



Home Office

Windrush Compensation Scheme

Version 2.0

Guidance for decision makers considering cases under the Windrush Compensation Scheme.

Contents

Contents.....	2
About this guidance.....	7
Contacts	7
Publication	7
Changes from last version of this guidance	7
Background.....	8
Compliant Environment Policy.....	8
Call for Evidence.....	8
The Consultation.....	9
Initial case work checks.....	10
Identity: procedure.....	11
Identity: verification checks procedure.....	11
Identity: evidence	13
Group 1.....	13
Group 2.....	13
Eligibility: criteria	15
Eligibility: table.....	15
Eligibility: evidence	18
Commonwealth Citizens settled in the UK before 1 January 1973.....	18
Commonwealth citizens who have right of abode.....	18
Claimant is the child of a Commonwealth citizen.....	18
Eligibility: parent’s status.....	18
Eligibility: Proof of relationship	19
Eligibility: Proof of lawful status.....	19
Claimant is the grandchild of a Commonwealth citizen.....	19
Eligibility: Proof of status	19
Eligibility: Proof of relationship	19
Claimant arrived before 31 December 1988.....	20
British citizens.....	20
Lawful status	21
Lawful status: evidence	21
Lawful status: no evidence	21
Overseas claimants	21
Commonwealth citizen: meaning	23

Criminality	25
Estates	26
Claimants who lack mental capacity	27
Close family members.....	28
Married/civil partners: proof of relationship:	28
Married/unmarried/civil partners: proof of cohabitation:.....	28
Children/parents/siblings: proof of relationship:	29
People who are not eligible	30
Entitlement.....	30
Entitlement: Mitigation of loss.....	31
Steps taken to resolve lawful status	31
Steps taken to mitigate losses or impacts	33
Steps that resulted in increased losses.....	33
Wilful default or lack of co-operation	34
Whether to decline or to reduce an award	34
Entitlement: Categories of Claim.....	36
Fees	37
Fees: successful applications	37
Fees: unsuccessful applications	37
Biometric enrolment fees: unsuccessful applications.....	37
Unsuccessful applications: types	37
Award: requirements.....	38
Legal costs: unsuccessful applications	38
Primary claimant, close family member or estate representative: evidence required:	39
Close family member/deceased estates: additional evidence	39
Deceased estates: additional evidence	40
Verification checks.....	40
Detention, removal and deportation	41
Detention	41
Detention: tariff table.....	42
Deportation and Removal.....	44
Deportation and removal: tariff table.....	45
Inability to return to the UK	45
Verification checks.....	45
Loss of access to employment	46
Key Terms	46

Types of awards	47
Actual earnings award	47
Requirements.....	47
Evidence	48
Period of loss	49
Award: calculation.....	50
Monthly salary	50
Weekly wage	50
Net payments: calculation	50
General award	52
Requirements.....	52
Evidence	52
Period of loss	53
Award: calculation.....	54
Monthly salary.....	54
Weekly wage.....	54
National Insurance Contributions	54
Loss of access to benefits	55
Referrals to other government departments (OGDs)	55
Child Benefit and Child Tax Credit.....	56
Award: requirements	56
Evidence	56
Award: calculation	56
Working Tax Credit.....	56
Award: requirements	56
Evidence	57
Award: calculation	57
Verification checks.....	57
Inability to access services: housing, health, education, driving licences and banking	59
Key terms	59
Devolved administrations	60
Housing: denial of access	63
Requirements	63
Evidence.....	63
Award: calculation.....	64
Referrals to other government departments (OGDs)	64

Health.....	65
Denial of access to free NHS care.....	65
Award: requirements.....	65
Evidence	65
Award: calculation.....	66
Reimbursement of private medical fees incurred in the UK.....	66
Award: requirements.....	66
Evidence	66
Award: calculation.....	67
Reimbursement of private medical fees incurred overseas.....	67
Award: requirements.....	67
Evidence	67
Award: calculation.....	67
Referrals to other government departments (OGDs)	68
Education	69
Denial of access to higher education as a home student.....	69
Award: requirements.....	69
Evidence	69
Award: calculation.....	69
Reimbursement of international student fees	70
Award: requirements.....	70
Evidence	70
Award: calculation.....	70
Referrals to other government departments (OGDs).....	70
Driving licences	72
Referrals to other government departments (OGDs).....	72
Banking	73
Denial of access to banking services.....	73
Award: requirements.....	73
Evidence	73
Award: calculation.....	73
Reimbursement of direct financial losses	74
Award: requirements.....	74
Evidence	74
Award: calculation.....	74
Referrals to other government departments (OGDs).....	74
Homelessness.....	75

Award: requirements.....	75
Evidence.....	75
Period of loss.....	75
Award: calculation.....	76
Impact on life.....	77
Evidence.....	78
Award: calculation.....	79
Impact on life: tariff table.....	79
Referrals to medical experts.....	80
Discretionary payments.....	81
Award: Requirements.....	81
Evidence.....	81
Wholly exceptional circumstances.....	82
Exclusions.....	82
Non-financial remedies.....	83
Letter of apology.....	83
Evidence: standard of proof.....	84
Requesting more information.....	85
Translating documents.....	86
Verifying documents.....	87
Compensation.....	89
Awards.....	89
Interim payments.....	89
Tax.....	89
Repayment.....	89
Double recovery.....	90
Fraud.....	90
Reviews.....	91
Tier 1 internal review: Procedure.....	91
Tier 2 Independent Person: Procedure.....	92
Withdrawal: review requests.....	93
Non-reviewable decisions.....	93

About this guidance

This document tells caseworkers how to consider cases under the Windrush Compensation Scheme.

Those who wish to be considered under the Windrush Scheme, should refer to the information about the [Windrush Scheme on GOV.UK](#).

Contacts

If you have any questions about the guidance and your line manager or senior caseworker cannot help you or you think that the guidance has factual errors then email the Windrush Compensation Scheme Hub.

If you notice any formatting errors in this guidance (broken links, spelling mistakes and so on) or have any comments about the layout or navigability of the guidance then you can email the Guidance Rules and Forms team.

Publication

Below is information on when this version of the guidance was published:

- version **2.0**
- published for Home Office staff on **09 April 2019**

Changes from last version of this guidance

Update for unsuccessful applications: types

Related content

[Contents](#)

Background

This page tells you about the background to the establishment of the Windrush Compensation Scheme.

Compliant Environment Policy

The compliant environment was based on the principle of ensuring that only people who were entitled to access benefits and services in the UK should be able to do so subject to safeguards for people with a right to be here who may have been struggling to prove their status.

The first NHS treatment charges for overseas visitors and illegal migrants were introduced in 1982. Checks by employers on someone's right to work were first introduced in 1997, measures on access to benefits in 1999, civil penalties for employing illegal migrants in 2008, and the most recent measures in the Immigration Acts of 2014 and 2016 introduced checks by landlords before property is rented and checks by banks on account holders.

Examples of this legislation include:

- [The National Health Service \(Charges to Overseas Visitors\) Regulations 1982](#)
- [Asylum and Immigration Act 1996](#)
- [Welfare Reform and Pensions Act 1999](#)
- [Immigration, Asylum and Nationality Act 2006](#)
- [Immigration Act 2014](#)
- [Immigration Act 2016](#)

In April 2018, the Home Office announced a suite of measures to right the wrongs suffered by the Windrush generation who have faced difficulties in demonstrating their lawful status under the immigration system as a result of the compliant environment. This included establishing a compensation scheme as quickly and carefully as possible.

Call for Evidence

A Call for Evidence was published on 10 May 2018 and was the first stage in the process of setting up a compensation scheme to address issues arising from difficulties encountered by those who suffered losses as a result of being unable to demonstrate their lawful status.

On the same day, the Home Secretary announced that Martin Forde QC had been appointed to give independent advice to the Home Office regarding the design of this compensation scheme. Responses to the call for evidence were invited up to the 8 June 2018. Responses were received from 650 people and organisations, and analysis of their evidence and concerns was included in Part 2 of the consultation document that followed.

The Consultation

On 19 July 2018 the Home Office published its consultation document 'Windrush Compensation Consultation' which sought public views on proposals for the design of the Windrush Compensation Scheme. The consultation ran for 12 weeks and was then extended for a further five before closing on 16 November 2018.

The consultation document outlined the key features of the Home Office's proposed compensation scheme to help redress the impact on the Windrush generation who have faced difficulties in demonstrating their lawful status under the immigration system. [The consultation document was available online to the general public on GOV.UK.](#)

Over 1,000 leaflets highlighting the consultation were delivered via volunteers and community groups. Broadcast emails were also sent to over 2,500 individuals and there were 9 posts about the consultation on Home Office social media channels. Over 2,500 paper copies of the consultation document were distributed and twelve focus groups were held, involving over 300 participants.

A helpline number and email address were provided for those who may have required assistance completing their response. Responses could be submitted online, by email or in hard copy to a freepost address.

In addition to the written consultation responses, 12 focus groups were held across the UK. These took place in: Croydon, Birmingham, Cardiff, Newport, Walsall, Woolwich, Leicester, Brixton, Wolverhampton, Reading, Coventry and Telford.

Related content

[Contents](#)

Initial case work checks

This page lists the initial checks you must undertake in stages, or you must be satisfied that they have been undertaken. Before resolving a claim for compensation, you must:

- [establish identity](#)
- [establish eligibility](#) and [lawful status](#)
- [establish entitlement](#)
- [determine appropriate compensation](#)

Related content

[Contents](#)

Identity: procedure

This page tells you the procedure for checking identity.

You are responsible for checking identity. You must make sure you have followed the relevant guidance when doing so.

Identity: verification checks procedure

Official – sensitive: start of section

The information in this section has been removed as it is restricted for internal Home Office use.

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The information in this section has been removed as it is restricted for internal Home Office use.

Official – sensitive: end of section

If you are still in doubt about the claimant's identity once you have completed your checks, you must seek authority from your team leader to reject the claim.

You should write to the claimant to inform them that their claim has been rejected based on inability to establish identity.

Related content

[Contents](#)

Identity: evidence

This page tells you what documents are acceptable to prove identity and address.

The documents must show the claimant's name and current address and must be from a recognised company or organisation on an official letterhead and have been issued within the last 3 months. Claimants must provide at least one document from each group which cannot be the same document. Proof of identity and address verification cannot be from the same source. Photocopies are acceptable but must be certified copies. These are not exhaustive lists.

Group 1

Proof of identity: list of acceptable documents:

- current, valid passport
- biometric residence permit (BRP)
- current, valid full UK photocard driving licence with signature or 'old style' driving licence - claimants who provide an 'old style' driving licence must also submit an additional form of photo ID from this list
- current, valid UK photocard provisional licence
- Northern Ireland Voter's Card showing claimants current address
- HM Revenue and Customs (Inland Revenue) tax document, for example tax assessment, statement of account, notice of coding
- original notification letter from the relevant benefits agency confirming the right to benefits or state pension
- overseas national identity document

Group 2

Proof of address: list of acceptable documents:

- household utility bill (for example, gas, electric, water or fixed line telephone but not a mobile phone bill)
- current, valid full UK photocard driving licence with signature or 'old style' driving licence - provisional licences are not acceptable as proof of address
- bank, building society or credit card statement - electronic statements are acceptable provided they bear the official stamp of the bank in question.
- local authority tax bill (for example, council tax)
- local authority rent book
- solicitor's letter confirming recent house purchase or land registry confirmation
- HM Revenue and Customs (Inland Revenue) tax document, for example tax assessment, statement of account, notice of coding
- original notification letter from the relevant benefits agency confirming the right to benefits or state pension
- Northern Ireland Voter's Card showing claimant current address
- letter from the Home Office

You must carry out a [verification check](#) if you have reasonable doubts about the authenticity of any document.

Related content

[Contents](#)

Eligibility: criteria

This page tells you who is eligible for compensation.

There are 3 types of claimants:

- primary claimant
- deceased estates
- close family members

You are responsible for checking [eligibility](#) which includes [lawful status](#). You must make sure you have followed the relevant guidance when doing so.

You should check that the claimant falls into one of the eligible categories in the [table](#). This defines each category and shows you the range of statuses they may have.

You should consider all the evidence provided or available to you and refer to relevant guidance to make your decision. Relevant guidance is either contained within this document, or in separate published guidance, in which case links are provided.

You must refuse the claim if the claimant is not eligible and does not have lawful status.

The claimant has the right to apply for a [review](#) of the decision to refuse the claim on this basis.

Eligibility: table

Who is eligible	Eligibility route	Relationship route
Commonwealth citizen	Settled in the UK before 1 January 1973 and either <ul style="list-style-type: none">• continuously resident in the UK• settled status lapsed but now lawfully in the UK	-
Commonwealth citizen	<ul style="list-style-type: none">• right of abode• ordinarily resident in the UK on 1 January 1973	-
British citizen	Route to citizenship: settled before 1 January 1973	-
British citizen	Route to citizenship: Right of abode and ordinarily resident in the UK on 1/1/1973	-

British citizen	Route to citizenship: arrived before 31 December 1988	-
Child of a Commonwealth citizen.	<p>Either:</p> <ul style="list-style-type: none"> • born in the UK • arrived in the UK before the age of 18 <p>and</p> <ul style="list-style-type: none"> • been continuously resident in the UK since birth or arrival 	<p>Parent</p> <p>Either:</p> <ul style="list-style-type: none"> • settled before 1 January 1973 • has right of abode (or did and is now a British citizen) and was ordinarily resident in the UK on 1 January 1973 • who satisfied one of these provisions but is now deceased
Grandchild of a Commonwealth citizen	<p>Either:</p> <ul style="list-style-type: none"> • grandchild and parent born in the UK • arrived in the UK before the age of 18 <p>and</p> <ul style="list-style-type: none"> • grandchild has been continuously resident in the UK since their birth or arrival 	<p>Grandparent</p> <p>Either:</p> <ul style="list-style-type: none"> • settled before 1 January 1973 • has right of abode (or did and is now a British citizen) and was ordinarily resident in the UK on 1 January 1973 • who satisfied one of these provisions but is now deceased
Any nationality	<p>Arrived in the UK before 31 December 1988 and either:</p> <ul style="list-style-type: none"> • has settled status • has a right of abode • is now a British citizen 	-
Commonwealth citizen outside the UK	<p>Settled in the UK before 1 January 1973 and:</p> <ul style="list-style-type: none"> • has a right of abode • settled status • is a British citizen • settled status has lapsed because they left the UK for a period of more than 2 years 	-
British citizen outside the UK	Route to citizenship: settled in the UK before 1 January 1973	-

Deceased estate	Eligible person: any one of the above	-
Close family member	Eligible person: any one of the above	Close family member must have certain lawful status if applying in country: settled/have right of abode or limited leave to remain but on a route to settlement

Related content

[Contents](#)

Eligibility: evidence

This page tells you what evidence a claimant must submit to prove eligibility.

Commonwealth Citizens settled in the UK before 1 January 1973

Commonwealth citizens who were settled in the UK on 1 January 1973, were granted indefinite leave to remain (ILR) by virtue of the Immigration Act 1971. This includes those of the Windrush generation. What this means is that they were lawfully entitled to live in the UK but were not given a document confirming their right to enter or remain nor were they required to apply for one. Some of the Windrush generation will never subsequently have applied for a document to prove their right to be in the UK. Some may have left the UK.

Where these claimants obtained confirmation of their status either prior to the establishment of the Taskforce or through the Taskforce you should expect to see evidence in the form of a No Time Limit Biometric Residence Permit (NTL/BRP).

Commonwealth citizens who have right of abode

Under the Immigration Act 1971, some of the Windrush generation have [right of abode](#) (RoA) in the UK or are British citizens.

RoA means a person is free from any immigration restrictions, with no limit on the length of time they can spend in the UK. All British citizens automatically have RoA. Some Commonwealth citizens may also have RoA.

RoA can be evidenced by the following documents:

- a UK passport describing the person as a British citizen
- a UK passport describing the person as a British subject with the right of abode in the UK
- a certificate of entitlement affixed to a current or expired foreign national passport

Claimant is the child of a Commonwealth citizen

Eligibility: parent's status

You must check the status of the parent in the [eligibility table](#).

You must then consider all the evidence provided or available to you, such as passports, BRPs or letters from the Home Office to show the status of the parent. Where the parent obtained status with the help of the Taskforce you should check the Taskforce records.

Once you have satisfied yourself that the parent has the correct status you must check the evidence provided in support of the relationship.

Eligibility: Proof of relationship

Documents that may assist you could include for example:

- claimant's full unabridged birth certificate
- passport/birth certificate of the parent who is a Commonwealth citizen and from who they derive their eligibility
- correspondence from other government departments such as DWP or HMRC

Once you have established the claimant is eligible you must check the claimant has [lawful status](#).

Eligibility: Proof of lawful status

You must consider all the evidence provided or available to you such as passports, certificates of naturalisation or registration, BRPs, returning resident visas or letters from the Home Office.

You must consider all evidence the claimant has provided of their date of arrival or birth in the UK and time spent in the UK. This could be, for example, visa or entry stamps in previous passports.

Where the claimant obtained confirmation of status with the help of the Taskforce you should check the Taskforce records.

Claimant is the grandchild of a Commonwealth citizen

Eligibility: Proof of status

You must check the eligibility criteria for the parent and the grandparent in the [eligibility table](#).

Once you have satisfied yourself that the parent and grandparent have the correct status you must check the evidence provided in support of the relationship.

Eligibility: Proof of relationship

Documents that may assist you could include for example:

- claimant's full unabridged birth certificate
- full unabridged birth certificate of the parent through whom they derive their eligibility
- current or expired passport of grandparent which may show their status
- correspondence from other government departments such as DWP or HMRC

Claimant arrived before 31 December 1988

In contrast to those claimants who were deemed settled in the UK on 1 January 1973 and did not require confirmation of their status, those who arrived after 1 January 1973 and before 31 December 1988 are required to hold formal grants of leave.

These primary claimants must have a right of abode, settled status or have become British citizens.

British citizens

Claimants who have become British citizens must have done so through one of the routes shown on the [eligibility table](#). You must check the [eligibility table](#) to see which eligibility route the claimant has followed.

You must check any correspondence which the claimant may have received from the Home Office such as UK Visas and Immigration, the Taskforce or Her Majesty's Passport Office for evidence of the route the claimant followed to become a British citizen. Some claimants may have automatically acquired British citizenship such as those who were born in the UK before 1 January 1983 and those who were born in the UK after 1983 but to a settled person. The evidence of how the claimant acquired British citizenship does not appear on passports or certificates.

Evidence of British citizenship:

- British passport
- certificate of naturalisation or registration
- nationality status document

Related content

[Contents](#)

Lawful status

This page explains the concept of lawful status.

You must check that the claimant has lawful status.

Lawful status means a right of abode or settled status in the United Kingdom and includes limited leave to remain on a route to settlement for close family members.

A separate status requirement applies to close family members:

- they must have been lawfully in the UK when certain (not all) losses occurred and
- if they are bringing their claim in the UK (they can be overseas) they have to be here lawfully

For this purpose, lawful status means a right of abode or settled status but also includes limited leave to remain on a route to settlement.

Lawful status: evidence

The claimant is responsible for providing evidence of their lawful status.

This evidence can be, but is not limited to, the following documents:

- valid and current British passport
- certificate of entitlement to the right of abode in a valid and current or expired foreign national passport
- indefinite leave to enter vignette in a valid and current foreign national passport
- NTL/BRP
- LLTR/BRP (limited leave to remain biometric residence permit) if applying in country as a close family member

Lawful status: no evidence

Claimants who do not have evidence of lawful status, although on the face of it are eligible Windrush generation claimants, are expected to seek support from the [Taskforce](#) to obtain confirmation of their lawful status.

In such circumstances you must contact the claimant to advise them what to do.

Overseas claimants

These claimants will either have right of abode, settled status (if they have been absent from the UK for 2 years or less) or their settled status may have lapsed due to their absence from the UK for more than 2 years. They may also be British citizens.

Claimants must supply evidence of their lawful status or evidence that they were settled in the UK prior to 1 January 1973.

Relevant evidence will include, but is not limited to, the following:

- valid and current British passport
- a certificate of entitlement to the right of abode in a current or expired foreign national passport
- NTL BRP
- vignette in a current or expired foreign national passport which shows that the claimant had settled status before 1 January 1973
- correspondence from the Home Office which shows that the claimant had settled status before 1 January 1973

The claimant must be given every reasonable opportunity to provide evidence to support their claim.

Related content

[Contents](#)

Commonwealth citizen: meaning

This page tells you the meaning of a Commonwealth citizen for the purposes of the Windrush Compensation Scheme.

Commonwealth citizen means citizens of the following:

- Anguilla
- Antigua and Barbuda
- Australia
- Bangladesh
- Barbados
- Belize
- Bermuda
- Botswana
- British Antarctic Territory
- British Indian Ocean Territory
- Brunei
- Canada
- Cayman Islands
- Cyprus (excluding the Sovereign base areas)
- Dominica
- Falkland Islands
- Fiji
- Ghana
- Gibraltar
- Grenada
- Guyana
- Hong Kong
- India
- Jamaica
- Kenya
- Kiribati
- Lesotho
- Malawi
- Malaysia
- Maldives
- Malta
- Mauritius
- Montserrat
- Namibia
- Nauru
- New Zealand
- Nigeria
- Pakistan
- Papua New Guinea

- Pitcairn, Henderson, Ducie and Oeno Islands
- Saint Lucia
- Samoa
- Seychelles
- Sierra Leone
- Singapore
- Solomon Islands
- South Africa
- South Georgia and the South Sandwich Islands
- Sri Lanka
- St Helena, Ascension and Tristan da Cunha
- St Kitts and Nevis
- St Vincent and The Grenadines
- Swaziland
- Tanzania
- The Bahamas
- The Gambia
- Tonga
- Trinidad and Tobago
- Turks and Caicos Islands
- Tuvalu
- Uganda
- Vanuatu
- Virgin Islands
- Zambia
- Zimbabwe

In addition, the following people are included:

- [citizens of the UK and colonies](#) by virtue of a connection to a country or territory on the above list;
- British subjects without citizenship under the law on 1 January 1973

The Commonwealth countries of Rwanda, Cameroon and Mozambique are not included. This is because those who are a citizen of a former British colony, may have had reason to consider themselves to have a close relationship with Britain, commensurate with citizenship. Rwanda, Cameroon and Mozambique joined the Commonwealth at a much later date.

Related content

[Contents](#)

Criminality

This page tells you about criminality.

You are responsible for checking criminality.

The Home Office has the discretion to decline or reduce an award in respect of a claimant:

- who has been convicted of an offence in respect of which they received a sentence of imprisonment of 4 years or more
their offending was of such a nature that it makes it inappropriate to make an award in whole or in part

This does not apply in relation to a conviction and sentence under the law of a country outside the United Kingdom for conduct which on the date of conviction did not constitute a criminal offence under the law of any part of the United Kingdom.

You must refer any decisions to decline or reduce an award to a team leader in the first instance.

Official sensitive: start of section

The information in this section has been removed as it is restricted for internal Home Office use.

Official sensitive: end of section

Related content

[Contents](#)

Estates

This page explains the checks you must undertake where the claim is made on behalf of a deceased's estate.

You should check that the deceased would have been [eligible](#).

If the estate is administered in the UK, the claim must be made by an executor or administrator of the estate or by a personal representative of the deceased. You should check that the claim is made by one of these people.

Where the estate is not administered in the United Kingdom, the claim must be made by a person who has responsibility for the administration of that estate.

A person who makes a claim on behalf of an estate must submit all the following documents with the claim:

- a copy/photocopy of the death certificate of the deceased
- a copy/photocopy of the relevant grant of probate or letters of administration
- proof of his or her own [identity](#)

Please note that this is not an exhaustive list. You may need to consider alternative forms of evidence.

You must carry out a [verification check](#) if you have reasonable doubts about the authenticity of any document.

Related content

[Contents](#)

Claimants who lack mental capacity

This page explains the checks you must undertake where a claim is submitted on behalf of a claimant who lacks mental capacity on the date their claim is made. The claim must be made:

- if the claimant is in the United Kingdom, by a person exercising [power of attorney](#) over the claimant's financial affairs or by a deputy, guardian or controller with power over the claimant's financial affairs
- if the claimant is outside the United Kingdom, by a person exercising corresponding powers

You must check that the power of attorney is registered with the Office of the Public Guardian (OPG) where the claimant is in the United Kingdom. See: [Lasting power of attorney, being in care and your financial affairs](#) on GOV.UK for more details.

A person can be appointed as a deputy (England and Wales), guardian (Scotland) or controller (Northern Ireland) to look after a person's financial affairs. This may occur where a person has lost mental capacity before a Power of Attorney was appointed. You must check that this appointment has taken place.

You will need to make similar enquiries with the relevant department of the foreign government in which the claimant resides.

Related content

[Contents](#)

Close family members

This page explains the checks you must make where a close family member submits a claim.

A close family member is a person who was at the material time (when the loss occurred or was triggered):

- the claimant's spouse or civil partner and living with the claimant
- the claimant's unmarried partner (living with the claimant, unmarried, as husband and wife (or as civil partners) for a continuous period which lasted in total for 2 years or more)
- the claimant's child which includes an adopted child
- the claimant's parent
- the claimant's sibling which includes a sibling of the half-blood

You must check that the close family member is related to the primary claimant.

You must check that the close family member has the necessary [lawful status](#). A close family member can make a claim from outside the UK. If they are in the UK when they make their claim they must have the necessary lawful status. Also, a close family member must have been lawfully in the UK when the loss occurred or was triggered if they are making a claim for impact on life or a discretionary payment but not in so far as they are making a claim for fees.

In the case of an unmarried partner, the 2-year period of cohabitation must include the material time but need not have run for a period of 2 years before the material time.

The close family member must submit documents as evidence of the relationship to the eligible person in support of the claim. This is not an exhaustive list of documents. You must consider other documents which show the relationship between the claimant and the eligible person and proof of cohabitation where appropriate.

Married/civil partners: proof of relationship:

- copy/photocopy of a valid marriage certificate recognised under the laws of England and Wales, Scotland or Northern Ireland or civil partnership certificate
- marriages and civil partnerships from outside the UK must be evidenced by a reasonable equivalent to the evidence detailed above, valid under the law in force in the relevant country
- proof of their own [identity](#)

Married/unmarried/civil partners: proof of cohabitation:

Bills or correspondence from a recognised company or organisation need to be submitted as evidence of cohabitation. They must show dates spread out over a

period of 2 years and must reflect the same address. The bills can either be in joint or in separate names. Photocopies are acceptable.

This is not an exhaustive list and you must consider other forms of evidence which the claimant may have provided:

- household utility bill (for example, gas, electric, water or fixed line telephone) in joint names or if separate bills in sole names they must show the same address
- bank, building society or credit card statement in joint names or if separate bills in sole names they must show the same address
- local authority tax bill (for example, council tax) in joint names
- local authority rent book in joint names
- proof of their own [identity](#)

Children/parents/siblings: proof of relationship:

- copy or photocopy of birth/adoption/marriage/death certificate
- proof of their own [identity](#)

You must carry out a verification check if you have reasonable doubts about the authenticity of any document.

Related content

[Contents](#)

People who are not eligible

This page tells you who is not eligible under the Windrush Compensation Scheme:

- those who are in the UK and do not have lawful status
- overseas claimants do not need to have lawful status in the UK but do need to provide evidence
- persons who do not meet one of the specific eligibility criteria even if they were affected by the compliant environment policy

Entitlement

Once you have established identity and eligibility you must determine [entitlement](#).

Related content

[Contents](#)

Entitlement: Mitigation of loss

This page explains the grounds on which you can decide to reduce or decline an award where you consider that a claimant has consciously failed to take steps to mitigate their loss or has taken conscious steps that have resulted in an increased or exacerbated loss.

You may decline or reduce an award if you consider that:

- the primary claimant or the deceased (in the case of an estate) has failed to take reasonable steps to resolve their lawful status
- the primary claimant, deceased or close family member has otherwise failed to take reasonable steps to mitigate losses or impacts
- the primary claimant, deceased or close family member has taken unreasonable steps that have resulted in increased losses, or
- there has been wilful default or lack of co-operation on the part of a primary claimant or deceased when attempting to resolve their lawful status

The grounds for declining to make or reducing an award are intended to relate to:

- actions taken or not taken by claimants that differ from what we might reasonably expect claimants to have done or not done
- where these have had an impact on the outcomes experienced by claimants

You should take all the available facts into account and apply these grounds only where there is clear evidence of:

- a failure on the part of the claimant
- a deliberate act or acts by the claimant
- knowledge on the part of the claimant that they were unable to demonstrate their immigration status and that this could have harmful impacts on them
- it being reasonable to expect that the claimant knew their failure or deliberate acts were unreasonable
- there are no extenuating circumstances which might explain or excuse what are otherwise reasonable or unreasonable steps
- the claimant's culpability in either failing to act or in acting in such a way as to have harmful consequences

Steps taken to resolve lawful status

All eligible claimants who have experienced difficulties on account of being unable to demonstrate their immigration status should ordinarily have been expected to have taken reasonable steps to regularise their status.

Reasonable in this context will usually mean things that in the majority of cases an average person would expect to see being done by another average person in possession of average knowledge of how to go about solving problems and dealing with public authorities, service providers and other institutions. But each case must

be considered on its own facts. You should note that the scheme rules only refer to claimants taking reasonable steps to resolve their status. In cases where you consider that the claimant has not provided clear evidence of mitigating action, you will need to decide whether it was reasonable for them to have not taken any action.

What is reasonable may depend on the consequential experiences of the claimant:

- you may accept as reasonable a failure to do anything if a claimant suffered only minor inconvenience as a result of being unable to demonstrate their immigration status
- a failure to attempt to mitigate these consequences is unlikely to be appropriate where a claimant suffered more serious consequences, such as the loss of access to employment, benefits or housing

In many cases, you should be able to verify claimed contact with the department from the Home Office's internal records such as the General Case Information Database (GCID). In some cases, however, such records may not be available, possibly due to passage of time or because the nature of the enquiry was not sufficient to merit formal recording.

You must satisfy yourself that there is clear evidence (see examples below) that the claimant made contact with the Home Office and that this contact was an attempt by the claimant to regularise his or her status.

Normally, the claimant will need to evidence this by providing either:

- a letter from the Home Office in response to an enquiry about their lawful status
- confirmation from the department's records that such contact was made

You should consider the following factors:

- whether the claimant says that they took mitigating action
- what action they took - a contact from a claimant's representative will count as contact from the claimant
- who they contacted - you should expect claimants to have raised an enquiry direct with the Home Office, either in writing (including email), in person or over the telephone
- when they contacted the Home Office - for example, an enquiry which is made some considerable time after a claimant says they lost access to employment may make you question the reason for this delay and whether such an enquiry was made; you may wish to try to find out any reason for the delay
- you may also accept a claimant saying that they asked a friend to make enquiries on their behalf if the claim seems plausible and supported by relevant evidence
- the existence of relevant correspondence with a claimant's representative or with an MP as well as correspondence between the claimant and their representative or an MP
- an enquiry to Citizen's Advice about a claimant's passport will of itself be unlikely to meet this test

You should check Home Office records and systems for evidence of contact from the claimant. You should determine the nature of this contact and whether the dates for any contact are within a reasonable period after the claimant had their employment or offer of employment terminated.

You should also consider any evidence supplied by the claimant which shows any contact that the claimant had with the Home Office such as correspondence. You should also consider evidence of correspondence from the claimant to other parties such as an MP or legal representative asking that they make enquiries on the claimant's behalf with the Home Office.

You should ensure there is sufficient evidence to conclude that it is more likely than not that the claimant did engage in reasonable steps to resolve their status.

If the claimant did not contact the Home Office or has unaccountably delayed making contact, you may consider whether there is sufficient justification to decline or reduce an award.

If after your objective examination of all the evidence provided and records available, you find that the claimant did not take reasonable steps to resolve their status, you should consider the following:

- can the claimant demonstrate a compelling reason to fear contacting the department? - for instance, if a claimant can show that their actions were strongly influenced by direct knowledge of a family member or who had contacted the Home Office and then been detained or removed from the UK this might constitute sufficient justification
- you will need to evaluate cases on an individual basis and may need to obtain further information from the claimant

Steps taken to mitigate losses or impacts

As with steps taken to resolve lawful status, what is reasonable under this ground for declining or reducing an award may differ depending on the outcome experienced by the claimant. A claimant who suffered major impacts may have been expected to have taken steps to reduce these impacts whereas someone experiencing only minor measures may not have been expected to do too much about it.

Mitigation in the context of this ground means doing something different to contacting the Home Office.

Steps that resulted in increased losses

This relates to the claimant having done something which has resulted in the claimant's losses being greater than they otherwise would have been. It is the actions of the claimant which are most important here. You should ask yourself whether the claimant's actions were unreasonable using the test for reasonableness

identified above (such as, what would an average person consider it acceptable to do under these circumstances).

You should also take into account the claimant's circumstances at the time of their actions. Were they acting in full knowledge of both their actions and the likely result of those actions? It is not sufficient for there to have been a potential loss as a result of those actions. The claimant must be considered to have good grounds to believe that increased losses would result.

Wilful default or lack of co-operation

You should consider whether to decline or to reduce an award where a claimant has deliberately and in full knowledge either:

- misled enquiries
- failed to respond to enquiries
- provided false information when attempting to resolve their immigration status

You should consider whether the claimant's actions do represent a default or lack of co-operation and do not represent a mistake or error or misunderstanding of what was wanted. You should also consider if the claimant's actions were deliberate and not the result of an oversight, forgetfulness or other reasonable error.

There must be evidence of an intent on the part of the claimant to either delay or to avoid the immigration process. You will also need to consider whether it was reasonable or not for them to have done this.

Whether to decline or to reduce an award

If you decide that a claimant meets one of the grounds outlined above, then you may consider whether to decline or to reduce an award.

The default position will be to reduce an award rather than decline one. This is because although the claimant's actions may have resulted in a failure to mitigate against losses or to increase losses they nevertheless did experience those losses.

You must consider each case on its own facts.

For example, you should consider if any delay in seeking evidence of status contributed to a quantifiable increase in loss such as an increase to private health care costs. If so, you should consider reimbursement of fees up until the date on which it would have been reasonable to consider that status should have been regularised; where the delay represents additional months of homelessness that payment might be reduced pro rata using the monthly rate for a homelessness award.

Sometimes it may be appropriate to take a holistic view of a claimant's actions or failure to act and apply a percentage reduction which seeks to reflect the extent to

which the losses have been exacerbated by those actions or that failure to act. It will be necessary to make a judgment based on all the circumstances of the claim.

If you consider that a claimant's actions are such that without those actions they would have suffered no losses or only very minor losses, then you should decline an award.

Decisions to reduce an award or to decline an award must be referred to a senior officer at civil service Grade 7 or higher who must approve the decision.

Related content

[Contents](#)

Entitlement: Categories of Claim

This page explains what categories of compensation a claimant may be entitled to claim:

- [Fees](#)
- [Detention, removal and deportation](#)
- [Loss of access to employment](#)
- [Loss of access to benefits](#)
- [Inability to access services: housing, health, education, driving licences and banking](#)
- [Homelessness](#)
- [Impact on life](#)
- [Discretionary payments](#)
- [Non-financial remedies](#)

Related content

[Contents](#)

Fees

This page tells you how to determine what fees are eligible for an award.

Fees: successful applications

Fees for immigration applications that were successful are **not** awarded under this scheme irrespective of whether it is claimed that such an application was unnecessary.

Fees: unsuccessful applications

The Windrush Compensation Scheme will make an award in full for the Home Office fees for unsuccessful immigration applications.

Immigration applications became chargeable from 1 August 2003.

There is no inflationary uplift to any historic Home Office fees that are recoverable. The fee that was paid at the time will be the fee that is repaid under the scheme.

Biometric enrolment fees: unsuccessful applications

The Windrush Compensation Scheme will make an award in full for the biometric enrolment fees for unsuccessful immigration applications.

Biometric enrolment for no time limit and indefinite leave to remain applications became compulsory for all applications submitted from 29 February 2012 onwards and from March 2015 for indefinite leave to enter and returning resident visa applications. The biometric enrolment fee is included in the Home Office fee for applications submitted outside the UK.

See: [Biometric residence permits \(BRPs\)](#) on GOV.UK for more information about biometrics.

Unsuccessful applications: types

An immigration application must be for:

- British citizenship
- certificate of entitlement to a right of abode
- indefinite leave to enter
- indefinite leave to remain
- no time limit
- returning resident visa application

This includes multiple applications and where a close family member paid the fee or where the primary claimant has subsequently died. It does not include applications for limited leave to enter or remain.

The following can make a claim:

- a primary claimant in respect of a fee paid by the primary claimant for an application relating to that claimant
- a close family member of a primary claimant if that close family member paid the fee on behalf of the primary claimant
- an estate, where the deceased primary claimant paid a fee before death and the estate wants to make a claim for an award to the estate

Award: requirements

You should only make an award if the claimant can demonstrate the following:

- the purpose of the application was to resolve their lawful status
- the person in respect of whom the application was made did, in fact, have lawful status when the application was made
- the immigration application was unsuccessful solely because the claimant could not provide sufficient evidence of lawful status

You should check Home Office records such as GCID to confirm:

- the amount of the application fee and that it was paid, or
- to ensure that the application fee has not previously been reimbursed and
- the reasons for the refusal of the application as an application may have been refused for other reasons such as not being made to a reasonable standard, inappropriate for the individual circumstances or misconceived

Where Home Office records are unable to confirm this, you should contact the primary claimant, close family member or the estate representative for their written confirmation that the fee has not been reimbursed.

Biometric enrolment fees for in-country applications amount to £19.20 and are payable directly to the Post Office by the claimant. You should check the General Case Information Database (GCID) to confirm that the claimant submitted their biometrics.

Legal costs: unsuccessful applications

Where you have made a fees award for an unsuccessful immigration application, you can consider an application for a contribution towards the legal costs incurred in association with this unsuccessful application.

Claims are limited to one payment for each unsuccessful immigration application.

You should refund the actual amount paid or £500, whichever is the lesser. Where the legal services were rendered on or after 30 April 2001, you must check that the person to whom the costs were paid was a 'qualified person' within the meaning of [section 84 of the Immigration and Asylum Act 1999](#).

Where the legal services were rendered before 30 April 2001, you must check that the representative is approved to provide immigration advice with either:

- [the Office of the Immigration Services Commissioner \(OISC\)](#)
- one of the following designated authorities:
 - the [Law Society](#)
 - the [Law Society of Scotland](#)
 - the [Law Society of Northern Ireland](#)

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Official – sensitive: end of section

Primary claimant, close family member or estate representative: evidence required:

- correspondence from the Home Office relating to the immigration application in respect of the claim being made
- paid invoice or receipt from a legal representative which must be on an official letterhead or
- bank or credit card statement. Electronic copies are acceptable provided that the statement bears an official stamp of the bank in question.

The invoice must be sufficiently detailed to demonstrate what the legal costs relate to. If this is not the case, you must seek further evidence from the claimant (or the estate representative).

You must refuse the claim if they fail to provide the evidence.

Close family member/deceased estates: additional evidence

Written confirmation from the primary claimant (or the estate representative of that claimant if they are deceased) which must state the following:

- the [close family member](#) paid the legal costs on behalf of the primary claimant
- the primary claimant or the estate representative agree to the close family member being reimbursed for these legal costs

- an undertaking from the primary claimant or the estate representative that they will not make any additional claims in respect of those legal costs for that application.

Deceased estates: additional evidence

Copy/photocopy of death certificate

Verification checks

You must carry out a [verification check](#) if you have reasonable doubts that a document is not genuine.

Related content

[Contents](#)

Detention, removal and deportation

This page tells you how to determine claims for compensation for detention, removal, deportation or returns.

A claimant who has been detained, deported, removed or returned may claim for a payment under the scheme (or their estate may claim if the deceased was detained, deported or removed before death).

The claimant must have been detained, deported, removed or returned under the provisions of one or more of the following Acts:

- [The Immigration Act 1971](#)
- [The Immigration and Asylum Act 1999](#)
- [The Immigration and Asylum Act 2002](#)
- [The UK Borders Act 2007](#)

A material reason for the claimant's detention, deportation, removal or return must have been their inability to provide sufficient evidence to establish their lawful status.

There may be cases where other factors have played a part in the detention, removal or deportation. If so, you should satisfy yourself that the inability to establish lawful status was a material reason and, alone, would very likely have resulted in the same action, even in the absence of other factors.

If in doubt, consult your team leader.

Detention

You must conduct the following checks:

- whether the claimant was detained under the relevant legislation
- confirm from the claimant's Home Office immigration records whether they were detained in either:
 - a removal centre
 - short-term holding facility
 - prison or part of a prison
- release from detention was prevented or not permitted by the relevant detaining authority
- the dates on which the claimant's detention began and ended
- a material reason for detention was the claimant's inability to demonstrate their lawful status, and that otherwise the claimant would not have been detained
- the length of time the claimant was detained; no payment will be made for a period of detention lasting 30 minutes or less
- look for mitigating action by checking the claimant's immigration history on Home Office systems, for example GCID to determine whether the claimant's non-compliance such as failure to report, failure to reply to correspondence or

refusing to provide readily available documentary evidence contributed towards their detention

You must also be satisfied of the following:

- that no wilful act, such as giving false information, or wilful lack of co-operation, on the part of the claimant substantially contributed to the decision to detain the claimant. Such instances where they have occurred will be recorded on the Home Office case notes
- a refusal to co-operate or to give false information must be deliberate and the claimant must have been in full knowledge of what they were doing.
- the claimant must have been acting in such a way as to frustrate or thwart immigration enforcement
- a general reluctance or displeasure is not sufficient to warrant refusal of a claim

A claimant who was considered to be a foreign national offender detained while being considered for automatic deportation immediately following their completion of a prison sentence of one year or more is not likely to be eligible for compensation for their detention.

A claimant who was not considered to be a foreign national offender detained at the end of a prison sentence (for example, while being considered for deportation immediately following their completion of a prison sentence of one year or more) may be eligible for compensation. You must reduce any payment to such a claimant by 20% for the first 24 hours of that detention.

The amount of compensation which is payable to the primary claimant will depend on the length of their detention and is set out in the [detention: tariff table](#).

Detention: tariff table

Detention	Amount of award	Detention
After the first 30 minutes of detention, hourly award for the next 3 hours of detention (No award for detention lasting 30 minutes or less)	£500 per hour	Part hours to be calculated on a pro-rata basis
Hourly award for the subsequent 6 hours of detention	£300 per hour	Part hours to be calculated on a pro-rata basis
Hourly award for the balance of the first 24 hours of detention	£100 per hour	Part hours to be calculated on a pro-rata basis
For each full day of continuous detention following the first full 24 hours	1. £500 per 24-hour period for the first 30 days	Part days to be calculated on a pro-rata basis

Detention	Amount of award	Detention
	2. £300 per 24-hour period for the subsequent 60 days 3. £100 per 24-hour period for any period of detention thereafter	

Related content

[Contents](#)

Deportation and Removal

You must conduct the following checks:

- whether the claimant was deported and removed under the relevant [legislation](#)
- that the main reason for deportation or removal was the claimant's inability to demonstrate their lawful status, and that otherwise the claimant would not have been deported or removed
- whether the claimant's non-compliance such as failure to report, failure to reply to correspondence or refusing to provide readily available documentary evidence contributed towards their deportation or removal - you should find this information on GCID

You must also be satisfied of the following:

- that no wilful default, such as giving false information, or wilful lack of co-operation, on the part of the claimant substantially contributed to the decision to deport and remove the claimant - such instances where they have occurred will be recorded on the Home Office case notes
- a refusal to co-operate or to give false information must be deliberate and the claimant must have been in full knowledge of what they were doing
- the claimant must have been acting in such a way as to frustrate or stop immigration enforcement
- a general reluctance or displeasure is not sufficient to warrant refusal of a claim

In cases where a claimant returned voluntarily, you must check that the reasons for that return were problems associated with that claimant's inability to demonstrate their immigration status. You should see evidence that the claimant was experiencing difficulties in living a normal life in the UK on account of problems with their immigration status. The evidence supplied by the claimant in relation to other categories of claim may be considered as to whether this provides sufficient evidence that the claimant was not able to lead a normal life.

It is not necessary that the claimant needs to have made a claim under another category of the Scheme, but you should ensure that you see evidence which demonstrates that they were unable to lead a normal life. The claimant will need to demonstrate that they were unable to access employment or benefits, that they lost access to other services such as housing or that the impact on their daily life was such that a voluntary return was a reasonable and rational response to the claimant's circumstances. You should take care to ascertain that the reasons for the claimant's return were clearly derived from their experience following their inability to demonstrate their immigration status. The claimant must demonstrate that they were experiencing harm as a result of those experiences.

The amount of compensation which is payable to the primary claimant will depend on whether they were deported or removed and if the latter, then the type of removal and is set out in the [deportation and removal: tariff table](#).

Deportation and removal: tariff table

Type of deportation or removal	Amount of award
Deportation	£10,000
Administrative removal with reporting requirements	£7,500
Administrative removal with detention	£6,000
Administrative removal without detention or reporting requirements	£5,000
Any other removal or return where the reason for the removal or return related to difficulties associated with an inability to establish lawful status	£1,000

Inability to return to the UK

There is no claim under the scheme for any losses incurred as result of a claimant's inability to return to the UK. Impacts experienced because of this inability may attract an award under other parts of the scheme such as [impact on life](#).

Verification checks

You must check the claim against available Home Office records such as GCID to verify that the claimant was detained, for how long and whether they were deported or removed.

Related content

[Contents](#)

Loss of access to employment

This page tells you how to determine claims for compensation for loss of access to employment due to a claimant's difficulty in establishing their lawful status.

Between January 1997 and February 2008, section 8 of the Asylum and Immigration Act 1996 applied to right to work checks conducted during this period. The law does not require employers to carry out retrospective checks on persons who lawfully began employment before 29 February 2008.

Claimants who lost access to employment will include those who may have been dismissed because of difficulties demonstrating their lawful status, and those who were made a job offer which was subsequently withdrawn due to difficulties in demonstrating their lawful status.

Claimants who lost access to employment for reasons unconnected with their lawful status (for instance, whose employment was ended due to unsatisfactory performance) will **not** be eligible for loss of access to employment compensation.

Claimants may also state that not being able to work led to other difficulties for them and may wish to claim compensation for these difficulties. You should consider such claims under other categories such as [impact on life](#) or [housing](#).

You must consider all the evidence provided or available to you and refer to the: [Evidence: standard of proof](#) section on the standard of proof to make your decision.

Key Terms

Relevant date means the date on which the claimant or (in the case of a claim by an estate) the deceased became aware that they could not demonstrate their lawful status in the UK. This may have been through contact with the Home Office or through contact with another government department or an employer.

Period of loss means the period of time in months that the claimant or the deceased could not access employment.

Employment means paid work in the United Kingdom as an employed or self-employed person for tax purposes.

Regular employment does not necessarily mean that a claimant needs to have been in permanent full-time employment. Claimants may have been in part-time employment or may have had periods of employment interspersed with periods out of employment.

Where there are gaps in employment, the claimant will need to show a pattern of employment of short or long periods. This pattern need not be consistent, but it should be coherent. For example, a claimant who worked irregularly for short periods

such as only one or 2 days a month but not on a consistent monthly basis may not be demonstrating regular employment.

Examples of regular employment include:

- a full-time permanent position with an employer
- a part-time permanent position with an employer
- work as a self-employed person
- a temporary position with an employer
- several short periods of contract work

Types of awards

An award for loss of access to employment will be either:

- based on the claimant's [actual earnings](#)
- a [general award](#)

The default will be to consider claimants for a general award unless they have indicated on the claim form that they wish to be considered for a payment based on actual earnings. If a claimant has ticked the actual earnings box on the claim form but is unable to provide sufficient evidence to support their claim, you should consider them for a general award.

In cases where the claimant has not ticked the actual earnings box, but it is apparent that they would otherwise meet the evidence requirements for a payment based on their actual income, you may exercise discretion to award a payment based on that actual amount.

Actual earnings award

Requirements

You can make an actual earnings award for loss of access to employment if the evidence is clear and you are **satisfied so as to be sure** that these conditions are met:

- the claimant or the deceased at the [relevant date](#) either:
 - was in employment or had accepted an offer of employment
 - was not in employment, but had been in regular employment in the previous 2 years;
- the claimant's or the deceased's employment was ended, or they otherwise stopped working, because they could not demonstrate their lawful status in the United Kingdom
- the claimant or the deceased applied to the Home Office for documentary evidence of their lawful status in the UK as soon as reasonably practicable after the [relevant date](#)

Evidence

You must conduct the following checks:

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Where the claimant had received an offer of employment, you must see evidence of that offer which can take the following forms:

- a letter (copies are acceptable) on an official letterhead from the employer which makes a clear offer of employment and states the salary offered and must include the following:
 - a full valid postal address
 - the signature of an identified individual and
 - telephone and email contacts for that individual.
- a valid contract of employment which must state the salary offered

You must also see confirmation that the claimant had accepted the offer of employment. Usually this will take the form of a letter from the claimant which confirms this, and/or a contract of employment signed by the claimant.

If a claimant is unable to supply clear evidence either of an offer of employment or that they had accepted an offer, then you should consider the claim for a general award.

You must see evidence that the claimant's employment, or offer of employment, was ended because of the claimant's inability to show their lawful status. This should take the form of a letter on an official letterhead from the employer which clearly states the reasons for ending the employment or offer of employment and these reasons must solely be because of the claimant's inability to show lawful status. The letter must contain the following:

- a full valid postal address
- the signature of an identified individual
- telephone and email contacts for that individual

You must also see evidence that the claimant took [mitigating steps](#) by contacting the Home Office to regularise their status as soon as reasonably practicable after their employment was ended or offer of employment withdrawn.

You should check Home Office records and systems for evidence of contact from the claimant. You should determine the nature of this contact and whether the dates for any contact are within a reasonable period after the claimant had their employment or offer of employment terminated.

You should additionally consider any evidence supplied by the claimant which shows any contact that the claimant had with the Home Office such as correspondence. You should also consider evidence of correspondence from the claimant to other parties such as an MP or legal representative asking that they make enquiries on the claimant's behalf with the Home Office.

If a claimant is unable to supply clear evidence of an application to the Home Office about their lawful status as soon as reasonably practicable after the termination of their employment or offer of employment, and where Home Office records and systems do not show this either, you should consider the claim for a general award.

What amounts to 'as soon as reasonably practicable' may vary from case to case:

- in most cases, it is reasonable to expect that the claimant would have contacted the Home Office within 30 days of becoming aware that an inability to demonstrate their lawful status was preventing their access to employment
- there may be circumstances in which claimants may not have contacted the Home Office within this timescale - claimants may have wished to seek advice before contacting the Home Office or there may be other reasons preventing them from easily contacting the department
- claimants should be asked to give reasons for any failure to contact the department within 30 days of becoming aware of their inability to access employment - you should then consider whether these reasons are consistent with the as soon as reasonably practicable requirement

Period of loss

Once you are satisfied that the claimant has met the conditions, you should then determine the [period of loss](#):

- the period of loss starts on the [relevant date](#) or, if later, the date the claimant or the deceased lost their job
- if the claimant is not in the UK because of Home Office enforcement action, the period of loss ends on whichever of these comes first:
 - 3 months from the date the claimant ceased to be resident in the UK
 - the date the claimant started working in the state in which they are resident
- For all other claimants and for deceased estates, the period of loss ends on whichever of these comes first:
 - 3 months from the date the claimant or the deceased received a document from the Home Office proving their lawful status in the UK
 - the date the claimant or the deceased started working
 - where an estate applies for an award, the date the deceased died
 - where a claimant is not resident in the UK, the date they left the UK
- You should treat part months as full months.

Award: calculation

Monthly salary

Once you have determined the period of loss, you must calculate the award by multiplying the number of months by whichever of these applies as determined by the available evidence:

- where the claimant or the deceased was in employment on the relevant date, their actual monthly net pay immediately prior to the ending of their employment
- where the claimant or the deceased was not in employment on the relevant date, their average monthly net pay based on their taxable earnings in the 2 years preceding the relevant date
- where the claimant or the deceased had accepted an offer of employment at the relevant date, the net monthly pay that would have been payable under the terms of the contract of employment

The actual net monthly pay will be shown in the claimant's HMRC tax records.

The average net monthly pay should be calculated by adding the claimant's total pay over the 2 year period and dividing this total by 24. If the offer of employment expresses the salary as a gross amount, you should calculate the net figure using the examples below.

Weekly wage

You must multiply the weekly wage by 52 and then divide by 12 to obtain a monthly amount.

Net payments: calculation

If a claimant has only provided evidence of gross pay you can calculate the net pay by using the examples below.

Basic tax rate payer 2013-2014:

For a claimant paying basic rate tax in the year 2013-2014, you should perform the following calculations:

- annual gross pay (up to) £32,010 minus £9440 (personal tax allowance) multiplied by 0.68 (to account for 20% tax and 12% National Insurance), add back £9440 = annual net pay
- divide by 52 for weekly net salary and then again by the amount of days normally worked each week for the daily net salary (claimant may work less than 5 days a week)

Basic tax rate payer 2014-2015:

For a claimant paying basic rate tax in the year 2014-2015, you should perform the following calculations:

- annual gross pay (up to) £31,865 minus £10,000 (personal tax allowance) multiplied by 0.68 (to account for 20% tax and 12% National Insurance), add back £10,000 = annual net pay
- divide by 52 for weekly net salary and then again by the amount of days normally worked each week for the daily net salary (claimant may work less than five days a week)

Higher rate 40% band:

The pay bands for the higher rate 40% tax for 2013-2014 and 2014-2015 are set out below:

- 2014-2015 – £31,866-150,000
- 2013-2014 - £32,011-£150,000

Higher rate 45%:

Over £150,000 for 2013-14 and 2014-2015.

Salary for a higher rate tax payer (2013-14 figures used):

For a claimant paying higher rate tax in the year 2014-2015, you should perform the following calculations:

- you should use the basic rate calculation for the first £32,011 and the following for the remaining amounts over £32,011, but below £150,000:
 - annual gross pay (over) £32,011 minus £9440 (personal allowance) multiplied by 0.48 (to account for tax and National Insurance), add back £9440 = Annual Net Pay over £35,000 only
 - add the Higher Rate Annual Net Pay (HRANP) amount to the Basic Rate Annual Net Pay (BRANP) amount for the total Annual Net Pay (you will also need to account for a further 2% of National Insurance contributions on all pay above £797 per week or £41,444 per annum)
 - divide by 52 for weekly net salary and then again by the amount of days normally worked each week for the daily net salary (remember that the customer may work less than five days a week)
 - the personal tax allowance stated above (£9440) applies to the 2013 – 2014 tax year - this allowance will increase each year. Information about the personal tax allowance can be found at the [HMRC website](#)

These examples are based on previous years' tax rates. These rates change frequently and so you should use the relevant tax rate for each year of loss. See [HMRC website](#) for the tax rates.

General award

Requirements

You can make a general award if you are satisfied on the **balance of probabilities** that these conditions are met:

- the claimant or the deceased at the [relevant date](#) was either:
 - in employment or had accepted an offer of employment
 - not in employment, but had been in regular employment in the previous 2 years
- the claimant's or the deceased's employment was ended, or they otherwise stopped working because they could not demonstrate their lawful status in the United Kingdom

Evidence

The claimant may have submitted evidence with their claim form.

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Where the claimant had received an offer of employment, you must see evidence of that offer which could be in the following forms:

- a letter on an official letterhead (copies are acceptable) from the employer which makes a clear offer of employment and states the salary offered - the letter must contain a full valid postal address, the signature of an identified individual and telephone and email contacts for that individual
- a valid contract of employment which states the salary offered

You must also see confirmation that the claimant had accepted the offer of employment. Usually this will take the form of a letter from the claimant which confirms this, and/or a contract of employment signed by the claimant.

If a claimant is unable to supply sufficient evidence either of an offer of employment or that he or she had accepted an offer, then you should refuse the claim for compensation for loss of access to employment.

You should see evidence that the claimant's employment, or offer of employment, was ended because of the claimant's inability to show their [lawful status](#). This should take the form of an original letter on an official letterhead from the employer which clearly states the reasons for termination and these reasons must solely be the

claimant's inability to show lawful status. In order to deter the submission of forged or altered letters, you should ensure that you see a letter on an official letterhead which contains a full valid postal address, the signature of an identified individual and telephone and email contacts for that individual.

If a claimant is unable to supply evidence of the reasons for the ending of employment or an offer of employment, or where the evidence supplied shows that the employment or offer of employment was ended for additional reasons other than just the claimant's inability to show lawful status, you should consider the claim on the balance of probabilities. This means that you should consider whether it is more likely than not that the claimant's inability to show lawful status played a significant part in the termination of employment or an offer of employment.

You should take account of whether the claimant was in employment as evidenced by their HMRC tax records, whether that employment ended and whether the date on which it ended is consistent with the rest of the claim.

You should consider whether there is any evidence to indicate that the ending of their employment or offer of employment was not due to the claimant's inability to show lawful status. If there are no reasons to refuse an award, then you may make a general award.

Period of loss

Once you are satisfied that the conditions are met, you should then determine the [period of loss](#):

- the period of loss starts on the [relevant date](#) or, if later, the date the claimant or the deceased lost their job
- if the claimant is not in the UK because of Home Office enforcement action, the period of loss ends on whichever of these comes first:
 - 3 months from the date on which they ceased to be resident in the United Kingdom
 - the date the claimant started working in the state in which they are resident
 - 12 months from the date on which the period of loss began
- For all other claimants and for estates, the period of loss ends on whichever of these comes first:
 - 3 months from the date the claimant or the deceased received a document from the Home Office proving their lawful status in the UK
 - the date the claimant or the deceased started working
 - where an estate applies for an award, the date the deceased died
 - where a claimant is not resident in the UK, the date they left the UK
 - 12 months from the date on which the period of loss began
- you should treat part months as full months

Award: calculation

Monthly salary

Once you have determined the period of loss, you should calculate the award by multiplying the number of months by whichever of these applies:

- where the claimant or the deceased was in employment on the relevant date, their actual monthly net pay immediately prior to the termination of their employment up to a maximum of £1147
- where the claimant or the deceased was not in employment on the relevant date, their average monthly net pay based on their taxable earnings in the 2 years preceding the relevant date up to a maximum of £1147
- where the claimant or the deceased had accepted an offer of employment at the relevant date, the net monthly pay that would have been payable under the terms of the contract of employment up to a maximum of £1147

The maximum general award you can make for loss of access to employment is £13,764. This is because the maximum period of loss is 12 months and the maximum monthly tariff is £1147.

Weekly wage

If the claimant provides evidence that shows a weekly wage, you should multiply this by 52 and then divide by 12 to obtain a monthly amount.

National Insurance Contributions

Where a claimant has included a request for adjustment of their national insurance position as determined by HMRC, you should send that request to HMRC. You should do this by completing the relevant request form and emailing it to Windrush Compensation Scheme OGD for onward transmission to HMRC.

Related content

[Contents](#)

Loss of access to benefits

This page tells you how to refer claims for benefits to other government departments and, where appropriate, how to determine claims for compensation for loss of access to Child Benefit, Child Tax Credit and Working Tax Credit.

State benefits are paid by the Department for Work and Pensions (DWP), Her Majesty's Revenue and Customs (HMRC) and local authorities. See the [benefits section of GOV.UK](#) for a full list of benefits.

Claimants may be eligible for the following benefits:

- in-work benefits
- out-of-work benefits
- other benefits such as child benefit and child tax credits

DWP and HMRC determine eligibility for benefits such as whether a claimant can have any benefits reinstated or be reimbursed for any lost benefits.

The Windrush Compensation Scheme will not make any payment in relation to DWP administered benefits. Where HMRC does not reimburse claimants for lost benefits the Scheme can, where the relevant conditions are satisfied, award compensation in lieu of this loss for child benefit, child tax credit and working tax credit.

Referrals to other government departments (OGDs)

You must send claims for loss of benefits to the following OGDs:

- Her Majesty's Revenue and Customs (HMRC) for tax credits and child benefit
- Department of Work and Pensions (DWP) for all other benefits

DWP and HMRC will process these claims in line with their own procedures and reinstate benefits and will decide whether to make reimbursement for lost benefits, applying any relevant legislation or policy framework. In the case of benefits payable by a local authority, DWP will pass those claims on to the relevant local authority to determine. Claims for adjustment of a national insurance position should be passed to HMRC.

In the case of HMRC benefits (Child Benefit, Child Tax Credit and Working Tax Credit) the Windrush Compensation Scheme will make a payment in lieu of compensation for these benefits to eligible claimants as set out below. This only applies to a primary claimant or estate. A close family member cannot claim under the Windrush Compensation Scheme for loss of access to benefits.

Official sensitive: start of section

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DWP and HMRC will notify you of payments that have been made.

Child Benefit and Child Tax Credit

Award: requirements

To be eligible for an award, a claimant must meet the following requirements:

- have been in receipt of or been denied access to child benefit or child tax credit:
 - had that access terminated or been denied access because of an inability to demonstrate their lawful status in the United Kingdom
 - not have been in receipt of a payment of child benefit or child tax credit from HMRC in relation to that period of loss

Evidence

You may have been provided with evidence from the claimant as part of their claim.

You should ask HMRC to confirm the following:

- that the claimant was in receipt of child benefit and child tax credit and had those payments terminated because of the claimant's immigration status
- that the claimant had applied for child benefit and/or child tax credit and had that application refused because of their immigration status

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Award: calculation

Calculation of award	
Child benefit	£1,264
Child tax credits	£2,500

Working Tax Credit

Award: requirements

A claimant must meet the following requirements:

- have been in receipt of or been denied access to working tax credit
 - had that access terminated or been denied access because of an inability to demonstrate their lawful status including those who lost employment as a result of this inability and who were then denied access to working tax credit because they were not working
 - not have been in receipt of a payment of working tax credit from HMRC in relation to that period of loss

Evidence

You may have been provided with evidence from the claimant as part of their claim.

- you should ask HMRC to confirm that either the claimant:
 - was in receipt of working tax credit and had those payments terminated because they could not demonstrate that they had lawful immigration status or because they were unable to continue to meet the condition of being in employment because of difficulties demonstrating their lawful immigration status
 - had applied for working tax credit and had that application refused because although they had employment they could not demonstrate that they had lawful immigration status

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Award: calculation

Calculation of award	
Working tax credits	£1,100

Verification checks

You must carry out a [verification check](#) if you have reasonable doubts that a document is not genuine.

You should also check Windrush Scheme Compensation records to ensure that the other parent or another person has not also made a claim in respect of these benefits.

You also need to check the following with HMRC:

- that HMRC has not already made a payment in respect of the period of time over which the benefit is claimed to have been lost
- the claimant would have been eligible for the benefit if status difficulties had not arisen

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Related content

[Contents](#)

Inability to access services: housing, health, education, driving licences and banking

This page tells you how to determine claims for compensation for inability to access services such as housing, health, education, driving licences and banking.

The primary claimant or the deceased must have been denied access to these services due to their inability to demonstrate their lawful status.

Claims may be reduced or declined if the primary claimant or the deceased failed to take [mitigating steps](#) to resolve their [lawful status](#).

You should use the information provided on the claim form to help you to assess what evidence is required to either support the claim and how to fill any knowledge gaps. It is important that you agree the scope for any investigation early on with the claimant. You may need to liaise with other government departments (OGDs) during your assessment.

Key terms

Relevant date: the date on which the primary claimant or (in the case of an estate), the deceased, was notified or became aware, whether through contact with the Home Office or otherwise, that they could not demonstrate their lawful status in the United Kingdom.

Relevant period: the period starting on the relevant date and ending on the date on which on which the relevant primary claimant or the deceased received a document from the Home Office proving their lawful status in the United Kingdom.

Homeless: the primary claimant or the deceased did not have access to accommodation in which it was reasonable for them to reside. The Home Office will consider that a primary claimant or the deceased did not have access to accommodation in which it was reasonable for them to reside if they were rough sleeping, staying temporarily in a hostel, night shelter or bed and breakfast, staying temporarily in other accommodation with poor conditions that adversely impacted their health or squatting.

Related content

[Contents](#)

Devolved administrations

This page explains the concept of devolved administrations.

In Scotland, Wales and Northern Ireland, some government policies and public services are different from those in England. The UK central government has given certain powers to devolved governments, so that they can make decisions for their own areas.

The devolution settlements are complex and are all different. That said, broadly speaking, the following things are devolved in Scotland, Wales and Northern Ireland:

- health and social care
- education and training
- local government and housing
- agriculture, forestry and fisheries
- the environment and planning
- tourism, sport and heritage
- economic development and internal transport

For more information about devolved administrations, see: [Devolution of powers to Scotland, Wales and Northern Ireland section of GOV.UK](#).

You will need to liaise with government departments in the devolved administrations where the claimant incurred a loss of access to relevant devolved services in Scotland, Wales or Northern Ireland.

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Official sensitive: end of section

Related content
[Contents](#)

Housing: denial of access

This page tells you how to determine claims for compensation for denial of access to housing services.

Housing services include but are not limited to:

- social housing
- emergency council housing
- the private rental sector
- the right to buy scheme

Requirements

You can make an award for denial of access to housing services if you are satisfied on the **balance of probabilities** that the claimant or the deceased meets the following requirements:

- they were denied access to one or more housing services during the [relevant period](#)
- they would have accessed housing services during the relevant period had they not been denied access
- they were denied access to housing services because they could not demonstrate their [lawful status](#) in the UK

Evidence

You must consider all the evidence provided or available to you and refer to the [Evidence: standard of proof section](#) to make your decision.

Evidence to support a claim for compensation for denial of access to housing services may include:

- copies of social housing applications
- any evidence submitted in support of the claim
- any decision letters or reviews
- evidence the local authority considered when reaching its decision
- details of any bids placed by the claimant

In the majority of cases, you should make enquiries of the relevant local authority to establish the necessary facts. See the [list of local authorities on GOV.UK](#). You may be able to access some information readily on-line, for example a local authority's social housing allocations policy should be available on their website. The information you request will depend on the circumstances of the case.

Ways of Working (WoW) will include agreements on data sharing with each local authority. You should speak to your team leader to confirm whether a WoW

agreement exists between WCS and the specific local authority you wish to contact. If one does not exist, the team leader will need to contact the WCS Hub for the agreement to be reached before information can be exchanged. The WCS will advise you on what you should tell the claimant.

Award: calculation

If you are satisfied on the **balance of probabilities** that the claimant or the deceased has met the conditions, then you can make a one-off award of £1000.

Referrals to other government departments (OGDs)

None of the information required is readily available from other government departments. You should use the information provided on the claim form to help you to assess what evidence is required to either support the claim and how to fill any knowledge gaps. It is important that you agree the scope for any investigation early on with the claimant.

As housing is a [devolved](#) matter, you will need to contact the appropriate authority in Scotland, Wales or Northern Ireland when considering claims from these areas.

Related content

[Contents](#)

Health

This page tells you how to determine claims for compensation for denial of access to free NHS care and for reimbursement of private medical fees.

Denial of access to free NHS care

Free NHS care within the scheme generally refers to secondary NHS care, which means the care a patient receives in hospital, as either an in-patient or an outpatient. Primary NHS care is free at the point of delivery to all patients regardless of their immigration status.

Award: requirements

You can make an award if you are satisfied on the **balance of probabilities** that the claimant or the deceased has met the following conditions:

- they were denied access to free NHS care during the [relevant period](#) and, as a result, did not receive any NHS treatment during the relevant period
- they would have been treated for a medical condition during the relevant period if they had not been denied access
- they were denied access to free NHS care because they could not demonstrate their [lawful status](#) in the UK

Evidence

Evidence to support a claim may include:

- a letter from a medical professional which details the reasons for, the circumstances and dates of the treatment
- medical records
- correspondence with a hospital or NHS Trust
- a copy of an NHS invoice

You must consider all the evidence provided or available to you and refer to the [Evidence: standard of proof section](#) to make your decision.

Official sensitive: start of section

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See the [NHS website](#) for more information

Award: calculation

If you are satisfied on the balance of probabilities that the claimant or deceased meets the requirements, then you can make a one-off award of £500.

Reimbursement of private medical fees incurred in the UK

Private healthcare costs can be reimbursed in exceptional cases. For private healthcare costs incurred in the UK, reimbursement will be capped at the rate of NHS treatment for this condition.

Award: requirements

You can make an award if the evidence is clear and you are **satisfied so as to be sure** that the claimant or the deceased meets the following requirements:

- they were denied access to free NHS care during the relevant period for treatment of a medical condition because they could not demonstrate their lawful status in the UK
- they paid private medical fees for the treatment of a medical condition
- they would have been eligible to receive equivalent treatment for the medical condition for free by the NHS had they been able to demonstrate their [lawful status](#)

Evidence

Evidence to support a claim may include:

- a letter from a medical professional which details the reasons for and the circumstances and dates of the treatment
- medical records
- correspondence with a hospital or NHS Trust
- a copy of an NHS invoice
- a copy of an invoice for private treatment and confirmation of payment

You must consider all the evidence provided or available to you and refer to the [Evidence: standard of proof section](#) to make your decision.

You should make sure that you see confirmation of how much the NHS would have charged for receiving the equivalent treatment.

Award: calculation

If the evidence is clear and you are **satisfied so as to be sure** that the claimant or the deceased has met the conditions, then you can award the lesser of:

- the amount the NHS would have charged a person who was ineligible, by reason of immigration status, to receive the equivalent treatment on the NHS for free
- the actual amount of private medical fees incurred

Reimbursement of private medical fees incurred overseas

Private healthcare costs can be reimbursed in exceptional cases. For example, when the claimant was overseas and unable to return to the UK to access free NHS care due to their inability to show their lawful status.

Award: requirements

You can make an award if the evidence is clear and you are **satisfied so as to be sure** that the claimant or the deceased meets the following conditions:

- they could not access free NHS care because they were not in the UK at the time they required treatment for a medical condition
- the reason they were not in the UK at the time they required treatment for a medical condition was that they had been removed or deported, or refused re-entry, to the UK because they could not demonstrate their [lawful status](#)
- they paid private medical fees for the treatment of a medical condition in the state in which they were resident during the relevant period
- they would have been eligible to receive the equivalent treatment of the medical condition for free by the NHS had they been in the UK with lawful status

Evidence

Evidence to support a claim may include:

- a letter from a medical professional which details the reasons for and the circumstances and dates of the treatment
- medical records
- evidence as to whether the equivalent treatment is available on the NHS
- a copy of an invoice for private treatment and confirmation of payment

You must consider all the evidence provided or available to you and refer to the [Evidence: standard of proof section](#) to make your decision.

Award: calculation

If the evidence is clear and you are satisfied so as to be sure that the conditions are met, then you can award the actual amount of private medical fees incurred.

Referrals to other government departments (OGDs)

None of the information you require is held centrally by one government department.

In order to consider a claim for reimbursement of private medical care in the UK, which should be capped at the rate of the same NHS treatment, Department for Health and Social Care has reference costs from NHS providers in every NHS Trust. See the [NHS website](#) for a list of NHS Trusts in England.

As health is a [devolved](#) matter you will need to contact the relevant NHS trusts in Scotland, Wales or Northern Ireland when you are considering claims from these areas.

Ways of working (WoW) will include agreements on data sharing with each NHS Trust. You should speak to your Team Leader to confirm whether a WoW agreement exists between the Windrush Compensation Scheme (WCS) and the specific NHS Trust you wish to contact. If one does not exist, the Team Leader will need to contact the WCS Hub for the agreement to be reached before information can be exchanged. The WCS will advise you on what you should tell the claimant.

Related content

[Contents](#)

Education

This page tells you how to determine claims for compensation for denial of access to higher education as a home student and for reimbursement of international student fees.

Denial of access to higher education as a home student

Higher education means post-secondary education at university or a similar establishment usually to degree level.

The term home student is used to refer to those who are eligible to pay university tuition fees at a lower rate than overseas students.

Award: requirements

You can make an award if you are satisfied on the **balance of probabilities** that the claimant or the deceased meets the following requirements:

- they were denied access to higher education as a home student in the UK and, as a result, did not attend any higher education institution, during the [relevant period](#)
- this was because they could not demonstrate their [lawful status](#)
- they would have taken up an opportunity at a higher education institution during the relevant period if they had not been denied access

Evidence

Evidence to support a claim may include:

- a letter of offer of a higher education place in a UK institution
- evidence of educational qualifications required for the course
- correspondence with the institution relating to fees
- correspondence with a student loan company

You must consider all the evidence provided or available to you and refer to the [Evidence: standard of proof section](#) to make your decision.

Award: calculation

If you are satisfied on the balance of probabilities that the claimant or deceased meets the requirements, then you can make a one-off award of £500.

Reimbursement of international student fees

Award: requirements

You can make an award if the evidence is clear and you are **satisfied so as to be sure** that the claimant or the deceased meets the following requirements:

- they paid international student fees rather than home student fees to attend a higher education institution during the relevant period
- this was because they could not demonstrate their [lawful status](#)

Evidence

Evidence to support a claim may include:

- a letter of offer of a higher education place in a UK institution
- evidence of educational qualifications required for the course
- correspondence with the institution relating to fees
- correspondence with a student loan company
- proof of payment of international student fees institution

You must consider all the evidence provided or available to you and refer to the [Evidence: standard of proof section](#) to make your decision.

Award: calculation

If the evidence is clear and you are satisfied so as to be sure that the conditions are met, then you can award the difference between the international student fee rate and the home student fee rate for the [relevant period](#).

Referrals to other government departments (OGDs)

None of the information you require is held centrally by one government department. If the claimant is unable to provide the information to evidence the claim, you will need to contact the relevant educational institution or student loan company by using the cross-departmental data sharing agreements in place.

See the [Universities and higher education section of GOV.UK](#) for a list of UK higher education institutions and the [Student Loan Company website](#) for information about student loans.

You may also need to contact the last educational institution which the claimant attended to confirm their previous academic attainment. See the [Schools Web directory website](#) for more information.

As education is a [devolved](#) matter you will need to contact the relevant education authority in Scotland, Wales or Northern Ireland when considering claims from these areas.

Ways of working (WoW) will include agreements on data sharing with each UK higher education institutions or the Student Loan company. You should speak to your Team Leader to confirm whether a WoW agreement exists between WCS and the specific UK higher education institutions or the Student Loan company you wish to contact. If one does not exist, the Team Leader will need to contact the WCS Hub for the agreement to be reached before information can be exchanged. The WCS will advise you on what you should tell the claimant.

Related content

[Contents](#)

Driving licences

This page explains how to deal with claims relating to loss of access to driving licences.

DVLA will deal with claims relating to loss or refusal of driving licences in line with their existing procedures. You will need to inform the DVLA that the claimant has their lawful status confirmed so they are eligible for a UK licence.

It is possible that a claimant may include information about loss or refusal of a driving licence as part of a claim for [impact on life](#) or [loss of access to employment](#)

Referrals to other government departments (OGDs)

You should send any claims for loss or refusal of a driving licence to DVLA to deal with. DVLA will directly contact the claimant and make arrangements if they consider appropriate for settlement with the claimant.

The DVLA tariff compensation payment is £50 a month up to a maximum payment of £500.

For further information see: [DVLA – Complaints procedure](#).

Related content

[Contents](#)

Banking

This page tells you how to determine claims for compensation for denial of access to banking services and direct financial losses which result from denial of access to banking services.

Denial of access to banking services

Banking services include, but are not limited, to:

- a bank account
- an overdraft facility
- a mortgage product

Denial of access to banking services includes cases where the claimant or the deceased was denied access to a new service and cases where the provision of an existing service was withdrawn.

Award: requirements

You can make an award if you are satisfied on the **balance of probabilities** that the claimant or the deceased meets the following requirements:

- they were denied access to one or more banking services during the [relevant period](#)
- this was because they could not demonstrate their [lawful status](#) in the UK

Evidence

Evidence to support a claim for compensation for denial of access to banking services may include:

- bank or mortgage statements
- a letter or e-mail from a bank on an official letterhead, which confirms that a banking service has been lost/denied due to the claimant's inability to show their lawful status

You must consider all the evidence provided or available to you and refer to the [Evidence: standard of proof section](#) to make your decision.

Award: calculation

If you are satisfied on the balance of probabilities that the claimant or deceased meets the requirements, then you can make a one-off payment of £200.

Reimbursement of direct financial losses

Award: requirements

You can make an award if the evidence is clear and you are **satisfied so as to be sure** that the claimant or the deceased meets the following requirements:

- they incurred direct financial losses because of a denial of access to banking services during the [relevant period](#), and
- this was because they could not demonstrate their [lawful status](#)

Evidence

Evidence to support a claim for reimbursement of direct financial losses may include:

- bank or mortgage statements
- a letter or e-mail from a bank on an official letterhead, which confirms that a banking service has been lost/denied due to the claimant's inability to show their lawful status
- evidence of the direct financial loss, for example a bank statement which details the interest charges incurred
- proof of payment

You must consider all the evidence provided or available to you and refer to the [Evidence: standard of proof section](#) to make your decision.

Award: calculation

If the evidence is clear and you are **satisfied so as to be sure** that the conditions are met, then you can award the full amount of the direct financial losses.

Referrals to other government departments (OGDs)

None of the information you require is available from one central government department. Claimants must provide the information required to evidence their claim. See the [Financial Ombudsman Service website](#) for some useful information about how to deal with complaints about financial institutions.

Related content

[Contents](#)

Homelessness

This page tells you how to determine claims for compensation for homelessness.

Award: requirements

You can make an award for homelessness if you are satisfied on the balance of probabilities that:

- the claimant or the deceased became [homeless](#) on or after the [relevant date](#)
- this was because they could not demonstrate their lawful status in the UK

Evidence

You must consider all the evidence provided or available to you and refer to [Evidence: standard of proof section](#) to make your decision.

Evidence to support a claim for compensation for homelessness may include:

- copies of a homelessness application made to a local authority for help and support and decisions
- any relevant correspondence
- any assessments by the local authority
- anecdotal evidence including witness statements and correspondence from the claimant or the estate
- any relevant notes on the claimant's immigration case record
- contact and/or support from a charitable organisation

In the majority of cases you should make enquiries of the relevant local authority to establish the necessary facts. See the [list of local authorities on GOV.UK](#). You may be able to access some information readily on-line, for example a local authority's social housing allocations policy should be available on their website. The information you request will depend on the circumstances of the case.

Ways of working (WoW) will include agreements on data sharing with each local authority. You should speak to your Team Leader to confirm whether a WoW agreement exists between WCS and the specific local authority you wish to contact. If one does not exist, the Team Leader will need to contact the WCS Hub for the agreement to be reached before information can be exchanged. The WCS will advise you on what you should tell the claimant.

Period of loss

This will start on the [relevant date](#) or, if later, the date on which they became homeless, and will end on the date on which they found new settled accommodation in which is reasonable for them to reside.

Award: calculation

If you are satisfied on the **balance of probabilities** that the claimant has met the conditions, you should make an award based on the calculations in the table:

Calculation of award	
£250	Per month of homelessness. Treat part months as full months
£25,000	Maximum award

Related content

[Contents](#)

Impact on life

This page tells you how to determine claims for compensation for impact on life. The impact dealt with in this category are for **non-financial** impacts only. Therefore, financial losses or impacts should not be the subject of awards under this category.

Claims under this category may be made by the primary claimant, the estate representative or a close family member of the primary claimant.

Detrimental impacts can include the following:

- inconvenience:
 - hardship lasting no more than a few days, for example, one-off cancellation of appointments, short-term deprivation of money, small financial losses or losses of opportunity or delays that have no material impact
- injury to feelings:
 - anxiety, distress, and reputational damage, worry, annoyance and similar emotional impacts
 - traumatic or highly upsetting experiences
 - embarrassment or humiliation
- deterioration of physical and/or mental health:
 - experience of pain or illness due to either a new condition or exacerbation of an existing condition
- family separation:
 - inability to meet with close family members outside of the UK
 - breakdown of the family unit
- inability to attend significant family occasions:
 - weddings and funerals only
- inability to work because of deterioration in their physical or mental health

Claimants may cite a range of impacts which had a detrimental impact on them and each case should be considered on its merits. You should consider whether the claimant has experienced a loss or a disturbance in their everyday life because of their own or of a close family member's inability to show their lawful status.

You will need to determine the significance of the impact on the claimant. Some impacts such as inconvenience or hurt feelings may be relatively minor and short-lived. Others such as a deterioration in physical or mental health may be more serious and longer lasting. Inability to attend a family occasion may be a significant impact but may not be of long duration.

The significance of the impact, and the supporting evidence is what will determine the [tariff payment](#) you should award.

Evidence

All claimants must produce evidence that the primary claimant, the deceased or the close family member experienced significant detrimental impacts as a direct consequence of being unable to demonstrate lawful status.

In relation to lower-level impacts, such as inconvenience or distress, evidence may just be circumstantial; for instance, distress and upset caused by the inability to demonstrate their lawful status. You may take at face value a statement that the claimant has experienced inconvenience or distress and consider the claimant for a low tariff payment.

Impacts that have a greater effect on a claimant should be accompanied by directly relevant evidence. A claim for impacts on mental or physical health should be supported by medical evidence of the detriment suffered and an opinion that this was caused by, or exacerbated by, uncertainty over lawful status.

Where it is claimed that a pre-existing condition has been made worse, you should consider the degree of exacerbation, acceleration and nature of contributing causes when determining the level of tariff to award.

Where a claimant says that they were unable to work owing to physical or mental health impacts caused by issues over lawful status they should be expected to provide medical evidence which demonstrates:

- that they were unable to work together with an opinion that this had been caused or exacerbated by concern over lawful status
- evidence that they were in employment and the period for which they were unable to work - this period may be evidenced by sick notes signed off by a medical practitioner and/or a letter from the employer

Where a claimant says that they experienced family separation or inability to attend family events they should be expected to provide evidence in support of this. Evidence may take the form of documentation in the case of a legal separation or significant circumstantial evidence in the case of any other separation or of an inability to attend a family event. In the case of the latter, this should be a significant event such as the birth or marriage of a son or daughter or the funeral of a son, daughter, mother or father.

You should ensure that you do not include in the impact on life category any impacts that it would be more appropriate to consider under other categories of loss.

You must consider all the evidence provided or available to you and refer to the [Evidence: standard of proof section](#) to make your decision.

You should take account of all relevant circumstances and available evidence and pay particular regard to the severity and duration of detrimental impacts, adopting a '**balance of probabilities**'.

Award: calculation

You should determine the amount of award payable in accordance with the tariff set out in the [Impact on life: tariff table](#).

Impact on life: tariff table

Level	Description	Remedy amount
1	Marked detriment such as inconvenience, annoyance, frustration and worry, where the effect on the claimant was fairly short-lived (lasting up to a few weeks). Family events may have been missed. Close family members are not eligible for an award for Level 1 impacts.	£250
2	Moderately severe impact in terms of distress, anxiety or reputational damage over an extended period of time (weeks or months) or where multiple cumulative impacts were suffered for a relatively short period of time. Claimant should still be able to live a relatively normal life for much of the time. There may have been an inability to attend one or more significant family events; or there may have been family separation.	£1,000
3	Some aspects of the claimant's life have suffered significant detriment. Impacts will go beyond distress or inconvenience. The claimant may have experienced symptoms such as sleepless nights, fear of going out, inability to concentrate and there may have been an impact on the claimant's relationships with others. The claimant may have visited a medical practitioner in relation to these experiences and been prescribed medication or other treatment in relation to these. The claimant may have been unable to engage in activities with which he or she was previously familiar including social and sporting activities. Not all aspects of the claimant's life will have been affected but those areas that are affected will have been affected significantly so as to either stop the claimant from engaging in an activity or in having to alter the nature and/or extent of their engagement in that activity.	£3,000
4	The claimant's ability to live a relatively normal life has been substantially affected. More than one area of their life has been affected and the overall impacts have been significant. Cumulative impacts will have been experienced for an extended period (running into months). There will be a detrimental, demonstrable effect on the claimant's ability to live a relatively normal life, and with recovery or a return to a relatively normal	£5,000

Level	Description	Remedy amount
	life having taken a reasonable amount of time. Short periods of focused medical treatment may have been necessary. Harmful impacts will not normally have continued for more than a few months.	
5	Significant and/or lasting impacts to the extent that the claimant's ability to live a relatively normal life has been seriously compromised. Cumulative impacts will have been experienced for a prolonged period (months or years). The claimant's domestic life will have undergone change of some description, such as having regular medical treatment, care visits or other therapeutic intervention. The harm experienced will have continued for several months or years with recovery taking a significant amount of time or may not be fully attainable.	£7,000
Level 6	Profound impacts on a claimant's life which are likely to be irreversible. This is expected to involve major physical or mental health impacts, where the claimant has been permanently affected or where recovery or return to a relatively normal life is likely to take (or has taken) several years.	£10,000+

Referrals to medical experts

Where you have cause to consider that the claimant's supporting medical evidence is unsatisfactory or inconclusive you should consult with your team leader to decide whether to seek the opinion of a suitably qualified practitioner. This will be especially relevant for a claim which is being considered for a tariff payment at level 4 or higher.

You must obtain the claimant's consent to commission a report the costs of which will be met by the Home Office.

The claimant is expected to cooperate with reasonable arrangements for obtaining such a report.

The Home Office will meet the claimant's reasonable travel costs in respect of producing this report.

The completed report will be sent to the Home Office and you should send a copy of this to the claimant.

Related content

[Contents](#)

Discretionary payments

This page explains under what circumstances you may decide to award a discretionary payment.

Claims under this category may be made by the primary claimant, the estate representative or a close family member of the primary claimant.

Awards for losses should be adequately covered under the other categories and so awards under this category should be very rare. However, some individuals may, **exceptionally**, have evidence of other impacts, losses or detriments attributable to status difficulties which you may decide merits a discretionary award.

Award: Requirements

Claims under this category must satisfy the following qualifying criteria:

Primary claimant (or in relation to an estate, the deceased):

- the impact, loss or detriment experienced must be significant
- of a financial nature
- be a direct consequence of being unable to establish their lawful status

Close family member:

- the impact, loss or detriment experienced must be significant
- of a financial nature
- be as a direct result of being adversely affected by the primary claimant's inability to establish their lawful status

All claimants must also satisfy the following further criteria:

- the impact, loss or detriment does not qualify for compensation under any other categories under the Scheme, whether or not an award has been made under one or more of those categories
- the impact, loss or detriment is not excluded from consideration under paragraph 3.15 of the Scheme
- the evidence, [mitigation](#) and causation requirements have been met

Evidence

There must be clear and compelling evidence that:

- the primary claimant, [close family member](#) or deceased suffered the impacts, losses or detriment claimed
- at all material times, the primary claimant, close family member or deceased used best endeavours to minimise and mitigate the impacts, losses or detriments suffered

- the impacts, losses or impacts arose solely as a direct consequence of the inability to demonstrate lawful status
- where it is reasonable to expect as much, that evidence is corroborated by sources independent to the claimant

Wholly exceptional circumstances

If the claimant cannot demonstrate some or all of the requirements for clear and compelling evidence, you may consider making an award if you are satisfied that the circumstances presented are **wholly exceptional** and to make an award would be appropriate.

Wholly exceptional circumstances may arise where they are one-off in character, are rare and unlikely to be repeated.

Claimants must still satisfy the criteria for a discretionary award.

Exclusions

You must not consider a discretionary award if a claimant is seeking an increased award made under another category of loss or as a substitute award for an impact, loss or detriment of the type already dealt with under the other [categories](#).

The discretionary award is not a review route. You should not consider claims under this category if a claimant has not succeeded in their claim under another category of loss and the impact, loss or detriment presented sits under another category of loss.

Related content

[Contents](#)

Non-financial remedies

This page tells you about the non-financial remedies available to claimants.

Letter of apology

We recognise that an apology is an important part of the redress and of the compensation package as the aim of the Windrush Compensation Scheme is to right the wrongs suffered by the Windrush generation who have faced difficulties in demonstrating their lawful status under the immigration system as a result of the [compliant environment](#).

You must ensure that where you have awarded compensation to a claimant, that the award is accompanied by an apology letter. The letter must acknowledge what has happened to the claimant or close family member (or in the case of an eligible estate, the deceased) and for any role that the Home Office may have played in the impact or loss suffered.

The letter must not be a stock, template letter but should be tailored to the circumstance of the impact on each claimant. This is an important element of the compensation package.

Related content

[Contents](#)

Evidence: standard of proof

This page tells you about the standard of proof which claimants must meet to succeed in a claim.

As many of those affected have been in the UK for a long time and have suffered losses due to difficulties in demonstrating their lawful status it is important you treat these cases in a careful and sensitive manner. The claimant must be given every reasonable opportunity to provide evidence to support their claim.

You should take a holistic view of the claim where there is a lack of supporting evidence and decide the claim on a **balance of probability** except for the following claims:

- [loss of access to employment: Actual earnings award](#)
- [loss of access to health: Reimbursement of private medical fees incurred outside the United Kingdom](#)
- [loss of access to health: Reimbursement of private medical fees incurred within the United Kingdom](#)
- [loss of access to education: Reimbursement of international student fees](#)
- [loss of access to banking: Reimbursement of losses resulting from denial of access to banking services](#)

In these cases, the claimant must provide clear evidence and you must be **satisfied so as to be sure** that they meet the requirements for these awards. This means that you must be satisfied beyond reasonable doubt before making an award in these cases.

Related content

[Contents](#)

Requesting more information

This page tells you about requesting more information.

Claimants should provide all the evidence on which they rely to support their claim at the outset of the process. If you have considered the claim and you could grant it if you received or clarified certain details, you should contact them in writing and invite them to provide additional evidence.

Claimants should provide all the evidence on which they rely to support their claim at the outset of the process. If you have considered the claim and you could only grant it if you received or clarified certain details, you should contact them in writing and invite them to provide additional evidence.

The request should set a timeframe for receipt of the missing evidence of 14 working days of the date of the request. If the claimant fails to provide the requested evidence, you should send a further request. The request should set a timeframe for receipt of the missing evidence of 14 working days of the date of the request.

You do not have to write more than twice to ask for missing evidence. If you have written twice and the claimant has failed to provide the requested evidence within the timeframes given you should normally refuse that part of the claim which cannot be determined because of the missing evidence. In some (but not all) cases this will mean that the whole claim will be refused. You should consult your team leader before refusing any part of a claim due to a lack of evidence.

Related content

[Contents](#)

Translating documents

This page tells you when you can accept translated documents.

If a document is not in English or Welsh, the claimant must provide a fully certified translation from a professional translator or translation company that can be independently verified by the Home Office. The translation must include:

- confirmation that it is an accurate translation of the document
- the date of translation
- the full name and signature of the translator or an official from the translation company
- the translator or translation company's contact details

This must also be dated and include the signature of the translator or an authorised official of the translation company.

Related content

[Contents](#)

Verifying documents

This page tells you how to verify supporting documents.

You must be confident that the documents a claimant has submitted to claim compensation are genuine. In certain circumstances you will have to verify these documents, for example, if you have reasonable doubts about the authenticity of any document.

The process for verifying documents will vary in each claim, but may involve checking the authenticity of documents with:

- employers
- banks
- universities
- hospitals
- professional bodies
- student finance
- the relevant embassy or high commission
- other government departments
- local authorities
- legal representatives

Official sensitive: start of section

The information in this section has been removed as it is restricted for internal Home Office use.

Official sensitive: end of section

The purpose of these checks is to ensure that the document provided is genuine and accurately reflects the statements made in the claim.

If...	Then...
Documents have been confirmed as genuine	You must continue to consider the claim.
Documents have been confirmed as false	If you consider that the claimant has been dishonest (deliberately gave false or withheld information with the intention of obtaining compensation they weren't entitled to) you should normally refuse the claim. If you are the case worker, you must refer the case to your team leader for a decision or to discuss whether it would be unjust not to grant an award in whole or in part. It may be considered by the team leader that the rest of the claim can stand even though a supporting document has been found to be false.

If...	Then...
	If you consider that there has been an honest mistake you should notify the claimant and ask them to submit the correct documentation.
The verification check is inconclusive	You must continue to consider the claim.

Related content

[Contents](#)

Compensation

This page explains the concepts of award and interim payments.

Awards

You should normally pay an award in a lump sum.

Once a claimant, eligible estate or eligible close family member accept an award their acceptance is deemed to be in full and final settlement of any claim which they may have been entitled to bring.

Interim payments

You may consider making an interim payment to a claimant, an eligible estate or eligible close family member in respect of a claim for certain immigration fees and associated legal fees and detention, deportation and removal. Such a payment can only be made if an interim decision has been taken in respect of it [under paragraph 7.2 of the scheme](#).

Once a claimant, eligible estate or eligible close family member accepts an interim payment that acceptance is deemed to be in full and final settlement of that part of the claim to which it relates.

Tax

Payments made to a claimant under this scheme are not liable to income tax or capital gains tax.

Repayment

If the Home Office receives evidence after payment of an award that the claimant made a false representation or withheld information and as a result obtained compensation to which they would not otherwise be entitled or that the claimant has received a payment from another source which should have been taken into account, it may give written notice of intention to recover the award or part of it to the claimant.

The claimant may make representations within 28 days of the notice being given.

After you have considered the evidence and any representations made, you must either:

- confirm any determination in force
- issue a repayment demand (which requires repayment in whole or in part of the award paid under the determination in force)
- and give written notice of that decision to the claimant

Double recovery

You may decline or reduce an award in so far as it compensates for or relates to an impact, loss, damage, detriment or other circumstance that has previously been the subject of compensation or payment under or outside the scheme.

You must consider a claimant to have been compensated or paid under the scheme in respect of an impact, loss, damage, detriment or other circumstance if:

- they have been granted an award in respect of that impact, loss under the scheme
- a primary claimant or an estate has been compensated under the scheme in respect of a loss relating to certain immigration fees and legal fees if a close family member has, with the written consent of the primary claimant or estate, applied for and subsequently been granted an award in respect of that loss

You must consider a claimant to have been compensated outside the scheme in respect of an impact, loss if:

- they have been granted a payment in respect of that impact, loss by way of compensation, damages, benefits or any other payment by any person or estate
- they have received an exceptional payment from the Home Office under the Windrush Scheme: [Support in the Urgent and Exceptional Circumstances Policy](#)

Fraud

You should normally decline an award under this scheme if you are satisfied that the claimant has, in any part of their claim, dishonestly made a false representation or dishonestly withheld information with the intention of obtaining compensation to which they would not otherwise be entitled.

You may grant an award under this scheme, in whole or in part, to a claimant if you are satisfied that it would be unjust not to do so. You must refer these cases to your team leader before you decide whether to make an award.

If you consider that the claimant may have committed an offence you must refer the case to your team leader to notify the police.

You must record a decision to decline or reduce an award in the determination.

Related content

[Contents](#)

Reviews

This page explains the review process.

There is no fee for a review under the Windrush Compensation Scheme.

Claimants can request a review of the decision to refuse all or part of their claim and must do so within 2 months of the determination. The Home Office can extend this period if satisfied there are reasonable grounds for the delay.

Claimants can challenge any aspect of the determination including:

- a decision [under Part 2 of the scheme rules](#) that they are not eligible under the scheme
- a decision [under Part 4 of the scheme rules](#) to reduce or decline an award on the grounds of double recovery, failure to mitigate, criminality or fraud and
- the amount of an award in a determination

There is no time limit for the completion of a review under Tiers 1 and 2.

Tier 1 internal review: Procedure

A Tier 1 review decision must be done by a senior reviewer who was not involved in making the decision to which the request for a review relates.

If you are the Tier 1 senior reviewer, you must apply the Windrush Compensation Scheme rules and follow this guidance when considering the review.

You must review whether the decision is correct, which can include looking at whether:

- the rules, policy and guidance were applied correctly
- there was a mistake of fact
- the initial decision maker made the right judgement on the correct standard of proof
- all the available evidence was considered

Some decisions are not reviewable.

As the Tier 1 senior reviewer you have the authority to:

- uphold a determination or revised determination that is in force
- reinstate an initial determination that since been revised
- make a new determination
- make any other consequential provision required

You must notify the claimant in writing of the result of the review and the reasons for your decision. Your notification must include a copy of the determination in force.

The claimant must, within 2 months of receipt of the notification, either accept the decision (and any determination in force) or notify the Home Office in writing that they wish to request to proceed to a Tier 2 review.

You must remit the case back to the Home Office for a redetermination of the claim where you disagree with either of the following decisions:

- to reject a claim (in whole or in part) under Part 2 of the Scheme Rules on the grounds of eligibility
- to decline to make or reduce an award under Part 4 of the Scheme Rules on the grounds of criminality or fraud

and in such a case will not consider any other ground of review.

Tier 2 Independent Person: Procedure

A Tier 2 Review is to an independent person.

The independent person will consider the initial decision and determination that was the subject of the request for a review and any Tier 1 review decision taken in respect of it (as well as any supporting information submitted by the claimant) with a view to identifying any material decision made under the scheme with which they disagree.

The independent person will make a recommendation to the Home Office as to whether, why and how the determination in force should be reconsidered and will notify the claimant in writing of that recommendation.

A recommendation may recommend that the Home Office:

- uphold a determination that is in force
- reinstate a determination that has since been withdrawn or revised
- make a new determination
- may recommend any other consequential provision required

The Home Office will consider the recommendation of the independent person and will notify the claimant in writing of its Tier 2 review decision and will include the determination that is in force.

If the Home Office does not accept and implement the recommendation of the independent person, it will provide written reasons for its decision.

Where the claimant has been notified of a Tier 2 review decision and determination, the claimant must, within 2 months of receipt of that notification, notify the Home Office in writing whether they wish to accept the determination.

The Home Office may extend that period if satisfied that there are reasonable grounds for the delay.

Withdrawal: review requests

A claimant can, in writing, withdraw a request for a Tier 1 or Tier 2 review, in whole or in part, at any time.

If the claimant withdraws the review request in whole, they may accept any determination in force or withdraw their claim [under paragraph 6.13 of the scheme rules](#).

If a claimant withdraws a review in part, the remainder of the review will be considered by the senior reviewer (in the case of a Tier 1 review) or the independent person or (where the independent person has made a recommendation) the Home office (in the case of a Tier 2 review).

Non-reviewable decisions

A request for a review cannot challenge:

- the manner in which an award or payment is to be made under Part 8
- payments or refusals to make payments made by other government departments
- determinations issued [under Part 10 of the scheme rules](#) except by way of progressing to a Tier 2 Review under paragraph 10.11 of the scheme rules
- determinations that have been withdrawn [under paragraph 7.9](#)
- an exceptional payment under the [Windrush Scheme: Support in Urgent and Exceptional Circumstances](#)
- the repayment of a determination pursuant to a repayment demand [under paragraph 5.3](#)

Related content

[Contents](#)