

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

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Charity Registration

Registered charity 1184580

Independent examiner

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Banker

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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 24th 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 10th 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.

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!

<h3>How fundraising performed</h3>

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

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

The notes on pages 27 to 29 form part of these accounts.

Balance sheet as at 31 March 2022

	Notes	2022	2021
		Total	Total
Current assets			
Cash at bank and in hand		225,633	136,566
Prepayments		8,021	0
 Creditors falling due within one year			
Creditors and accruals	4	195,483	103,678
 Net current assets		<u>38,171</u>	<u>32,887</u>
 Net assets		<u>38,171</u>	<u>32,887</u>
 Funds			
 Restricted Income Funds	7	0	0
Reserve Fund - Designated		0	0
Unrestricted Income Funds - not designated		38,171	32,887
		<u>38,171</u>	<u>32,887</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	13,518	6,382
Bradford/Leeds	0	0	0	4,441
AB Charitable Trust	44,745	0	44,745	0
Allen Lane Foundation	7,000	0	7,000	0
National Lottery	0	20,000	20,000	0
Paul Hamlyn Foundation	0	37,295	37,295	0
Justice Together Initiative	0	26,300	26,300	0
Sigrid Rausing Trust		20,000	20,000	0
Trust for London	0	12,265	12,265	0
Edmonton Community Partnership	900	0	900	0
CDL	20,013	0	20,013	5,496
Barrow Cadbury Trust	0	0	0	19,900
IOM	0	0	0	65,838
Unbound Philanthropy	0	44,846	44,846	29,120
Welsh Government	0	60,547	60,547	32,857
	<u>£86,176</u>	<u>£221,253</u>	<u>£307,429</u>	<u>£164,034</u>

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

	2022	2021
PAYE/NI	10,563	9,907
Deferred income	173,820	89,881
Accruals	6,100	3,800
Total	<u>195,483</u>	<u>103,678</u>

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
	0	221,523	221,523	0	0

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.

