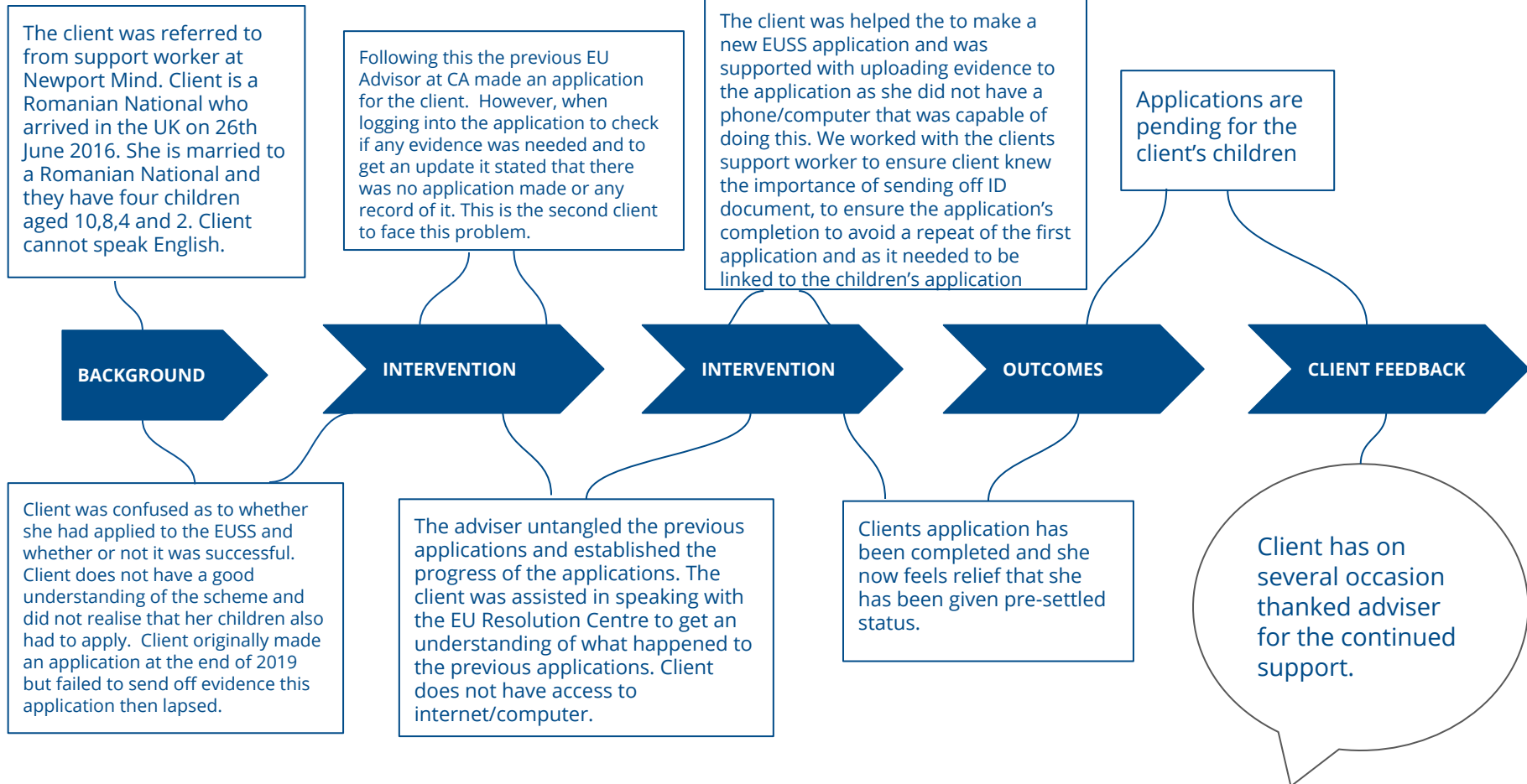
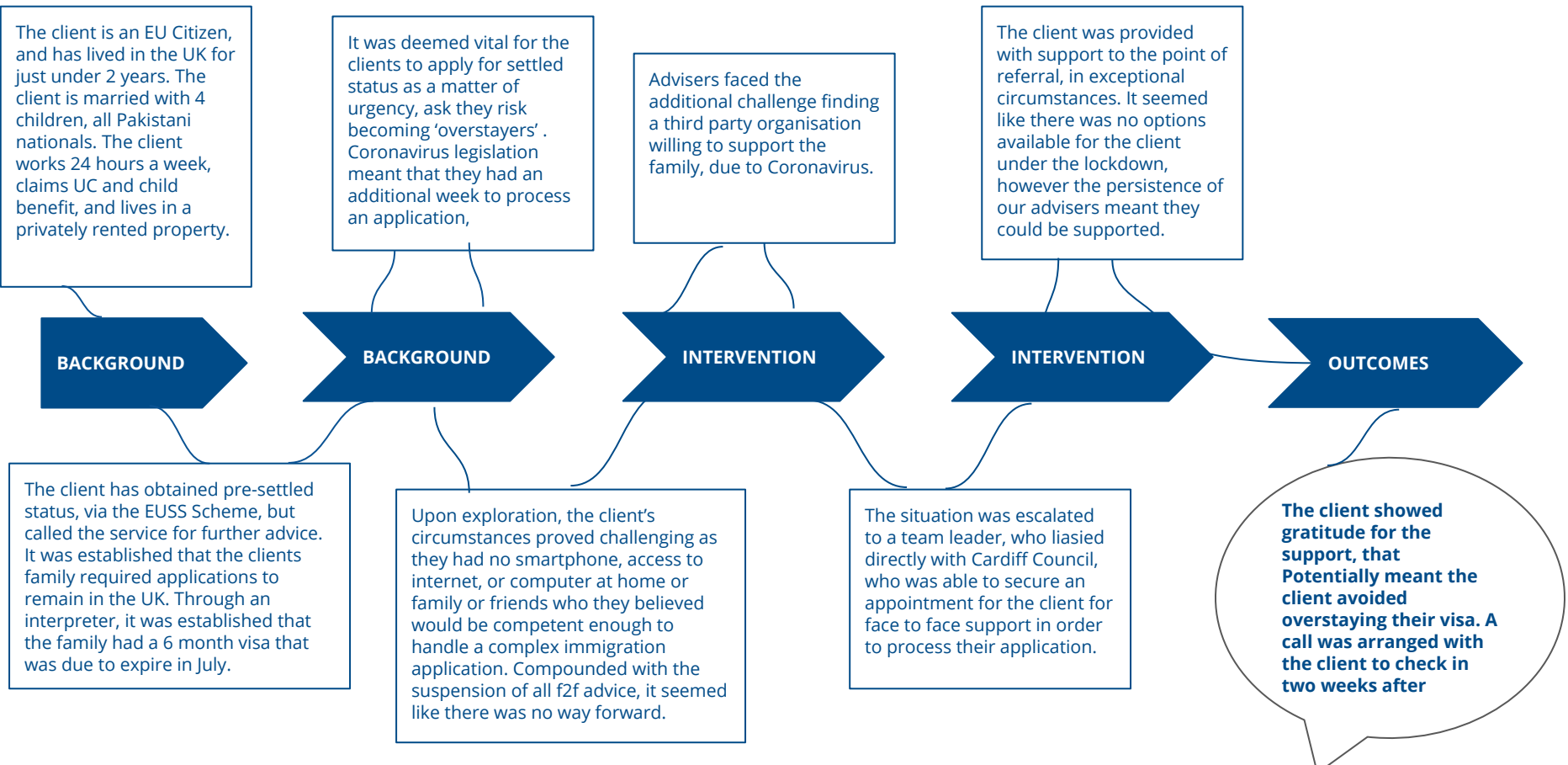


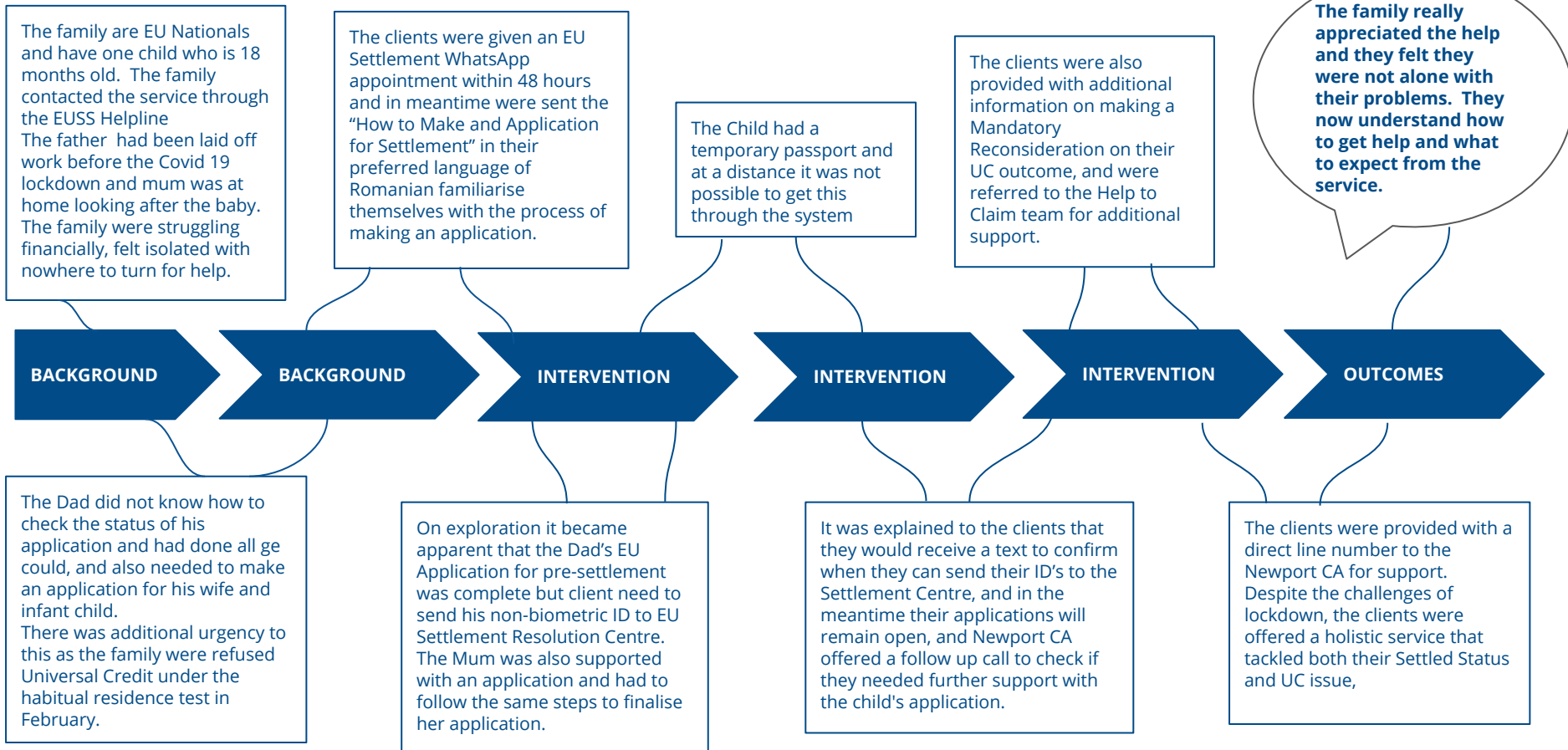
Digital Exclusion and issues with EUSS updates/outcomes



Family of 5 supported with third country applications despite lockdown challenges



Assisting family with EUSS & UC applications during Covid 19



Immigration rules creating conflict within EU Nationals' families.

The client is an EU national and her partner is a UK Citizen who have lived together for 25 years. They have two children both born in the UK. The parent's research suggests their youngest child is automatically a UK citizen.

At an EU Event the client is supported to apply for settled status, and supported with their questions regarding the status of their child. They called the Citizens Advice immigration Helpline at the event to confirm their child's status .

The client is supported with their own Settled Status application and referred to MIND to complete an application for sponsored settlement for their eldest child, while one of our own volunteers researches alternative ways to secure the child's status.

The family were supported with settled status for the EU National parent and given a way forward for their child, who now had the tools and information to seek full UK citizenship.

BACKGROUND

INTERVENTION

INTERVENTION

OUTCOMES

OUTCOMES

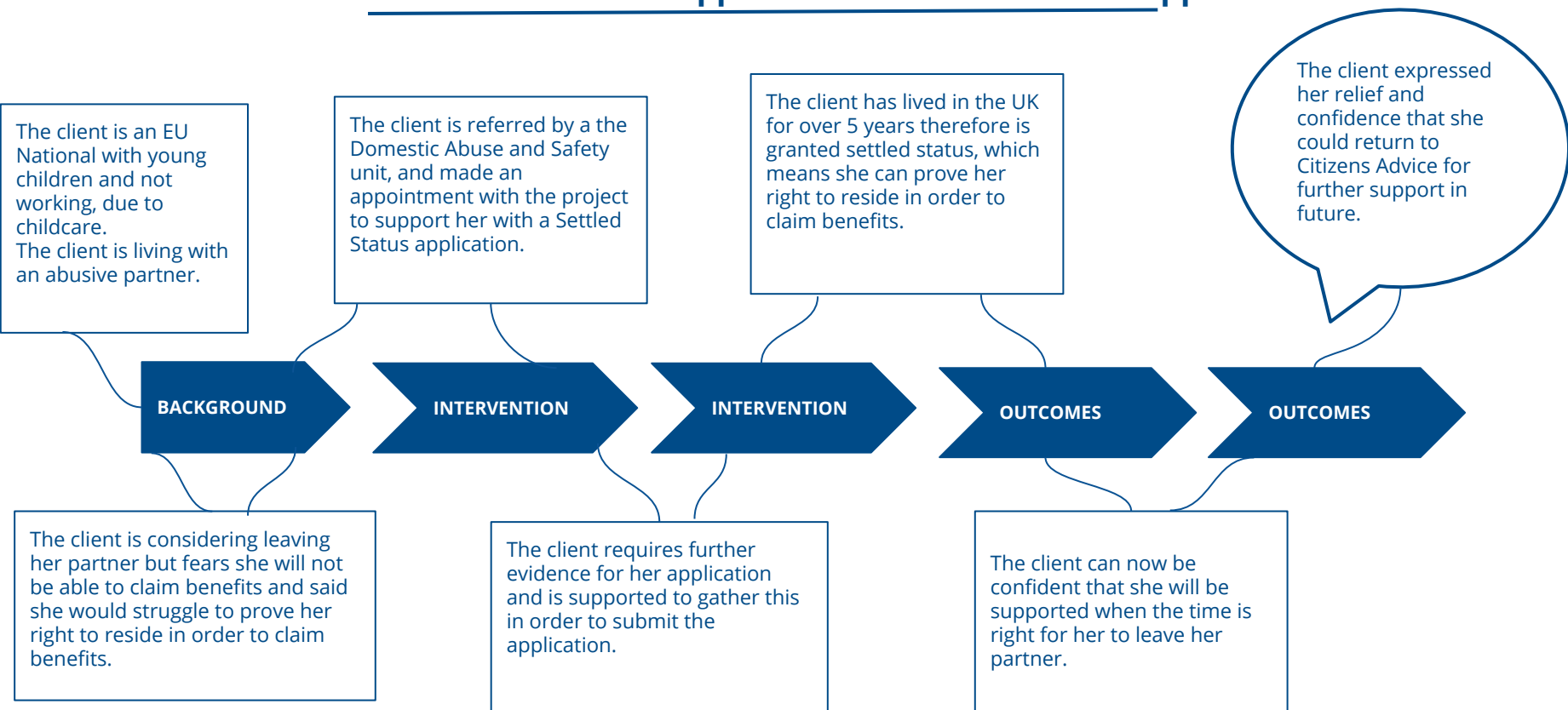
They suspected that the older child is not, simply by the fact that their parents are not married and the child was born before 2006. The client is really distressed and the situation causes conflict between the two siblings, as the older child would wish to identify as a UK Citizen.

It was confirmed that the youngest child was automatically a UK citizen, due to being born after 30th April 2006, but the oldest was not as their parents weren't married and the child was born between 1983 and 2006.

Our research finds a possible affordable and way that the client can apply for citizenship on behalf of their child on the basis of their father's status as a UK National, potentially saving time and money for the client.

The family now has clarity on their status and can now go on to resolve the 'inequality' between their children that had divided their family for a number of years.

Victim of domestic abuse supported with Settled Status application



Securing the future of a South Asian man with EU passport and his family

Client is a middle aged husband and father of 3. He and his family live in a 2 bed PRA in cramped and challenging condition. The family pay in excess of the LHA for an accommodation of this size. In addition to the Client's salary, the family receive CB and Tax Credits.

CI was eligible to make an application to the EUSS based on his 5 years residence, if evidenced, and would lead to settled status. This would give the CI Indefinite Leave to Remain. Because of the Client's work record it was possible to process his application using his EU Passport to prove his identify and his NINO to prove is residency and received outcome immediately showing he'd lived in the UK for over 5 years. This status would be confirmed by email letter.

It was possible to refer the family to Newfields Law for clarification of the impact on the wife's immigration status based on the family's idea to leave the UK and live in South Asia for around a year. The final session linked the older children to their father's application and finalise mum's application using her NINO and tax credit records, and the youngest child's application birth cert.

The Client felt empowered to make changes to the families cramped and challenging housing problems and was referred for housing support at one of our regular appointment slots with Shelter on same premises . The Client and his family are confident they can now meet the challenges of the changing benefits system. They also had information on how to request an Income Maximisation appointment.

BACKGROUND

The CI is originally from South Asia and in 2000 gained dual nationality status in an EU country. The CI's 3 children have the same dual nationality. The CI wife remains a citizen of South Asia with no other nationality. They're all in good health and have no additional needs.

INTERVENTION

We arranged a second appointment for the Client, his wife and their youngest child. It became apparent the client had not understood the necessity to check his Hotmail account for emails for Home Office. The wife does not speak English and to ensure the wife was fully informed we used Language Line to interpret by telephone. It was possible to link the Client's wife and youngest son to his application to be completed at the third session using the wife's Biometric Residency Card and the child's birth certificate.

INTERVENTION

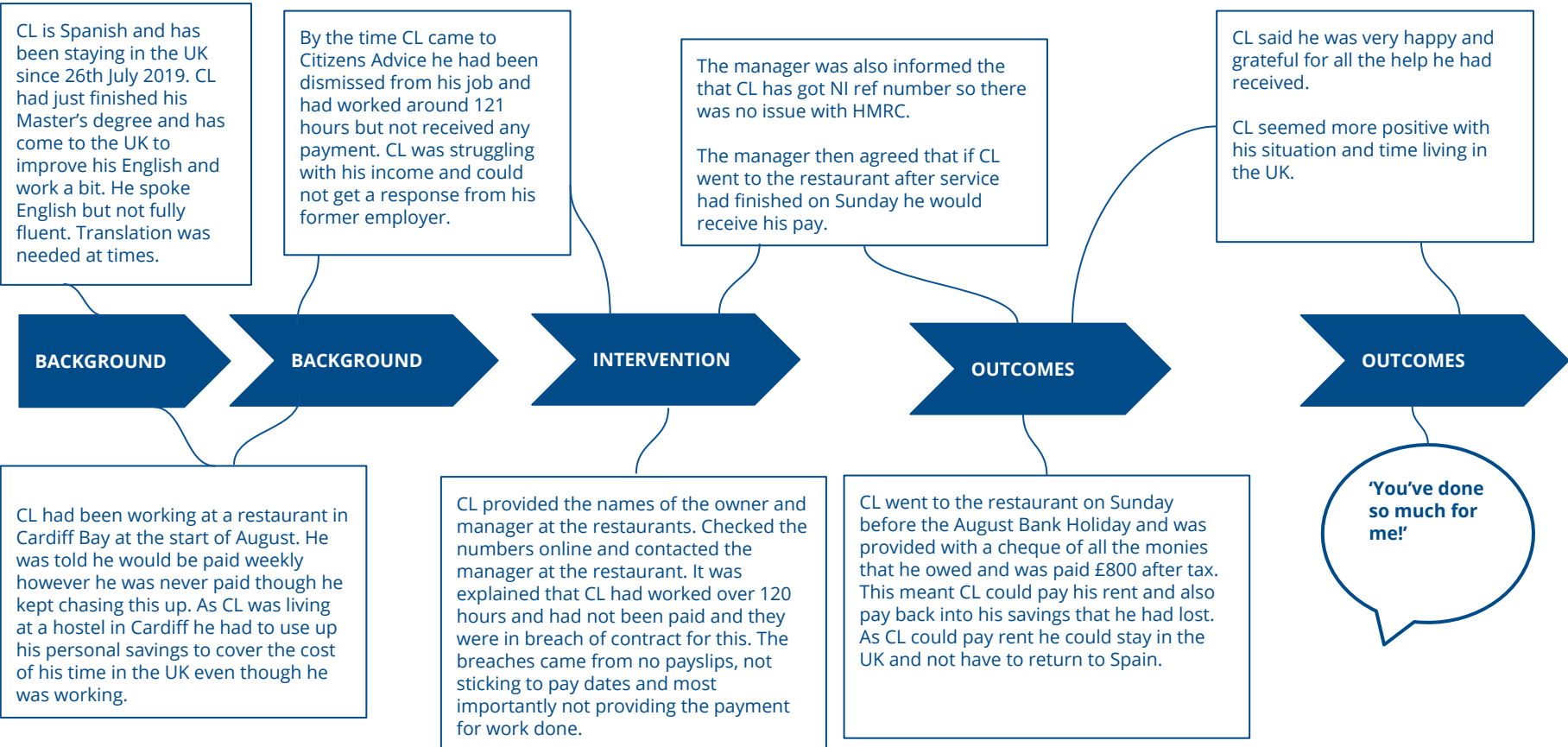
The family are able to secure their futures in the UK post Brexit, allowing them access to essential Health Care, Education and allowing them to continue to make a positive contribution through work and study.

OUTCOMES

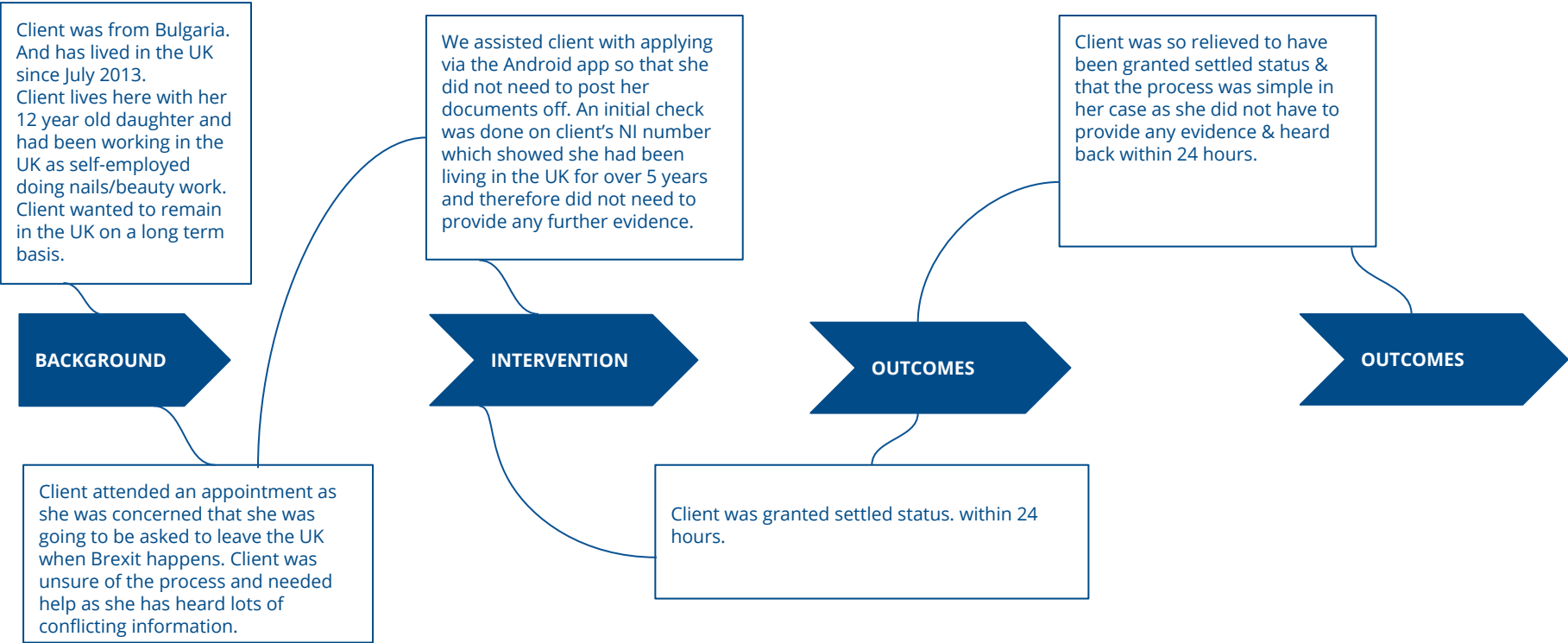
The Client commented "Now we feel safe. It means we can help our lives".

OUTCOMES

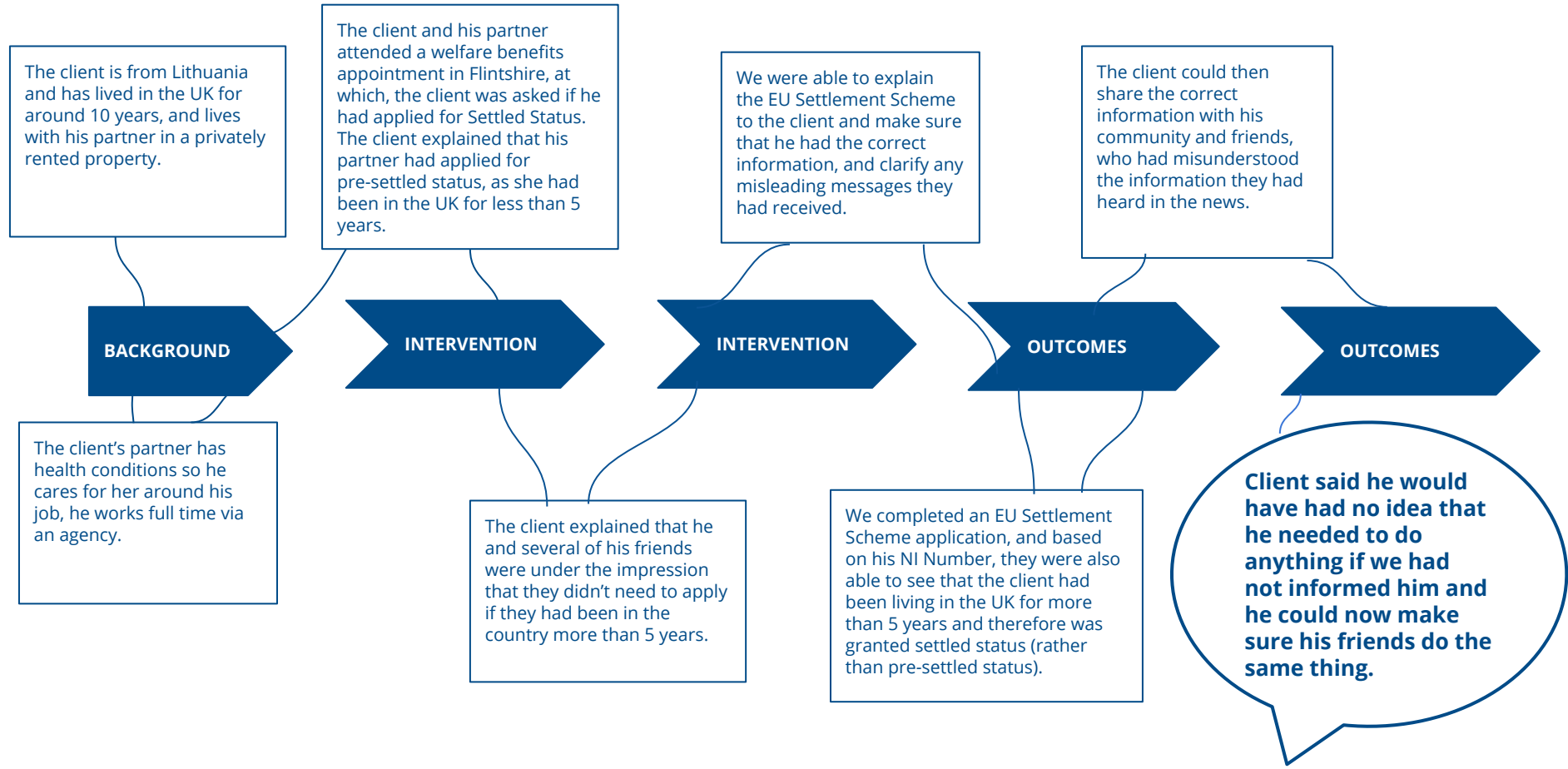
Helping Spanish national recover 121 hours of salary and enable him to stay in the UK



Bulgarian national granted settled status within 24 hours with LCA help



Misinformation leads to client (and his friends) being unaware of the need to apply for EUSS



EU Citizen supported with numerous issues raised by his application

Client is an EU National. He is a husband and father of three children all under the age of 12. The Client arrived in the UK in 2014 and did not speak any English and immediately found work through word of mouth.

The client attended an EU Settlement appointment for himself and his family members and was supported with an application. The client was asked to provide additional evidence because his residence could not be evidenced through his National Insurance Record as the record his incomplete.

The client was very anxious about his situation and felt he could not trust what he was being told. The adviser was able to refer him internally to Newport Citizens Advice Debt Specialist Team, which provided him with a seamless in house support on several of his issues.

Client's well-being has improved because he does not feel he is alone with his problem and feels more confident about dealing with it because he felt he was believed.

BACKGROUND

INTERVENTION

INTERVENTION

OUTCOMES

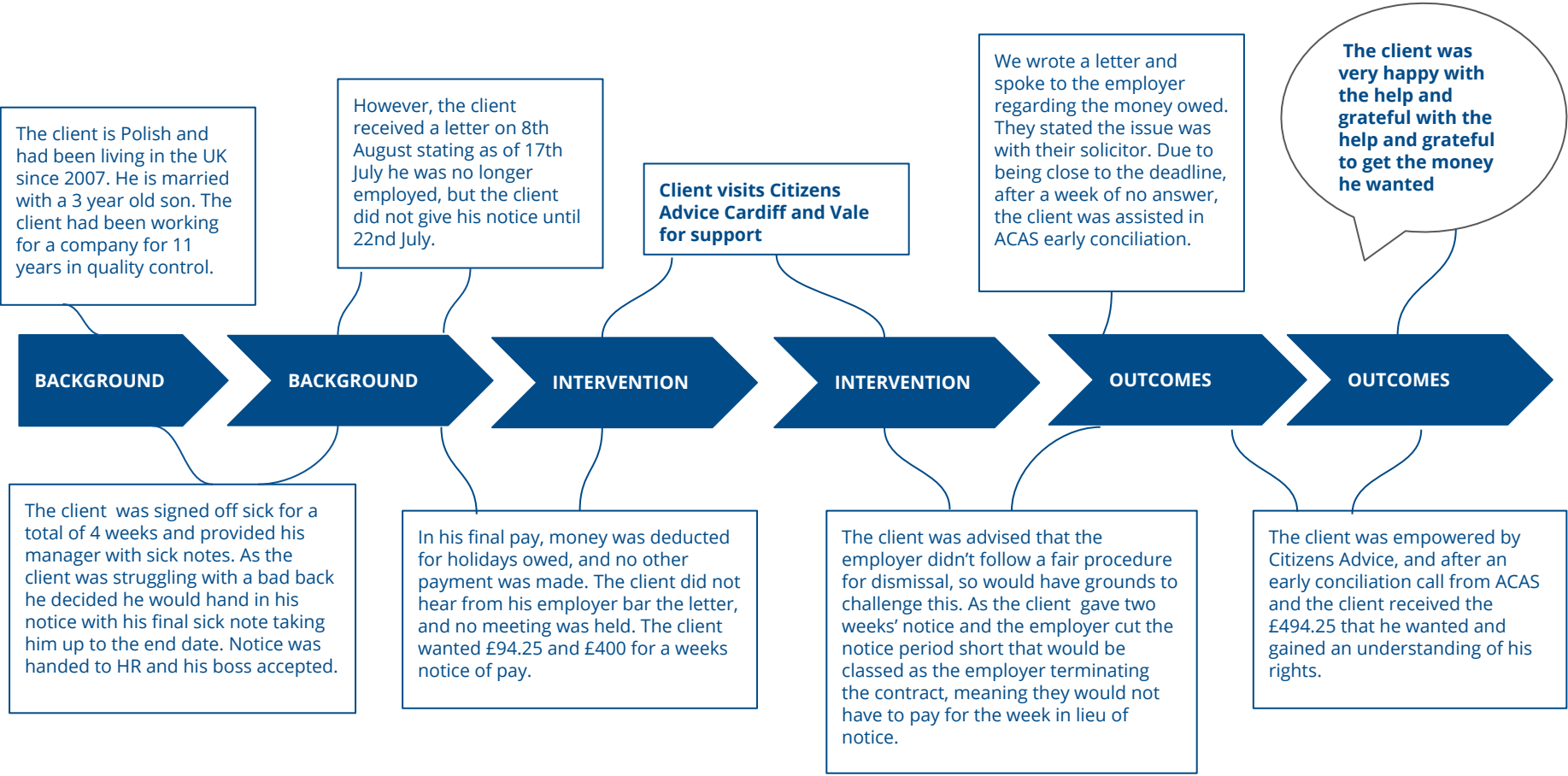
OUTCOMES

The client like many of his fellow nationals, had worked in a car-wash and was paid in cash and told the "Accountant" was dealing with NI and Tax payments. The client explained this "Accountant" is now serving a prison sentence and the car wash business no longer exists.

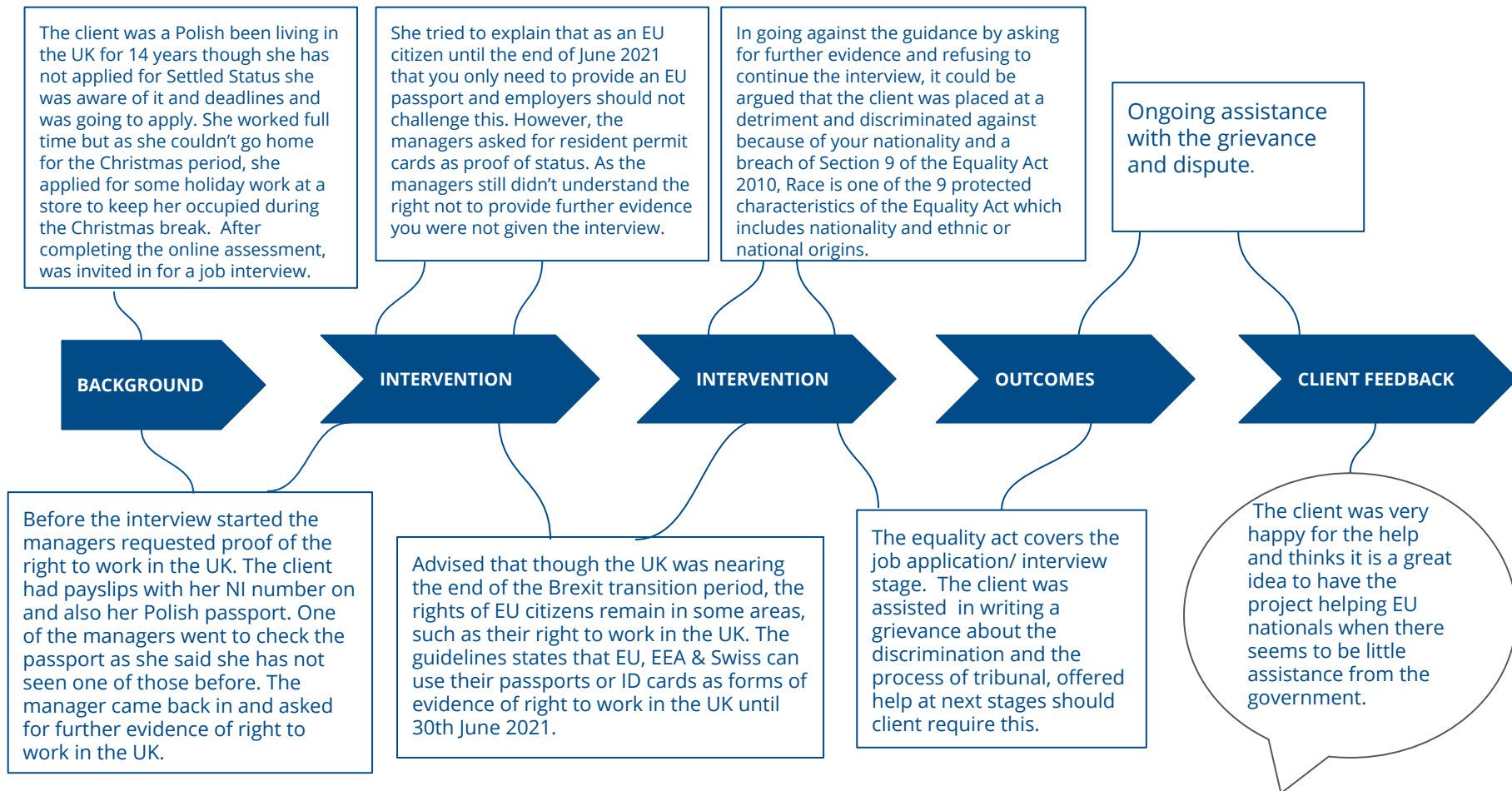
During the course of the appointment the Client disclosed he has been asked to repay over £20K in Working Tax Credits. This repayment is being claimed because the client had been deemed not to have been working due to being paid cash in hand from his employer, and having no records.

The experience of in house debt advice means he had a real chance of managing this debt and moving forward in his and his family's life in the UK. With ongoing support, it's hoped that the client can properly evidence his rights to stay in the UK.

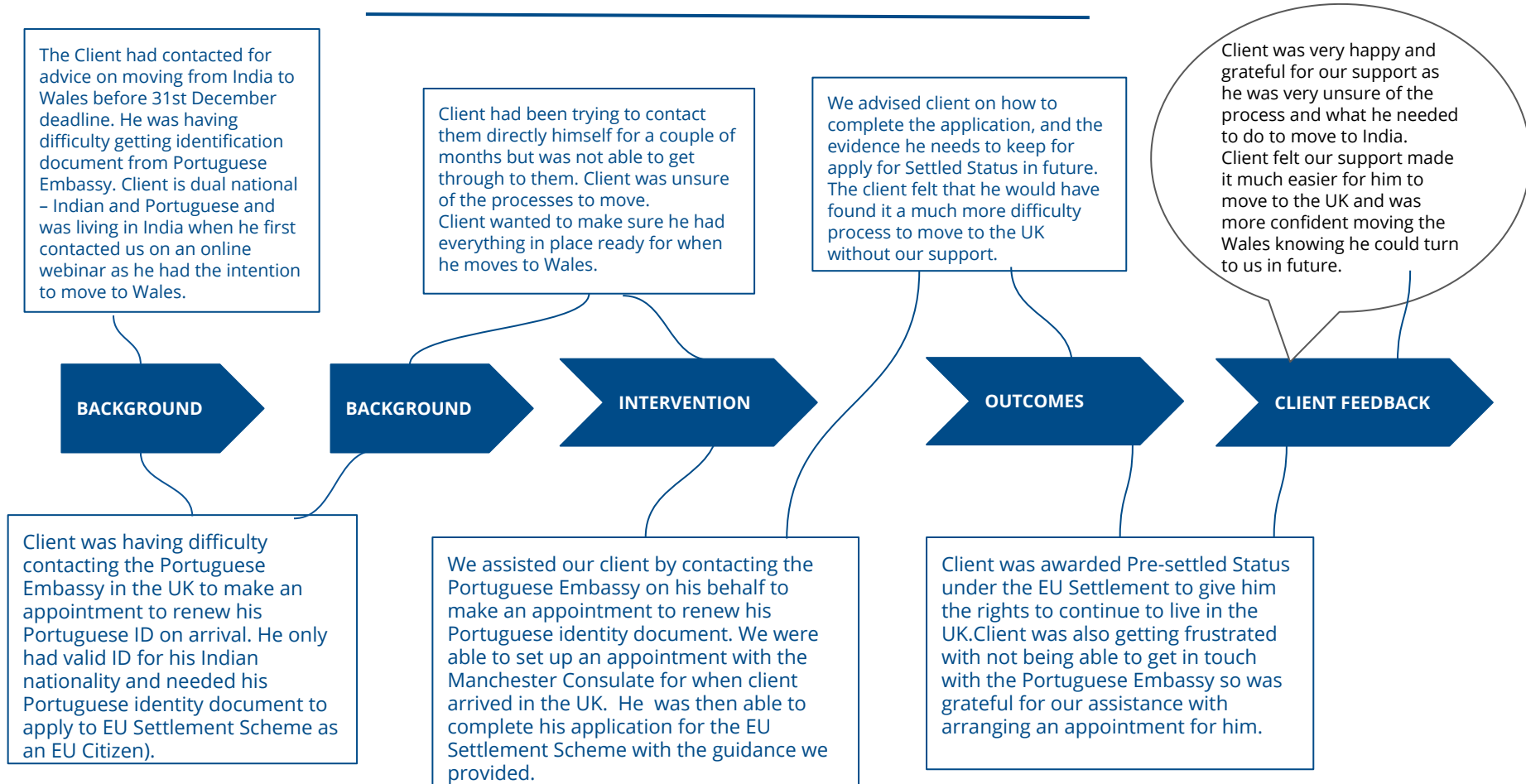
Dismissal during notice period leaves Polish client underpaid



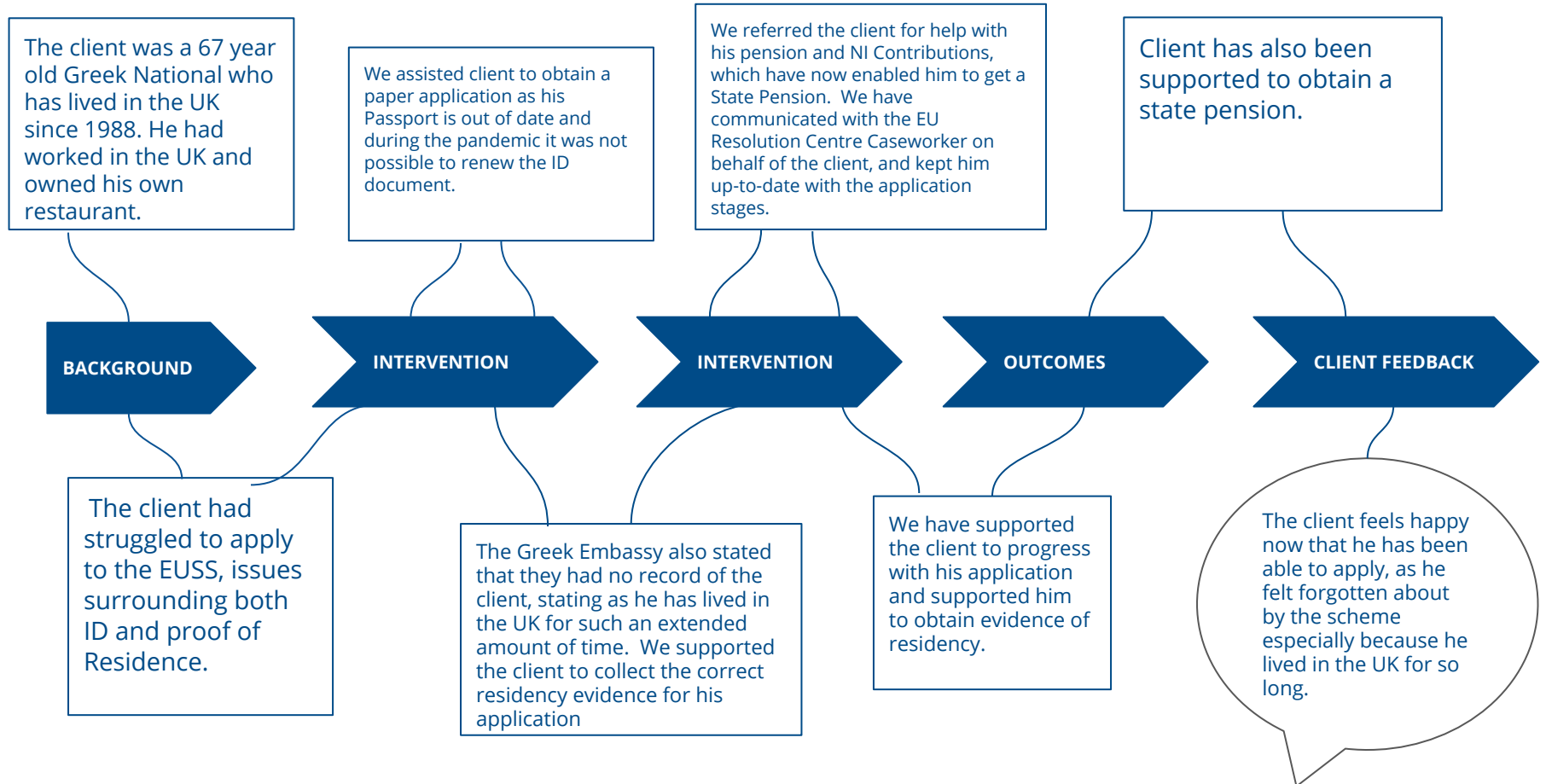
Polish national wrongly requested proof of right to work in the UK



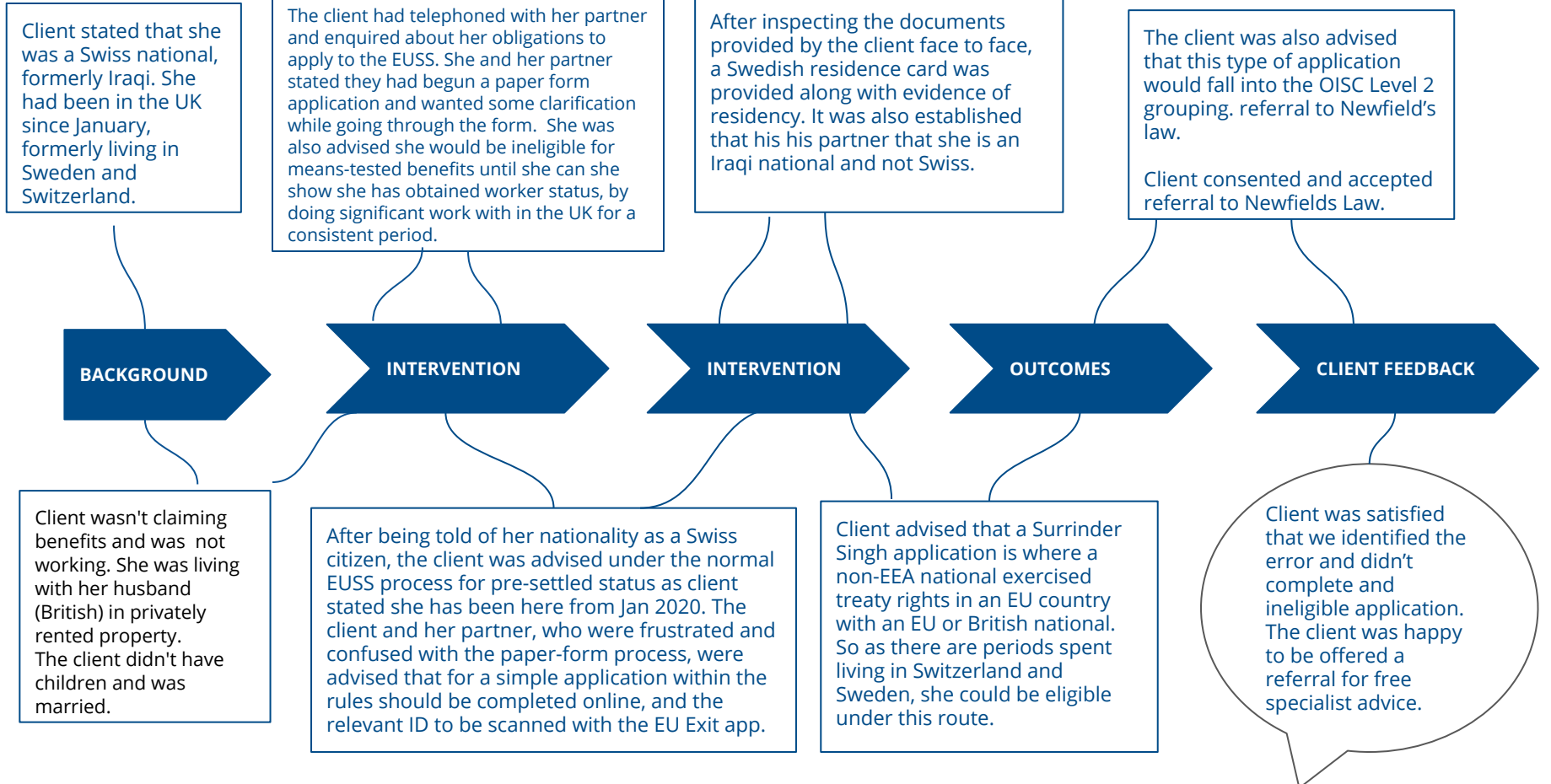
Dual Nationality



Greek national who has lived in the UK since 1988



Surrinder Singh case law EUSS application



Pregnancy Discrimination

The client had been working as dental nurse from 11 June 2018 and was dismissed on 8th November 2019 as the dentist/owner said it was not working for him. The client returned from holiday on 27th August and the boss gave her a hug and said it was good to have her back.

BACKGROUND

The client was rushed to hospital for bleeding and was signed off by the doctor for two weeks. The client states a nurse said they over heard that the owner complaining that CL taking another week off.

BACKGROUND

The client went into work the day of her dismissal and was made aware that other staff were aware that she was going to be dismissed and were aware of her pay out.

BACKGROUND

Client was assisted in raising an appeal and ACAS Early Conciliation. Neither were successful so a claim to an Employment Tribunal was submitted. The Client was assisted and represented on this case along with the settlement negotiations. A settlement of £1,000 was initially offered as a good will gesture. However, a final settlement of £6,500 (tax free) was along with a reference.

INTERVENTION

OUTCOMES

That night, the client found out that she was pregnant and told her boss the next day due to safety reasons as she couldn't use the dental practice X-ray machine. He then stormed off and told the receptionist. CL has had 12 miscarriages previously so sensitive about telling people.

There was no risk assessment done and he asked the client to undertake cleaning, which involved climbing.

Client feels since she told the owner that she was pregnant that his attitude changed and he became very rude to her, bullying and belittling.

Client thinks the only reason she was dismissed was the timing as she became pregnant when two other nurses were already pregnant and would be going on a maternity at the same time as the other two.

The client has been very grateful for all the help over a very stressful time and appreciated the support on the claim itself. She is also very happy with the settlement outcome.