

FIX THE DIGITAL STATUS

Campaign pack



About us

the3million is the largest grassroots organisation for EU citizens* in the UK, formed after the 2016 referendum to protect the rights of people who have made the UK their home.

We coordinate the EU Citizens' Campaigns Network, a group of over 40 community leaders from across the UK, who are building power from the ground up to campaign for a fair, just and compassionate immigration system.

This campaign pack is a guide on how to take part in the “Fix the digital status” campaign, advocating for all migrants to be provided with physical proof of their status, and safeguards to be put in place to protect against negative impact the digital-only eVisa system has on our communities.





BACKGROUND

The EU Settlement Scheme launched in 2018 to provide immigration status to EU citizens who were resident in the UK before Brexit was the first to use eVisas as the only proof of migrants' rights.

Many people have been struggling with this system EVER since.

the3million has been advocating for the government to provide a physical back-up in the form of a QR code which can be printed, as a safe and cost-effective alternative which would also provide a permanent record and stable proof of status that belongs to the person.

In January 2025, the eVisa system is extending to all migrants, with all physical proof of immigration status becoming invalid.

Many have already experienced problems transitioning to eVisas.

Revealed: ministers to postpone full shift to eVisas next month

Exclusive: fears that UK residents could be stranded abroad due to system glitches prompts rethink



Seema Malhotra, the minister for migration and citizenship, is looking to postpone the full rollout after officials pointed out a series of problems. Photograph: Richard Gardner/Rex/Shutterstock

eVisa postponement?

On 2nd Dec 2024, the Guardian revealed ministers will postpone a full transition to eVisas.

The decision comes amidst growing concerns about the system's ability to safeguard migrants' rights, prevent travel chaos and avoid leaving UK residents stranded abroad.

While we welcome this announcement, there are many questions left unanswered.

It also makes this the perfect time to act and share our communities' concerns with the government, in a coordinated way.

WHAT WE ARE CALLING FOR

No one should face barriers to proving their immigration status due to a digital-only system. We're campaigning for secure alternatives to ensure everyone can access their rights safely and reliably.



OUR ASK

Provide a secure QR code or equivalent physical proof alongside the digital system.

- ✓ **Public inquiry into the current digital-only system looking at inclusivity, accessibility and reliability.**



Harm reduction measures:

- ✓ **24/7 human staffed helpline for urgent resolution (including a dedicated travel helpline)**
- ✓ **Transparent & accessible compensation route for Home Office or third-party errors.**
- ✓ **Clear communication on the importance of updating UKVI accounts with current travel documents.**

JOIN THE FIX THE DIGITAL STATUS CAMPAIGN

1. Share resources

2. MP engagement



1. SHARE RESOURCES

To raise awareness in your own community about eVisas, share these resources:

1. Informational resources for EU citizens, family members and people who are now transitioning to eVisas: [eVisa transition](#), [BRCs](#), [Report it!](#), [bust card](#)
2. Campaign resources: encouraging others to join in and access this campaign pack to take action, and write to their MP

Host conversations, coffee breaks, online chats etc in your community about digital-only risks and preparation steps.



2. MP ENGAGEMENT

All MPs have a duty to represent all their constituents, regardless of whether they have the right to vote or not. More than half of MPs in Parliament were first elected in the recent General Election in 2024. We want to ensure all MPs:

- are aware of and understand the risks of the eVisa system
- hear from the constituents who have been affected by issues
- take action, asking Parliamentary questions, proposing debates and sending letters to the Immigration Minister
- endorse our ask for a public inquiry into the current implementation of the eVisa system.

It's crucial MPs hear loud and clear from as many people as possible who care about fixing the digital status.

Over the coming months we are asking you to reach out to your local MP to build connections and start persuading them to sign the “Fix the digital status Parliamentary Endorsement” in support of a public inquiry into digital status.

STEPS TO ENGAGING YOUR MP

Write

Meet

Share



WRITE TO YOUR MP

Find out who your MP is, their contact details including their email address [here](#).

Research their party position and the main issues they have spoken out on. You can do this by looking at their voting record, website and social media.

Write to them sharing why you care about fixing the digital status. Personalised letters are the best approach, so make sure you include details about yourself, why you care, and if applicable, how the digital-only system has impacted you.

Personalise the template letter we have drafted.

Let us know you have written to your MP by cc-ing info@the3million.org.uk in your email.

Ask for a meeting with your MP in your letter.

If you run a community group, we can help organise a workshop, bringing people together so all of you write your letters at the same time, coming up with ideas together. Get in touch with Sarah (the3million Community Organiser) for help.

PLAN YOUR MEETING WITH YOUR MP

After writing to your MP, you may not receive a reply promptly. You can follow up with their constituency office by phone. Be polite but persistent.

Check your MP's website to find out when they are holding surgeries for their constituents. Even if they have not got back to you, you can attend the surgery in person to talk to them.

When planning the meeting, consider who will attend:

- Are there local community leaders, either in the EU Citizens' Campaigns Network or in your professional network, who can attend as a group?
- Can an Organiser from the3million attend with you? Contact Sarah to check.
- Are you or the3million in touch with someone who has experienced issues already with the eVisa system in the MPs constituency? Contact Sarah to check.

PLAN YOUR MEETING WITH YOUR MP

Plan your key messages for the meeting:

- Why is it important to you and your community that the digital-only immigration system is fixed?
- What is not working about the eVisa system?
- What impact is the eVisa system having on your local community, on the people you support locally?
- What can your MP do?
- How will you be publicising the meeting?

Use our [summary of key messages](#).

RESOURCES

- [Key messages for your meeting](#)
- [the3million QR code proposal](#)
- [Parliamentary endorsement](#)



SHARE

- Ask your MP to take a photo with yourself or your group.
- You can also try to get a quote from your MP - ask them if they would be happy for you to share a short comment on social media. You can suggest wording for them to agree or they may want to come up with their own.
- After the meeting, share key points on social media, including the photo. Tag your MP and the3million and use #FixTheDigitalStatus.

FOLLOW UP

After the meeting, follow up with your MP and their office, sending them any information they've asked for or you have mentioned and:

- Share the photo you took at the meeting and encourage them to share it on social media.
- The first meeting is just the beginning of building an accountable relationship with your MP. If you have an event or community meeting coming up, invite them to come along to see your work.