



# Windrush Partner Pack

including links to assets

August – October 2020



# Contents

Page 3 – Information for partners

Page 4 – About the Windrush Help Team

Page 6 – Case studies

Page 8 – Claiming compensation

Page 9 – Applying for compensation

Page 10 – What can people claim for?

Page 11 – Windrush content catalogue, [including assets](#)

Page 12 – Contact the Windrush Help Team

# Information for partners

Many people who settled lawfully in the UK before 1988 have the right to live and work here. But some do not have the right documents to show their legal status. As a result, they may have found it hard to demonstrate their right to work and access services in the UK, and lost out on things like jobs, housing and healthcare.

This has become known as the 'Windrush issue' as many of those affected are people from the 'Windrush generation' and their families.

The Windrush Help Team has been set up to help eligible people get the documents they need to demonstrate their right to live and work in the UK. They can also help people claim compensation.

A national advertising campaign has been launched to raise awareness amongst affected people, and the Government continues to work with communities across the country to publicise the support available.

This partner pack has been designed to equip you with information about both schemes, as we seek your help to raise awareness amongst anyone who may be eligible to apply.



# What is the Windrush Help Team?



# What is the Windrush Help Team?

The Government's Windrush Help Team helps eligible people get the documents they need to demonstrate their right to live and work in the UK.

They can help you claim compensation, and help you through the process of settling your status. It is free of charge.

If you or your parents came to the UK from any Commonwealth country before 1973, or you came to the UK from any country before the end of 1988, the Windrush Help Team could help you get documents to show your legal status.

Some grandchildren and close family members may also be able to claim compensation.



**If you contact the team, anything you tell them will be treated with sensitivity and your information will not be passed on to Immigration Enforcement.**

# Case studies

## Christopher

Christopher's father came to the UK from Grenada in 1970, and Christopher came to the UK with his mother when he was 8. He has lived in the UK ever since. Both of Christopher's parents died many years ago. Christopher asked the Windrush Scheme for help to get British Citizenship.

The Windrush Scheme looked for information about Christopher and his parents, so he could demonstrate his right to live in the UK. They found Government records that showed that Christopher's parents had lived in the UK ever since they arrived, and that his father had lived here before 1973.

Christopher was granted British citizenship.

## Sandeep

Sandeep came to the UK from India. He settled here in 1970 when he was 20, and set up a business. In 2008 he went back to India to look after his elderly parents. He kept his business active in the UK. His two children and their families still lived here and he visited the UK regularly.

When Sandeep's parents died in India, he wanted to come back to the UK to live. He got a six-month visit visa, and contacted the Windrush Scheme for help on arrival.

Sandeep was granted 'indefinite leave to remain' because of his strong ties with the UK.

# Case studies

## Yvonne

Yvonne is 75 and arrived in 1966 with her husband. They have two children who were born in the UK and still live here. Yvonne and her husband retired in 2008 and went to Nigeria. She has visited the UK often to see her family.

When her husband died, Yvonne wanted to return to the UK to live with her daughter.

The Windrush Scheme team helped Yvonne get a 'returning resident visa' because of her strong ties to the UK. Now back in the UK she has been given a further document to prove she is 'settled' in the UK

## Patricia

Patricia came to the UK from Jamaica with her parents in 1963 when she was 5. She has lived in the UK ever since, but had no documentation to demonstrate her right to live in the UK.

Patricia contacted the Windrush Scheme. They explained how to apply. They helped her by looking for evidence of her status and long residence in government records.

She was given British Citizenship for free.



# Claiming compensation





# Applying for compensation

The Windrush Help Team can also help people claim compensation if they suffered losses because they were not able to demonstrate their lawful right to live in the UK. 'Losses' can be things like not being able to work, find a place to live or get health care. They can also include immigration action, like detention or removal from the UK.

**Click on the thumbnail below to watch a video about applying to the Windrush Compensation Scheme**



There is no overall cap on the amount of compensation someone can receive, although some categories do have an upper limit.

People can apply for compensation in as many categories as they feel apply to them. Even if you are now a British Citizen you can still make a claim if you were affected in the past.

# What can people claim for?

Individuals may be able to claim compensation for losses relating to:

- Certain immigration fees and associated legal costs
- Access to employment
- Housing
- Homelessness
- Impact on life
- Child Benefit
- Child Tax Credit
- Working Tax Credit
- Health
- Education
- Banking
- Detention
- Deportation
- Removal or return

The Windrush Compensation Scheme team aim to award compensation as quickly as possible, but some more complex cases may take longer to process. In some circumstances, the team may need to call applicants to get more information to support their claim.

# Windrush content catalogue

We have developed a number of assets which can be downloaded and used by partners to increase their understanding of both schemes, and raise awareness within their own networks. These include:

- Social media assets
- Informative videos
- Frequently Asked Questions document
- A Windrush event poster
- An information booklet
- A radio advert
- A press advert
- An email signature

They are available to download from [this website](#). We will continue to update the assets over the coming weeks, including materials which have been translated into languages including Urdu, Gujarati, Bengali and Punjabi, so please keep checking the link.

# Contact the Windrush Help Team

Did you come to the UK before the end of 1988?

Have you struggled to prove your legal status in the UK?

Have you suffered losses because you couldn't confirm your legal status?



**Speak to an advisor from the Windrush Help Team today:**

Free phone: 0800 678 1925

Monday to Friday, 9am to 5pm

Saturday and Sunday, 10am to 3pm

**Anything you tell the team will be treated with sensitivity,  
and your information will not be passed on to  
Immigration Enforcement.**