DEAR PARTNER

Thank you for working with us to share messages with Commonwealth citizens, including the Windrush generation, about the support available following issues faced by some individuals over their immigration status.

The Home Office values the contribution made to the UK by Commonwealth citizens, and the Home Secretary has expressed his commitment to do right by those affected.

We know that some Commonwealth citizens who live in the UK, or have done in the past, may have concerns about their immigration status; they are encouraged to get in touch with us so we can help. We have been clear that no-one with the right to be in the UK will be asked to leave.

In the following presentation are a number of core lines, assets and information that can be shared in your channels with Commonwealth citizens who may need support or advice. All assets and images are available on request.

CONTACT US
Laura.Dolphin@homeoffice.gsi.gov.uk
Hattie.Fitzgerald@homeoffice.gsi.gov.uk
PACK CONTENTS

• How to use this pack

• Key messages
  – Windrush Taskforce
  – Windrush Scheme
  – Call for evidence and compensation scheme
  – Lessons learned review

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HOW TO USE THIS PACK

All communications assets in this pack are available upon request. Please email Laura Dolphin or Hattie Fitzgerald to request assets.

We ask that you use the copy we have provided without amends, along with the links that correspond to the platform you’ll be using. This is so we can track where the assets and platforms have been used, and which are most effective. This will help us to shape our ongoing communications.

If you have any suggestions on messages or alternative assets you’d like us to provide, please get in touch. We are happy to hear your thoughts and feedback.

If you have any questions, again please get in touch and we will seek to answer them as soon as possible.

CONTACT US
Laura.Dolphin@homeoffice.gsi.gov.uk
Hattie.Fitzgerald@homeoffice.gsi.gov.uk
The Home Office values the contribution made to the UK by Commonwealth citizens (the ‘Windrush generation’) and we are committed to do right by those affected.

The Home Office has announced a dedicated Windrush Scheme to make it easier for individuals to access support and understand what is on offer.

The scheme covers the government’s commitment to help members of the Windrush generation, who have spent recent years in their home countries, to return to the UK free of charge.

You can apply using a form available on gov.uk/windrush.

If you need advice or guidance with your application you can call our new dedicated helpline on 0800 678 1925. The line is open Monday to Saturday between 9am to 5pm and Sunday between 10am to 4pm BST, or you can email commonwealthtaskforce@homeoffice.gsi.gov.uk and we will call you back.

If required, you will be allocated a caseworker who will work with you to build a picture of your life in the UK. We will work with other government departments to find your records if helpful. We accept all sorts of documentation, including previous addresses, employment records, national insurance numbers, birth and marriage certificates, bills and letters among others.

We will aim to resolve your case within two weeks of your information being obtained.

There are no fees for any applications made under the Windrush Scheme and no information provided in relation to an application under the Windrush Scheme will be passed on to immigration enforcement.
Compensation scheme
We have announced a compensation scheme for Commonwealth citizens who have faced difficulties in establishing their status. We held a month long call for evidence to hear experiences that will help to shape the design of the scheme. This will be followed by a public consultation to allow us to take views on building a scheme to effectively address the issues people have faced. Soon after the consultation has closed, we will be announcing details of the final scheme and how to apply.
For more information visit gov.uk/windrush or email windrushcompensation@homeoffice.gsi.gov.uk

Lessons learned
The Home Secretary has commissioned an internal review that will seek to draw out how members of the Windrush generation came to be entangled in measures designed for illegal immigrants; why that was not spotted sooner; and whether the right corrective measures are now in place. The review will be overseen by an Independent Advisor.
If you would like to provide evidence, please email WindrushLessonsLearned@homeoffice.gsi.gov.uk

Further information can be found at http://www.gov.uk/windrush where you can also sign up to stay informed about Home Office announcements relating to Windrush.
WINDRUSH SCHEME
Available digital and print assets
Post copy:
If you are a Commonwealth citizen with questions around your UK status, a dedicated team at the Home Office could help you. <URL + VIDEO>

Facebook:
https://goo.gl/ouduWM

Twitter:
https://goo.gl/kXYqaV

Instagram:
https://goo.gl/gdmjdQ

Whatsapp:
https://goo.gl/KL1QiX

NB. This is a video asset that displays the above slides in sequence and last around 10 seconds.
SOCIAL MEDIA ASSETS
VIDEO 2c: Online application form (for overseas audiences)

Post copy:
If you would like to return to the UK you may be eligible for the Windrush Scheme. Find out more and apply online <URL + VIDEO>

Facebook:
https://goo.gl/JHQkgo

Twitter:
https://goo.gl/fwQyU5

Instagram:
https://goo.gl/F5PsSV

Whatsapp:
https://goo.gl/JmgKzD

NB. This is a video asset that displays the above slides in sequence and last around 10 seconds.
Post copy:
Members of the #Windrush generation who have been settled in the UK since before 1973 could be eligible for free citizenship. Our dedicated team could also help people who arrived in the UK between 1973 and 1988.

Facebook: https://goo.gl/tem61o

Twitter: https://goo.gl/N3LbB8

Instagram: https://goo.gl/cZRKdA

Whatsapp: https://goo.gl/avnm3h
Post copy:
Commonwealth citizens who have been settled in the UK since before 1973 could be eligible for free citizenship. Our dedicated team could also help people who arrived in the UK between 1973 and 1988 <URL + IMAGE>

Facebook:  
https://goo.gl/DYnzw6

Instagram:  
https://goo.gl/1pZkaU

Twitter:  
https://goo.gl/JrDnbE

Whatsapp:  
https://goo.gl/EKYsNe
POST TO PROMOTE EMAIL ALERTS
To stay up to date on Home Office announcements relating to Commonwealth citizens, including the #WindrushGeneration, sign up for email updates on available support and the compensation scheme <URL>

PRINTED WALLET CARDS and POSTERS
If you would like copies of the wallet card or poster below to distribute to your networks or put up at events, please get in touch.

If you are a Commonwealth citizen with concerns about your status in the UK, we want to help you

A statement from the Home Office
We value the contribution made to the UK by Commonwealth citizens

The Home Secretary has expressed his commitment to do right by those long standing residents who, through no fault of their own, have struggled to demonstrate their status in the UK.

We have launched a dedicated scheme to make it easy for anyone who settled in the UK before 1983 to confirm their right to be here. We will process citizenship applications for Commonwealth nationals in the UK who settled here before 1983 free of charge. This also applies to children of Commonwealth citizens who joined families in the UK before they turned 18.

Speak in confidence to our dedicated team:
Contact us for free on 0800 008 1692
Or email: commonwealthtaskforce@homeoffice.gsi.gov.uk
For more information visit: GOV.UK/windrush