



# WINDRUSH SCHEME GUIDE

Supporting the Windrush Community  
& Generations to Come

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# STEP-BY-STEP INFORMATION GUIDE

Mission Diverse have created a step-by-step guide to support you and others who may have been adversely affected by the Windrush Scandal.

This information booklet will enable you to follow a simple process to apply for your legal documented status, access compensation, or both!

## BENEFITS TO YOU...



We encourage anyone who thinks they may be eligible to access support through the Windrush compensation or documentation scheme to use this guide. We have provided simple and easy steps, information and myth busting FAQ's. All to make accessing the Windrush Compensation and Documentation support as easy as possible.

With the new and simplified Windrush Schemes, we've provided you with links, numbers, people and places to contact to help you apply for documentation and compensation.

Once you've utilised this guide, all we ask is for you to **"pass it forward"** to someone else you may know who may be entitled to compensation or documentation support through the Windrush Compensation & Documentation schemes.

# WHO ARE MISSION DIVERSE?

Mission Diverse are a non-profit organisation supporting people from Black & minority ethnic communities. We support, inform, and celebrate generations of people and underrepresented communities with pride!

As an organisation, we work towards greater societal, workplace and entrepreneurial diversity and representation for people from underrepresented communities.

We reinvest our revenues directly back into community projects, programmes and workshops, to provide education, mentorship, support and personal development training to individuals from Black and minority ethnic communities.

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# WHAT ARE THE WINDRUSH COMPENSATION & DOCUMENTATION SCHEMES?

The Windrush Schemes have been set up to support members of the Windrush generation, who arrived in the UK before the end of 1988; as well as people who came to the UK from a Commonwealth country before 1973 and their children under certain circumstances. All of which can apply for their documentation confirming their status and access compensation they may be entitled to, free of charge.

The Windrush Schemes are broken down into two separate support services. The Documentation Scheme and the Compensation Scheme.



## DOCUMENTATION SCHEME

The Windrush Documentation Scheme is created to support you if you're settled in the UK but do not have the document to prove it.



## COMPENSATION SCHEME

If you suffered losses because you did not have documents. If you are eligible for this scheme, you might also be able to apply for compensation. The compensation scheme is for losses that happened because you could not show that you had a right to live in the UK.



## NEWLY SIMPLIFIED SCHEMES

Both schemes have been redesigned and simplified in 2020 to ensure people who were directly and indirectly affected by the Windrush Scandal have support in accessing their documentation and compensation where necessary for losses suffered due to an inability to demonstrate their lawful status.

# WINDRUSH SCHEME ELIGIBILITY CHECKER

## ARE YOU ELIGIBLE?

You may be eligible to access and apply for the documentation and compensation schemes if you fall under the following descriptions:

- A person of any nationality who arrived in the UK before 1988
- Commonwealth citizens in the UK who arrived before 1973 and who are lawfully here now
- Commonwealth citizens overseas who settled in the UK before 1973
- Children and grandchildren of Commonwealth citizens in certain circumstances
- Close family members of eligible claimants
- The estates of those who are now deceased but would have been eligible

The Windrush Helpline has been set up to help you with any questions or support needed to access either scheme.

You can contact The Windrush Helpline on **0800 678 1925** from Monday to Friday, 9am to 5pm or email them on **windrushcompensationscheme@homeoffice.gov.uk**



# WINDRUSH DOCUMENTATION SCHEME FAQ'S (MYTH BUSTING)

## 1. I'm scared my information will be passed onto Immigration Enforcement.

Any information you share with the Windrush Help Team is treated as confidential and will NOT be passed on to Immigration Enforcement. There is no risk of detention or deportation when accessing the Windrush Documentation Scheme.

## 2. Although I want to get my documentation, I'm not sure if I should come forward.

If you wish to enquire about how you can access the Documentation Scheme, your first port of call should be the confidential **Windrush Helpline on 0800 678 1925 from Monday to Friday, 9am to 5pm or email them on [windrushcompensationscheme@homeoffice.gov.uk](mailto:windrushcompensationscheme@homeoffice.gov.uk)**

## 3. I don't know where to start and who to speak to about getting my documents through the Windrush Scheme. Where do I start?

The Windrush Helpline will support you, your family and loved ones with all the information you need to get started with applying for your documentation. The Windrush Helpline can help you apply for documentation under the Windrush Scheme, free of charge. The Helpline also has a Vulnerable Persons Team for anyone in need of specific support.

## 4. How much will it cost me to obtain my documentation through the Windrush Scheme?

It's free! There is no cost to you. The newly revised scheme has been set up to make applying for documentation a more simple and straight forward process.

# WINDRUSH COMPENSATION SCHEME FAQ'S (MYTH BUSTING)

## 1. Will I only receive £250 in compensation if I apply through the Windrush Scheme?

Incorrect. The newly revised Windrush Compensation Scheme pays out a minimum of £10,000 if eligible to anyone who has suffered losses due to an inability to demonstrate lawful status. (Take a look at our Eligibility Checker to see if you fall under one or more of the criteria descriptions to access compensation).

## 2. Is there any point in submitting an application?

The application process was revised and changed in 2020 to make applying simple and easy for anyone affected by the Windrush Scandal. There is also a Windrush Helpline for anyone who needs support in applying or finding out whether they are eligible for compensation.

## 3. What can I claim for?

There are a variety of categories you can apply under which include:

- ▲ Impact on life
- ▲ Detention
- ▲ Deportation
- ▲ Immigration Fees and Associated Legal Costs
- ▲ Banking
- ▲ Health
- ▲ Housing
- ▲ Education
- ▲ Access to employment
- ▲ Child Tax Credit
- ▲ Working Tax Credit
- ▲ Child Benefit
- ▲ Homelessness
- ▲ Removal or Return
- ▲ Other Discretionary losses

You may claim under more than one category.



# WINDRUSH COMPENSATION SCHEME FAQ'S (MYTH BUSTING)

## 4. Do I need my documentation and legal status before applying for compensation?

Yes. You will need to have all your documentation and legal status before applying for compensation.

## 5. Is there a limit to the amount I can claim for through the compensation scheme?

There is no limit on how much compensation you can claim.

## 6. I don't have a receipt for all the suffering I have experienced, so how will you quantify this?

All compensation submissions are assessed on individual basis merit. There will be certain things that won't have receipts, but you should make reference to any losses you may have incurred because you've been affected by the Windrush Scandal due to an inability to demonstrate lawful status.

## 7. Who do I need to speak to about accessing the Windrush Compensation Scheme?

The people you should speak to about submitting a compensation claim is the Windrush Helpline. These are trained and fully confidential support staff to help you through your Windrush Compensation application.

### **Contact the Windrush Helpline here:**

Telephone (Freephone): 0800 678 1925

windrushcompensationscheme@homeoffice.gov.uk

Monday to Friday, 9am to 5pm

# HOW TO APPLY

## STEP 1

Contact The Windrush Helpline on **0800 678 1925**, Monday to Friday, 9am to 5pm or email **[commonwealthtaskforce@homeoffice.gov.uk](mailto:commonwealthtaskforce@homeoffice.gov.uk)**. The team will talk you through step by step what you need to do to submit your documentation forms.

## STEP 2

Download the documentation application forms by searching:

**[www.gov.uk/windrushhelpteam](http://www.gov.uk/windrushhelpteam)**

## HOW TO APPLY FOR DOCUMENTATION

## STEP 3

Submit your documentation forms and the assistance provider will update you on its status.

## HOW TO APPLY FOR COMPENSATION

### STEP 1

Contact The Windrush Helpline on **0800 678 1925**, Monday to Friday, 9am to 5pm or email **windrushcompensation@homeoffice.gov.uk**

### STEP 2

Download compensation forms by searching:

**[www.gov.uk/windrushhelpteam](http://www.gov.uk/windrushhelpteam)**

### STEP 3

Complete online or scan and email your completed forms to:

**WindrushCompensationScheme@homeoffice.gov.uk**

### STEP 4

Once the Home Office has confirmed you are eligible to claim, the claimant assistance provider, [we-are-digital.co.uk](http://we-are-digital.co.uk), will contact you to start your claim process.



**CONTACT THE WINDRUSH HELP TEAM, TODAY!**

**Telephone (Freephone): 0800 678 1925**

**[windrushcompensationscheme@homeoffice.gov.uk](mailto:windrushcompensationscheme@homeoffice.gov.uk)**

**Monday to Friday, 9am to 5pm**



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For more information search:  
[www.missiondiverse.org/windrush](http://www.missiondiverse.org/windrush)

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