

# Toolkit: Case studies & information maps of EU migrants



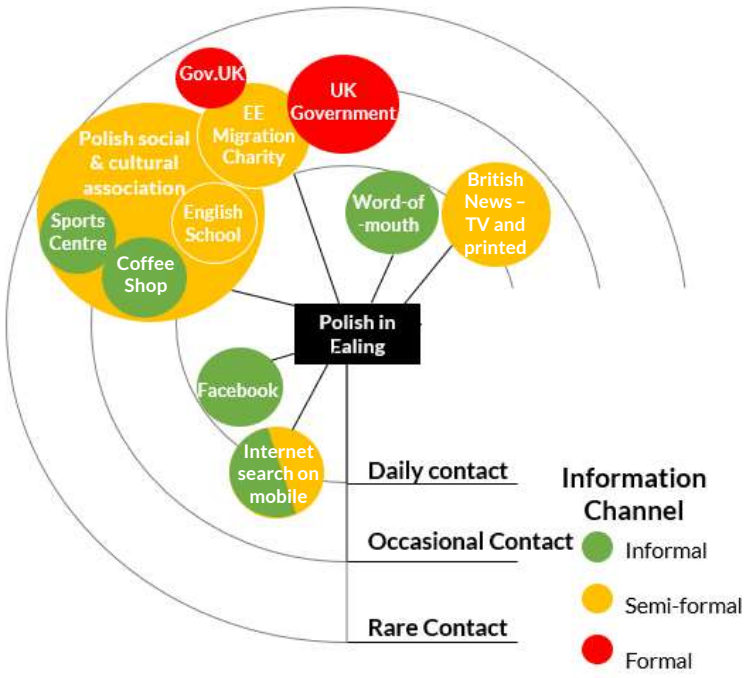
REVEALING REALITY

# This toolkit is designed to give some context around the lives of EU migrants applying for settled status, and the challenges they could face in the application process.

## Tools included:

Information channel maps, per location included in the research, showing which sources people were accessing and how often

Case studies of EU migrants we spoke to as part of this research, giving additional details about their lives and an indication of what they would likely struggle with in the application process



**Anselmo, 58, Portuguese living in Thetford, has been in the UK for 14 years**

**Risk assessment**

	Low	Med	High
Not having documentation			
Not having access / being able to use internet/phone			
Not having English proficiency			
Not understanding – receiving wrong information or channels not reaching them			
Lack of trust: in government, self or other people			

**Overall Risk**

Low ————— High

**Knowledge and perceptions about Brexit / settlement**

- He loves life in the UK and is grateful for all the assistance he receives for his son.
- He doesn't know if Brexit will affect him, but hopes he will be able to stay in the UK.
- He doesn't trust himself to go through the process alone, as he is terrified of making a mistake and being deported.

**Documentation and IT**

- He has all the documents that will potentially be needed to get Settled Status and was able to read and understand the process in English.
- Even so, he will hire a lawyer to help him with the application because he doesn't want to risk making any mistakes.
- He has an Android phone with a camera and internet access at home.

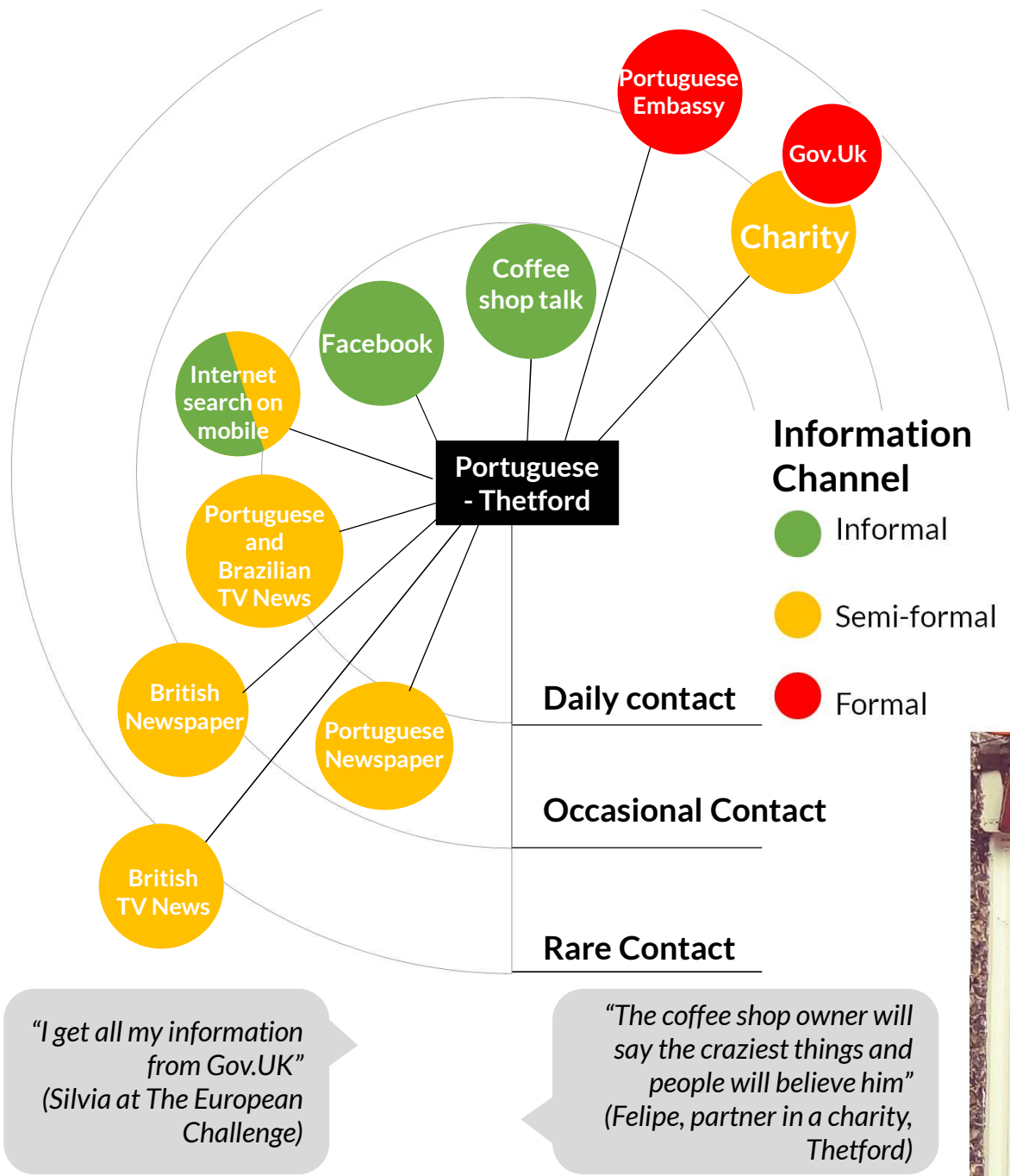
**Daily life / UK journey**

- Recently had an accident and lost part of his leg, so is temporarily unable to work and living off benefits.
- Before that he worked as self-employed (registered, paying taxes).
- Currently spends most of the day at home with his wife and son - who has mental disabilities and receives government assistance.

**Touchpoints**

- He goes to the coffee shop every evening to meet with Portuguese friends and colleagues. A lot of information is exchanged there - including gossip.
- He watches Portuguese and Brazilian TV.
- He uses Facebook both for news and socialising.
- He reads Portuguese newspapers.

# Information channels – Portuguese community in Thetford

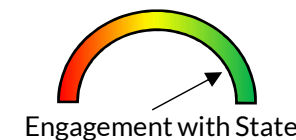


- Cafes and other ‘gossip’ locations played roles in information sharing
- Social media was used as an informal way of getting answers
- Some people did get information from third sector/community organisations. Some were using official sources.
- Some were confused by messages contradicting official advice from the Home Office – which caused uncertainty, and led some people to take unnecessary actions





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*"If you make one mistake, you are deported! I'm going to hire a lawyer to help me fill in the application form, this is too serious not to"*

## OVERALL RISK

Low ————— High

Risk assessment	Low	Med	High
Not having documentation	Green		
Not having access / being able to use internet/phone	Green		
Not having English proficiency		Yellow	
Not understanding – receiving wrong information or channels not reaching them			Red
Lack of trust: in government, self or other people			Red

### Daily life / UK journey

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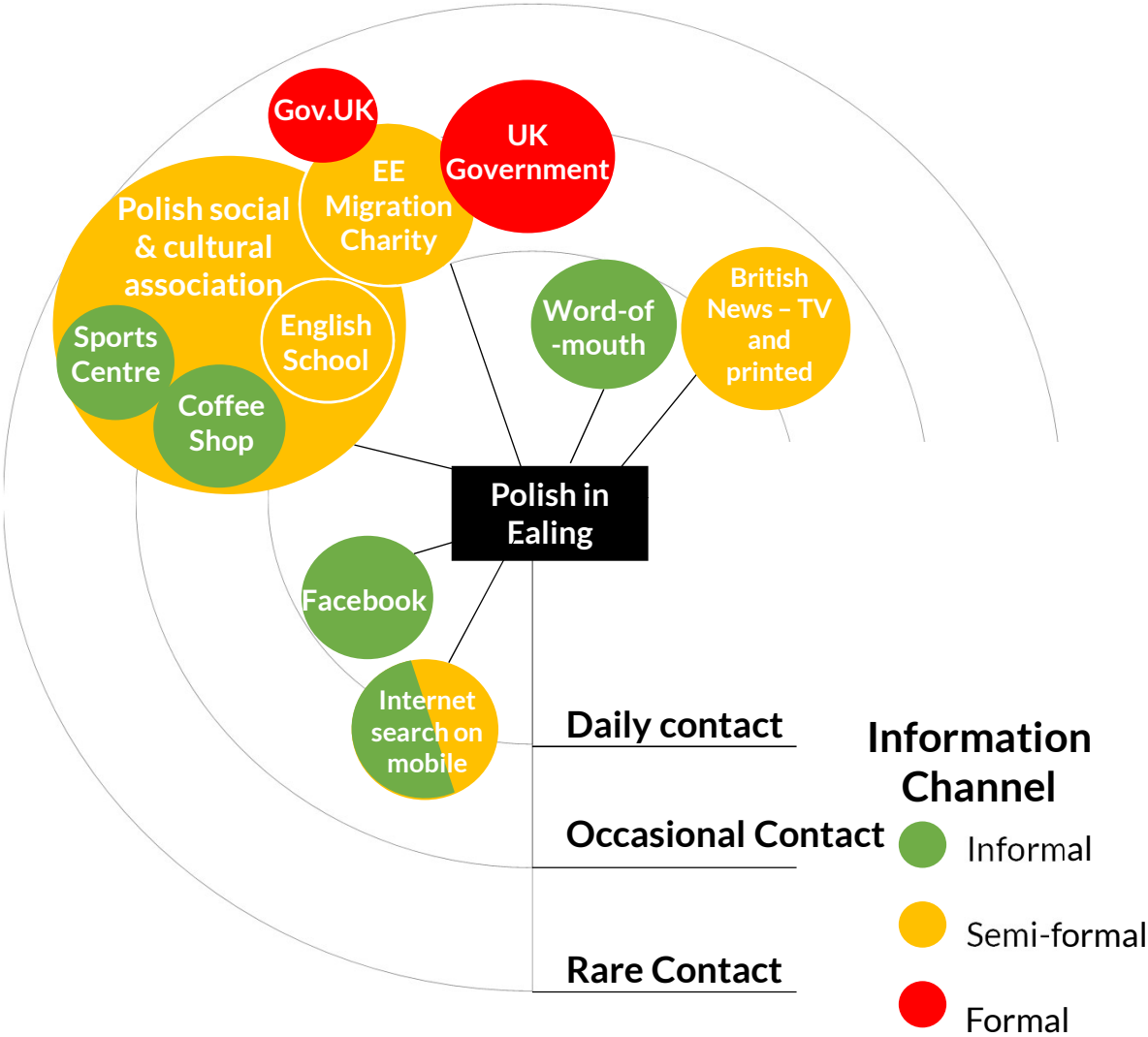
### Knowledge and perceptions about Brexit / settlement

- He loves life in the UK and is grateful for all the assistance he receives for his son.
- He doesn't know if Brexit will affect him, but hopes he will be able to stay in the UK.
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### Documentation and IT

- He has all the documents that will potentially be needed to get Settled Status and was able to read and understand the process in English.
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- He has an Android phone with a camera and internet access at home.

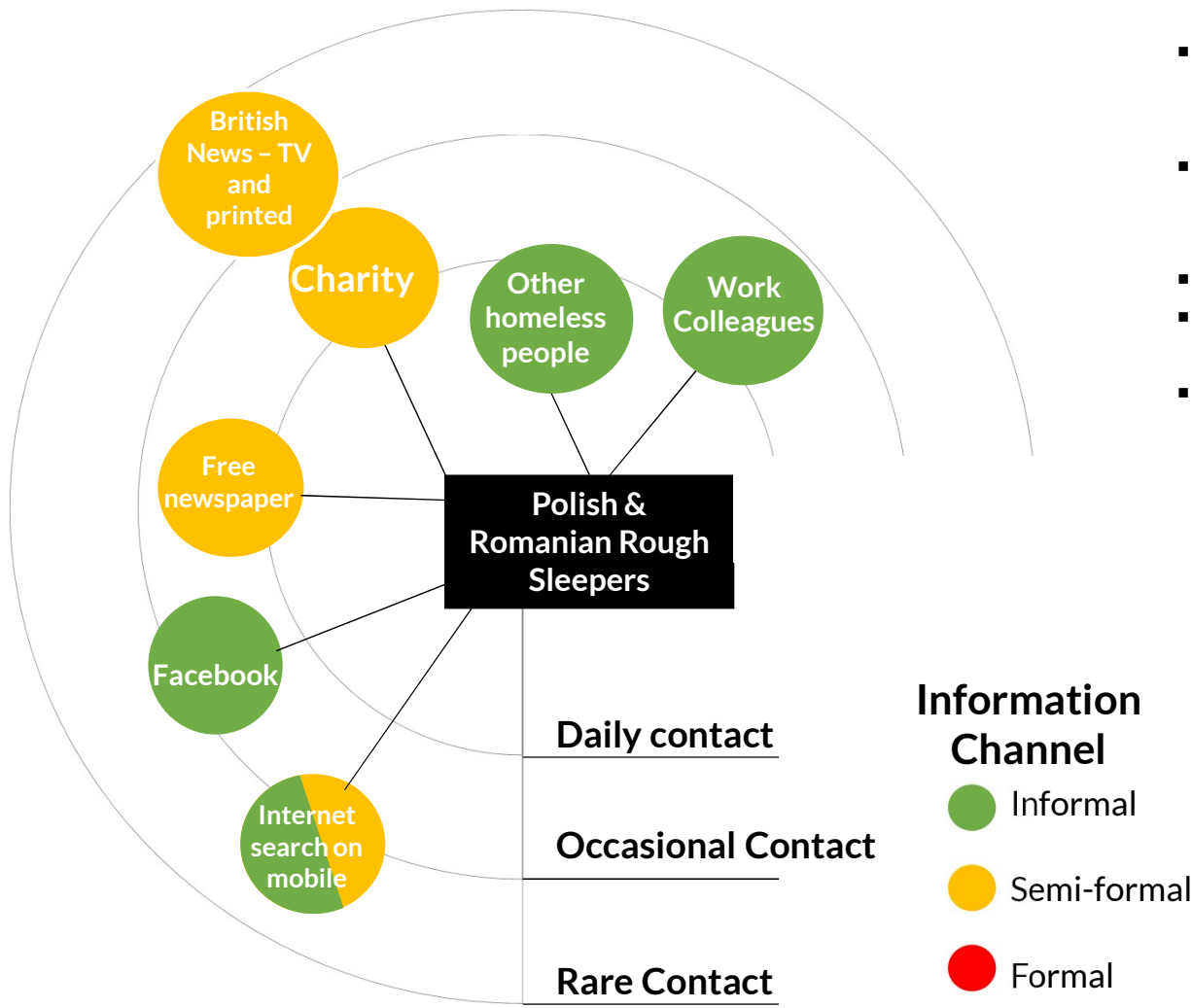
# Information channels – Polish community in Ealing, London



- The local Polish association was a major touchpoint in Ealing: a well established institution housing many smaller ones (including charities, English schools and sports centres).
- The association had strict rules about providing information about the Settlement Scheme, and did not give any out to guarantee they didn't share any misleading information.
- Most watched and read English news and used Facebook as their main social media.

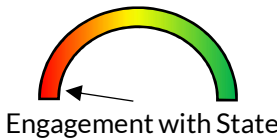
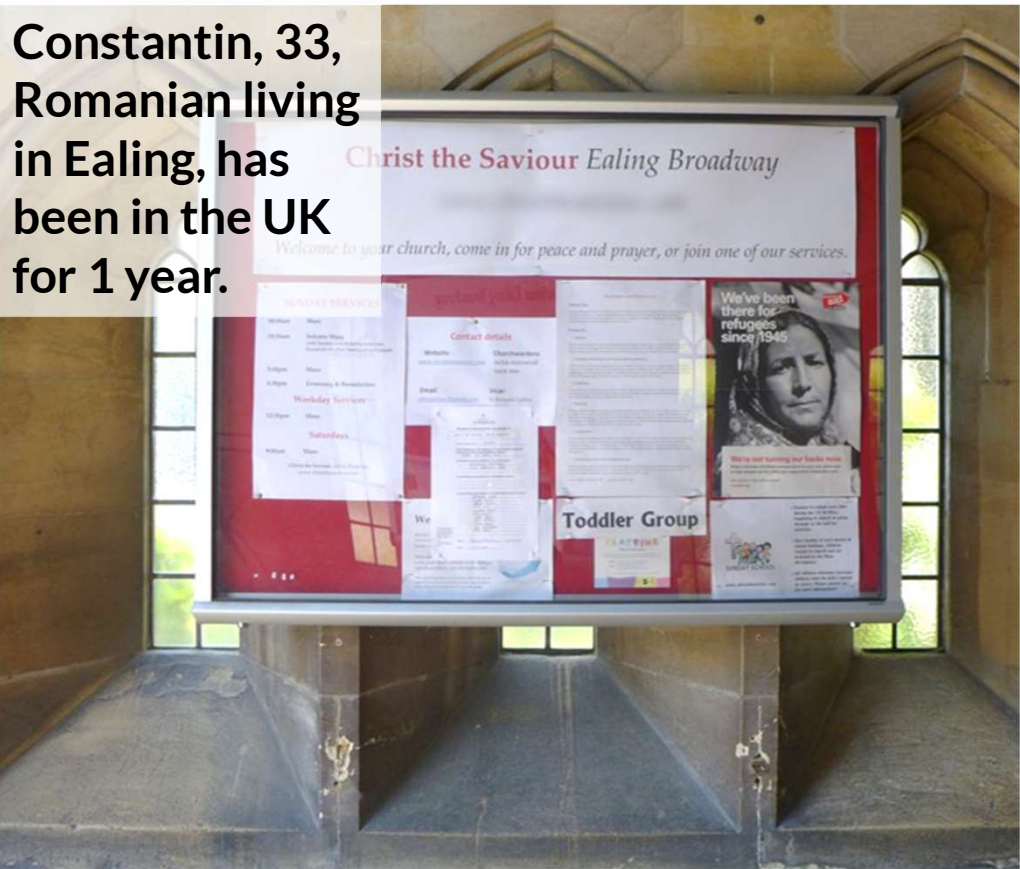
*"We are not allowed to give information about Brexit, we refer them to the charity in here that specialises in Eastern European migration issues."*  
*(Franciszek, worker at the Polish association)*

# Information channels – Rough sleepers: Polish and Romanians in Ealing, London



- For rough sleepers, the local homeless charity was the main touchpoint for information and help with English.
- Charity workers were happy to help but were not well informed about issues related to the Settlement Scheme.
- Many read free newspapers
- Some occasionally used their mobiles to search for information online or to go on Facebook.
- Many used McDonald's free Wi-Fi, as they didn't have data on their mobiles.

Constantin, 33,  
Romanian living  
in Ealing, has  
been in the UK  
for 1 year.



"No work today, no money today, no food today. That's how we live .  
... It's only small money, that can fit in your pocket. There is no  
reason to have a bank account".



Risk assessment	Low	Med	High
Not having documentation			
Not having access / being able to use internet/phone			
Not having English proficiency			
Not understanding – receiving wrong information or channels not reaching them			
Lack of trust: in government, self or other people			

### Daily life / UK journey

- Constantin is currently homeless and works in construction.
- He is not guaranteed work on a regular basis, and is paid in cash, meaning he has no proof of work.
- It was difficult for him to secure a full-time job as he had no address
- A charity based in Ealing allowed him to use their address, but he claimed that employers noticed and so don't hire him.

### Touchpoints

- He goes to a local charity regularly for a free meal. There he talks to other homeless people and sometimes asks the charity workers for information.
- He reads free newspapers.

### Knowledge and perceptions about Brexit / settlement

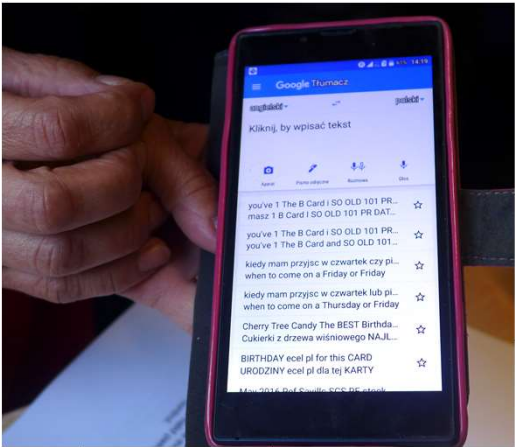
- He had heard stories about people "being deported just for being homeless."
- He and his peers had strong feelings against the Home Office, didn't really trust the UK government as a whole, and believed that as a result of Brexit they would all be unfairly deported.

### Documentation and IT

- He claimed he didn't have any of the documents required to prove residency in the UK for the Application Process.
- He had a national ID card.
- He had an NI number but couldn't use it because of the nature of his work.
- He had an Android phone with a camera and accessed the internet at the local McDonald's.

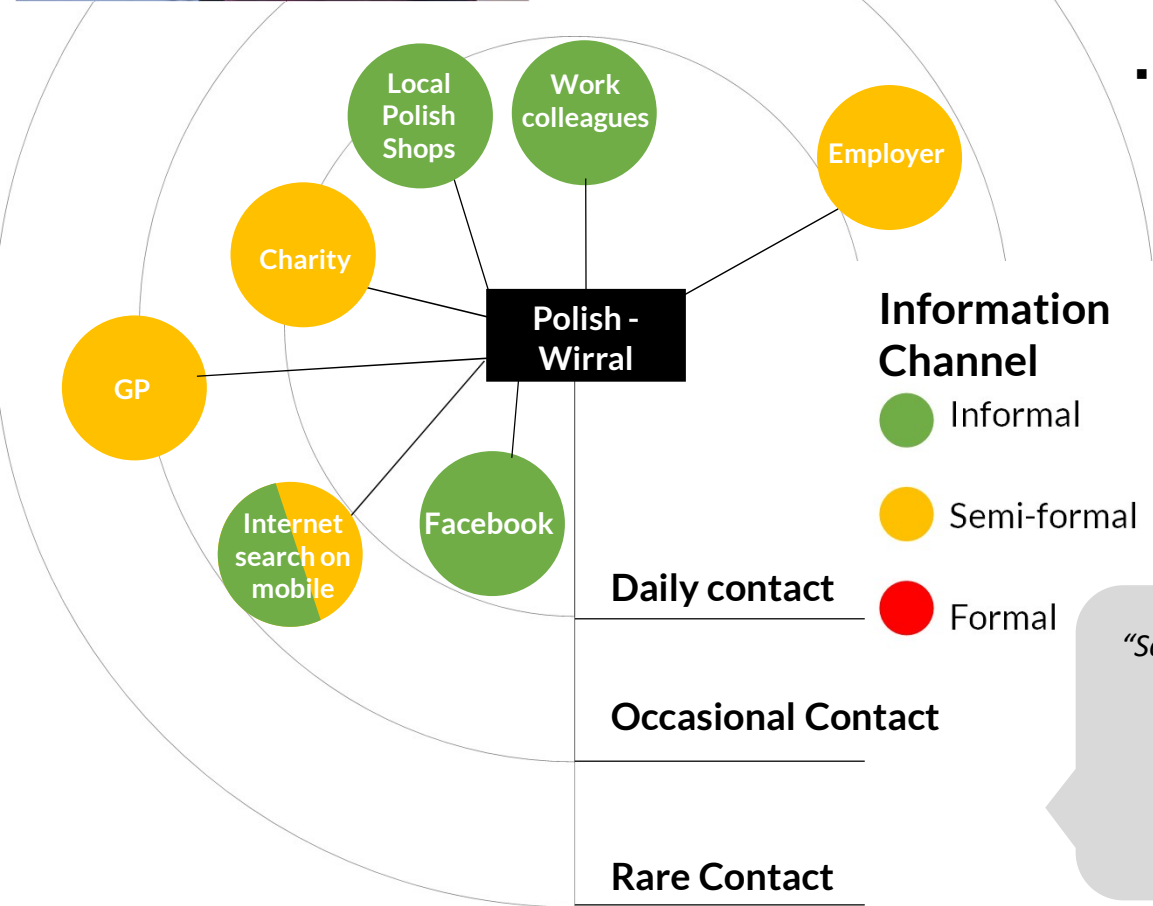


# Information channels – Polish community in Wirral



*“There is lots of scaremongering on Polish websites, because then they can get the most clicks.” (Filip, Polish shop worker)*

- Many polish migrants in Wirral stayed with other Polish people they knew in the area, as they struggled to find secure accommodation and set up bank accounts.
- Social media was heavily used as a go-to source of informal information, especially when people first moved to the UK.
- Many relied on Facebook for sharing information about jobs and places to live.
- Most were not considering British citizenship because they believed it would be impossible to obtain the knowledge of history, culture and language necessary to gain citizenship.

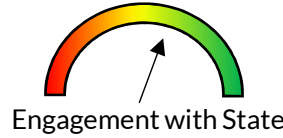


*“Sometimes the shop is the information centre” (Aneta, 56yo Wirral)*





Aneta, 56,  
Polish living in  
Wirral, has  
been in the UK  
for 5 years.



*"I try to do the Application on my own, but if I don't fully understand and get something wrong, I worry that there will be a consequence"*

## OVERALL RISK

Low ————— High

Risk assessment	Low	Med	High
Not having documentation			
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Lack of trust: in government, self or other people			

### Daily life / UK journey

- Aneta moved to Wirral to join her children and her grandchildren, who were born in the UK.
- At first, she found life difficult because of her limited knowledge of the language, and she had to rely on her children for English.
- After a year she found her first job as a cleaner.

### Touchpoints

- Her family introduced her to a local community organisation. This is how she found her first job.
- She received information about jobs and local news through chatting in a Polish shop
- She saw the Gov.uk website as a trusted source but felt she could not use it due to her limited English.

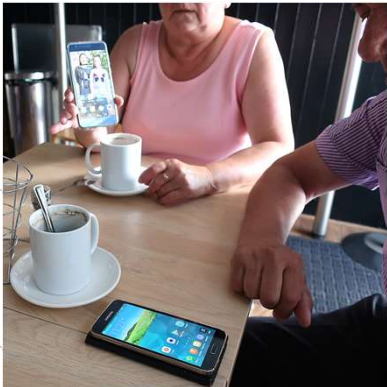
### Knowledge and perceptions about Brexit / settlement

- She got a lot of her information about Brexit from Facebook, which was at times confusing.
- She had heard of settled status but was unsure about whether she needed to do anything about it.
- After the Brexit referendum, her colleagues said she would have to go back to Poland, which surprised her.

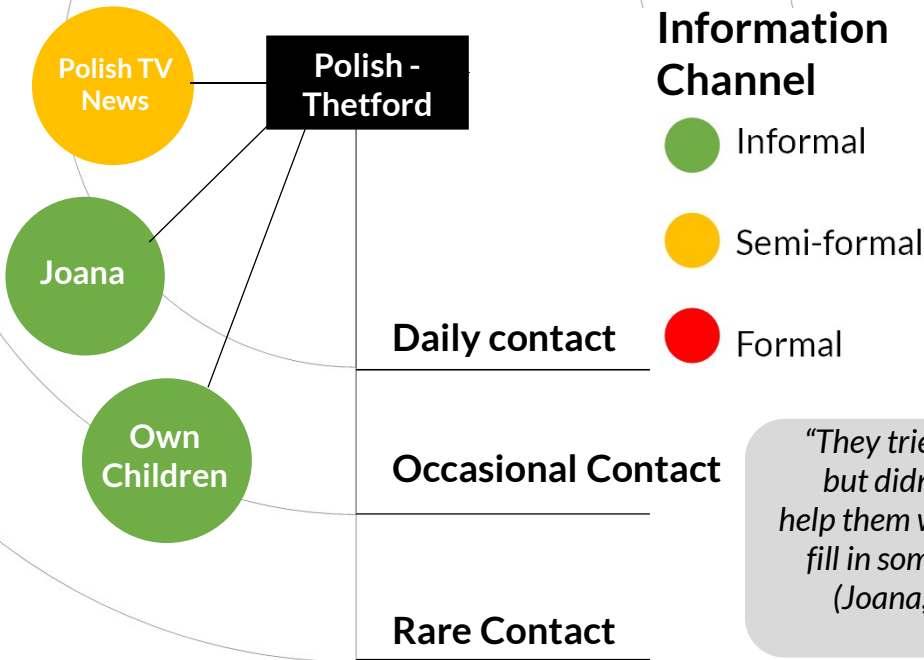
### Documentation and IT

- She should be able to prove residency for the last 4 years.
- Her daughter helped her to get an NI appointment – she couldn't do it by herself because couldn't communicate in English.
- She has an Android phone, and relies on an app to help with the translation of letters or texts.

# Information channels – Polish community in Thetford



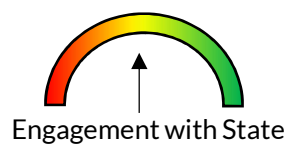
- Many in this community migrated to the UK over 10 years ago, had little literacy and spoke limited English.
- Most did little outside going to work, and were fairly socially isolated
- A commonly known community member is Joana, a Polish lady in her 50s who spoke fluent English, and owns a Polish restaurant locally. She was the first person many said they would reach out to when they needed information or help with understanding English.
- Some reached out to their children, who had been living in the UK for years and spoke English well.
- In spite of those barriers, they were fairly well informed about Brexit, as most watched the news daily on Polish TV.
- Most were unable to search online for information, because they were not computer or mobile-literate. Whilst most owned an Android phone, the majority only used it for calls or taking pictures.



*"They tried to learn English but didn't manage to, so I help them when they need to fill in some form in English"*  
(Joana, Polish restaurant owner, Thetford)

*"If there was help from the government to go through the Application Process with someone that speak Polish, I'd be the first one in line!"* (Marek, 69yo Polish, Thetford)

Jacek, 63,  
Polish living in  
Thetford, has  
been in the UK  
for 10 years.



“If you make one mistake, you are deported! I’m going to hire a lawyer to help me fill in the application form, this is too serious not to”



Risk assessment	Low	Med	High
Not having documentation			
Not having access / being able to use internet/phone			
Not having English proficiency			
Not understanding – receiving wrong information or channels not reaching them			
Lack of trust: in government, self or other people			

Daily life / UK journey

- Jacek worked for years in a meat processing factory, but 3 years ago he lost his job after getting divorced.
- He spent one year unemployed but took months to register in the Job Centre because he felt ashamed of his situation.
- Now he is registered as a self-employed electrician, but speaking little English is a barrier to getting clients.

Touchpoints

- He had very little money and couldn’t afford to do anything other than try to find work.
- He knew very few people and relied on a Polish friend with good English for information.
- This month, his landlord waived his rent, which he could not afford
- He watched Polish TV

Knowledge and perceptions about Brexit / settlement

- He didn’t know if Brexit would affect him, but thought he would be able to stay as long as he was working
- He trusted the government and would be happy to get help applying for settled status, but was worried about his English
- He planned to ask his friend for help with the application process.

Documentation and IT

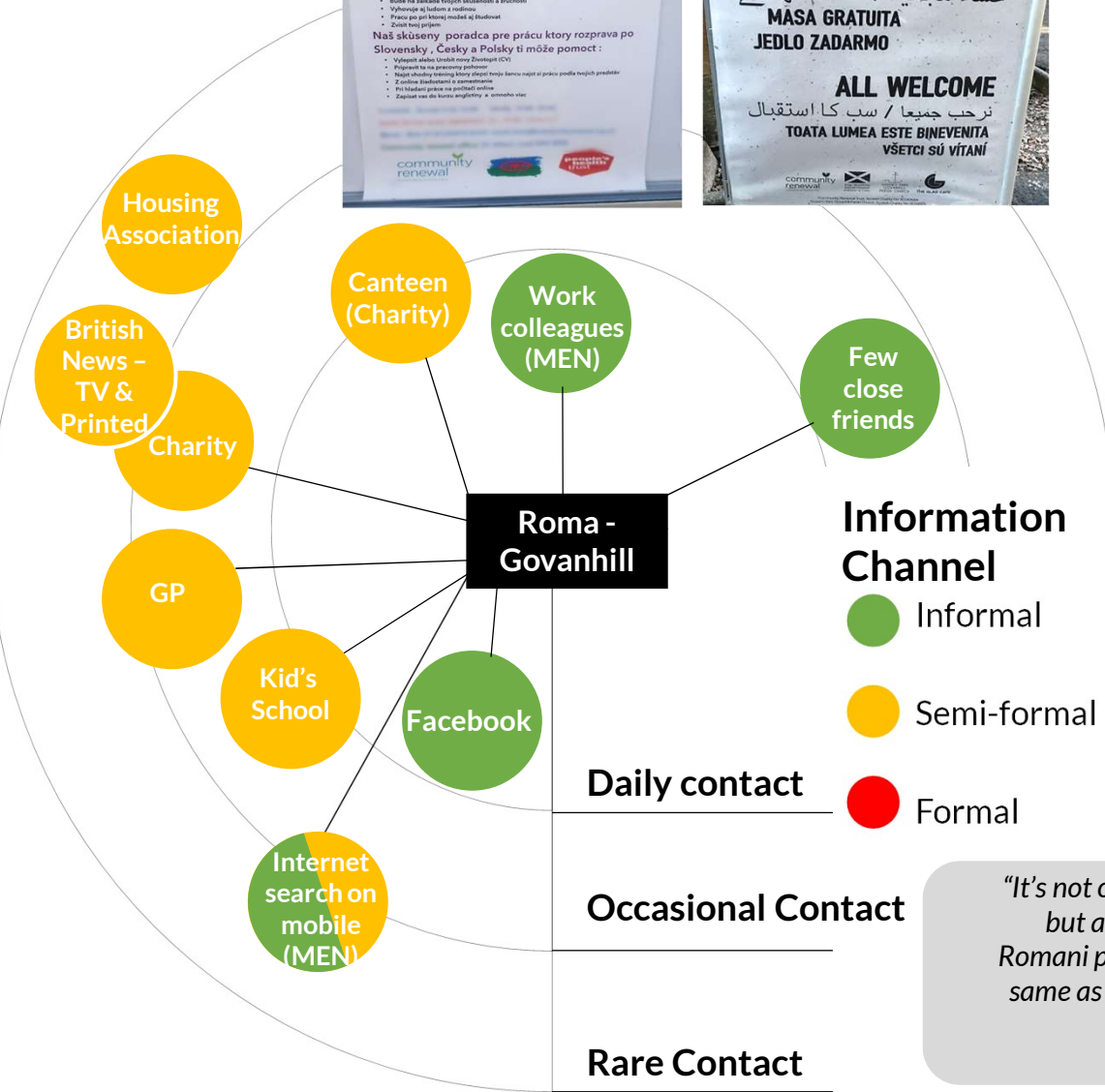
- He had a a gap of over 6 months – of unregistered unemployment – in his work records that he was unable to fill with alternative documents.
- Had no proof of address, and had not had a bank account for all the years spent in the UK
- Had an Android phone with camera but only knew how to use it for calls and pictures.



# Information channels – Roma community in Govanhill, Glasgow



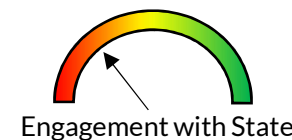
- Local charities were a major touchpoint for this community, but most would only go to those that spoke Roma, or who they had learnt to trust over time
- Roma men generally worked whilst women stayed at home. This meant that men generally had much better English skills than women.
- Women were more likely to engage with charities, volunteering or joining activity groups (e.g. sewing)
- All used Facebook, but some women of more conservative groups only had joint Facebook pages with their husbands.
- Most were in touch with local schools through their children, some on a daily basis.
- The GP was an important touchpoint, as there were people working as translators and community links there.



"It's not only about speaking Romani, but about understanding the way Romani people think, which is not the same as British or Romanian people" (Emanuel, Romani charity worker from Romania)

"It took me a while to get them to trust me and engage with me, I had to spend a few days just sitting around and having tea with them" (Charlotte, charity worker, Govanhill)

Lamuie, 26,  
Romanian  
Roma living in  
Govanhill, has  
been in the UK  
for 5 years.



*"This year I couldn't fill in the paper they sent to register to vote, because my friend wasn't here"*

## OVERALL RISK

Low ————— High

Risk assessment	Low	Med	High
Not having documentation	Green		
Not having access / being able to use internet/phone		Yellow	
Not having English proficiency			Red
Not understanding – receiving wrong information or channels not reaching them			Red
Lack of trust: in government, self or other people			Red

### Daily life / UK journey

- Lamuie is from the Gabor group and was born in Romania.
- She used to work selling magazines or as a cleaner before her most recent child was born
- Her husband had learnt enough English, after a year in construction, to get a full-time job in a shop
- She generally found it hard to trust strangers and was worried about her family

### Touchpoints

- She had regular contact with the school her sons attended, and felt comfortable with the headteacher.
- She had a limited number of English-speaking friends she could turn to for help.
- She was part of a sewing group she joined as she knew a Roma person worked there

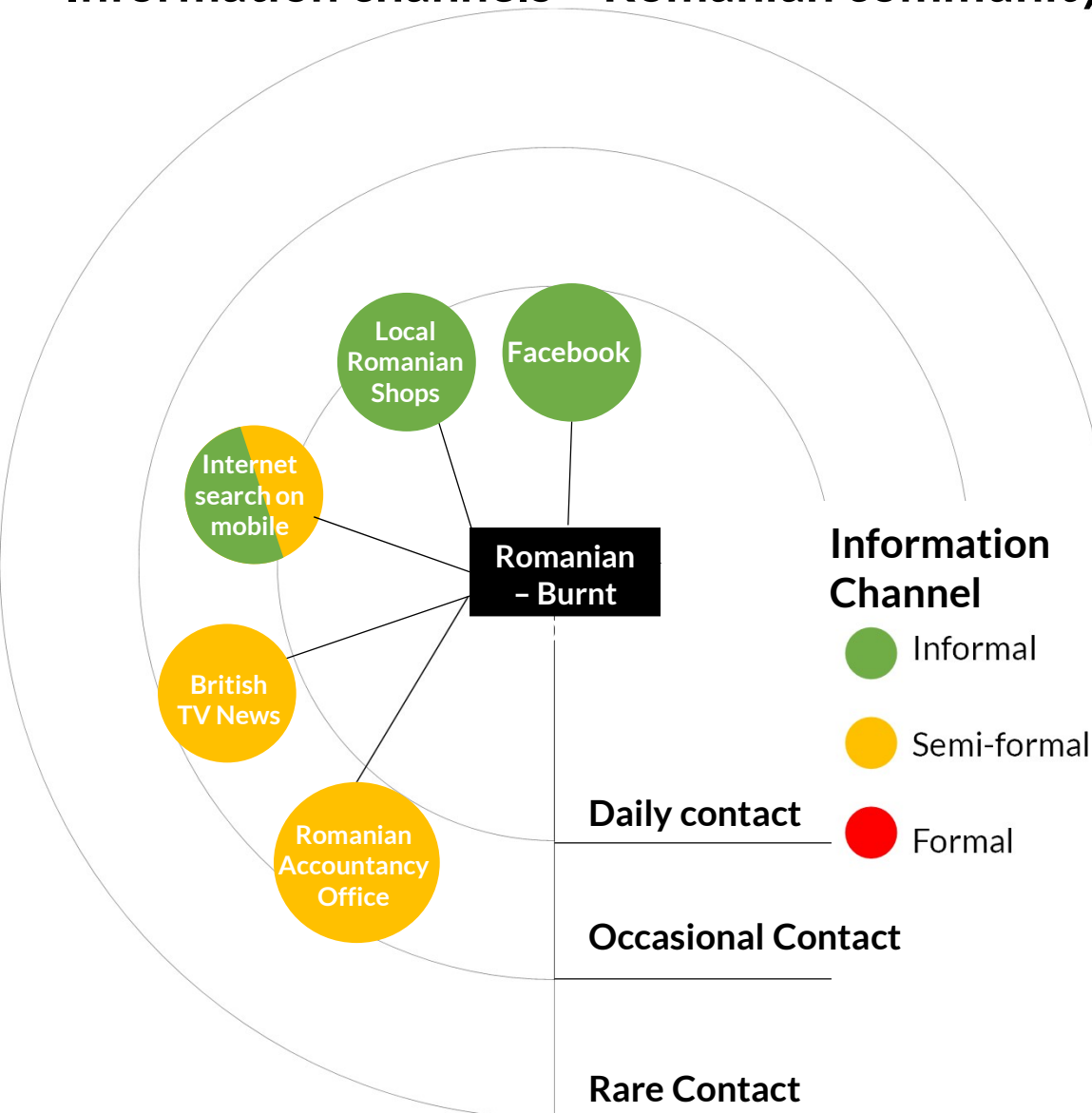
### Knowledge and perceptions about Brexit / settlement

- Lamuie felt like the UK was her home, and was surprised by the kindness she received when she came to the country.
- She thought that following Brexit they might not be able to travel out of the country anymore.

### Documentation and IT

- Her husband had been receiving payslips for almost 4 years, and they had a tenancy agreement and bills in both their names.
- She couldn't register to vote this year because of her limited English.
- Her and her husband have a joint Facebook account, however she doesn't know how to use it very well

# Information channels – Romanian community in Burnt Oak, London



- Burnt Oak was home to a large Romanian community, and was known to some locals as 'little Bucharest'
- Most participants worked in the informal economy without any proof of work.
- Most were subletting rooms without any receipt, tenancy agreement or bills in their name.
- Most respondents went to Romanian Accountancy Offices (spread across the area) for help with official processes.
- Some watched British TV, but most said they looked online for information when they needed it.

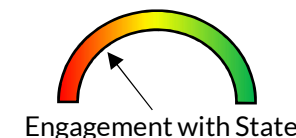
"Sometimes I search on Google for information, but I'm not sure if it's all true"  
(Monika, 21yo Romanian)

"People at the Accountancy Office can help you with anything"  
(Elena, 42yo Romanian)





Ana, 44,  
Romanian  
living in Burnt  
Oak, has been  
in the UK for 3  
years.



*"I don't like working there, I want a better job that will give me payslips, but I don't have any time to look for one, I'm always working. ... But I wrote down all my work information on this notebook! Since the day I arrived!"*

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Low ————— High

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### Daily life / UK journey

- Ana and her son came to join her husband, who secured an informal job in construction in 2015.
- She works in a chicken shop 6 days a week, for 10 hours and doesn't get any proof of work.
- Her family and her live in one room that they sublet, in a 4 bedroom house with 9 others.

### Touchpoints

- Ana got help from the Romanian Accountancy Office to open a bank account.
- She relied on her husband and son for information online.
- She was fairly isolated, and when she was not working, she was cleaning her room or resting.
- She spoke basic English.

### Knowledge and perceptions about Brexit / settlement

- Ana had no idea about how Brexit would impact her, but she hoped she and her family could stay here.

### Documentation and IT

- Ana could not prove residency in the UK through work or address.
- She and her husband have only had bank accounts for about a year.
- She had a National ID card.
- She didn't have an Android phone, but her husband and son did. They had internet access at home.