

Baroness Bull
House of Lords
London
SW1A 0PW

30 October 2024

EU Settlement Scheme Volume 840: Thursday 24 October 2024

Dear Baroness Bull,

I am writing to you to provide clarification to one of my responses in the Chamber during the Oral Parliamentary Question session on Thursday 24 October.

The response concerned your question on whether the Government will commit to providing a people staffed helpline 24/7 to help people who are trying to return from different time zones if they encounter difficulties utilising their digital status.

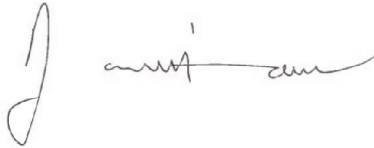
I thought it would be helpful to give further information with regard to the digitisation of the immigration system. eVisas are a key part of delivering a border and immigration system which will be more digital and streamlined by 2025, a change that will enhance the applicant's experience, deliver excellent value, and increase the immigration system's security and efficiency.

Successful EUSS applicants are given a UK Visas and Immigration account where they can view and share their immigration status with others securely and in real-time. The Withdrawal Agreement explicitly allows for status to be provided in digital form. We have made clear that we will continue working towards a border and immigration system that is digital by default, and immigration status in the form of an eVisa is part of this. We have no plans to change that by issuing physical evidence of immigration status to EUSS status holders, or to review the decision to move from physical to digital proof of status.

As with all such major change programmes, we are keeping our eVisa systems under review during the implementation period to identify and address any emerging issues.

A copy of this letter will be placed in the Libraries of both Houses.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J. Hanson', written in a cursive style.

Rt Hon Lord Hanson of Flint