



Windrush Schemes





Contents

Windrush Timeline

Windrush Help Team & Claimant Assistance

The Windrush Scheme

The Windrush Compensation Scheme

Improvements to the Compensation Scheme

Contact Details





Windrush Timeline

Apr 2018: Windrush Taskforce (now Help Team) established

Apr 2019: Windrush Compensation Scheme launched

Aug 2020: National communications campaign launched

Oct 2020: Windrush community ambassadors appointed



May 2018: Windrush Scheme launched

Mar 2020: Windrush Lessons Learned Review published

Sept 2020: Comprehensive Improvement Plan published



Windrush Help Team and Claimant Assistance



Windrush Helpline
Freephone 0800 678 1925
Monday to Friday
9am to 5pm

If abroad, email the helpline and request a call back

The **Windrush Helpline** can:

- Help people to apply for documentation confirming their status, including British citizenship if eligible, under the Windrush Scheme. These applications are free of charge.
- Provide trusted help and advice, via the **Vulnerable Persons Team**, where safeguarding and vulnerability issues are identified
- Refer individuals who require assistance completing their compensation claim to the free **Claimant Assistance provider**



The Windrush Scheme

The Windrush Scheme helps people to access the documentation they need for free

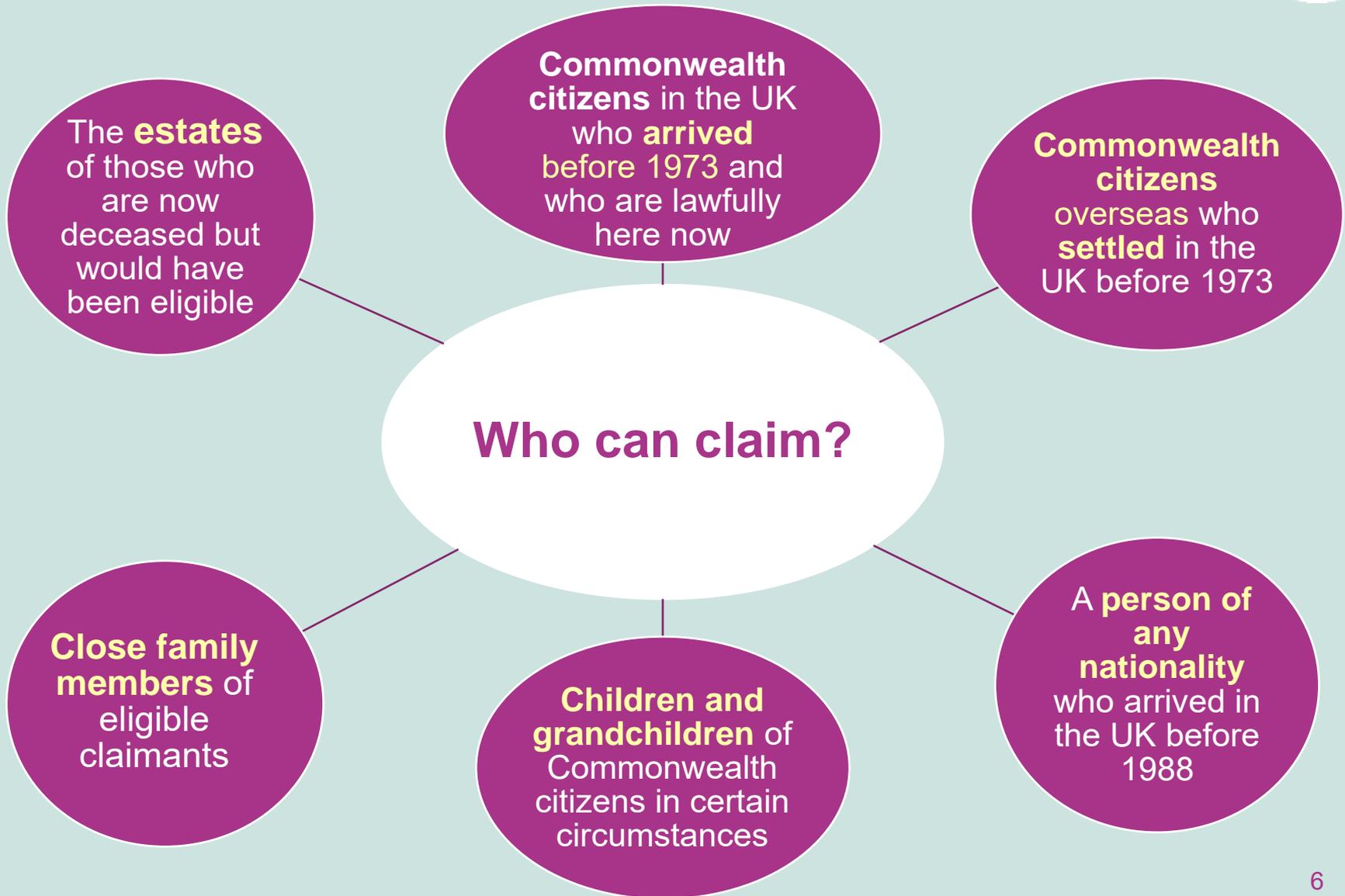
People who arrived in the UK **before the end of 1988**, who are now settled, can apply for documentation confirming their status

Commonwealth citizens settled in the UK before 1973, and their children under certain circumstances, can apply for documentation confirming their status. Those eligible for British citizenship can apply for free, and will not have to take a Life in the UK test or English language qualification.

To qualify for citizenship under the Windrush Scheme you do not have to have remained continuously resident in the UK. Commonwealth citizens that were settled in the UK on 1 January 1973, but who later lived abroad before returning to the UK, may also make a free application for citizenship if eligible.

These 'returning residents' no longer need to take a Life in the UK test or English language qualification.

The Windrush Compensation Scheme



Categories you may claim under



Immigration Fees and Associated Legal Costs	Banking	Health	Housing	Education
Access to Employment	Child Tax Credit	Working Tax Credit	Child Benefit	Impact on Life
Homelessness	Detention	Deportation	Removal or Return	Discretionary

- Dependent on **individual** circumstances;
- Individuals may claim under **more than one** category;
- The time taken to process each claim will depend on the **complexity** of individual cases.



What happens with my case



Improvements to the Compensation Scheme



Standard of proof

- All categories of claim now operate on the balance of probabilities.
- This means our caseworkers must be satisfied it is *more likely than not* that the losses and impacts being claimed for were incurred.
- We no longer use references to '*satisfied so as to be sure*' and '*beyond reasonable doubt*'.

Detention

- We can now compensate individuals if they spent time in detention pending any type of deportation because they were unable to prove their lawful status and that they were exempt from deportation at the time.
- Previously, those who were detained pending automatic deportation could not be compensated under the scheme.



Improvements to the Compensation Scheme



Immigration fees

- We will now compensate for fees paid for applications for *confirmation of British Nationality status letters* if they were unsuccessful because people couldn't demonstrate their lawful status.

Third party evidence

- If evidence to support a claim for compensation can only be obtained from a third party at a cost, we will cover these costs.
- Individuals should mention the evidence on their claims forms and we will pay for it if it is needed to support their claim.

If your claim has already been decided, the Compensation Scheme team will be in touch if the changes affect your claim.

If your claim is being processed, the Compensation Scheme team will use the new rules when deciding your claim.



Contact the Windrush Help Team



Windrush Help Team (Freephone):

+44 (0)800 678 1925

Mon – Fri 9am – 5pm



Email:

WindrushCompensationScheme@homeoffice.gov.uk

commonwealthtaskforce@homeoffice.gov.uk



Website:

www.gov.uk/windrushhelpteam

**Your information will not be passed
on to Immigration Enforcement**



Thank You



HM Government



The Windrush Help Team

**Here to support you
and your family**

