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Monique Hawkins
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04 October 2022

Dear Monique Hawkins,

Thank you for your letter of 12 August 2022 to Kevin Foster MP, former Minister for Safe and Legal Migration, regarding an applicant accidentally adding evidence to an EU Settlement (EUSS) application that had already been decided, and other associated issues. You are receiving a reply from an official.

You asked about the automatic emails sent to applicants in response to their submission of further evidence for their application after it had been decided. We are currently making improvements to the EUSS application system to ensure that the different processes for making a new application to the EUSS or adding evidence to an existing application is clearer. This includes changes to the application system based on user research and improved guidance for applicants on GOV.UK. The automated email response which you included in your letter has not been issued to applicants since February 2022. It has been replaced with one that instead contains the following text:

If a decision on your application is outstanding we will look at the files you have uploaded. You will receive an email with your status when we have processed your application.

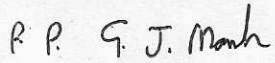
If a decision has been made on your application any further supporting documents will not be considered.

Your other queries concerned potential updates to the dashboard view, including whether we would consider including the type of status sought and outcome of each application. We will consider the feasibility of adding such functionality. We welcome feedback and

suggestions on how we can improve our services and are committed to continuously improving these services based on such feedback. We will continue to work to improve the user experience and will announce any further initiatives we introduce.

Please let me know if you have any further queries or feedback.

Yours sincerely,



Matt Cooper

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