



Home Office

WINDRUSH SCHEME Communications pack

Version: June 2018

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



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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.

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Laura.Dolphin@homeoffice.gsi.gov.uk

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KEY MESSAGES

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](https://www.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.



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SUPPORT AVAILABLE

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.



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WINDRUSH SCHEME

Available digital and print assets

Version: June 2018

SOCIAL MEDIA ASSETS

VIDEO 2b: DEDICATED TASKFORCE (for audiences overseas)

Are you a **Commonwealth citizen** who settled in the UK **before 1973** but now live abroad?

If you have questions about returning and your status in the UK, the Home Office **could help you**

Please contact the **dedicated taskforce** on:
Freephone
0800 678 1925

Visit
gov.uk/windrush

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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>



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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.

SOCIAL MEDIA ASSET: IMAGE 1

 HM Government



If you **arrived** in the UK **before 1 January 1973** but do not have the **correct documents** to prove your **right to be here**, the Home Office **could help you**

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.

<URL + IMAGE>

Facebook:

<https://goo.gl/tem61o>

Instagram:

<https://goo.gl/cZRKdA>

Twitter:

<https://goo.gl/N3LbB8>

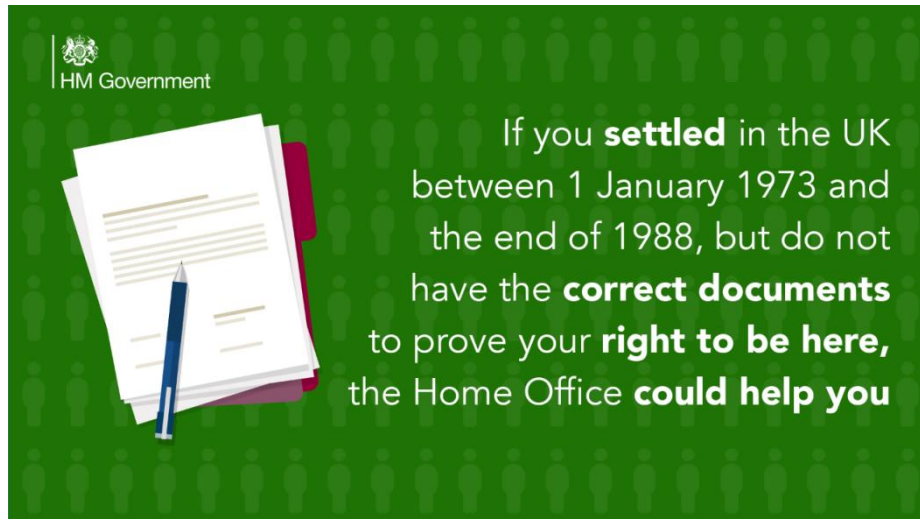
Whatsapp:

<https://goo.gl/avnm3h>



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SOCIAL MEDIA ASSET: IMAGE 2



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>

Twitter:

<https://goo.gl/JrDnbE>

Instagram:

<https://goo.gl/1pZkaU>

Whatsapp:

<https://goo.gl/EKYsNe>



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ADDITIONAL CONTENT

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>

Facebook:

<https://goo.gl/EKHyeX>

Twitter:

<https://goo.gl/JQ2Hzu>

Whatsapp:

<https://goo.gl/aycEax>

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

Please contact our dedicated taskforce on:
Freephone 0800 678 1925
commonwealthtaskforce@homeoffice.gsi.gov.uk

For more information and to sign up for email updates on announcements relating to Commonwealth citizens, visit gov.uk/windrush



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 1988 to confirm their right to be here. We will process citizenship applications for Commonwealth nationals in the UK who settled here before 1973 free of charge. This also applies to children of Commonwealth citizens who joined family in the UK before they turned 18.



Speak in confidence to our dedicated team:
Contact us for free on: 0800 678 1925
Or email: commonwealthtaskforce@homeoffice.gsi.gov.uk
For more information visit: GOV.UK/windrush



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