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Monique Hawkins  
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13 June 2023

Dear Monique,

Thank you for your letter of 24 May, to the Right Honourable Robert Jenrick, MP, grant funding in relation to the EU Settlement Scheme. Your letter has been passed to me for reply.

Since the public launch of the EUSS in March 2019, the Home Office has made available £29 million in grant funding to a network of civil society organisations and their partners to support vulnerable people in applying to the EUSS. This funding has enabled the Home Office, alongside the grant-funded network, to engage with vulnerable individuals to ensure they can access the support needed to apply to the scheme. The network has now helped more than 490,000 vulnerable people apply to the EUSS, and the Home Office is extremely proud of what the support service has delivered so far.

The Home Office remains committed to supporting vulnerable citizens who are eligible to apply to the EUSS, and to ensuring no one is left behind. We recognise the importance of continuity of support which is why we are continuing to fund this work for the next two financial years. This reflects how grant-funded organisations will continue to play an important role in supporting vulnerable applicants to apply to the EUSS, both initial applicants and those seeking to convert from pre-settled to settled status. I am pleased that you recognise the value of our decision to continue to fund this work through a new competitive bidding process for the next two years up until March 2025.

The tender is currently live and subject to due commercial process meaning I am unable to discuss any details of that here.

However, I want to assure you that the future support model has been designed in response to a wealth of insight acquired through extensive engagement and reporting with the existing grant-funded network.

I wish to further assure you that the current funding exercise is certainly not a 'PR exercise'. As a member of the EUSS Safeguarding User Group you will be aware of the care and dedication the Home Office's EUSS Vulnerability team have shown to ensuring the

EUSS is truly accessible to all, including the most vulnerable citizens. The objective of supporting those most in need has not changed or waived since the scheme was first launched and the same careful consideration was given to the support required for the next two years of grant funding as was given to the previous funding exercises over the last four years.

In addition to the support provided through EUSS grant funding there is further support for vulnerable applicants available through the Resolution Centre, which provides telephone and email assistance to applicants, and the Assisted Digital service, which provides support for those completing the online application process. Beyond that, there are several hundred organisations registered with the Office of the Immigration Services Commissioner which provide free immigration advice, including for those applying to the EUSS.

Whilst I can't pre-empt the outcome of the tender, I am confident we have carefully considered the requirements and demand for the future support model and that the grant-funded support, combined with all the additional support services already in place, will provide a sufficient level of nationwide support to ensure eligible vulnerable citizens can obtain the necessary support to access the EUSS.

I am grateful to you for your continued interest in, and support for, the effective operation of the EUSS, especially for those who are most vulnerable.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Neil Forshaw'. The signature is fluid and cursive, with the first name 'Neil' clearly legible and the last name 'Forshaw' written in a more stylized, connected script.

**Neil Forshaw**

Head of EUSS, Hong Kong (BNO), Settlement and Resolution Centre  
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