



Windrush Compensation Scheme

WNO meeting 19 August

Progress to end of June 2021



Total number of claims received	2,631
Number of final decisions made	1065 (40%)
Number of claims concluded	636 (24%)
Total offers made	£34 million
• Of which paid	More than £26 million across 776 claims
Number of claims referred to the independent claimant assistance provider	1190

Recent improvements to the scheme



1. Removed the formal end date of the scheme
2. Launched a package of support to help those making deceased estate claims to obtain the legal documentation (probate) required to process their claims:
 - We will reimburse/pay the application fee and reimburse up to £1,500 in legal advice sought to obtain probate, subject to some conditions
 - We Are Digital can help with the application process
 - We have worked with the Probate Office to ensure applications are accepted, and to reduce the number of forms people must complete
 - We are writing to all those who have already made deceased estate claims about the support available, and information has been added to gov.uk.

Recent improvements to the scheme



3. Published a redesigned claim form
 - This has more targeted questions to help people understand and provide the key information we need
 - It should reduce the amount of additional information and evidence we have to ask people to provide
 - It has the Crystal Mark from the Plain English Campaign
 - It was developed in consultation with stakeholders

4. Published refreshed caseworker guidance
 - This sets out how caseworkers should apply the balance of probabilities and gather additional information
 - This should reduce the time taken to process claims and improve customers' experiences by ensuring we ask for the minimum evidence to award the maximum compensation

Recent improvements to the scheme



5. Enabled direct access to We Are Digital

- People can now call We Are Digital directly for free help and support to make a claim to the compensation scheme
- People no longer have to be referred via the Help Team

We Are Digital

Telephone: 0808 196 8496

Monday to Friday, 9am to 5pm

Future improvements to the Scheme



- We continue to engage with stakeholders and applicants at public events – such as these - and on a one to one basis and will continue to listen to feedback and make changes as result where we can.
- Work underway at the moment:
 - Putting in place arrangements to ensure that where individuals have been denied access to employment, their National Insurance position is corrected so their State Pension entitlement is not affected
 - Recruiting more caseworkers: As of August, we have 63.1 FTE caseworkers with 4 due to start training in the coming weeks. We are also recruiting a further 10 caseworkers and have plans to bring in a significant number of caseworkers from elsewhere in the department over the next 4 months
 - Directing resources to where it is needed most to maximise final decision output
 - Refreshing our data-sharing agreements with other government departments to improve the evidence gathering process



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

The **Windrush Helpline** can:

- Help people to apply for documentation confirming their status, including British citizenship if eligible, under the Windrush Scheme.
- 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**

No information provided to the Helpline or in applications to either Scheme will be passed to Immigration Enforcement