



HM Government



The Windrush  
Help Team

**Have you had problems because you  
couldn't prove your legal right to live  
in the UK?**

**You could be eligible for  
compensation**

**Available to people of all ages and  
nationalities including those from African,  
Asian and Caribbean backgrounds.**



**If you've suffered - whether in a big or small way - because you couldn't prove your legal right to live in the UK, you could be eligible for compensation.**

**And it's now easier to apply.**



## **Who can get help?**

You may be able to claim compensation if:

- you or your parents came to the UK from any Commonwealth country before 1973
- you came to the UK from any country before the end of 1988

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

## **What can I claim for?**

If you have suffered because you couldn't prove your legal right to live in the UK, you may be able to claim. You can claim for problems such as:

- Losing access to benefits, housing and free healthcare
- Losing your job
- Being unable to travel
- Facing problems with border officials
- Missing out on education, or being denied banking or a driving licence
- Being detained or deported
- Wider non-financial impacts such as anxiety or distress

**The Help Team can also support you to get documents to prove your legal right to live and work in the UK.**

## **What is the Windrush Compensation Scheme and the Windrush Scheme for documentation?**

The 'Windrush' scandal appeared in the news from 2017. Some people who had settled legally in the UK were facing problems because they had no documents to prove their legal right to live in the UK. Some of these people lost access to jobs, education and housing and in some cases, faced deportation. Although it affected people of all ages and nationalities it became known as the 'Windrush' Scandal. The UK Government apologised for the scandal and set up two schemes:

- The Windrush Scheme for documentation - to help people get documents to prove their right to live in the UK
- The Windrush Compensation Scheme - to help people claim money for the suffering they have faced.

The Windrush Help Team was set up to help people apply to both schemes.



## How many people have been helped?

Over **13,000** people have been helped to get documents through the Windrush Scheme for documentation. They are now able to prove their legal right to live and work in the UK.

Tens of millions of pounds have also been paid in compensation and payments continue to grow. You can find up-to-date payment data on Gov.UK. The Windrush Compensation Scheme has estimated that the total number of people who are likely to be eligible to make a claim is **4,000** to **6,000**.

## How much compensation do people receive?

The Windrush Compensation Scheme was improved in 2020. Payments now start at a minimum of **£10,000** and can go up to **£100,000** or more. There is no limit on the total amount of compensation available, and no end date for the scheme. Any eligible individual who makes a claim will be considered for compensation.

## What help can I get to apply?

It is now easier to apply for compensation. If you are worried about applying due to language, disability, mental health or for any other reason, the Windrush Help Team can provide extra support. If you need help completing the application form, the Help Team can also put you in touch with a free independent advisor.

“

**The Help Team were there to comfort me and talk me through everything. I have a great team that have supported me. They have been very, very supportive.**

Mr Darkoh, Windrush compensation recipient



“

**I was sceptical about calling the Windrush Help Team...but the team have been really great. It doesn't change what happened, but it helped.**

**'Rita'\*, Windrush compensation recipient**



**\*Name has  
been changed**

## How can I claim compensation?

Contact the free Windrush Help Team to find out more.



**Call the free helpline: 0800 678 1925**



**Visit: [GOV.UK/WindrushHelpTeam](https://www.gov.uk/windrushhelpteam)**

- Calling the Help Team will never affect the immigration status of you or your family. Your call will be treated sensitively and compassionately.
- Our help team can support you if you are finding the application process difficult or upsetting.

- You can get help making a claim. If you need more help filling in the application form we can put you in touch with a free independent adviser at We Are Digital, or you can call them directly on **0808 196 8496**.