government commissioned Settled to provide a training programme of 18 sessions delivered to local authority and other staff in Wales, so that they could better understand the differences between various migrant groups and their entitlements. A step in a new direction for Settled, developing and delivering this course was a lot of work involving several staff members. It resulted in excellent feedback from participants for oversubscribed sessions.

Our Ukraine Adviser Yuliia Ismail ran an expert training session for the Ukrainian Bar Association and has been in discussion with AUGB (Association of Ukrainians in the UK) about providing their branches with training and advice.

Settled held discussions with the Salvation Army about providing training for them - this has been postponed but we hope to resume in the year ahead.

Settled has also been asked to provide training for staff at the Refugee Council and this will take place in the year ahead.

Otherwise, we can see a substantial need for training on the rights of European citizens and Ukrainians, in organisations of all types across the UK, but currently Settled does not have sufficient staff capacity for the resource-intensive development and administration of training courses, so we are very selective about when we accept opportunities to provide training.

### **Informing and advocacy**

#### **EU authorities**

Settled continues to work closely with the EU Delegation to the UK. Our staff attended regular meetings with EU Delegation staff to share information about issues concerning European citizens and we met with the outgoing EU Ambassador and welcomed his successor on his visits to Scotland and Wales. Settled's chair of trustees and some staff members attended a high-profile event in November 2022 organised by the EU Delegation to celebrate and discuss the concerns of European citizens in the UK. Several staff attended meetings with the European Economic and Social Committee in London, Cardiff and Edinburgh. Numerous meetings were held with representatives of embassies and consulates of different EU Member States.

#### **UK authorities**

In April 2022 we launched our survey report 'Settled Not Secure' and shared it with the Home Office, Welsh Government, Greater London Authority and many others. Our service manager Toni Petkova attended the APPG on Migration, our CEO Kate Smart spoke at the All Party Parliamentary Group on Immigration Law and Policy. Chris Keppie and Inna Rogoman attended the APPG on Homelessness to discuss the needs of Ukrainians arriving in the UK.

Settled wrote to the Immigration Minister Kevin Foster M.P. about European citizens who struggle to prove a durable relationship either because they do not cohabit for religious or cultural reasons or because they have been separated due to covid restrictions.

We continue to have a close relationship with the Welsh Government and Settled's CEO is part of the Welsh Government's migrant integration steering group. Our Immigration Manager Andrew Jordan met with the Scottish Government officers to discuss issues of concern relating to proving status and accessing rights. He also met with the Office of the Immigration Services Commissioner (OISC) and raised the issue of unregulated immigration advisers in rural Scotland. Settled's Wales Manager Rhys Evans met with representatives of the Department for Work and Pensions as part of efforts to respond effectively to clients with benefit problems and other related problems accessing services. Several members of Settled's team (trustees, staff and volunteers) sit on the Citizens Panel for the Independent Monitoring Authority for the Citizens' Rights Agreements (IMA) and we are grateful to the IMA for its legal case seeking a safety net for those who struggle to transition from pre-settled to settled status.

We attended a Birmingham City Council roundtable on the impact of Brexit on communities. In the few weeks and months following the Russian invasion of Ukraine, Settled was at the forefront of advocacy to extend and simplify visa routes for Ukrainians e.g. to ensure that Ukraine family members of European citizens were considered.

To enable Settled to provide an effective service, we persistently pressed the Home Office to provide us with an internal escalation route so that we could make representations about individual Ukraine cases at a more senior level than the public helpline. After many months we reached an agreement with the Home Office and this is now working well.

### **Civil society**

Settled participated in conversations and meetings with numerous civil society actors on topics of concern to European citizens including the3million, Tros Gynnal Plant, New Europeans, Access to Justice Wales, Maternity Action, Doctors of World, Seraphus, Greater Manchester Immigration Aid Unit (GMIAU), East England Migrant Workers Steering Group, the think tank Migration Policy Scotland, academics Jo

Wilding and Kuba Jablonowski and the chaplain of Luton Airport. In 2022-23 Settled joined the Immigration Law Practitioners Association (ILPA), the Civil Society Alliance and Welsh Council for Voluntary Action (WCVA), and continued to belong to several other relevant networks, the foremost being the EUSS Alliance hosted by New Europeans. Settled actively encouraged European citizens to vote in local elections and our Service Manager Toni Petkova took part in a promotional video. We also participated in a consultation on electoral reform. The invasion of Ukraine led to numerous meetings of voluntary and statutory organisations to discuss responses (including helpful meetings organised by the Eastern European Resource Centre) and Settled was and continues to attend where possible. In February 2023 Settled's Ukraine Outreach and Communications Officer Inna Rogoman joined a mass event in Trafalgar Square marking the anniversary of the invasion, attended by the Ambassador of Ukraine.

### **Media/communications**

On the EUSS, Settled was mentioned in an article on the impact of delayed decisions in the [Independent](#); and in [Sussex Bylines](#) on the judicial review relating to pre-settled status. On Ukraine, CEO Kate Smart was interviewed by BBC Radio 5 Live in May 2022, and in this [BBC piece](#) about the Ukraine visa schemes. Settled featured in pieces by the [Big Issue](#) and [Al Jazeera](#) about increasing Ukrainian homelessness in the UK. Settled has periodically produced a Mailchimp newsletter to update its supporters, this was not issued often during 2022-23 and a goal for the year ahead is to do so more regularly, since it is valuable. In addition to its multi-lingual Facebook groups that focus on advice for our clients, Settled was active on other social media - a Facebook page in English, Twitter, LinkedIn and YouTube. Lloyds Bank Foundation offered us a communications consultant who worked with our Communications and Impact Manager.

### **Common concerns addressed by Settled**

#### **EUSS status applications**

- Highly vulnerable European citizens who failed to realise the need to apply to the EU Settlement Scheme and so needed to make a late application.
- Delays in processing EUSS applications e.g. for European citizens with criminal convictions.
- Refused applications for pre-settled and settled status, often because European citizens did not understand the requirement to upload documentary evidence.
- European citizens needing help to submit an administrative review or make a fresh application following a refusal.

- Children without pre-settled or settled status because parents (who may have secured pre-settled or settled status for themselves) did not realise the need to make an EUSS application for their children.
- Refusal of children's EUSS applications due to lack of evidence, even when their parents' applications were successful.
- Difficulties in making applications for family members to join European citizens in the UK under the EU settlement scheme.
- Difficulties in providing documentary evidence of a long-standing relationship required for 'durable partners' to join European citizens in the UK under the EU settlement scheme.
- Applications on the basis of historic residency in the UK, which risk refusal because of the challenge of obtaining and providing sufficient relevant historic evidence.
- The need for people with pre-settled status to make a fresh application for settled status before their pre-settled status expires, and the risk that this might not be successful (at the time of writing policy on this point is evolving).
- Periods of absence from the UK (for work, family reasons, or COVID restrictions) which may affect the transitional applications from pre-settled to settled status.
- A concern that for applications to transition from pre-settled to settled status the Home Office requires documentary evidence previously submitted with the pre-settled status application which often is now lost or the digital version is lost or unavailable. A lack of understanding of the need to retain documentary evidence even after pre-settled status has been granted, in part caused by a more 'digital-centred' approach by applicants to documentary evidence.
- Survivors of domestic violence whose pre-settled status is dependent on their former partner and need to make an independent application. More such cases are likely as time passes. Limited documentary evidence available now and even more so in the future. Third country nationals are particularly affected.
- European citizens who arrived in the UK after 31 December 2020 and therefore do not qualify for the EU settlement scheme.
- European citizens who applied to the EU settlement scheme despite having arrived after the 31 December 2020 deadline and receive a Certificate of Application (and the right to work) valid for up to 6 months. Lack of understanding that holding a Certificate of Application is not a grant of EU pre-settled or settled status. Lack of understanding that a Certificate of Application is invalid if an application for EU pre-settled or settled status is refused.
- Shortage of quality advice and risks from unregulated immigration advisers who charge fees for poor quality or wrong advice.

## Concerns using EU pre-settled or settled status to exercise rights and access services

- Inability to access rights and services because an EUSS application decision has been delayed.
- Digital exclusion - confusion about how to use the View and Prove system to check status online and generate a share code.
- Technical glitches in the View and Prove system.
- Problems occurring when a European citizen replaces their passport or ID card, but the View and Prove online status is linked to their previous passport or ID card.
- European citizens with pre-settled status failing to pass the habitual residency test and therefore not being able to claim relevant public funds (benefits). Confusion about what is sufficient documentary evidence in such cases.
- Child-safeguarding concerns in families that have failed to qualify for welfare benefits. Increased poverty & destitution.
- European citizens with a Certificate of Application only, being charged for NHS treatment.
- European citizens with pre-settled status being charged for NHS treatment erroneously because of language barriers.
- Increased risk of exploitation &, in some instances, trafficking.
- European citizens being stopped by airlines from boarding if they are unable to demonstrate EU pre-settled or settled status using the view and prove system.
- European citizens being stopped by UK Immigration Officers on arrival - (a) some travelling with visitor visas (b) some travelling with a Certificate of Application.

### Additional concerns for Roma

- Language barriers, low levels of education and literacy, and digital exclusion. Heavy reliance on children as interpreters and facilitators for their parents.
- Multiple support needs e.g. help also needed for gaining National Insurance Numbers, benefit claims, accessing healthcare, finding work, settling debts.
- Isolated and vulnerable to exploitation e.g. working at below the legal minimum wage.
- Safeguarding concerns for teenage girls (sometimes married and sometimes with children) dependent on older men for their livelihoods and immigration status.

### Ukrainian citizens visa concerns/pre-arrival concerns

- Difficulty obtaining required documentation for a visa application in war conditions.
- Inability to access a visa application processing centre.
- Power cuts and loss of internet connection in Ukraine making communications and online applications difficult.
- Exploitation and fraud.
- Delays in getting visas, including cases where some family members receive visas but not others.
- Insufficient numbers of Homes for Ukraine hosting offers, to meet the demand.
- Problems with the host-guest matching process, inconsistencies in vetting.
- Complex cases – for example family visa applications where it was an extended family relationship rather than a direct family relationship.
- Families where different family members are covered by different visas.
- Ukrainians with outstanding asylum applications seeking advice on visa schemes.
- Ukrainians with outstanding applications under the Ukraine Visa schemes seeking advice on asylum applications.
- Applications from joining family members relying on the sponsorship of a previous joining family member.
- Applications for unaccompanied children.
- Advice on children stuck in limbo in Europe due to early Home Office policy on travel of Ukrainian minors.
- Ukrainians on seasonal worker visas whose children have been left in Ukraine with grandparents and now seek to bring them to the UK.

### **Concerns after arrival in UK**

- After arrival, breakdown in sponsorship arrangements due to safeguarding concerns, overcrowding or financial pressures. Delays in finding an alternative sponsor or accommodation.
- Domestic violence, and a need to find alternative safe accommodation.
- Delays in processing benefit applications.
- Financial pressures on family members who accepted Ukrainians on the Ukraine Family Visa scheme rather than the Homes for Ukraine Scheme and therefore receive no additional financial support.
- Difficulty in finding independent move-on accommodation once the hosting comes to an end.
- Homelessness.
- Insufficient local support services.
- Lengthy delays to processing Biometric Residence Permits (BRPs) for Ukrainians.

- Poor-quality and inconsistent advice, misinformation and rumour are widespread, including when the source is a well-meaning friend or local professional.
- Numerous requests for Settled to travel to provide advice in person, lack of resources to cover travel and staff time.
- Concerns about the additional disadvantages facing Ukrainian Roma.
- Uncertainty of future immigration status as no word from the government about what happens when the three year's humanitarian visa granted under the Ukraine Schemes expires.

### Assessment of Impact on beneficiaries

In the 12 months between 1 April 2022 and 31 March 2023, we estimate that **11,078 people received direct, personal advice** from Settled on the concerns set out above.

The number since Settled began in 2019 to end of March 2023 is over 40,000. During the 12 month period, 855 of the people provided with direct advice were identified as Roma. 454 people provided with direct advice were recorded as being Ukrainian, this was the first year of our Ukraine service and numbers are growing month on month.

Of the 11078 cases, detailed monitoring data was collected for 2615 people. This sample gives us the following information: 47% contacted us by email, 29% by phone, 13% in person and 11% by other means. We provided advice to people from 63 nationalities; of whom 28 are from countries who are members of the EU, or EEA and Switzerland; 3 are candidates for joining the EU; and the remaining 32 from other nationalities. The most common were Bulgarian (18%), Romanian (17%), Italian (13%), and Ukrainian (11%).

Initial status of beneficiary recorded

Of the EUSS cases:

- 44% had Pre-Settled status
- 40% had a pending application for Pre-Settled status
- 11% had Settled status
- 2% had been refused status
- 2% had not yet applied to the EUSS
- 1% had British citizenship

Of Ukrainian cases:

- 44% had already been granted a visa
- 34% had an application for a visa pending
- 12% were queries from a host or other third party
- 8% had not yet applied for a visa
- 2% had been refused a visa

Matter type recorded

Of the EUSS cases:

- 24% were about bringing family members to the UK (joining family members)
- 16% moving from Pre-Settled to Settled status
- 14% late applications
- 11% refusals
- 8% advice on absences
- 7% problems accessing services
- 5% difficulty proving status

Furthermore, in the 12 months, our data shows that **621,620 people received information and general advice** through our various channels (including information sessions views, website views, twitter impressions and belonging to Facebook forums).

As a result, all of these people are more likely to have secured their status in the UK and exercised the rights that go with it, thereby safeguarding their homes, livelihoods and access to health and other services. They are more likely to have been able to reunite their families and ensure their wellbeing, confidence and inclusion, and access education for their children. For Ukrainians, as well as these other benefits, they have been assured of a place of safety.

Settled continues to monitor the success of our work against the following criteria:

- Secured settled status
- Secured pre-settled status
- Secured a visa to enter the UK under Ukraine visa schemes
- Secured citizenship
- Secured other status'
- Able to make a successful status application/challenge a refusal

- Secured access to certain rights/services where previously this was difficult
- Allowed to travel back into the UK when previously this was difficult
- Able to receive expert help from an external body
- Family reunited
- Increased understanding, reduced anxiety
- Increased wellbeing and community connections
- Empowered to tell their story

Our volunteers are also beneficiaries: they have gained skills, a warm and sociable community, and new ways of affirming their European identity.

### **Case studies of beneficiaries of Settled's services**

#### **G, from Poland**

G had already been living in the UK for 12 years when she contacted Settled at the end of 2022. G is a young woman with a severe neurological condition that meant that she could not complete an online application to the EU Settlement Scheme and she could not be helped through remote advice online or on the phone. She was very anxious to resolve this because she was shortly due to receive hospital treatment. A highly trusted member of Settled's team arranged to visit her at home and offered her support and reassurance. They took time to help her collate the relevant documents, although G was quite confused and could not remember a lot of things. Settled helped her to make the application and a positive result was received a few days later.

#### **A, Bulgarian Roma**

A is Roma and a Bulgarian citizen. He has lived in the UK since 2018 with accommodation provided in his community. In 2021 he applied for EU settled status with the help of an unregulated 'lawyer', he was refused and the adviser disappeared. A's wife and 3 children arrived in the UK June 2022. The local authority social services became concerned about the family and contacted Settled. Settled's Bulgarian-speaking advisers realised that A did not have sufficient documentary evidence of how long he had been in the UK, e.g. a tenancy agreement or a national insurance number and he was not registered with a G.P. A had been sending small amounts of money regularly to his wife back home using an international money transfer company and so Settled requested permission from that company for a record of transactions. This record was proof that he had been in the UK for the required period and Settled helped A to make a new application to the EU settlement scheme. When this was successful, Settled made successful 'joining family member' applications for his wife and children. As a result of having secured their immigration status, A and his wife were able to rent their own accommodation and get regular employment.

### **L from Brazil, married to a Portuguese citizen.**

L was married in late 2019 and came to live in the UK in early 2020. She and her husband both applied for and were granted pre-settled status. She contacted Settled in early 2023, heavily pregnant, seeking advice on her immigration status because she had separated from her husband due to escalating domestic abuse. Settled advised her that her pre-settled status remains valid, she is not dependent on her husband for this immigration status and that she could get this confirmed by the Home Office. We explained how to take control of her online EUSS account. We explained the importance of keeping all evidence of time spent in the UK and evidence of the domestic abuse to support her future application for settled status - letters and reports from social services, midwives and domestic abuse support charities, including a MARAC report. We also contacted a specialist benefits adviser.

### **M from Ukraine**

M was a pharmacist in Mariupol. She is Ukrainian with family members who are European citizens, and they advised her to seek a host in the UK. Following the Russian invasion and the devastation of that city, M applied to the UK's Homes for Ukraine scheme and came to live with a host in the Midlands in Summer 2022. After a few months she found paid work as an assistant in a pharmacy and moved into rented accommodation. Her priority was to apply for her mother to live with her - her mother had been displaced from Mariupol and was in another part of Ukraine in difficult circumstances. M was wrongly advised that she was eligible to apply for her mother to join her under the Ukraine Family Scheme and she made an application that was refused. She approached Settled and we advised her, in Ukrainian, that according to the immigration rules the Ukraine Family Scheme does not apply in this case and she must apply to be a host for her mother under the Homes for Ukraine scheme. We explained to her the conditions that she would need to satisfy to be accepted as a host by her local authority, and the support available. We helped her to make a successful application and her mother has now arrived to live with her.

### **Case studies of Settled volunteers**

#### **Daniela, Italian, a volunteer since 2019 giving advice in Italian.**

"I decided to volunteer when I realised that EUSS was not as easy and straightforward as initially promised. I was particularly concerned about the potential impact on vulnerable groups, including the elderly and the youngest members of society. Having a legal background, spare time, and prior experience in volunteering within an English-speaking environment, I was determined to find the perfect charitable organisation to contribute to. Settled, without a doubt, turned out to be the right fit for me. Within the Settled community, I encountered individuals who genuinely cared for the welfare of

the most vulnerable. These dedicated individuals not only take pride in their work but also provide ample opportunities for us, the volunteers, to develop and enhance our own skills. Over the past three years, I have eagerly participated in various training sessions and meetings, continuously expanding my knowledge. Settled has not only been a service to the European community in the UK but has also fostered a wonderful sense of community among the volunteers. Despite the constraints of my full-time job, the need to support Europeans and their families in making the UK their home remains. Settled continues to play a vital role in meeting this need, and I am grateful for the opportunity to contribute.”

**Olga, Ukrainian, a volunteer since 2022, giving advice in Ukrainian.**

“As I emigrated with my family several times, I know how hard starting a new life can be. I sympathise and want to use my experience to help others on similar journeys. I'm so happy to have joined this team, who are real professionals, are always willing to help, and for whom all lives really matter.”

**PART 3 MANAGEMENT INCLUDING FINANCES**

How fundraising performed
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Settled has attracted funding from statutory bodies, from trusts and foundations, from corporate and community organisations and from philanthropic individuals. To sustain and grow its work Settled continued both to earn support from loyal funders and to attract the interest of new trusts and foundations. Funds were secured both for Settled’s work with European citizens and for its response to the needs of citizens of Ukraine. Major funders are listed in the table below. Grants from the National Lottery for England and for Wales respectively, were entered into the accounts for the previous year 2021-22 but their impact continued into 2022-23.

In Spring 2023 Settled was delighted to receive news of an increase in its grant from the Welsh Government and for the first time to secure a grant from the Scottish Government. These will have a positive impact on our working in the coming year 2023-24.

We are also humbled by the support shown by individual donors, including some major philanthropic gifts and many small donations from European citizens who have seen our work first-hand. Records were kept of individual donors and thank you messages sent following their donations.

A British author who felt moved to support Settled because his wife is a Slovak national, has donated the proceeds (over £500 so far) from a book of unofficial Dr Who short stories.

Settled ran a funding appeal to coincide with the Winter holidays and Christmas season.

Most of the fundraised income was secured by the CEO Kate Smart. The Wales Manager Rhys Evans has also begun to engage in fundraising bids, securing a grant from the Moondance Foundation which will show in next years' accounts.

A proportion of Settled's funds were spent on fundraising. This was a salary for a part-time fundraiser during part of the year, who has since left the organisation, plus volunteers posting hand-written thank you cards to all donors (affordable as our donor base is small). Online donation facilities were set up using Paypal, Facebook donate and CAF Online, charges are a small percentage of the donations.

## Our main sources of funding 2022-23

Source	Classification	Purpose of funds (where restricted)
CDL	Corporate funder - donation	Core costs and to support the development of services for people from Ukraine.
AB Charitable Trust	Grant making trust or foundation	Core costs.
Allen Lane Foundation	Grant making trust or foundation	Core costs.
Asylum Welcome		To provide complex immigration advice to EU citizens in the Thames Valley.
Barrow Cadbury Trust	Grant making trust or foundation	To expand advice provision to citizens of Ukraine.
The Blue Thread	Grant making trust or foundation	To expand advice provision to citizens of Ukraine.
Justice Together Initiative	Grant making trust or foundation	To provide complex immigration advice to EU citizens in Scotland and North West England. (ii) To expand advice provision to citizens of Ukraine.
Lloyds Bank Foundation	Grant making trust or foundation	Core costs, with a focus on services for those at risk of trafficking and modern slavery.
Paul Hamlyn Foundation	Grant making trust or foundation	To improve provision of information, advice and support to EU citizens in the North of England.
Trust for London	Grant making trust or foundation	To develop and manage volunteers to

		advise vulnerable European citizens.
Unbound Philanthropy	Grant making trust or foundation	To influence policy through evidence from service delivery.
Edmonton Community Partnership	Statutory and community partnership	To provide information and advice sessions for Roma families in Enfield.
Welsh Government	Statutory funder - grant	To develop and manage volunteers to advise vulnerable EU citizens in Wales.

## Financial review

In this financial year Settled has received grants to the value of £399,812 (2022: £307,429). In addition, the Charity has received £19,736 (2022: £22,136) of donations and other income of £995 (2022: £0). Expenses of £414,731 (2022: £324,382) are mainly payroll, project-specific costs, finance and IT and outreach costs incurred in the delivery of the services. Grants received which will be delivered in 2023 are held in deferred income. The free reserves at the end of the period were £43,982 (2022: 38,171), up £5,811 on the previous year end. Cash in bank at year end was £249,554 (2022: £225,633). This included £110,921 received from 4 donors and 2 individuals for the work with Ukraine.

As Settled expands its outreach, cash reserves held going forward will be a minimum 3 months of operational expenditure to bring further grants and income in the case of expected grants failing to be made. This quarterly value is calculated at £132,500 including salaries covered by restricted funding and has been factored into the budgeted forecast by the end of the first quarter of the financial year 2023/24. Furthermore, at the end of September 2023, Settled had already received £199,605 (2022: £122,125) of cash funding in the current financial year to the date of these financial statements.

During the financial year, the Finance, Risk and Audit subcommittee has continued to focus on the charity's financial and risk management, coordinating with the CEO and finance team on a regular basis. This has resulted in improved clarity and strategy being applied to the financial planning process and increased ongoing scrutiny to the

performance of fundraising, forecast of headcount and usage of funding in line with any relevant restrictions, as well as reviewing financial impact of decisions including new hires and the opening of a new office space for staff. The subcommittee has also held multiple meetings with the charity's external examiner to understand the challenges and areas for focus on financial and risk governance to support growth and sustainable development.

The FRAC committee also carries out a continuous review of financial controls in place and a comprehensive budget and cashflow forecast for the new financial year. The primary focus of the budget process was to improve financial confidence, manage growth and security for the employment of staff and build comfort that the charity can plan ahead while maintaining agility in a challenging and fast evolving international and local environment.

The budget process has been the most comprehensive yet for the forthcoming financial year, with the clear aim of providing assurance to the trustees, employees and funders that Settled is confident in the organisation's liquidity and financial agility at a time of economic turbulence in the macroeconomic climate. With this in mind, the charity has opened a savings account to help manage cash flow in light of rising inflation and interest rates. A cost of living pay review was also conducted as part of the budget process to support all staff, to ensure all employees can continue their great work at Settled in a challenging climate.

### **Future Plans**

In March 2022, Settled's trustees agreed the following strategic themes to cover a three year period:

SECURE STATUS

FAIR ACCESS & INCLUSION

CITIZENS AND THEIR FAMILIES PROTECTED

PART OF EUROPE'S FUTURE

In the year ahead 2023-24, with these themes in mind, some of the key developments planned are:

#### **1. Service expansion**

Settled will expand services in Wales and Scotland thanks to funding from the Welsh and Scottish Governments and investigate the potential for offering services in Northern Ireland. It will prepare for the impact of the end of Home Office grants to its network of 57 local organisations providing EUSS advice and Settled will adapt our services to cope with a likely increase in demand involving complex cases. Settled will

cautiously grow the number of locations where it is providing face to face advice, working with partners to use their community events, centres etc. and also provide some practical help to promote 'digital inclusion'. We predict that our specialist service for Roma will continue to be essential to helping people understand how to access their rights.

## 2. Offering a paid-for citizenship advice service

We will begin a new service to provide advice on citizenship and expert assistance to complete and submit citizenship applications. For the first time, we will introduce a fee for this area of advice, priced similar to other NGO providers and less than commercial rates. This is to generate a new income stream and is justifiable because citizenship advice is non-urgent work and tends to be requested by people who are well-established in the UK. Fees generated will contribute to sustaining our free advice services.

## 3. Support for cultural inclusion

We have long identified the need to address the sense of alienation that European citizens have felt as a result of Brexit. European citizens in the UK can contribute positively to the relationship between the UK and the EU, and to the future of Europe – its identity, prosperity, and values. Settled will take practical steps to implement a new field of work to promote artistic and cultural work by, for or about European and Ukrainian citizens in the UK – setting up a webpage to promote cultural events and related activities, perhaps starting initially in Wales.

## 4. Excellence in communications

We will make regular and expert use of social media and the newsletter and increase engagement with mainstream media – to reach wider and different audiences, to provide updates and raise awareness of our clients' rights, needs and opinions, to advocate for improvements in policy and to promote acceptance of European citizens.

## **Structure, Governance and Management**

### **How Settled is constituted**

Settled is a Charitable Incorporated Organisation. Settled's governing document is its Constitution. As explained above, Settled is now registered with the Office of the Scottish Charity Regulator in addition to being registered with the Charity Commission of England and Wales.

## **Selection, induction and training of trustees**

Settled's trustees are selected on the basis of suitability including knowledge of Settled's specialist area of interest and knowledge of charity management. They pledge to serve for at least 3 years. Settled runs open and accessible recruitment when new trustees are needed. Prospective trustees are nominated and approved by existing trustees. Settled supplies all new trustees with its constitution, recent accounts and information setting out the requirements of the trustee role as produced by the Charity Commission and NCVO. Trustees are encouraged to read internal minutes and reports to familiarise themselves with charitable activities, and to meet the staff and volunteers to see their work in action.

## **The organisational structure**

Settled's team comprises trustees, staff and volunteers. Most of this team are European citizens.

### **Trustees**

All of Settled's trustees have personal or family experience of the UK immigration system. 8 trustees remained in post throughout 2022-23 and intend to serve in the year ahead. A further 2 trustees who had been instrumental in setting up Settled - Nicholas Hatton and Katia Widlak - stepped down as trustees during the year but remain enthusiastic supporters. After capably steering Settled through its early years, Jen Ang stepped down as Chair of Trustees in September 2022, to focus on the demands of her career as a human rights lawyer. Martine Petetin, one of Settled's founding trustees took over the role of Chair, with a welcome commitment to making more opportunities to bring trustees and staff together. Meetings of the trustee board took place every 2 months. Board meetings regularly reviewed the charity's finances, delivery of services, management of risks and other matters within their responsibilities. Two sub-committees: Finance, Risk and Audit, and Strategy and Governance met regularly between full board meetings. Additional sub-committees – one on Human Resources and one on Policy, met as needed. An in-person planning day jointly for staff and trustees in Newport in February 2023 was a big success. Trustees gained a better understanding of the work of Settled and the discussions contributed to the drafting of a plan of work for the year ahead.

### **Staff**

Settled's staff team expanded during the year. Having entered its third year, some hard-working staff who had been with Settled from its early days decided to move on,

and we said goodbye to Maria Llorente, Cristina Tegolo, Eva Plajerova and Alec Herron, as well as more recent arrival Sarah Lally. The last remaining member of the original Settled team is Toni Petkova and we are very glad that she is staying with us. New staff members this year include advice workers working with European citizens Ewa Kasprzak and Veronica Bortolato, Wales manager Rhys Evans and Ukrainian team members Yuliia Ismail and Inna Rogoman. Chris Keppie took over as our Communications and Impact Manager. Of these new recruits, three had previously been Settled volunteers. Talented new staff members are settling in well and the team as a whole is strong, well-organised and positive with a good sense of confidence about the work they do together and opportunities for the future.

In addition to the routine annual pay increases, staff were given an additional cost of living pay increase in the Autumn of 2022. We are grateful that some of our funders made additional grants possible in order to cover this cost. Staff work within a framework of employment contracts, job descriptions, policies and standards. Staff continued to work remotely - based in Scotland, Wales, London and various points in between. It was important therefore to be able to hold some in-person staff planning days during the year - once in Manchester and twice in Newport, with the last of these including trustees also. Staff met remotely for weekly team meetings, with sub-groups meeting to discuss specific areas of operations.

The staff roles at the end of the year were as follows:

- CEO
- EUSS advice services manager
- Immigration advice manager
- Wales service and development manager
- Communications and impact manager
- Senior immigration adviser
- 4 advisers (one for North of England, one Wales, one specialising in Roma, one specialising in Ukraine support)
- Ukraine outreach and communications officer

Two other staff work towards Settled's goals through our sub-contractor Citizens Rights Project. A freelance finance manager has also been an important member of the team, and we are grateful for regular expert support from an IT contractor.

### **New office and equipment**

In April 2022 Settled moved into its own office in the newly refurbished market complex in Newport. This has resulted in a proportionately small increase in our regular expenditure, but we have gained a physical base for keeping records and holding in person meetings. Staff and trustees worked together to make it attractive, thanks in part to a small grant in the previous year from Newport City Council. To meet the

cyber-security requirements of the Welsh Government, Settled purchased new laptops for staff who were previously working on their personal computers.

## **Volunteers**

Volunteers are essential to delivering Settled's multi-lingual advice services. All those involved in providing advice are DBS checked and are supported to get OISC accreditation. The volunteer team is well organised and impactful. Volunteers have clearly defined roles and are well supported by designated staff. There is daily communication within this network, plus a weekly volunteer newsletter and regular online volunteer meetings.

A survey to gather volunteer feedback ran in February 2022: they are warmly appreciative of the "lovely" staff and volunteer team and proud to be making a tangible difference, and they would welcome more training opportunities. We also learned that our volunteers are keen to see Settled expand the range of services it offers.

Our Volunteering and Impact Manager Maria Llorente left at the end of August 2022. As the staff team has grown, we succeeded in splitting the responsibilities of this post among the remaining team rather than recruiting a replacement. We have found that this shared involvement has created a richer induction and management experience for volunteers. Our new Wales manager Rhys Evans joined at the end of September 2022 and brought experience of volunteer management from his previous post at Citizens Advice. He has helped overhaul some of our processes.

Maria and Rhys contacted all of those who are 'on our records' as volunteers but are relatively inactive so that we have a better understanding of who wants to stay with Settled. This exercise resulted in a dip in the numbers of volunteers mid-year but this has recovered due to new volunteers coming forward - we began the year with around 100 volunteers, it dipped to around 60 but has since returned to around 100 again.

We continued to assess and fill skills-gaps within our volunteer team - for example we gave priority to recruiting volunteers with Eastern European languages and/or Roma heritage, and our Ukraine service continued to engage Ukrainians as volunteers. We learned to expect higher turnover of Ukrainian volunteers whose lives were more unsettled compared to our other volunteers. We organised a successful in-person volunteer day in London in June 2022. Due to the pandemic it was the first time we had attempted this and people were excited to finally meet in person.

## **Training**

Settled takes seriously its responsibilities to ensure that volunteers are well-trained. All volunteers are trained to acquire the accreditation OISC Level 1 (EUSS) and are given a further induction training on all aspects of Settled's work and the volunteering roles. Settled invested in an online training programme on safeguarding which all staff and trustees completed in late 2022. External training courses on various topics were

attended by volunteers or staff members provided by Seraphus, IIPA, CPAG, Rights of Women, Refugee Action and Trust for London.

Settled's in-house lawyers had access to expert external supervision.

### **Remuneration**

All trustees carried out their roles without receiving remuneration. In order to support a funding application, one of the trustees - Wiard Sterk - provided a limited number of days of paid consultancy and this was duly approved, minuted and accounted for. His remuneration did not exceed £1000. Staff salaries by March 2023 were within the range £27,000-£48,000. Volunteers are reimbursed for expenses incurred but do not receive a regular allowance.

### **Representation and respect**

Settled works respectfully with and not just for European citizens, providing information, advice and support to increase their ability to take steps to improve their own situation and safeguard their rights. Settled is committed to ensuring that its beneficiary group is well represented in the charity's decision-making and delivery of services and that their voices are heard. We appreciate the strengths which European citizens bring to our charity - commitment to their home in the UK, determination to work hard to support their families, willingness to help others. This is embodied in Settled volunteers who harness linguistic, inter-personal and technical skills to support peers and create an inclusive pan-European community. While Brexit has been a distressing experience, Settled has galvanised and empowered European citizens to take positive action to help others. Settled has robust policies on equality and diversity, complaints-handling and more. Our beneficiaries participate through our large, multi-lingual, interactive Facebook groups and periodic client surveys.

Declarations
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The trustees declare that they have approved the trustees' report above.

**Signed on behalf of the charity's trustees:**



**Martine Petetin, Chair of Trustees of Settled**

**27th September 2023**

## **Independent examiner's report to the trustees of Settled**

I report on the accounts of the charity for the year ended 31<sup>st</sup> March 2023, which are set out on pages 32 to 37.

This report is made solely to the trustees as a body, in accordance with the Charities Act 2011. My examination has been undertaken so that I might state to the trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the trustees as a body, for my examination, for this report, or for the opinions I have formed.

### **Respective responsibilities of trustees and examiner**

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

### **Basis of independent examiner's report**

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

### **Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

A handwritten signature in black ink, appearing to be 'J. Smith', written over a light grey rectangular background.

2E Accountants  
Unit 11, Flamingo Court  
81 Crampton St, London SE17 3BF

Date: 28-Sep-2023

**Settled CIO**  
**Statement of Financial Activities for the year ended 31 March 2023**

	<i>Notes</i>	unrestricted	restricted	year ended 31.3.2023	year ended 31.3.2022
					£
<b>Incoming Resources</b>					
Donations and similar resources		19,736	0	<b>19,736</b>	22,136
Operating activities in furtherance of charity's objects for generating funds	2	36,667	363,145	<b>399,812</b>	307,429
Other income		<u>995</u>	<u>0</u>	<b>995</b>	0
<b>total inc</b>		<b><u>57,398</u></b>	<b><u>363,145</u></b>	<b><u>420,542</u></b>	<b><u>329,565</u></b>
<b>Resources expended</b>					
Costs of generating funds		0	0	0	0
Charitable expenditure in furtherance of the charity's objects	3	49,946	363,145	<b>413,091</b>	323,062
Management and administration		<u>1,640</u>	<u>0</u>	<b>1,640</b>	<u>1,320</u>
<b>total res</b>		<b><u>51,586</u></b>	<b><u>363,145</u></b>	<b><u>414,731</u></b>	<b><u>324,382</u></b>
<b>Net movement in resources</b>		<b>5,812</b>	<b>0</b>	<b>5,811</b>	5,183
<b>Total funds brought forward</b>		<b><u>£38,170</u></b>	<b><u>0</u></b>	<b><u>£38,170</u></b>	32,987
<b>Total funds carried forward</b>		<b><u>£43,982</u></b>	<b><u>£0</u></b>	<b><u>£43,982</u></b>	<b><u>£38,170</u></b>

**Summary Income and Expenditure Account  
for the year ended 31 March 2023**

	year ended 31.3.2023	year ended 31.3.2022
		£
<b>Gross income of continuing activities</b>	<b>420,542</b>	329,565
<b>Total expenditure of continuing operations</b>	<b><u>414,731</u></b>	324,382
<b>Net income / (loss) for the year</b>	<b><u>£5,811</u></b>	<b><u>£5,183</u></b>

The summary income and expenditure account is derived from the Statement of Financial Activities above, which together with the notes to the accounts on the following pages provides full information on the movements during the year

**Settled CIO**  
**Balance Sheet as at 31 March 2023**

	<i>Notes</i>	<b>2023</b>	<b>2022</b>
		£	£
<b>Current assets</b>			
Debtors and Prepayments		105	8,021
Cash at Bank		<b>249,554</b>	225,633
Petty cash			
		<b>249,659</b>	233,654
<b>Liabilities - amounts falling due within one year</b>			
Creditors and accruals	5	<b>205,677</b>	195,483
<b>Net current assets</b>		<b>43,982</b>	<u>38,170</u>
<b>Total assets less current liabilities</b>		<b>£43,982</b>	<u>£38,170</u>
<b>Funds</b>			
Restricted	8	£0	0
Designated		£0	0
Unrestricted		<b>£43,982</b>	<u>38,171</u>
		<u>£43,982</u>	<u>£38,171</u>

Approved by the Trustees [on](#) 2023 and signed on its behalf by:

*the notes on the following pages form part of these accounts*

## Settled CIO

### Notes to the accounts for the year ended 31 March 2023

#### 1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with the Charities Act 2011, accounting and reporting by charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1st October 2019) (Charity SORP FRS 102) and the Financial Reporting Standard applicable in the UK and Republic of Ireland

b) Grants

Grants are recognised in the Statement of Financial Activities (SOFA) on an accruals basis following the satisfaction of any pre-conditions

c) Donations, other income, fundraising and gifts

Donations, other income, gifts and fund raising are recognised in the accounts on a received basis. Gifts in kind are valued at their value to the charitable company

d) Expenditure and support costs

Expenditure is recognised in the period in which it is incurred and includes attributable VAT which cannot be recovered. Expenditure is recognised when a legal or constructive obligation arises. Costs of raising funds are those

e) Preparation of the accounts on a going concern basis

The Trustees consider that the principal uncertainty regarding going concern relates to the ability to raise funds. The Trustees monitor results and budget to mitigate that risk.

f) Volunteers

The value of services provided by volunteers has not been included

g) Taxation

No provision for taxation is included in the accounts as the charitable company is entitled to exemption from tax afforded by Section 505 of the Income and Corporation Taxes Act 1988. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred

g) Funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

l) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

**2 Grants and donations**

Included in the statement of financial activities as donations and similar resources and operating activities in furtherance of the charity's objects are the following grants:

	year ended 31.3.2023		31.3.2022	
	unrestricted	restricted	total	total
GLA	0	0	0	13,518
AB Charitable Trust	4,167	0	4,167	44,745
Allen Lane	15,000	0	15,000	7,000
Asylum Welcome	0	11,994	11,994	0
Lottery Funding	0	0	0	20,000
Paul Hamlyn Foundation	0	40,667	40,667	37,295
Justice Together Initiative	0	59,592	59,592	26,300
SR Trust	0	0	0	20,000
Trust for London	0	22,000	22,000	12,265
Edmonton Community Partnership	0	7,650	7,650	900
CDL	0	0	0	20,013
Lloyds Bank Foundation	17,500	0	17,500	0
Ukraine*	0	110,921	110,921	0
Unbound Philanthropy	0	46,118	46,118	44,846
Welsh Government	0	64,203	64,203	60,547
	<b>£36,667</b>	<b>£363,145</b>	<b>£399,812</b>	<b>£307,429</b>

### 3 Salaries and wages

	2023	2022
	£	£
Salaries and wages	302,137	240,600
Social security costs	24,975	21,644
Pension costs	<u>2,349</u>	4,840
	<b><u>£329,460</u></b>	<b><u>£267,084</u></b>

The average number of employees (FTE) during 2023 was 10 (2022 9)  
No employee received emoluments of more than £60,000. (2020 Nil)

### 4 Analysis of total resources expended

	2023	2022
	£	£
Salaries and wages	<b>329,460</b>	267,084
Contractors	<b>37,714</b>	28,800
Accountancy and Independent examination	<b>1,200</b>	1,320
IT costs	<b>6,685</b>	4,236
Marketing	<b>3,341</b>	9,369
In person planning days	<b>7,261</b>	0
Translation	<b>711</b>	500
Travel	<b>2,288</b>	3,519
Printing, Stationery, postage, phones	<b>6,361</b>	6,329
Volunteer costs	<b>2,004</b>	1,157
Rent	<b>8,219</b>	0
Other	<b>9,486</b>	2,068
	<b><u>£414,731</u></b>	<b><u>£324,382</u></b>

### 5 Creditors and accruals

	2023	2022
	£	£
Deferred income	<b>185,718</b>	178,820
Taxation	<b>12,526</b>	10,563
Accruals	<b><u>7,433</u></b>	<b><u>6,100</u></b>
	<b><u>£205,677</u></b>	<b><u>£195,483</u></b>

## 6 Trustee Remuneration and Expenses

One Trustee was remunerated for writing a grant (£1,000) in 2023. (2022 Nil)

During the year 2023, no trustees received expenses (2022 Nil)

## 7 Contingencies and Contractual commitments

In the opinion of the trustees at 31.3.2023

there were no contingent liabilities and no contractual commitments 2023 (2022 nil)

## 8 Restricted funds

	Balance 31.3.2022	Income	Expenditure	Balance 31.3.2023
Justice Together Initiative	0	59,592	59,592	0
Edmonton Community Partnership	0	7,650	7,650	0
Asylum Welcome	0	11,994	11,994	0
Paul Hamlyn Foundation	0	40,667	40,667	0
Trust for London	0	22,000	22,000	0
Unbound Philanthropy	0	46,118	46,118	0
Welsh Government	0	64,203	64,203	0
Ukraine*	0	110,921	110,921	0
	<b>0</b>	<b>363,145</b>	<b>363,145</b>	<b>0</b>

The purpose of the first seven of these restricted funds was to help with EU settled status.

\*Ukraine: this represents all the grants and donations received to support a new immigration advice service for Ukrainians. There is more detail on these donations on page 17 of the Trustees report.

These included

Barrow Cadbury Trust	20,000
The Blue Thread	20,000
CDL	20,000
Justice Together Initiative	45,521
Individual donations specified for Ukraine service	5400

**SETTLED**

England & Wales - Charity number 1184580

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# Accounts

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# Settled

## Annual Report and Financial Statements for the year ended 31 March 2022



Registered Charity No. 1184580.

## **Trustees Report and Financial Statements for the year ended 31 March 2022**

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## Trustees

Trustee name	Office (if any)	Date joined
Jen Ang	Chair	July 2019
Martine Petetin	Secretary	July 2019
Christopher Desira	Treasurer (to May 2021)	July 2019
Mihai Bica		July 2019
Katia Widlak		July 2019
Nicolas Hatton		July 2019
Will Garford	Treasurer (from June 2021)	March 2021
Marcela Benedetti		March 2021
Pierre-Antoine Boulat		March 2021
Wiard Sterk		March 2021

### **Name of the Chief Executive**

Kate Smart

### **Registered Office**

R1.3 Riverside House,  
Newport Market  
Upper Dock Street  
Newport  
NP20 1DD

### **Charity Registration**

Registered charity 1184580

### **Independent examiner**

2E Accountants  
Unit 11, Flamingo Court  
81 Crampton St,  
London SE17 3BF

### **Banker**

National Westminster Bank Bishopston  
72, Gloucester Road  
Bishopston  
Bristol BS99 5AF

## REPORT OF THE TRUSTEES

Settled's trustees are pleased to present this annual report and accounts for the period 1 April 2021 to 31 March 2022, their third report since Settled was set up on 24<sup>th</sup> July 2019.

The trustees confirm that Settled remains fully compliant with the requirements of the Charity Commission and this report is set out according to Charity Commission guidance. Settled is also fully compliant with the requirements of the Office of the Immigration Services Commissioner (OISC) and in 2021 it increased its accreditation level to OISC Level 3.

Settled has been the only UK-wide, citizen-led charity solely focused on immigration advice for EU citizens post-Brexit. During 2021-22 our well-established advice services continue to run smoothly.

Settled's work reached a crescendo with the looming 30th June 2021 deadline to complete applications to the EU Settlement Scheme. But now it also expanded its scope - increasingly we worked with people who, having secured their immigration status under the EU Settlement Scheme, were now facing difficulties accessing rights and services such as benefits and healthcare. And then, in February 2022 we expanded our scope further, in response to the situation in Ukraine.

Settled closed the year with a strong team, expert and effective services, an impressive reputation and a growing profile.

In presenting this report the trustees would like to express their sincere thanks to all those whose vision, commitment and hard work have achieved so much and helped so many.

### Objectives and activities

#### **Summary of the main purposes of the charity as set out in its governing document**

Settled's constitution was agreed on 10<sup>th</sup> July 2019. Our objects are:

'The relief of European Union citizens who are resident in the United Kingdom and in need, by reason of youth, age, ill-health, disability, financial hardship, homelessness, being victims/survivors of domestic violence, being victims of human trafficking or other disadvantage by the provision of education, information and support on lawfully obtaining the right to reside and work in the United Kingdom following the departure of the United Kingdom from the European Union.'

For the purposes of this clause, European Union citizens ("EU citizens") include citizens of the EU27 countries or EEA or Swiss Nationals or non-EU citizens dependent on an EU Citizen for their current residence status.

Settled's trustees are currently discussing minor clarification changes to the charitable objects which will be presented to the Charity Commission for approval

#### **Summary of main activities in pursuit of these objects**

Settled's main charitable activities in pursuit of these objects are:

- 1. Identifying needs:** carrying out mapping exercises to find EU citizens who need help to secure their rights in the UK, building trust in marginalised communities, encouraging the development of supportive community networks.
  
- 2. Providing multi-lingual education, information, advice and support:** through telephone helplines, through a range of online facilities and where appropriate, in person. The Settled team able to speak and assist in far more than the advertised languages – over 20 languages in total.
  
- 3. Adding value to the services of others:** making and receiving referrals of individuals to improve their access to a range of services, sharing information and advice with other service providers, distilling systemic lessons from the evidence of our casework and sharing the lessons learned from our experience with decision makers.

Settled’s services are available and in demand UK-wide.

### **Statement on public benefit**

The trustees understand and are committed to ensuring that Settled upholds the Charity Commission’s guidance on public benefit. Public benefit inspires us and drives our charitable activities and this is demonstrated in the detail of this report.

### **Achievements and performance**

### **Further detail on how Settled interprets its charitable objects**

In 2022 Settled reviewed its strategic direction and its trustees approved the following summary:

Settled’s vision is **‘A positive future for EU citizens in the UK’**

Settled believes that EU citizens who have made their home in the UK before Brexit should be allowed to continue to do so lawfully, safely and successfully, that there should be fair routes to settle for those arriving post-Brexit, and that EU citizens in the UK can contribute positively to the UK and the future of Europe.

Settled intends to remain at the forefront of work with EU citizens, making a unique contribution over the next 3 years by organising its activities in a structured way that reflect strategic themes, increasing its capacity to respond nimbly, valuing simplicity and sustainability and remaining focussed on making an impact.

### **Further detail on activities carried out, achievements and performance**

Settled co-ordinated a UK-wide volunteer network that fluctuates between 100 and 120 volunteers and a small staff team who in turn sustained a menu of busy services.

Activity was particularly intense in the run up to the EU Settlement Scheme deadline in June 2021 (we spot-checked for one day at end of May and it was 200 enquiries in a single day across our different services). This reached a crescendo at the end of June with staff and volunteers working almost to midnight the night before.

Now, the charity continues to receive about 300 enquiries a week across its established services – a relatively high volume for a small charity - and is already receiving an additional 30 enquiries a week on its new service for Ukraine. In the year, over 15,000 individuals received direct advice. In addition to those receiving direct advice almost 300,000 people read or viewed Settled’s various information outputs.

## **1. Identifying needs UK-wide**

Settled’s staff and volunteers are dispersed throughout the UK and share common languages, cultures and experiences with EU citizens and are trained to sensitively explore the needs of vulnerable and isolated individuals and win their trust. Staff continued to hold weekly online meetings at which they shared learning about emerging needs in communities across the UK and trends observed in our caseload – this allows us to plan responses quickly and helps us maintain a birds-eye view of this field. One example of how we respond is that, having identified numerous cases of elderly people unaware of their rights, Settled volunteers carried out a mass mailout to thousands of care homes asking them to check that elderly residents with EU citizenship were able to make EUSS applications.

Remote working has meant we have been accessible to people in all parts of the UK equally. Funding secured in this year has enabled Settled to increase its presence in Wales (where it recruited an additional co-ordinator and opened a physical office in Newport) and in Scotland (where a new manager oversaw the development of new services with our sub-contractor Citizens Rights Project). New posts were also created in Manchester and Birmingham. We were less proactive in Northern Ireland out of courtesy to the organisation Advice Northern Ireland who asked us to recognise their lead role there.

In 2022 Settled implemented a more sophisticated case-recording database: CharityLog, which has enhanced our ability to keep detailed records and analyze data. We developed the role of our Volunteer Manager into ‘Volunteering and Impact Manager’ so that she can dedicate more time to data recording and analysis.

During December 2021 and January 2022 we ran a survey of Settled clients in order to hear their own assessments of their likely future needs. The survey was available to answer in several languages and over 600 replies were received. A report of the findings ‘[Settled Not Secure](#)’ was published in April 2022 and shared with the Home Office, Welsh Government, GLA and many others. We conclude from this that there is no doubt that, post-Brexit, EU citizens and their families will continue to face long-term, wide-ranging and complex challenges as they pursue a future in the UK.

## **2. Providing multi-lingual education, information, advice and support:**

### **Online information sessions**

Reliable information, explanation and discussion sessions were hosted by Settled in multiple languages including Albanian, Bulgarian, Czech/Slovak, French, Hungarian, Italian, Polish, Portuguese, Romanian, Somali. EU citizens could participate in these online or watch recordings which were widely shared on social media. Some sessions were in collaboration with lawyers and/or

with embassy staff. Others were held with community groups, local authorities and unions. One event focused on the LGBTQI+ community. Recordings of these sessions are available on Facebook and on YouTube. In total 29 online sessions were held in this year.

### **Facebook forums**

Facebook forums ran in 9 languages: Bulgarian, Czech/Slovak, French, German, Italian, Polish, Portuguese, Romanian and Spanish. These continued to have extensive multi-lingual reach, including among low-skilled, marginalised people. Simple queries are answered quickly, and the answers shared on Facebook for the benefit of others. Individuals with longer questions can transfer into direct messaging, email or telephone with the most appropriate team member.

### **Advice by email and website**

Email enquiries also continued to increase, these could be submitted via a form on the Settled website, or via [advice@settled.org.uk](mailto:advice@settled.org.uk).

### **Telephone helplines**

Telephone helplines ran in 9 languages: Bulgarian, Czech/Slovak, French, German, Italian, Polish, Portuguese, Romanian and Spanish. In 2021-22 we transferred our helplines into a single hub telephone system in order that a rota of volunteers could more easily respond to an increasing number of calls. A separate Roma Helpline was also set up (see more below).

### **Face to face advice**

Settled continued to provide some individual face to face advice when this was permitted and safe. This included work in Edmonton schools with Roma families, visits to isolated farm workers, and a small number of exceptional cases of meetings with elderly and housebound people.

### **Higher level advice**

Initially Settled was referring complex enquiries externally to other immigration advisers, but the number of cases meant this response was not sufficient. Funding secured from the Justice Together Initiative in 2021-22 meant Settled could employ two of its own higher level immigration advisers so cases could be referred to them.

### **Website**

Settled's website is essential for conveying information and thereby reducing demand on our busy advice services. In 2021-22 a new version of the Settled website was created that laid out information more intuitively for our service users, including regularly updated 'Frequently Asked Questions and Answers'. Information on the website is in ten European languages plus Ukrainian and Russian. There were in the region of 225.000 unique visits to our website.

### **Information leaflets**

Settled continued to distribute information leaflets produced in previous years which explain rights in simple terms.

New leaflets were added on the topics of:

- The need for parents to make separate applications for their children, produced with the Greater Manchester Immigration Aid Unit and Seraphus.
- Rights to NHS services, produced with Doctors of the World (within and in a few weeks it had over 48,000 impressions on Twitter and 32,946 people were reached on Facebook).
- What to do if your EUSS application is refused, including how to apply for an administrative review

In the year ahead we intend to also produce leaflets for sections of society e.g. airlines, NHS staff, etc.

### **Newsletter**

Settled produced an occasional newsletter for supporters and the mailing list grew as the year progressed.

### **New dedicated helpline and face to face advice for Roma communities**

This service was the suggestion of a philanthropist who appreciated that Roma people tend to struggle with email and other technology and require oral/telephone advice. Thanks to their support and a grant from a trust, Settled has employed an experienced adviser who speaks Romanes. Within a few months, awareness of the helpline spread and received around 30 calls a week from Roma who originate from a range of Eastern European countries and most commonly request advice in Romanes. The service took calls from across the UK, with concentrations of Roma cases from Kent, North East London, Norfolk, Luton, Leeds/Bradford, Newport and Wrexham.

We were also pleased to continue to provide regular face to face advice sessions for Roma families in North East London commissioned by Edmonton Community Partnership, and less frequently with Roma families in parts of Kent and in Oldham/Manchester.

### **Settled's response to Ukraine**

By late February Settled had surveyed its clients on their needs, held a planning day for the year ahead, drafted the outline of its annual operational plan, set a budget and agreed its staffing. The way ahead seemed clear. But as tragic events unfolded in Ukraine, Settled was well-placed to respond – we were already advising families with relatives in Ukraine and we had Russian and Ukrainian speakers among our staff and volunteers. We are grateful to have secured funding swiftly and following numerous scoping meetings with external organisations to establish where to add value, we set up an email line, recruited a member of staff and established an internal project team. The expectation is that the service will grow gradually in the year ahead to cover even more Ukrainian nationals and family relatives with rights under the Withdrawal Agreement and related legislation.

## **3. Adding value to the services of others**

### **Key service relationships**

#### **Embassies and consulates**

As the EUSS deadline approached and in the anxious period afterwards, the services of embassies and consulates of EU member states were stretched to full capacity. Many relied heavily on Settled

to take over the handling of time-consuming cases, and we received much praise and appreciation for the solidarity and effectiveness of our team.

Settled's staff held in-person and zoom meetings with representatives of several consulates in London and Manchester and learned from their assessment of the current needs of EU citizens. Several consuls and ambassadors participated in own language information sessions organised by Settled, including sessions with the Bulgarian Embassy in London, the French Consulate in London, and a joint information session with the Ambassador for Spain in Edinburgh.

## **Parliament**

Emails were sent by Settled to all Westminster MPs reminding them all about the EUSS deadline and where to get help and advice.

Our CEO gave testimony to the European Affairs Committee of the House of Lords.

## **Lawyers**

Strong mutually supportive relationships continued with immigration lawyers and law firms specialising in the rights of EU citizens – for example, [Here for Good](#) and [Seraphus](#) and [Newfields Law](#).

Funding from the Justice Together Initiative has enabled us to set up a new service in Scotland which enables us to work more closely with Citizen's Rights Project.

A second project funded under the Justice Together Initiative - led by Asylum Welcome – was planned during this year and will begin April 2022.

## **Civil society**

To name a few of many: We worked with Age UK to raise awareness of the needs of elderly EU citizens, and we collaborated with Doctors of the World to promote access to healthcare among marginalised EU citizens, especially in London. In Wales we met with Tros Gynnal Plant to discuss referring clients who required own-language support. Our Roma helpline took referrals from the Salvation Army, CABs and social services departments. We continued to partner with WorkRights Centre on cases with twin immigration and employment difficulties. Luton Roma Trust and Roma Support Group are long-standing partners. Outreach work was done with unions that are known to cover the hospitality trades. We worked with different church groups under the umbrella of their joint public issues team. We continued to provide small hardship payments funded by Acts 365. We discussed plans to expand support to people from Ukraine with colleagues from the East European Resource Centre.

We met with 'British in Europe' (which provides advice and support to British citizens living in the EU) to assess where Settled might lend support following the announcement of their closure.

## **Key advocacy relationships**

### **The UK Home Office**

Where serious or entrenched issues arise we wrote formally to the Home Office. For example in April 2021 we pressed the Home Office for information on how they would handle applications made late after the deadline was passed, leading them to release guidance on how such cases would be dealt with. On one occasion in October 2021 senior managers from the Home Office

responded to an invite to meet personally with our staff team to discuss concerns and this allowed us a rare in-depth discussion. Otherwise we raise points in meetings hosted by the Home Office or where they are present - eg we are a member of consultative forum run by the Home Office EU Settlement Scheme.

We continue to inform the Home Office about systemic concerns – increasingly we find that they do not send substantive replies (perhaps because resources have been diverted to other parts of the Home Office) but we do think they take notice.

We have also met with and contributed evidence to the IMA (Independent Monitoring Authority on Citizens Rights). Two of our Trustees are members of the Citizen’s Panel of the IMA.

### **The EU Delegation**

Settled is very appreciative of its continued close relationship with colleagues at the EU delegation. We also share information every few weeks with staff of the embassy of the EU delegation and more rarely with the ambassador, who we were pleased to meet in London and on his visits to Manchester and Swansea. The delegation use Settled’s information in their efforts to negotiate with the Home Office. At one point they also sent information summarised by Settled to Brussels to be part of formal discussions happening at that level with the UK government.

### **The Welsh Government**

Settled meets monthly with staff from the Welsh Government to share evidence and in Autumn 2021 the Welsh Parliament Minister for Social Justice Jane Hutt requested a meeting with the Settled team. Settled’s CEO continues to attend the Migrant Integration Wales Steering Group and ran a focus group for them on integration in Wales.

We have also had more limited contact with staff from the Scottish Government and the Greater London Authority (GLA).

### **Civil society**

Settled regularly participated in a forum run by New Europeans. Meetings about policy advocacy were held with JCWI, British Future and the3million, New Europeans and IPPR. Settled’s CEO present evidence and be interviewed by the House of Lords committee on European affairs for their inquiry on citizens’ rights. She also gave a presentation at an online conference organised by the European movement called ‘Europe’s response to the Ukraine refugee crisis: what can we \*do\*?’

### **The media**

Settled has an extensive social media reach – we have over 50,000 followers on Facebook (combination of our page in English and our other language forums). On our English Facebook page alone, over 350,000 people (350,759) were reached by our Facebook posts. On Twitter, our tweets created 1,055,933 impressions. Settled achieved more than 8000 impressions on LinkedIn.

Settled has secured some mainstream media coverage – especially in the run-up to the deadline – with articles in the Independent and Guardian, interviews on Radio 4, ITV Wales etc. national BBC radio and TV coverage, ITV, and foreign news outlets, and we were quoted in the Independent as well as in specialist press such as Farmers Weekly.

Although post-deadline media interest in EU citizens has cooled somewhat, Settled's activity on Ukraine has gained some media interest with coverage in CNN online and the Guardian.

### **Common concerns addressed by Settled**

A summary of the main types of queries dealt with is as follows:

#### **In the final months before the EUSS deadline**

- Lack of understanding about the need to apply/how to do it
- Elderly wrongly assuming that they were exempt from the scheme.
- Difficulties in making online applications due to lack of Biometric IDs and other evidence, lack of digital skills etc
- A rush to arrive in the UK within the eligibility date and then proving arrival before that date
- Covid restrictions leading to unexpected absences outside the UK
- Difficulties in getting passports renewed at embassies or first time passports for children which in turn delayed EUSS applications
- Difficulty in reaching the Home Office via their telephone helpline which increased the calls to Settled as intermediary
- Delays in processing applications
- A rise in cases needing paper applications.
- A trend among anxious organisations to pass batches of cases on us that they cannot deal with (typically elderly or children or Roma) – this has happened from embassies, social services departments and also the Salvation Army has been doing this.
- Tended to be the most complex needs that had left it to the last minute - We also saw a slight increase in cases with mental health problems.
- Family where the children's only evidence of being in the UK is an electronic boarding pass which is not accepted by the Home Office as evidence.
- Cases refused under the EUSS and want help to submit an administrative review – which takes time.

#### **Post-deadline**

- EUSS application refusals (including many which seemed to be refused for very minor reasons)
- Requesting administrative reviews of refusals
- Confusion about the right for family members to join EU citizens in the UK
- Inability to use the View and Prove system either because of digital illiteracy or because of technical glitches.
- Lack of an alternative (paper) proof of entitlements.
- Lack of understanding among employers, landlords, service providers.
- All leading to difficulties accessing rights.
- Problems at borders for EU citizens wishing to re-enter the UK after trips abroad
- Difficulties in making a fresh application to transfer from pre-settled to settled status
- Delays in processing applications and proving rights when a decision on the EUSS application has been delayed
- Increased risk of exploitation

#### **Children**

- Parents weren't aware that they needed to make an application also for their children.
- Home Office refusing children due to lack of evidence even when accepting parents' cases.
- Problems getting birth certificates within the required timescales.

- Children who speak better English than their parents being burdened with inappropriate responsibilities.

### **Roma**

- Those who have not secured their immigration status in the UK. Eg application but did not complete it properly or did not supply sufficient evidence and were refused.
- Low levels of education and literacy. Cannot activate the View and Prove technology to demonstrate their entitlements. Heavy reliance on children as interpreters and facilitators for their parents – for example where they cannot understand English or use technology.
- Multiple support needs eg for gaining National Insurance numbers, benefit claims, accessing healthcare, finding work, settling debts.
- Isolated and vulnerable to exploitation eg working at below the legal minimum wage, and cases of teenage girls dependent on older men.

### **Ukraine**

- Inability to access a visa processing centre.
- Delays in getting visas, including in cases of unaccompanied children, and including cases where some family members receive visas but not others.
- Complex cases – for example family visa applications where it was an extended family relationship rather than a direct family relationship.
- After arrival, breakdown in sponsorship arrangements due to safeguarding concerns, overcrowding or financial pressures.
- Inconsistency in information given by the Home Office.
- Inconsistency in services provided by local authorities.

### **Assessment of Impact on beneficiaries**

In the 12 months between 1 April 2021 and 31 March 2022, approximately **15,000** (15,149) people received direct, personal advice from Settled which contributed to successful EUSS applications for themselves and their family members, and contributed to them understanding how to access and prove their online status.

The number since Settled began in 2019 to end of March 2022 is over **30,000** (30,088).

Furthermore, in the 12 months between 1 April 2021 and 31 March 2022 over **320,000** (321,265) people received information and general advice through our various channels (including information sessions viewed, website viewed and belonging to Facebook forums but not including sharing on Facebook).

The total number reached, when take account of social media sharing and word of mouth is vastly higher. Without doubt, thousands of applications would not have been made to the EU Settlement Scheme without Settled's interventions. All of these are more likely to have secured their status in the UK and accessed other rights, than would otherwise be possible.

Settled has demonstrated that a mainly volunteer-run organisation can succeed in providing very large numbers of diverse, dispersed and sometimes isolated individuals with advice to secure their immigration status in the UK – as a result of skill, commitment, co-ordination and external support. Within the capacity of its resources, the constraints of the pandemic and the limitation of the settlement scheme, Settled's 'self-assessment' is that its team were as effective as they could possibly be at reaching and responding to EU citizens.

Those who were helped to secure their status in the UK are more likely to be able to sustain their jobs and livelihoods, their homes, their access to health and other services, and their children's education, and feel more confident. Families will have been reunited as a result of Settled's advice.

Volunteers were also empowered and upskilled by the experience.

The feedback and support that Settled provided to embassies, the Home Office and peer organisations in the voluntary sector strengthened their services so that more EU citizens received better help. Settled's wide reach, its good internal feedback mechanisms and its responsive team mean that its ability to spot and adapt to emerging problems/trends for EU citizens is unparalleled and we are well-placed to bring those issues to the attention of decision-makers.

As a result of Settled, many EU citizens will have avoided future problems. We know that some will continue to face difficulties but they have the reassurance that there is a robust and dedicated charity ready and able to help.

In the period up to the deadline for applications to the EU settlement scheme our monitoring of outcomes was relatively simple: we monitored whether people helped fell into certain categories of vulnerabilities (such as elderly or homeless or a victim of trafficking) and we monitored how many had been helped to complete an application successfully.

Now that the deadline has passed, problems have become more complex and we are monitoring in more detail the characteristics of people who use our services, the work we do with them and the outcomes achieved for individuals. For example we have drafted the following outcomes for our new casework database (in the table below), these will be refined as our work unfolds.

In addition, we took note of any feedback that clients give us informally about our services, and we recently carried out an in-depth client survey with over 600 replies received.

Secured settled status
Secured pre-settled status
Secured citizenship
Secured other status
Able to make a successful status application/challenge a refusal
Secured access to certain rights/services where previously this was difficult
Allowed to travel back into the UK when previously this was difficult
Able to receive expert help from an external body
Family reunited
Increased understanding, reduced anxiety
Increased wellbeing and community connections
Empowered to tell their story
Other please say what

## Case studies of beneficiaries of Settled's services

### "Anna"

Anna arrived from Italy in the 1960s, she worked hard until her retirement and also raised a family here. She is now nearly 80 years old. She contacted Settled as she received a letter from the General Consulate of Italy in London, which was asking senior Italian citizens in the U.K. to apply to the EU Settlement Scheme before the deadline. She was extremely confused, scared and

frustrated. Anna didn't have a mobile phone, a computer or any access to the internet. Anna gave us the number of her son. Settled provided Anna's son with clear information. Settled understood the stress that all this situation was causing to Anna and her family and were available to assist until an application was successfully submitted.

### **"The Martines Family"**

All members of the family were successful in their applications to the EUSS but the application made for the young child was rejected due to lack of evidence of a track record in the UK, even though the child was too young to have conceivably been anywhere other than in the care of its mother. Settled provided expert advice to the family. But in addition, Settled used this and other similar cases to engage in a dialogue with the head of the EU Settlement Scheme and the Home Office is now adopting a more compassionate approach.

### **"Lucas"**

A Portuguese man with serious health problems believed that he had successfully made an application to the EU Settlement Scheme. Unfortunately his health deteriorated and he was admitted to intensive care. Family members arrived in the UK to be with him and found that unfortunately he had begun, but not properly completed his application to the EU Settlement Scheme and was now accumulating large hospital costs. Working closely with the family, the Home Office and the Portuguese Consulate Settled worked to address the complex matter of completing his application without the gentleman being able to contribute to the process.

### **"Artem"**

A Ukrainian couple had separated and the mother had come to the UK for work leaving her 8-year old son with his father in Ukraine, but returning on regular visits. The mother's new partner was an EU citizen and so she gained pre-settled status.

She had the right to bring her son to the UK under EUSS joining family member rights, but due to the closure of UK visa centres in Ukraine she could not do so. She alerted Settled who tried hard to argue with the Home Office for a solution to provide a visa for the child because the father was prevented from leaving Ukraine to take him to a visa centre outside. As this was unsuccessful, the father took the child to the Polish border and left him there in the care of Red Cross volunteers. The mother then travelled to Poland a few days later to make the visa application there and wait with him for his visa, and we continued to argue for it to be processed quickly which – relative to the speed of some others – it was.

## **Case studies of Settled volunteers**

### **Sylvia**

I help with the Spanish advice line. My reasons for volunteering are various, mainly I wanted to give something back to those migrants who have chosen to make their home in the UK and try to make a difference to their lives. Volunteering is a very rewarding experience; I highly recommend it. You gain knowledge and understanding of other cultures, it gives you the opportunity to meet new people and you feel part of one big family.

### **Shukri**

My role as an L1 Immigration Advisor with Settled is mainly ensuring EU citizens and their family members regularise their status or get the status they want. I volunteer partly because I love

securing rights for migrants, but I also want to qualify as a lawyer to advocate for people full time. It requires a lot of hard work and problem solving but it is really rewarding in the end. Sometimes people don't get the result they would like, but I consider it a really good experience.

## **Zhivko**

The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make some difference that you have lived and lived well. I definitely want to make a difference in people's lives. When I arrived in the UK -9 years ago I faced a lot of people who know more than me but they won't help me if I don't pay. That made me very upset because I lost faith in humanity. Everything was money important, until I met my team from Settled. I could not believe there are people like me , want to help for free! Definitely that is my kind of people and I can call them family. Volunteering makes you feel useful and makes you feel that you lived your life properly and you helped others when they needed you most!

### **How fundraising performed**

Settled strives for good relations with its funders.

Settled received funding from some statutory sources – it was funded throughout the year by the Welsh Government and we are pleased that this will continue in the year ahead. Our work with Roma families is partly funded through an agreement with Edmonton Community Partnership. We also received a small grant from Newport City Council to help with office set-up costs.

Settled received funding from trusts and foundations – these are listed in a table below.

Settled received funding from a corporate backer – CDL.

Settled put effort into developing a supporter base and encouraging more individual giving, including through online appeals and donations from individuals grew modestly.

A proportion of Settled's funds were spent on fundraising. This was a salary for a part-time fundraiser, plus volunteers post hand-written thank you cards to all donors (affordable as our donor base is small).

Online donation facilities were set up using Paypal, Facebook donate and CAF Online, charges are a small percentage of the donations.

Towards the end of the financial year, several funders pledged funds to support Settled to respond to the needs of people arriving from Ukraine. We are very grateful for their generous support which will be set out in next year's report and accounts.

## **Impact of COVID-19**

The pandemic and associated restrictions affected our work for much of the year. A particular concern for our clients was the inability to travel to embassies for appointments which made it harder to arrange new passports required for EUSS applications.

The continued isolation contributed to anxiety among our clients and increased risks of some continuing to suffer difficult and even exploitative situations without prompt remedy. We are very

proud of the efforts made by staff and volunteers to carry out some face-to-face work safely and appropriately (as described more fully above).

Remote working continued to bring personal challenges for staff, volunteers and services, and it is a remarkable tribute to the commitment of the Settled community that so many remained with us during this year and into the next.

Remote working has of course allowed us to help far larger numbers of people than we would have done otherwise, and the challenge for the year ahead is to achieve a greater local presence offering in-person help, while still offering online services that can cope with high demand from all parts of the UK. Setting up a physical office for Settled is a sign of our optimism.

### Our main sources of funding 2021/22

Source	Classification	Purpose of funds (where restricted)
CDL	Corporate funder - donation	For communications management and IT support.
AB Charitable Trust	Grant-making trust or foundation	For general purposes.
Allen Lane Foundation	Grant-making trust or foundation	For general purposes.
Justice Together Initiative	Grant-making trust or foundation	To provide complex immigration advice to EU citizens in Scotland and North West England.
National Lottery Awards: All Wales and All England	Grant-making trust or foundation	To strengthen the capacity of volunteers to provide advice in England and Wales.
Paul Hamlyn Foundation	Grant-making trust or foundation	To improve provision of information, advice and support to EU citizens in the North of England.
Sigrid Rausing Trust	Grant-making trust or foundation	For support, including a helpline, for the Roma community.
Trust for London	Grant-making trust or foundation	To develop and manage volunteers to advise vulnerable EU citizens.
Unbound Philanthropy	Grant-making trust or foundation	To support the CEO and Volunteer Manager positions to manage and develop volunteer-run services throughout the UK so that EU citizens access the EU Settlement Scheme.
Edmonton Community Partnership	Statutory and community partnership	To provide information and advice sessions for Roma families in Enfield.
Newport City Council	Statutory funder - grant	Contribution towards setting up an office in Newport.

Greater London Authority (GLA)	Statutory funder - grant	To provide targeted information to engage Russian speakers in London and encourage participation in the EU Settlement Scheme.
Welsh Government	Statutory funder - grant	To develop and manage volunteers to advise vulnerable EU citizens in Wales.

## Financial review

In this financial year Settled has received grants to the value of £307,429 (2021: £173,278). In addition, the Charity has received £22,136 (2021: £54,456) of donations and other income of £0 (2021: £2,171).

Expenses of £324,382 (2021: £207,944) are mainly payroll, project-specific costs, finance and IT and outreach costs incurred in the delivery of the services. Overheads for fundraising were kept at a minimum, being £32,887 (2021: £10,392) for the period. Grants received which will be delivered in 2022 are held in deferred income.

The free reserves at the end of the period were £38,171 (2021: 32,887), up £5,284 on the previous year end.

Cash in bank at year end was £225,633 (2021: £136,566). This included £35,000 received from 3 donors for the work with Ukraine. As Settled expands its outreach, cash reserves held going forward will be a minimum 3 months of operational expenditure to bring further grants and income in the case of expected grants failing to be made. This quarterly value is calculated at £85,000 including salaries covered by restricted funding and has been factored into the budgeted forecast by the end of the first quarter of the financial year 2022/23.

Furthermore, at the end of August 2022, Settled had already secured £178,820 (£2021: £193,403) of funding in the financial year.

During the financial year, the established Finance, Risk and Audit subcommittee has continued to focus on the charity's financial and risk management, coordinating with the CEO and finance team on a regular basis. This has resulted in improved clarity and strategy being applied to the financial planning process and increased ongoing scrutiny to the performance of fundraising, forecast of headcount and usage of funding in line with any relevant restrictions, as well as reviewing financial impact of decisions including new hires and the opening of a new office space for staff.

The FRAC committee also carries out a continuous review of financial controls in place and a comprehensive budget and cashflow forecast for the new financial year. The primary focus of the budget process was to improve financial confidence, manage growth and security for the employment of staff and build comfort that the charity can plan ahead while maintaining agility in a challenging and fast evolving international and local environment.

## **Future plans**

In our report on the previous year 2020-21 we said that future plans for 2021-22 included:

- To grow the size of the Settled staff team, and the expertise of the staff and volunteers, to relieve pressures and to increase our ability to provide advice at OISC Level 2 – sufficient to deal with more complex cases.
- While we cannot become an all-round advice service (we will not be a ‘CAB for Europeans’) nonetheless we want to expand our capacity to advise on a wider range of topics where there is the greatest need and risk of harm – we plan to respond to requests for advice on access to health services and benefits, where the problems are related to the EU Settlement Scheme.
- To cope with high demand we will look at ways to improve our systems – for example we will hire an IT support service and we will introduce an integrated telephone system.
- We will listen to clients, communities and volunteers and continue to monitor and respond to emerging issues and we will get better at data recording and reporting.
- Settled will maintain and strengthen its presence in different regions and return to face to face work when safe to do so. A funding application has been made which if successful would allow more work in Scotland.
- Our new communications manager will forge connections in the media and overhaul the website. He and others will help build our public profile, call for improvements in government policy, and grow our supporter base.
- Settled will seek its own office premises from which to co-ordinate its future work.

All of these planned objectives were achieved.

By the end of the year 2021-22 Settled had developed a new strategic plan with 4 strategic themes to direct its work in coming years, as well as an operational plan for the year ahead. Background for this included the client and volunteer surveys, a staff awayday and meetings with the EU delegation.

## **STRATEGIC THEMES**

For the period 2022-2025 Settled will pursue these four strategic themes:

**SECURE STATUS** - EU citizens who chose to make a home in the UK before 31st December 2020 should be granted settled status or they should be granted pre-settled status with an easy transfer to settled status. Fair routes to settle in the UK should exist for EU citizens arriving after that date.

Settled will advise on a range of issues related to immigration status with a focus on challenging refusals of pre-settled/settled status and advising on transfers from pre-settled to settled status, and on applications to the Ukraine Family Scheme.

**FAIR ACCESS & INCLUSION** - EU citizens should have no difficulties proving their status in the UK or exercising their rights, including the right to travel in and out of the UK. EU citizens should feel at home and included locally and nationally.

Settled will focus on supporting EU citizens and their families, including those from Ukraine, to overcome difficulties in accessing their rights and educating and informing EU citizens, authorities and service providers about how their immigration status can be proved and the rights awarded by that status.

**CITIZENS AND THEIR FAMILIES PROTECTED** - The rights and wellbeing of the most disadvantaged EU citizens in the UK must be supported, this includes promoting family unity.

Settled will take additional steps to respond effectively to cases involving children, Roma, victims of trafficking or modern slavery, recent arrivals from Ukraine, and EU citizens unable to use technology. Its services will include advice and assistance on bringing the family members of EU citizens to the UK under the rules of the Withdrawal Agreement and the Ukraine Family Scheme.

**PART OF EUROPE'S FUTURE** – In these challenging times, EU citizens in the UK can contribute positively to the relationship between the UK and the EU, and to the future of Europe – its identity, prosperity, and values.

Settled will work closely with relevant individuals and organisations to promote a positive future for EU citizens in the UK within the wider context of an evolving European identity. It will promote understanding and challenge discrimination. It will develop new services to advise people from Ukraine.

We commit to ensuring that Settled is **a sustainable organisation with impactful presence**.

Some of the practical areas in which we intend to make progress in the year ahead are:

1. To acquire charitable status in Scotland.
2. To remain UK-wide, with a strong UK-wide online presence, but consolidate and expand work in a limited number of 'hub' locations – Edinburgh, Manchester, Birmingham, Newport, London (specifically NE London), Kent.
3. To concentrate on volunteer retention and increasing the engagement of volunteers (recognising that a smaller but highly engaged team that has gained experience and can take on more responsibility is more effective to manage than a team with high turnover).
4. To be ready to use strategic litigation where appropriate.
5. To build up a bank of compelling client case-studies of our beneficiaries - 'Settled Stories' - for use in media coverage, policy briefings and funding applications.

## **Structure, Governance and Management**

### **How Settled is constituted**

Settled is a Charitable Incorporated Organisation. Settled's governing document is its Constitution.

## **Selection, induction and training of trustees**

Settled's trustees are selected on the basis of suitability including knowledge of Settled's specialist area of interest and knowledge of charity management. They pledge to serve for at least 3 years and there has been no change in the trustee membership during this year.

Settled runs open and accessible recruitment when new trustees are needed. Prospective trustees are nominated and approved by existing trustees. Settled supplies all new trustees with its constitution, recent accounts and information setting out the requirements of the trustee role as produced by the Charity Commission and NCVO.

Trustees are encouraged to read internal minutes and reports to familiarise themselves with charitable activities, and to meet the staff and volunteers to see their work in action.

## **The organisational structure**

Settled's team comprises trustees, staff and volunteers. Most of this team are non-British EU citizens from every EU state, including speakers of over 20 European languages.

### **Trustees**

Settled's 10 existing trustees all continued to serve throughout this year. Board meetings moved to every 2 months (from monthly). Board meetings regularly reviewed the charity's finances, delivery of services, management of risks and other matters within their responsibilities.

2 sub-committees: **Finance, Risk and Audit** and **Strategy and Governance** met regularly between full board meetings. Additional sub-committees – one on Human Resources and one on Policy, met as needed.

Towards the end of the year the trustees advertised for a board administrator (equivalent to 1 day a month) to assist them to carry out their duties smoothly and efficiently.

### **Staff**

Staff continued to work within a framework of employment contracts, job descriptions, policies and standards. While remote working continued to be the norm, there was an increase in the number of in-person staff meetings and awaydays.

Additional posts were added during this year, and we continued to be successful in recruiting well-qualified staff, including, thanks to funding from the Justice Together Initiative, advisers qualified to give immigration advice at OISC level 3.

The staff roles at the end of the year were as follows:

- CEO
- Volunteering and Impact Manager
- Communications Manager
- Fundraiser (part-time)
- Immigration advice manager (Scotland – part-time)
- Senior immigration adviser (North West- part-time)
- 3 Service Co-ordinators (North of England, London and the South East, and Wales)
- 2 Advice and Support Workers (one in Wales, one specialising in Roma, both part-time)
- With other staff working towards Settled's goals through our sub-contractor

#### Citizens Rights Project.

- Settled posts related to work on Ukraine were being created at the end of the year.
- A freelance finance manager has also been an important member of the team, and we are grateful for regular expert support from an IT contractor.

### **New Office**

In its first few years Settled was operating without an office and using the postal address of the campaigning group the3million. In 2022 Settled signed a lease on an office in the vibrant and newly refurbished Newport Market and started to move in early April 2022.

### **Volunteers**

Throughout the year staff continued to motivate and manage between 100-120 volunteers to deliver charitable services, many of whom have been with Settled since the beginning. We also took on management of some volunteers from Citizens Rights Project Scotland.

Volunteers worked hard in the run up to the deadline, the volume of work meant that their efforts were absolutely vital. It is a source of great pride that, despite the isolation caused by the pandemic, our staff ensured that volunteers continued to feel a sense of belonging to Settled. Most have stayed on to volunteer even after the deadline for EU Settlement Scheme applications was passed.

The Volunteering and Impact Manager has been integral to retaining, recruiting, training and supporting the volunteer network. Service Co-ordinators supervised volunteers in service delivery. The role of volunteers evolved post deadline – with some taking on more complex immigration enquiries and some participating in a new team specialising in problems accessing benefits. Settled collaborated with University of York Law Clinic to harness extra immigration advice from law students. At the end of this reporting year, we began to recruit additional volunteers to answer queries relating to Ukraine.

A weekly newsletter for volunteers provided important updates. To address isolation we held virtual 'sofa sessions' during the pandemic where volunteers were encouraged to drop in for a chat. When the pandemic eased, some regional volunteer and staff meetings were held including in Manchester, York and Birmingham. A volunteer picnic was held in London's Green Park for Europe Day.

We completed an annual survey of volunteers – they are almost all positive comments about Settled and volunteers show a growing interest in becoming more expert at giving immigration advice.

Our communications manager promoted positive photos and messages about our volunteers on social media for national volunteer week June 21.

### **Training**

All volunteers are trained to OISC Level 1 limited to EUSS, and thereafter encouraged to take opportunities to improve their knowledge and skills. During this year additional training organised by Settled included:

- Seraphus: Aspects of immigration law affecting EU citizens
- Refugee Action: OISC Level 1 and 2 courses
- Child Poverty Action Group (CPAG): Welfare Rights
- Settled's Communications Manager: Media awareness

## Remuneration

All trustees give their time freely and no trustees received remuneration in the year. Staff salaries ranged from £25,000 - £48,000. Settled is a Living Wage employer. Volunteers are reimbursed for essential expenses but not routinely given an allowance.

## Representation and respect

Settled works respectfully with and not just for EU citizens, providing information, advice and support to increase their ability to take steps to improve their own situation and safeguard their rights. Settled is committed to ensuring its beneficiary group is well represented in the charity's decision-making and delivery of services and that their voices are heard. We appreciate the strengths which EU citizens bring to our charity - commitment to their home in the UK, determination to work hard to support their families, willingness to help others. This is embodied in Settled volunteers who harness linguistic, inter-personal and technical skills to support peers and create an inclusive pan-European community. While Brexit has been a distressing experience, Settled has galvanised and empowered EU citizens to take positive action to help others. Settled has robust policies on equality and diversity, complaints-handling and more. Volunteers are involved through weekly newsletters and regular meetings and an annual volunteer survey. Service-beneficiaries participate through our large, multi-lingual, interactive Facebook groups and periodic client surveys.

All of Settled's trustees have personal or family experience of the UK immigration system, EU citizens are in the majority on the trustee board, in the staff team and among the volunteers.

Declarations
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The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees:



**Jen Ang**  
**Chair of Trustees of Settled**  
**25 October 2022**

## **Independent examiner's report to the trustees of Settled**

I report on the accounts of the charity for the year ended 31 March 2022, which are set out on pages 25 to 29.

This report is made solely to the trustees as a body, in accordance with the Charities Act 2011. My examination has been undertaken so that I might state to the trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the trustees as a body, for my examination, for this report, or for the opinions I have formed.

### **Respective responsibilities of trustees and examiner**

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

### **Basis of independent examiner's report**

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

### **Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



2E Accountants  
Unit 11, Flamingo Court  
81 Crampton St, London SE17 3BF

Date: 27 / 10 / 2022

## Statement of Financial Activities for the year ended 31 March 2022

	year ending 31.3.2022			year ending 31.3.2021		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
<b>Income</b>						
<i>Donations &amp; Legacies</i>						
<b>Donations</b>	<b>21,717</b>	<b>419</b>	<b>22,136</b>	54,456	0	54,456
<i>Income from charitable activities</i>						
<b>Grants</b>	<b>85,906</b>	<b>221,523</b>	<b>307,429</b>	9,244	164,034	173,278
<b>Other</b>	0	0	0	2,171	0	2,171
<b>Total income</b>	<b>107,893</b>	<b>221,942</b>	<b>329,565</b>	<b>65,871</b>	<b>164,034</b>	<b>229,905</b>
<b>Expenditure</b>						
<i>Cost of raising funds</i>	<b>14,524</b>	<b>0</b>	<b>16,524</b>	10,392	0	10,392
<i>Charitable activities</i>	<b>86,596</b>	<b>221,942</b>	<b>308,538</b>	32,910	164,642	197,952
<i>Management &amp; Administration</i>	<b>1,320</b>	<b>0</b>	<b>1,320</b>	600	0	600
<b>Total expenditure</b>	<b>102,440</b>	<b>221,942</b>	<b>324,382</b>	<b>43,302</b>	<b>164,642</b>	<b>207,944</b>
<b>Net movement in funds</b>	<b>5,183</b>	<b>0</b>	<b>5,183</b>	<b>22,569</b>	<b>-608</b>	<b>21,961</b>
<b>Funds b/f</b>	<b>32,887</b>	<b>0</b>	<b>32,887</b>	10,318	608	10,926
<b>Total funds</b>	<b>38,070</b>	<b>0</b>	<b>38,070</b>	<b>32,887</b>	<b>0</b>	<b>32,887</b>

The notes on pages 27 to 29 form part of these accounts.

### Balance sheet as at 31 March 2022

	Notes	<b>2022</b>	2021
		<b>Total</b>	Total
<b>Current assets</b>			
<b>Cash at bank and in hand</b>		<b>225,633</b>	136,566
<b>Prepayments</b>		<b>8,021</b>	0
<b>Creditors falling due within one year</b>			
<b>Creditors and accruals</b>	4	<b>195,483</b>	103,678
<b>Net current assets</b>		<u><b>38,171</b></u>	<u>32,887</u>
<b>Net assets</b>		<u><b>38,171</b></u>	<u>32,887</u>
<b>Funds</b>			
<b>Restricted Income Funds</b>	7	<b>0</b>	0
<b>Reserve Fund - Designated</b>		<b>0</b>	0
<b>Unrestricted Income Funds - not designated</b>		<b>38,171</b>	32,887
		<u><b>38,171</b></u>	<u><b>32,887</b></u>

Trustees responsibilities:

- the members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- the directors' acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of the accounts;
- these accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

Approved by the trustees on 25 October 2022 and authorised for issue and signed for on their behalf by:



**Jen Ang**  
**Chair of Trustees of Settled**  
**25 October 2022**

## Notes to the Financial Statements

### 1 Accounting Policies

#### Basis of accounting

These accounts have been prepared under the historical cost convention and in accordance with the Charities Act 2011, applicable accounting standards and the Statement of Recommended Practice on Accounting and Reporting by Charities (the Charities SORP).

#### Grants

Grants are recognised in the Statement of Financial Activities (SoFA) on an accruals basis following the satisfaction of any pre-conditions.

#### Donations and other income

Donations and other income are recognised when receivable.

#### Expenditure

Expenditure is recognised on an accruals basis.

#### Allocation of expenditure

Expenditure is allocated directly to the appropriate fund, and where this is not possible costs are apportioned on the basis of time spent on the relevant activity.

#### Fixed assets

Expenditure on renewals, fixtures and fittings which exceeds £1,000 is capitalised.

Provision for depreciation of capitalised fixed assets held for use by the charity is made at annual rates calculated to write down their cost over their useful lives.

Office equipment	3 to 5 years
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#### Provisions

Where the charity has an obligation to transfer economic benefits but no liability has been recognised, a provision is raised in accordance with FRS 12.

#### Taxation

No provision for taxation is included in the accounts as the charity is entitled to exemption from tax afforded by Section 505 of the Income and Corporation Taxes Act 1988.

#### Funds structure

The charity has a single unrestricted income fund and some of the grants received are restricted to a particular purpose. Part of the unrestricted income fund has been designated by the Management Committee as a Reserve Fund. See note 9 for further details.

#### Cashflow

The charity qualifies as a small company and therefore, in accordance with FRS1, no cashflow statement is required.

## 2. Grants

Included in the statement of similar financial activities as donations and resources and operating activities in furtherance of the charity's objects are the following grants:

	year ended 31.3.2022			31.3.2021
	unrestricted	restricted	total	total
Greater London Authority	13,518	0	<b>13,518</b>	6,382
Bradford/Leeds	0	0	<b>0</b>	4,441
AB Charitable Trust	44,745	0	<b>44,745</b>	0
Allen Lane Foundation	7,000	0	<b>7,000</b>	0
National Lottery	0	20,000	<b>20,000</b>	0
Paul Hamlyn Foundation	0	37,295	<b>37,295</b>	0
Justice Together Initiative	0	26,300	<b>26,300</b>	0
Sigrid Rausing Trust		20,000	<b>20,000</b>	0
Trust for London	0	12,265	<b>12,265</b>	0
Edmonton Community Partnership	900	0	<b>900</b>	0
CDL	20,013	0	<b>20,013</b>	5,496
Barrow Cadbury Trust	0	0	<b>0</b>	19,900
IOM	0	0	<b>0</b>	65,838
Unbound Philanthropy	0	44,846	<b>44,846</b>	29,120
Welsh Government	0	60,547	<b>60,547</b>	32,857
	<b><u>£86,176</u></b>	<b><u>£221,253</u></b>	<b><u>£307,429</u></b>	<b><u>£164,034</u></b>

## 3. Salary costs

During the year the charity employed nine (2021: six) full-time employees. No employee earned more than £60,000 per annum. Salary costs are allocated across the different activities of the charity.

## 4. Creditors and accruals

	<b>2022</b>	<b>2021</b>
PAYE/NI	10,563	9,907
Deferred income	173,820	89,881
Accruals	6,100	3,800
<b>Total</b>	<b><u>195,483</u></b>	<b><u>103,678</u></b>

## 5. Trustees remuneration and expenses

None of the trustees were remunerated directly or indirectly (2021: nil). During the year, no expenses were paid to trustees (2021: nil).

## 6. Contingencies and contractual commitments

In the opinion of the members of the management committee, as at 31.03.2022 there were no contingent liabilities and no contractual commitments (2021: nil). No assets are held under leases.

## 7. Funds

	At 31/03/21	Income	Expenditure	Transfers	At 31/03/22
	£	£	£	£	£
Restricted Funds					
Justice Together Initiative	0	26,300	26,300	-	0
Sigrid Rausing Trust	0	20,000	20,000	-	0
Welsh Government	0	60,547	60,547		0
Trust for London	0	12,265	12,265		0
Unbound Philanthropy	0	44,846	44,846		0
Paul Hamlyn Foundation	0	37,565	37,565		0
National Lottery Awards	0	20,000	20,000		0
	<b>0</b>	<b>221,523</b>	<b>221,523</b>	<b>0</b>	<b>0</b>

Source	Purpose of restricted funds
Justice Together Initiative	To provide complex immigration advice to EU citizens in Scotland and North West England.
Sigrid Rausing Trust	For support, including a helpline, for the Roma community.
Welsh Government	To develop and manage volunteers to advise vulnerable EU citizens in Wales.
Trust for London	To develop and manage volunteers to advise vulnerable EU citizens.
Unbound Philanthropy	To support the CEO and Volunteer Manager positions to manage and develop volunteer-run services throughout the UK so that EU citizens access the EU Settlement Scheme.
Paul Hamlyn Foundation	To improve provision of information, advice and support to EU citizens in the North of England.
National Lottery Awards: All England and All Wales	To strengthen the capacity of volunteers to provide advice in England and Wales.



**SETTLED**

England & Wales - Charity number 1184580

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# Accounts

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# Settled

## Annual Report and Financial Statements for the year ended 31 March 2021



Registered Charity No. 1184580

## **Trustees Report and Financial Statements for the year ended 31 March 2021**

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## Trustees

Trustee name	Office (if any)	Date joined
Jen Ang	Chair	July 2019
Martine Petetin	Secretary	July 2019
Christopher Desira	Treasurer (to May 2021)	July 2019
Mihai Bica		July 2019
Katia Widlak		July 2019
Nicolas Hatton		July 2019
Will Garford	Treasurer (from June 2021)	March 2021
Marcela Benedetti		March 2021
Pierre-Antoine Boulat		March 2021
Wiard Sterk		March 2021

## Name of the Chief Executive

Kate Smart

## Principal Office and Registered Office

9 Bath Buildings (Studio 11)  
Bristol BS6 5PT

## Charity Registration

Registered charity 1184580

## Independent Examiner

2E Accountants  
118 Pall Mall  
London SW1Y 5EA

## Banker

National Westminster Bank Bishopston  
72, Gloucester Road  
Bishopston  
Bristol BS99 5AF

## REPORT OF THE TRUSTEES

Settled's trustees are pleased to present this annual report and accounts for the period 1.4.2020-31.3.2021, their second report since Settled was set up on 24<sup>th</sup> July 2019.

The trustees confirm that Settled remains fully compliant with the requirements of the Charity Commission. It is registered with the Office of the Immigration Services Commissioner at OISC Level 2 and the trustees can confirm that Settled is fully compliant with the requirements of OISC.

Settled is the only UK-wide, EU citizen-led, specialist service provider wholly focused on the immigration challenges for EU citizens post-Brexit.

This document is set out in accordance with the guidelines set by the Charity Commission.

<b>Objectives and activities</b>
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### Summary of the main purposes of the charity as set out in its governing document

Settled's constitution was agreed on 10<sup>th</sup> July 2019. Our objects are:

'The relief of European Union citizens who are resident in the United Kingdom and in need, by reason of youth, age, ill-health, disability, financial hardship, homelessness, being victims/survivors of domestic violence, being victims of human trafficking or other disadvantage by the provision of education, information and support on lawfully obtaining the right to reside and work in the United Kingdom following the departure of the United Kingdom from the European Union.'

For the purposes of this clause, European Union citizens ("EU citizens") include citizens of the EU27 countries or EEA or Swiss Nationals or non-EU citizens dependent on an EU Citizen for their current residence status.

### Summary of main activities in pursuit of these objects

Settled's main charitable activities in pursuit of these objects are:

**Identifying needs:** carrying out mapping exercises to find EU citizens who need help to secure their rights in the UK, building trust in marginalised communities, encouraging the development of supportive community networks.

**Providing education, information, advice and support:** providing multi-lingual information and confidential advice and support to individuals through telephone helplines, through a range of online facilities and where appropriate, in person.

**Adding value to the services of others:** making and receiving referrals of individuals to improve their access to a range of services, sharing information and advice with other service providers, distilling systemic lessons from the evidence of our casework and sharing the lessons learned from our experience with decision makers.

### **Statement on public benefit**

The trustees understand and are committed to ensuring that Settled upholds the Charity Commission's guidance on public benefit. Public benefit inspires us and drives our charitable activities and this is demonstrated in the detail of this report.

## **Achievements and performance**

### **Further detail on how Settled interprets its charitable objects**

In setting its charitable objects Settled's vision was to be at the forefront of civil society's response to the needs of EU citizens living in the UK whose rights are at risk as a result of the UK's decision to leave the European Union. Its core purpose is to ensure that they keep the right to live and work here, keep their families united after Brexit and are able to face the uncertainties of the years ahead.

The UK government's EU Settlement Scheme (EUSS) for EU citizens began in 2019. Although the application process is intended to be straightforward there are many reasons why people find the process difficult and worry about what it means for them. Settled is committed to helping those who are hardest to reach, least aware of the scheme or least able to independently apply – including some who have started but been unable to successfully complete applications. It is the only organisation solely focused on this work, and it does so in multiple languages.

30<sup>th</sup> June 2021, the deadline for EU Settlement Scheme applications, was looming during this reporting year. Settled's work encompassed both the "sprint" towards the deadline with an urgency to help as many people make applications as possible, and – importantly – preparing for the "marathon" of the longer-term emerging needs as EU citizens adapt to a new immigration status and seek to maintain their livelihoods and lifestyles.

### **Further detail on activities carried out, achievements and performance**

#### **UK-wide services**

Settled's services are available and in demand UK-wide. In this year, Settled reached EU citizens in localities as diverse as Leeds, Enfield, Ceredigion, Southampton and Belfast, to name but a few. Volunteers are based across the UK with some clusters in cities such as Liverpool and Birmingham. In late 2020 we picked up some cases, and some new volunteers, in Cornwall.

Settled works closely with the Welsh Government who have funded and supported the charity since late 2019. Information was sent to farming, food processing and haulier companies in Wales targeted at employers and their EU employees, including information in Welsh. Services provided in Wales included workshops in Cardiff with women who are EU citizens of Somali and Sudanese background.

A supportive partnership continued with the EU Citizens' Rights Project (CRP) in Scotland, through their grant from the Scottish Government, which added local management support to Settled volunteers in that Nation. Settled benefitted from CRP's excellent community ties in Scottish cities and in more remote locations. Settled hopes to expand its work in Scotland in the year ahead through a grant from the Justice Together Initiative.

Settled strengthened links with specialists in Northern Ireland working with EU citizens and assessed whether there were gaps in provision that we could fill. We reached an agreement with Advice Northern Ireland according to which, as they are funded by the Home Office to provide comprehensive EUSS advice services, Settled would not seek to expand services there. The online nature of our work meant that we continued to respond to any EU citizens in Northern Ireland who approached us, and we ran some information sessions on the topic of the joining family members rules relating to people in/from Northern Ireland.

The Greater London Authority continued to involve Settled in vital initiatives to reach the large numbers of EU citizens in the capital. They funded Settled to run a project to assist London-based Russian speakers.

Some small-scale additional work has been done with a handful of local authorities – for example we helped some homeless EU citizens for Reading council, completed workshops for Leeds council, and began to run a series of face-to-face advice sessions to Roma families funded by Enfield.

### **Multi-lingual services**

Settled's team provided immigration advice related to the EU Settlement Scheme and welfare support in around 20 European languages. In addition to 'traditional' European languages Settled has benefited from recruiting volunteers who speak other languages used by people who are EU citizens but have links to other countries and cultures: by the end of the year, we were able to offer Russian, Turkish, Hebrew, Somali, Armenian, Romanes.

Settled's publicised offer of services has been in a smaller – but still ambitious – range of languages –

8 languages via telephone

9 languages on Facebook forums

14 languages on the website

In 2020 Settled strengthened its management procedures for supervising advice in different languages to ensure consistent standards and provide volunteers with necessary support. For the first time we translated some of our outreach messages into Welsh.

### **Identifying needs**

All EU citizens living in the UK are affected by the decision to leave the EU, but some are more able to secure their rights than others so Settled has focused its modest resources on those most in need. We held internal discussion on how we define vulnerability and prioritise need, drawing on the work of the Migration Observatory and feedback from a volunteer survey.

We carried out mapping exercises to identify areas of need where there are likely to be individual EU citizens who need help to apply to the EU Settlement Scheme, reviewing data from authorities and academics but also the experience gained from cases approaching our services. We provided volunteers with guidelines on what data to collect from their localities.

Through team meeting discussions and by improved database records we aimed to collate information – however sketchy or anecdotal – to get the best possible picture of needs, trends, emerging concerns.

We recognise that improving how we consistently collect and process data is an ongoing challenge for an organisation heavily reliant on volunteers. Nonetheless we were able to successfully target our services to address needs identified – examples were:

- assisting social workers with Czech Roma families in the Midlands
- visiting farm-workers in Kent
- awareness raising with companies running care homes with elderly residents
- posting on social media an information session in Somali accessible for those with low literacy
- letters to haulier firms in Wales
- a project aimed at Russian speaking EU citizens in London – Estonians and Latvians, for example, who lack community structures and are vulnerable to exploitation.

### **Telephone helplines**

Telephone helplines ran in Bulgarian, Romanian, Polish, Slovak, French, German, Spanish, Portuguese and Italian for approximately 10 hours a week. We reduced our German-language phone line, because it was used less often (we are told Germans prefer advice in English!). For some other languages the number of calls was a challenge for volunteers to manage, and in the year ahead we will explore telephone systems that enable calls to be distributed to a larger number of volunteers.

### **EUSS-focussed Facebook forums**

These forums ran in 9 languages: Bulgarian, French, German, Italian, Polish, Portuguese, Romanian, Slovak/Czech and Spanish and continued to have extensive multi-lingual reach, including among low-skilled, marginalised people. Simple queries are answered quickly and shared for added impact. Individuals with longer questions can transfer into direct messaging discussions or continue by telephone with a multi-lingual advisor. Thereby a large volume of people can receive personal advice with their applications.

Settled produced and promoted information, simply expressed, in multiple languages via numerous online channels, intended to reach throughout the UK.

### **Advice by email and website**

As with our other services, we saw a significant increase in the number of enquiries arriving by email. In response Settled set up a new email address [advice@settled.org.uk](mailto:advice@settled.org.uk) which allowed us to handle enquiries in a more organised way. Questions could also be submitted through a form on the Settled website.

## **Online information sessions**

Reliable information, explanation and discussion sessions were regularly hosted by Settled in multiple languages. EU citizens could participate in these online sessions 'live 'or watch recordings which were widely shared on social media. Some sessions were in collaboration with lawyers and/or with embassy staff.

In total 50 online sessions were held in this year.

## **Website and leaflets and other info outputs:**

Settled's website explains to vulnerable EU citizens their rights in simple terms with specific pages for those facing particular types of vulnerabilities, and some sections translated into 10 different languages. A 'Frequently asked questions 'section enables the more capable clients to quickly resolve their queries and downloadable information sheets on key topics are also available on the website. There were in the region of 100 thousand unique visits to our website.

New information sheets were produced on how to prove your status, on guidance for elderly and incapacitated people and their carers, and on the rules concerning joining family members.

Settled started a bi-monthly newsletter for supporters and the mailing list grew as the year progressed.

Stickers advertising Settled's advice services were produced suitable for shop windows and were distributed by volunteers when pandemic restrictions allowed. A 1-minute film was made for Settled's birthday at the end of July.

## **Face to face services**

Prior to the pandemic restrictions, Settled hosted community events in facilities across all regions/nations of the UK. These were entirely halted but Settled continued to provide some individual face to face advice in a small number of exceptional cases such as to elderly and housebound people, and some visits to workers on farms when this was permitted and safe. Face to face support is an important part of Settled's mission and we intend to return to this gradually as the health emergency improves.

## **Common concerns addressed by Settled**

One of the most obvious concerns was people who are not aware of or do not understand the EUSS application process. Typically, these were people leading relatively isolated lives, with language barriers and low computer literacy. Many elderly people were in this category and Settled provided targeted help as far as it was able under the pandemic restrictions. Many people of Roma heritage were similarly affected. In addition to providing services in Eastern European languages understood by Roma people and engaging Roma volunteers, Settled was involved in numerous inter-agency initiatives about Roma communities in different localities.

Another common scenario was where a parent has made an application but has not realised the need to also make an application for their children.

Many people contacted us with worries about embassy delays in issuing passports or ID cards and the impact on EUSS applications – because it is difficult to make an EUSS application without up to date ID. A feature of this was the number of children born since Brexit who needed ID for the first time.

The EU Settlement Scheme required individuals to prove continuous residency in the UK with limits set on absences. As a result of the pandemic Settled handled numerous calls from people normally resident in the UK whose temporary visit abroad had become prolonged and needed help to make an EUSS application.

A lot of people wanted advice because they wanted to bring family members to join them in the UK in time to meet the requirement to be resident here before 31.12.2020 for an EUSS application. Again this was complicated by pandemic travel restrictions.

Some of the most complex cases dealt with by Settled involved families that included both EU citizens and non-EU family members – for example Spanish citizens with relatives from Latin America.

Some of those contacting Settled had been granted status but had outstanding difficulties – we found it important to provide clear advice to those with only Pre-Settled Status on their limited rights to time abroad if they wish to transition successfully to Settled Status in future.

Regrettably, by the end of the period under review we were beginning to have requests for assistance from people who have been granted Settled or Pre-Settled Status but are facing discrimination from employers, landlords and statutory authorities who do not understand or accept the new status. This is a growing problem which will feature more in the year ahead.

More common was the problem of people with status not knowing how to prove it – because this is a digital-only status not a traditional hard document. For example we had a report from a London local authority that they surveyed 200 Roma families who had been granted Settled Status and only 2 families knew how to access the online proof of status. Settled responded by working with that authority to provide workshops, but it's an indication of what is likely to be a more widespread and growing problem.

Some of those approaching us had past criminal convictions and wanted to know the implications for an EUSS application. We provided basic advice before referring such cases to more qualified legal advisers.

## **The growing need for higher level immigration advice**

Many of the circumstances described above require more expert and in depth help than those with a straightforward need for help to complete an application. The closer we came to the June 2021 deadline the more complex the cases emerging. Help for complex cases can only partly be met by referring cases on to legal providers (although we are very grateful to legal colleagues for accepting so many referrals). Settled responded by increasing the skill-set of its volunteer network. For the first time Settled established a small team of volunteers qualified to give higher level advice at OISC level 2. This allowed us to deal with more complex cases 'in house' and we made an application for funding to employ Level 2 staff for the year ahead.

## **Assessment of Impact on beneficiaries**

The dogged determination of the mainly EU staff and volunteers meant that Settled reached far and wide and was successful in reaching people who are highly isolated. Within the capacity of its resources, the constraints of the pandemic and the limitation of the settlement scheme, Settled's 'self-assessment' is that its team were as effective as they could possibly be at reaching and responding to EU citizens.

In the 12 months between 1 April 2020 and 31 March 2021, approximately 10,000 people received direct, personal advice from Settled which contributed to successful EUSS applications for themselves and their family members, and contributed to them understanding how to access and prove their online status. Furthermore, approximately 260,000 read or viewed Settled's information outputs which explain EUSS rights and processes and so were better able to apply independently. The total number reached, when take account of social media sharing and word of mouth is vastly higher. Without doubt, thousands of applications would not have been made to the EU Settlement Scheme without Settled's interventions.

Those who were helped to secure their status in the UK are more likely to be able to sustain their jobs and livelihoods, their homes, their access to health and other services, and their children's education. Families will have been reunited as a result of Settled's advice.

One of the most common concerns raised by Settled volunteers was the high level of anxiety prevalent among Europeans in the UK – advice and support from Settled helped address anxiety and contributed to more confidence. Volunteers were also empowered by the experience.

The feedback and support that Settled provided to embassies, the Home Office and peer organisations in the voluntary sector strengthened their services so that more EU citizens received better help.

As a result of Settled, many EU citizens will have avoided future problems. We know that some will continue to face difficulties but they have the reassurance that there is a robust and dedicated charity ready and able to help.

## **Case study of a beneficiary of Settled's services**

Settled was asked for help by a faith organisation in Kent which was supporting a local Roma family to resolve difficulties with a claim for universal credit and then realised that the family had not secured EU Settled or Pre-Settled Status.

Stevie\* and her 4 children had been living in the UK since 2012. She had previously attempted to apply for Pre-Settled Status but her application was cancelled as she failed to upload evidence of residence and so she needed help to make a fresh application. Also, Stevie had not realised that she needed to make separate applications for her children to the EU Settlement Scheme. The children did not have their own passports and there was a risk that the children's EUSS applications would not be made before the deadline. Settled arranged appointments with the Consulate of their country so that the children's passports could be renewed. It emerged that Stevie had some minor criminal convictions and so Settled asked lawyers to provide additional advice on her EUSS application. Meanwhile, she was threatened with eviction by her landlord because of her financial difficulties. Close collaborative work between Settled, the lawyer and the faith organisation meant that Stevie and her children received Settled Status and proved her eligibility for universal credit. This regular income meant she could afford to stay in her home.

This happy outcome increased our trust among the Roma community and more cases started to emerge, mainly children's applications with no ID documents or expired passports.

\*not her real name

## **Case study of a Settled volunteer**

Ana Maria first contacted Settled for help with her own situation but now is one of Settled's highly committed volunteers.

Ana Maria made applications to the EU Settlement Scheme for herself and her daughter before the deadline. She was granted Pre-Settled Status but her daughter was rejected as she lacked proof of residence apart from her airline boarding pass. The daughter had not yet enrolled at school due to lockdown restrictions and so there were no school records to prove how long the child had been in the UK and Ana Maria had no other evidence of her daughter's residence. She was extremely anxious. Settled helped by providing a listening ear and advising her on next steps. We wrote to the Home Office on her behalf asking that the decision be reconsidered. This resulted in a positive outcome and the daughter was granted Pre-Settled Status in the UK.

Ana Maria was very appreciative of the help that Settled had given at a worrying time and was motivated to join us as a volunteer as she felt very strongly about helping other people in her position. Settled provided her with training and support to develop skills in giving advice and arranged for her to be accredited with the Office of the Immigration Services Commissioner (OISC). Ana Maria is now a member of our Romanian team.

Ana Maria told us: "Volunteering for Settled has made me feel more empowered as I was feeling hopeless not knowing what to do. I have made new friends and built a support network which is important when you are new in a country and don't know a lot of people and don't have family and friends around. I feel like now I have more information to face new challenges and I can share this information with others who are in my situation."

## Wider networks and influence

Settled has quickly become a well-known and well-respected organisation thanks to its collaborative ethos. We were shortlisted for the Community Integration Awards 2021, in the Equality, Access & Rights category. We have worked hard to establish relationships and referral pathways with a range of service providers so that together we help more individuals.

Settled held frequent meetings with the EU delegation and made personal connections to officials at EU member state embassies.

Settled received praise from International Organisation for Migration for its service delivery as a sub-partner in their contract with the Home Office EU Settlement Scheme.

Strong mutually supportive links were built with immigration lawyers and law firms specialising in the rights of EU citizens – for example, [Here for Good](#) and [Seraphus](#) and [Newfields Law](#).

Statutory authorities seeking to meet the needs of EU citizens in their areas of responsibility were glad to engage with Settled - the Greater London Authority, the Welsh Government, the Scottish Government, local authorities in cities such as Leeds, Liverpool, Bristol and Cardiff and London boroughs especially Brent and Enfield.

We worked jointly with unions and professional bodies, for example those representing health and social care workers, and with housing associations.

We worked closely with NGOs rooted in the 4 nations of the UK (e.g. [Citizens Rights Project](#) in Scotland, [Advice NI](#) in Northern Ireland, [Tros Gynnal Plant](#) in Wales); NGOs providing EUSS services or other kinds of rights advice or welfare support that are needed by EU citizens (Age UK, Citizens Advice (especially CAB Wales) and the [WorkRights Centre](#)). We have also worked respectfully and inclusively with grassroots community organisations such as the [Riverside Community](#) in Cardiff, the Italian organisation [INCA](#), the [Luton Roma Trust](#) and the [Roma Support Group](#). We organised a high profile online event with an academic and other experts to raise awareness of Roma people. We were offered the opportunity to claim small amounts of hardship funding for individuals in need thanks to the Red Cross and also a Christian charity Acts 365.

Settled shared learning with researchers, policy analysts and campaigners – eg the [Migration Observatory](#), [IPPR](#), and [the3million](#) – the latter having been instrumental in the founding of Settled.

Settled was a core member of consultative forums run variously by the EU delegation, by the Welsh Government and by the NGO [New Europeans](#). At the end of the year, Settled joined the Home Office EUSS User Group and began attending regular meetings.

We compiled Settled concerns into a submission to the new [Independent Monitoring Authority for the Citizens' Rights Agreements](#).

And a separate paper of evidence about EUSS was submitted in response to call from the Inspector of Borders and Immigration.

Settled's mapping of emerging needs and trends, both through grassroots intelligence gathering by volunteers and by the evidence of its caseload meant it could regularly raise issues directly with the Home Office. For example we held a meeting with the Home Office about the relevance of the Windrush scheme for EU citizens.

Settled added its name to a joint letter from the Mayor of London and many others, to ask

the Home Office not to use rough sleeping as a reason for removing people from the UK.

Gradually as the year progressed, Settled became a credible commentator in the media. At first this was mainly on social media, but with the appointment of a Communications Manager in February 2021, Settled became more frequently quoted in mainstream news.

### **How fundraising performed**

2020-21 has seen a substantial increase in our turnover and activities, with increased and more diverse funding sources. Settled was funded throughout the year by the Welsh Government and we are pleased that this will continue in the year ahead. Up until September 2020 Settled received funding from the Home Office EU Settlement Scheme as a sub-contractor to the International Organisation for Migration. Settled received several small grants from the Greater London Authority and some funding from local authorities seeking help with EU citizens in their locality.

Settled is grateful to have grown its funding from trusts and foundations in 2020-21 some of which has been partnership funding secured with like-minded organisations. Further details are shown in the accounts.

Settled strives for good relations with its funders. Settled put effort into developing a supporter base, and encourage more individual giving, and small donations from individuals grew modestly.

A proportion of Settled's funds were spent on fundraising: from September 2020 Settled invested funds in a salary for a part-time fundraiser.

A team of 'thank you' volunteers ensured that we showed appreciation to our supporters. Hand-written thank you cards are posted to all donors (affordable as our donor base is small) and this incurred a cost. Settled also printed and posted a fundraising appeal letter for supporters shortly before Christmas 2020.

Online donation facilities were set up using Paypal, Facebook donate and CAF Online, charges are a small percentage of the donations.

### **Impact of COVID-19**

Settled's transition to telephone and online services was accelerated by the restrictions arising from the COVID pandemic. In fact, this led to an expansion of our reach, capacity and efficiency. Nonetheless there were challenges associated with the pandemic – increased anxieties among beneficiaries, barriers to providing face to face help for the most vulnerable, reduced responsiveness at the Home Office. Staff and volunteers dealt with personal and professional strains and continued working. Settled is extremely proud that this network of people continued to support the organisation and remained a strong community despite a year of remote working.

Listed on the next page are the main sources of funding received:

Source	Classification	Purpose of restricted funds
International Organisation for Migration (IOM)	Statutory funder -contract	To provide outreach, communications and advice services to support vulnerable EU citizens to access the EU Settlement Scheme.
Welsh Government	Statutory funder -grant	To develop and manage volunteers to advise vulnerable EU citizens in Wales.
Greater London Authority (GLA)	Statutory funder -grant	To provide targeted information to engage Romanian and Russian speakers in London and encourage participation in the EU Settlement Scheme.
Leeds City Council	Statutory funder -grant	To provide outreach to help individuals with their EU Settled Status applications in the Leeds area.
Unbound Philanthropy	Grant-making trust or foundation - grant	To support the CEO and Volunteer Manager positions to manage and develop volunteer-run services throughout the UK so that EU citizens access the EU Settlement Scheme.
Community Justice Fund	Grant-making trust or foundation - grant	To sustain service management and delivery during the COVID19 pandemic in collaboration with Here for Good.
Barrow Cadbury Trust	Grant-making trust or foundation - grant	To improve casework and strengthen collaboration with WorkRight Centre.
Edmonton Community Partnership	Voluntary, charitable or community organisation - contract	To provide information and advice sessions for Roma families in Enfield.
CDL	Corporate funder - donation	For communications management and IT support.

Other major sources of funding gratefully received in 2020-21

AB Charitable Trust	Grant-making trust or foundation
Paul Hamlyn Foundation	Grant-making trust or foundation
Citizens Rights Project	Voluntary, charitable or community organisation
Here for Good	Voluntary, charitable or community organisation
Individual donations	

## **Financial review**

In this financial year Settled has delivered grants to the value of £173,278. In addition, the Charity has received £54,456 of donations and other income of £2,171.

Expenses of £207,944 are mainly payroll and IT and outreach costs incurred in the delivery of the services. Overheads for fundraising were kept at a minimum, being £10,392 for the period. Grants received which will be delivered in 2021 are held in deferred income.

The free reserves at the end of the period were £32,887. As Settled expands its outreach, the free reserves held to be necessary going forward are 3 months' of operational expenditure to bring in further grants and income in the case of expected grants failing to be made. This is calculated at £71,000 including salaries covered by restricted funding and has been set aside by the end of the first quarter of the financial year 2021.

Cash in bank at year end was £136,566

Furthermore, at the end of October 2020, Settled had already secured £193,403 of funding in the financial year.

The CEO recruited an experienced freelance charity accountant in April 2020 to strengthen the operational team and to support expected growth, set up robust accounting, budgeting, and finance management procedures, ensure compliance with regulations and prepare end of year accounts. Online banking was set up improve operational efficiency and cash flow controls.

With the goal of improving the financial oversight of the charity, 2 new trustees, Pierre-Antoine Boulat and Will Garford, were appointed to the board in March 2021 and a Finance and Risk sub-committee has been established since year end. Mr. Garford replaced Mr. Desira as Treasurer in June 2021.

## **Future plans**

During the year April 2021 to March 2022, Settled will continue with increasing urgency to manage services and volunteers to reach, inform and advise vulnerable EU citizens in the last few months before the June 2021 deadline to avoid them being left without rights. We expect the twin pressures of more people turning to us for help and more complexity in their cases compared to people who applied earlier. We are driven by a concern that people who miss the deadline or are unsuccessful in their application risk becoming an underclass in the UK, under threat of detention or removal, unable to access work, health or welfare services and vulnerable to exploitation.

One group that we are especially concerned about in the last few months before the deadline is families who are urgently trying to get birth certificates, passports and proof of residence for babies and young children – this is being hampered by the pandemic and bureaucratic backlogs and there is a risk that they will not arrive in time.

Although a lot of energy is taken up in addressing the immediate need, we were also preparing for the longer term. We fear that even those who are successful in securing Settled or Pre-Settled Status may have problems accessing their rights because of lack of a paper document or because of discrimination. Regrettably, by the end of the year we were beginning to have requests for assistance from people who have been granted Settled or Pre-Settled Status but are facing discrimination from employers, landlords and statutory authorities who do not understand or accept the new status. This is a growing problem which will feature more in the year ahead.

Work carried out in 2020-21 means that the charity now has a robust structure which will allow it to grow successfully.

Settled's trustees agreed a strategic plan in Autumn 2020 and the staff team created a more detailed annual plan to anticipate the needs of the year ahead and organise accordingly. Some of the practical steps planned in the year ahead are:

- To grow the size of the Settled staff team, and the expertise of the staff and volunteers, to relieve pressures and to increase our ability to provide advice at OISC Level 2 – sufficient to deal with more complex cases.
- While we cannot become an all-round advice service (we will not be a 'CAB for Europeans') nonetheless we want to expand our capacity to advise on a wider range of topics where there is the greatest need and risk of harm – we plan to respond to requests for advice on access to health services and benefits, where the problems are related to the EU Settlement Scheme.
- To cope with high demand we will look at ways to improve our systems – for example we will hire an IT support service and we will introduce an integrated telephone system.
- We will listen to clients, communities and volunteers and continue to monitor and respond to emerging issues and we will get better at data recording and reporting.
- Settled will maintain and strengthen its presence in different regions and return to face to face work when safe to do so. A funding application has been made which if successful would allow more work in Scotland.
- Our new communications manager will forge connections in the media and overhaul

the website. He and others will help build our public profile, call for improvements in government policy, and grow our supporter base.

- Settled will seek its own office premises from which to co-ordinate its future work.

## **Structure, Governance and Management**

### **How Settled is constituted**

Settled is a Charitable Incorporated Organisation. Settled's governing document is its Constitution.

During this first year of its operation, Settled also ran a subsidiary limited company 'Settled Status Information Services Ltd'. Settled's trustees since decided that it is preferable to continue with a simpler structure and closed the limited company at the end of 2020.

### **Selection, induction and training of trustees**

Settled runs open and accessible recruitment when new trustees are needed. Prospective trustees are nominated and approved by existing trustees. They are selected on the basis of suitability including knowledge of Settled's specialist area of interest and knowledge of charity management and pledge to serve for at least 3 years.

Settled supplies all new trustees with its constitution, recent accounts and information setting out the requirements of the trustee role as produced by the Charity Commission and NCVO. Settled is working on its own information documents to induct trustees. Settled's Chair of Trustees runs a training session on the role of the trustee and an introduction to the work of Settled. Settled actively encourages support from external facilitators to enhance the skills of its trustees. Trustees are encouraged to read internal minutes and reports to familiarise themselves with charitable activities, and to meet the staff and volunteers to see their work in action.

### **The organisational structure**

At the end of this year Settled had 10 trustees. Settled's 6 inaugural trustees all continued to serve and new ones joined. Those trustees were recruited from a pool of applicants, following advertising on Settled's website, with CharityJob and through our networks. Six candidates were interviewed by an interview panel composed of at least 2 trustees which made recommendations to the Board, resulting in the recruitment of a diverse additional slate of 4 trustees.

The full trustee board met monthly, with additional meetings of smaller groupings as needed. The board identifies and monitors major risks to the organisation by reviewing a Risk Register at every full board meeting. At the end of the year plans were made to introduce sub-committees specializing in advising the Board in areas such as Strategy, Policy, Finance and Risk, and Human Resources.

Settled's staff team increased during the year – In addition to 3 Service Co-ordinators and a Volunteer Manager who remained from the previous year, Settled recruited its first CEO, an additional Service Co-ordinator, a Communications Manager, and a Fundraiser. Vital freelance

contractors during the year provided Finance Management, Information Management, Website Management and IT support. The team continued working in a relatively flat structure reporting to the CEO. The CEO began on a part-time basis and was employed full-time as funding improved.

Work undertaken in the first part of the year ensured that Settled was compliant with its responsibilities towards its staff – putting in place employment contracts, job descriptions, pensions, regular salaries and a framework of employment policies, operational policies (covering finances, HR, service standards and volunteering), team meetings and management meetings. Rising workloads meant there were regular reminders about staff and volunteers sticking to reasonable working hours. Wellbeing sessions with a suitably qualified therapist have been made available to staff.

Settled sustained, trained and managed a large team of approximately 100 volunteers. Most volunteers act as peer advisers, registered to give immigration advice at OISC Level 1 EUSS. A commitment was made to invest energy in good management of this network rather than aim for further expansion, and recruitment processes were strengthened for when new recruits were needed. There was a shift of culture from activism to volunteer-run service-provision. We created and began implementing a development plan summarising the work to be done to improve how we deliver high quality, consistent charitable services through volunteering. We introduced a volunteering database/management system called 3 Rings and put in place precise lists of who is a volunteer and records of what hours of the week each volunteer is active. We have improved monitoring of how much work is done by each volunteer and what activities they are doing. Clear lines of management were introduced for each volunteer and gradually steps were taken to organise the volunteers into team structures by service and/or by locality. Excellent online volunteer meetings were held with teams reflecting the new structure. Settled also started holding regular 'sofa sessions – 'these are optional, informal meetings for any volunteer across the network, the sessions have multiple benefits. A volunteer survey was completed with rich information received in return. The weekly volunteer newsletter continued.

New members of staff brought additional experience in volunteer management and volunteer communications. Settled's volunteer manager also benefited from advice from peers at Refugee Action and CAB Wales. The result of better volunteer management processes is that as Settled became busier, we could reliably delegate more work to volunteers. Towards the end of the year we made arrangements for suitable volunteers to undertake OISC L1 (immigration) training with Refugee Action. Steps were taken to create a team of Level 2 volunteers – mostly solicitors donating time. In year ahead the first priority will be training on new areas of advice giving in prep for the post-deadline period.

Settled's team – the trustees, staff and volunteers - is made up of almost entirely non-British EU citizens from every EU state and speakers of at least 15 EU languages – including all the major languages spoken in the EU. With personal understanding of pressures affecting EU citizens in the UK, Settled representatives are seen as familiar, approachable and local, while achieving an unparalleled national reach into marginal and hidden communities.

## **Remuneration**

All trustees give their time freely and no trustees received remuneration in the year. At the start of this year (April 2020) Settled appointed its first CEO. Salaries ranged from £24,750 - £40,000. In this year Settled became a Living Wage employer. Volunteers are reimbursed for

essential expenses but not routinely given an allowance.

### **Representation and respect**

Settled works respectfully with and not just for EU citizens, providing information, advice and support to increase their ability to take steps to improve their own situation and safeguard their rights. Settled is committed to ensuring its beneficiary group is well represented in the charity's decision-making and delivery of services and that their voices are heard. We appreciate the strengths which EU citizens bring to our charity - commitment to their home in the UK, determination to work hard to support their families, willingness to help others. This is embodied in Settled volunteers who harness linguistic, inter-personal and technical skills to support peers and create an inclusive pan-European community. While Brexit has been a distressing experience, Settled has galvanised and empowered EU citizens to take positive action to help others. Settled has robust policies on equality and diversity, complaints-handling and more. Volunteers are involved through weekly newsletters and regular meetings and an annual volunteer survey. Service-beneficiaries participate through our large, multi-lingual, interactive Facebook groups and periodic client surveys.

All of Settled's trustees have personal or family experience of the UK immigration system, EU citizens are in the majority on the trustee board, in the staff team and among the volunteers.

Declarations
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The trustees declare that they have approved the trustees 'report above.

Signed on behalf of the charity's trustees:

Signed



**Jen Ang**  
**Chair of Trustees of Settled**  
**17 Dec 2021**

## **Independent examiner's report to the trustees of Settled**

I report on the accounts of the charity for the year ended 31 March 2021, which are set out on pages 22 to 23.

This report is made solely to the trustees as a body, in accordance with the Charities Act 2011. My examination has been undertaken so that I might state to the trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the trustees as a body, for my examination, for this report, or for the opinions I have formed.

### **Respective responsibilities of trustees and examiner**

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

### **Basis of independent examiner's report**

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

## **Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



2E Accountants  
Unit 11, Flamingo Court  
81 Crampton St, London SE17 3BF

Date: 10 December 2021

### Statement of Financial Activities for the year ended 31 March 2021

	year ending 31.3.21			year ending 31.3.20		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
<b>Income</b>						
<i>Donations &amp; Legacies</i>						
<b>Donations</b>	54,456		54,456	10,437		10,437
<i>Income from charitable activities</i>						
<b>Grants</b>	9,244	164,034	173,278		96,635	96,635
<b>Other</b>	2,171		2,171	5,250		5,250
<b>Total income</b>	65,871	164,034	229,905	15,687	96,635	112,322
<b>Expenditure</b>						
<i>Cost of raising funds</i>	10,392		10,392	3,869	97,527	101,396
<i>Charitable activities</i>	32,910	164,642	197,551	1,500	-1,500	0
<b>Total expenditure</b>	43,302	164,642	207,944	5,369	96,027	101,396
<b>Net movement in funds</b>	22,569	-608	21,961	10,318	608	10,926
<b>Funds b/f</b>	10,318	608	10,926			
<b>Total funds</b>	32,887	0	32,887	10,318	608	10,926

The notes on pages 24 to 26 form part of these accounts.

**Balance sheet as at 31 March 2021**

	Notes	2021	2020
		<b>Total</b>	Total
<b>Current assets</b>			
<b>Cash at bank and in hand</b>		<b>136,566</b>	27,881
<b>Receivables</b>		<b>0</b>	35,362
<b>Creditors falling due within one year</b>			
<b>Creditors and accruals</b>	4	<b>103,678</b>	52,317
<b>Net current assets</b>		<u><b>32,887</b></u>	<u>10,926</u>
<b>Net assets</b>		<u><b>32,887</b></u>	<u>10,926</u>
<b>Funds</b>			
<b>Restricted Income Funds</b>	7	<b>0</b>	608
<b>Reserve Fund - Designated</b>		<b>0</b>	0
<b>Unrestricted Income Funds - not designated</b>		<b>32,887</b>	10,318
		<u><b>32,887</b></u>	<u>10,926</u>

Trustees responsibilities:

- the members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- the directors' acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of the accounts;
- these accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

Approved by the trustees on 17 Dec 2021 and authorised for issue and signed for on their behalf by:



Jen Ang  
Chair

## Notes to the Financial Statements

### 1 Accounting Policies

#### Basis of accounting

These accounts have been prepared under the historical cost convention and in accordance with the Charities Act 2011, applicable accounting standards and the Statement of Recommended Practice on Accounting and Reporting by Charities (the Charities SORP).

#### Grants

Grants are recognised in the Statement of Financial Activities (SoFA) on an accruals basis following the satisfaction of any pre-conditions.

#### Donations and other income

Donations and other income are recognised when receivable.

#### Expenditure

Expenditure is recognised on an accruals basis.

#### Allocation of expenditure

Expenditure is allocated directly to the appropriate fund, and where this is not possible costs are apportioned on the basis of time spent on the relevant activity.

#### Fixed assets

Expenditure on renewals, fixtures and fittings which exceeds £1,000 is capitalised.

Provision for depreciation of capitalised fixed assets held for use by the charity is made at annual rates calculated to write down their cost over their useful lives.

Office equipment	3 to 5 years
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#### Provisions

Where the charity has an obligation to transfer economic benefits but no liability has been recognised, a provision is raised in accordance with FRS 12.

#### Taxation

No provision for taxation is included in the accounts as the charity is entitled to exemption from tax afforded by Section 505 of the Income and Corporation Taxes Act 1988.

#### Funds structure

The charity has a single unrestricted income fund and some of the grants received are restricted to a particular purpose. Part of the unrestricted income fund has been designated by the Management Committee as a Reserve Fund. See note 9 for further details.

#### Cashflow

The charity qualifies as a small company and therefore, in accordance with FRS1, no cashflow statement is required.

## 2. Grants

	<b>2021</b>	<b>2020</b>
	<b>Total</b>	<b>Total</b>
GLA	6,382	
Leeds	4,441	10,558
CDL	5,496	
Barrow Cadbury	19,900	
IOM	65,838	68,163
Unbound Philanthropy	29,120	3,942
Welsh Government	32,857	13,971
<b>Total</b>	<b>164,034</b>	<b>96,634</b>

## 3. Salary costs

During the year the charity employed six (2020: four) full-time employees. No employee earned more than £60,000 per annum. Salary costs are allocated across the different activities of the charity.

## 4. Creditors and accruals

	<b>2021</b>	<b>2020</b>
PAYE/NI	9,907	11,834
Deferred income	89,881	4,179
Accruals	3,800	36,302
<b>Total</b>	<b>103,678</b>	<b>52,317</b>

## 5. Trustees remuneration and expenses

None of the trustees were remunerated directly or indirectly (2020: nil). During the year, no expenses were paid to trustees (2020: nil).

## 6. Contingencies and contractual commitments

In the opinion of the members of the management committee, as at 31.03.2021 there were no contingent liabilities and no contractual commitments (2020: nil). No assets are held under leases.

## 7. Funds

	At 31/03/2020 £	Income £	Expenditure £	Transfers £	At 31/03/2021 £
Restricted Funds					
Leeds	0	4,442	-4,442	-	0
IOM	-	59,132	-59,132	-	0
Unbound Philanthropy	608	35,025	-35,633	-	0
GLA	0	6,200	-6,200	-	0
Barrow Cadbury	0	19,900	-19,900	-	0
Welsh Government	0	39,335	-39,335	-	0
	<b>608</b>	<b>164,034</b>	<b>-164,642</b>	<b>0</b>	<b>0</b>

Source	Purpose of restricted funds
Leeds City Council	To provide outreach to help individuals with their EU Settled Status applications in the Leeds area
International Organisation for Migration (IOM)	To provide outreach, communications and advice services to support vulnerable EU citizens to access the EU Settlement Scheme
Unbound Philanthropy	To support the CEO and Volunteer Manager positions to manage and develop volunteer-run services throughout the UK so that EU citizens access the EU Settlement Scheme.
Greater London Authority (GLA)	To provide targeted information to engage Romanian and Russian speakers in London and encourage participation in the EU Settlement Scheme
Barrow Cadbury Trust	To improve casework and strengthen collaboration with WorkRight Centre.
Welsh Government	To develop and manage volunteers to advise vulnerable EU citizens in Wales.