

WINDRUSH COMPENSATION ADVOCACY SUPPORT FUND (WCASF):

YEAR 2

FREQUENTLY ASKED QUESTIONS

Q) What is the Windrush Compensation Advocacy Support Fund?

A) On 24 October 2024 in the Home Secretary's Written Ministerial Statement to Parliament, an injection of £1.5 million was announced to better support victims applying for Windrush Compensation. This is named the Windrush Compensation Advocacy Support Fund (WCASF) and is a program of grant funding for organisations to help provide essential advocacy support for Windrush Compensation Scheme (WCS) claimants in relation to the application process. The WCASF is offered and administered by the Home Office. The purpose of the WCASF is to:

- Offer funding to organisations in return for advocacy support with the WCS claim process. Advocates will understand claimants' culture and background and will support them to articulate their story, with the aim of submitting both a viable and eligible application.
- Support claimants with practical help such as gathering information in support of a claim. Advocates will establish a positive relationship, ensuring claimants feel safe, supported, and able to provide their account in an environment where they are comfortable and at ease. Where appropriate, Advocates will signpost claimants to internal Home Office and external organisations for additional assistance, for example where health or wellbeing is a concern.
- WCASF support will typically cease when the claimant submits their claim to the Home Office and, if eligible, after a three way "warm handover" conversation between the Claimant, Home Office Caseworker and Advocate has taken place. This warm handover is to discuss the claim and to introduce the Home Office Caseworker to the claimant via a trusted advocate who the claimant has already established a relationship with. There will also be provision for, if requested by the claimant, ad hoc post submission support up to a maximum of 5 hours per eligible claim. This will be limited to ad hoc support to gather additional information as requested by the WCS caseworker or to participate in a further three-way telephone call between claimant, Advocate and WCS caseworker. Advocates and WCS caseworkers would not discuss the claim without the claimant being present.
- Year 1 of the fund is currently live, with successful organisations providing this essential advocacy support to victims. Year 1 support ceases on 31st March 2026 as this is standard grant funding protocol linked to the financial year. This competition is for Year 2 of the fund.

The Guidance for Applicants provides all the information you need to know, to submit an application.

Q) What is the difference between the WCASF and the Community Engagement Fund (CEF)?

A) CEF: This grant is to support grass root and community organisations to raise awareness of WCS and the Windrush Scheme (WS, formerly Taskforce). The CEF funding is key to addressing misinformation about WS and WCS and feeds into the work on encouraging eligible people to apply to the schemes.

WCASF: This grant funding is awarded to successful Advocates who empower and support claimants to submit a comprehensive WCS claim. They will offer flexible support for claimants to tell their story, in a safe space, tailored to the individual and their circumstances and will have an intrinsic understanding of the individuals' culture. Advocates will work with claimants to obtain any relevant documentation, to support their WCS claim.

Q) What is the Windrush Compensation Scheme claimant assistance provider?

A) The Windrush Compensation Scheme claimant assistance provider provides free, independent advice and support to those making a compensation claim. The Home Office has paid for an independent claimant assistance provider who can help individuals to establish if they are eligible and then apply to the Windrush Compensation Scheme for free. Their name is 'We are Group'. Their freephone

number is: 0808 196 8496. We Are Group will help you fill out your claim form to ensure you have all the paperwork needed, ensuring no information will be missed, and everything is correct before your claim is submitted. Alternatively, you may check your eligibility at: [gov.uk/WindrushHelpTeam](https://www.gov.uk/WindrushHelpTeam).

Q) How much funding is available and how much can I apply for?

A) The total WCASF funding of £1.5 million will be allocated over three years, with £600,000 available in Year 2.

Minimum and maximum bid amounts vary depending on whether you are applying for a region in England, Scotland, or Wales, or one or more sub-regions in Northern Ireland.

For the Advocacy Hours for all regions and sub-regions, there is a maximum cap rate of £50 per hour.

England, Scotland and Wales

Organisations can apply for multiple regions. There is no limit on the number of regions that an organisation can bid for.

We will award funding by ranking applications. For each bid there is a minimum and maximum amount of funding you can bid for.

Minimum and maximum levels apply to bids, not to a region or organisation. Organisations may receive funding for multiple regions, if successful.

Eligible Applicants can apply for the minimum amount of funding which is £10,000 up to the maximum amount of funding which is £60,000.

Within this, there are three sections

- **Start-up Costs** which has a cap of £6,000 or 10% of the overall bid, whichever is lower and
- **Administrative and Travel Costs** which has a combined cap of £9,000 or 15% of the overall bid, whichever is lower and
- **Advocacy Hours** (Staffing) which together with Start-up, Administrative and Travel costs, will not exceed a total bid value of £60,000.

Northern Ireland

Organisations can apply for multiple sub-regions. There is no limit on the number of sub-regions that an organisation can bid for.

We will award funding by ranking applications.

For each region there is a maximum and minimum amount of funding – split into different sections.

Minimum and maximum levels apply bids, not to a region or organisation. Organisations may receive funding for multiple or all sub-regions, if successful.

Eligible Applicants can apply for the minimum amount of funding which is £5,000 up to the maximum amount of funding which is £10,000 for each sub region.

Within this, there are three sections

- **Start-up Costs** which has a cap of £1,000 or 10% of the overall bid, whichever is lower and
- **Administrative and Travel Costs** which has a combined cap of £1,500 or 15% of the overall bid, whichever is lower and
- **Advocacy Hours (Staffing)** which together with Start-up, Administrative and Travel costs, will not exceed a total bid value of £10,000.

The maximum total per bid is £10,000.

Q) There is more funding available this year, why?

A) We are launching the competition a lot earlier than we did in Year 1. This means that we will announce and enter into grant agreements with successful

Year 2 organisations towards the beginning of the new financial year, allowing those successful organisations to have the maximum time to support potential claimants. The funding increase reflects this extended timeframe, enabling successful organisations to work with claimants for a longer period.

Q) Why have you decided to split the UK into regions?

A) We want to ensure that as many potential claimants are supported to make a viable and eligible claim (where appropriate) regardless of where they live. To support this, we have split the UK into regions and Northern Ireland into sub-regions to enable organisations to bid for those regions or sub regions. Alongside other initiatives including pop up hub locations, we want successful organisations to support as many potential claimants as possible within that region or sub-region.

Q) Who can apply in Year 2

A) Please refer to the guidance for applicants for full details.

We did commit in Year 1 to widen the eligibility criteria, and we have done so by reducing the financial accounts requirement to 12 months and now include grass roots organisations.

Q) How do I apply?

A) To apply, you need to register an interest in the Fund via the 'Find A Grant' portal and apply on the same portal. The Find A Grant on-line application form together with the Guidance for Applicants and other supporting information can be found on the 'Find a Grant' portal.

Q) What do you mean by a Grass Roots organisation?

A) A grassroots organisation is formed by individuals within a community or local area, who come together to drive change or address specific issues that matter to them. These organisations are typically community-led, built from the ground up, and reflect the collective efforts and voices of local people.

Q) I don't meet the eligibility criteria; can I still apply?

A) Unfortunately, you do not currently meet the eligibility criteria. These criteria are in place to ensure that potential claimants are supported by organisations capable of delivering the intent of the fund. You may wish to consider applying as part of a joint venture consortium, which could help meet the requirements. Please refer to the Guidance for Applicants for more details on eligibility and consortium applications.

Q) On the eligibility criteria, for Northern Ireland, WCS advocacy support experience is not a requirement. Why?

A) Working with stakeholders in Northern Ireland and the Northern Ireland Executive Office, we have listened to feedback provided. Based on that feedback, we have not made this a requirement.

Q) I haven't applied for WCASF before, can I apply?

A) Yes. As this is a new funding year, we welcome applications from any organisation that meets the eligibility criteria.

Q) I was successful for Year 1 funding, can I apply for Year 2?

A) Yes.

As this is a new funding year, all successful organisations from Year 1 are eligible to apply. Being successful for Year 1 funding does not guarantee that you will be successful for Year 2.

All organisations that apply, will be assessed as per the assessment questions, scoring and ranking – the Guidance for Applicants provides full details.

Q) I was unsuccessful for Year 1 funding, can I apply for Year 2?

A) Yes.

As this is a new funding year, we welcome applications from any organisation that meets the eligibility criteria.

All organisations that applied in Year 1, were provided with individual feedback on their application. We would encourage organisations to consider this feedback and factor this into Year 2 application.

All organisations that apply, will be assessed as per the assessment questions, scoring and ranking – the Guidance for Applicants provides full details.

Q) As you have widened the eligibility criteria, what additional support have you given to organisations interested in applying for Year 2 of the fund?

A) We held three capability building sessions in October and November 2025, these were designed to support organisations interested in applying for Year 2 of the WCASF.

These events featured guest speakers from organisations that successfully received funding in Year 1. They shared their experiences, insights, and practical advice on building sustainable organisations. They also provided tips on how to become an effective advocate. There were also networking opportunities for organisations to connect with peers and partners. The Home Office also delivered a feedback session.

The Home Office will also, as part of this competition, deliver two Information sessions (both contain the same information so you only need to attend one), explaining the purpose and objectives of the fund, give an overview of the application process, talk through how bids will be assessed and scored and will take any questions.

There will also be the opportunity as part of the competition, for organisations to ask Clarification Questions. More information is available in the Guidance for Applicants.

Q) What's the difference between a consortium and a joint venture consortium?

A consortium is a group of organisations working together to deliver a project. One organisation acts as the lead member, taking overall responsibility for delivery and signing the Grant Agreement. The consortium agreement will include the agreements made and agreed, between the organisations. It is the responsibility of the lead organisation to ensure all consortium organisations are paid. Due diligence checks are carried out on the lead member only.

In a joint venture consortium, all named organisations share equal responsibility for delivering the project. One organisation is designated to represent the consortium, but all members sign the Grant Agreement and are jointly accountable. Due diligence checks are completed on all named organisations.

If you are applying as a joint venture consortium, you must include a signed and dated consortium agreement when you submit your application. Failure to do so may result in your application being rejected.

Q) Can I ask questions about the application process?

A) Applicants may seek clarification on aspects of the application form. Please refer to the Guidance for Applicants for further information.

Q) How will applications be assessed?

A) Applications will be reviewed by a Home Office panel based on the criteria outlined in the Guidance for Applicants.

Q) Who can apply in Year 3?

A) Criteria on how to apply will be communicated in Winter 2026.

Q) When is the deadline for applications and when will I find out if my application has been successful?

A) The WCASF is open for applications from 12th January 2026. Please submit your application by 5pm 6th February 2026. The applications will be assessed against a set of criteria found in the Guidance for Applicants. Assessments will be completed by a panel in the Home Office, who will notify applicants of the outcomes of the bidding process.

Q) Will late applications be considered?

A) All applications must be received by 5pm 6th February 2026. The Home Office will initially examine each application for compliance and completeness and may seek clarification where necessary. If during this stage of the assessment it is apparent that requested information is missing from the Applicant's response due to genuine error, the Home Office may take the decision to allow the late submission of the required information. If this is the case, the Applicant will be advised of the missing information (from the specific Application), and arrangements made for their late submission, but this courtesy will be strictly time bound (e.g. to be submitted within 2 hours) in order to maintain a level playing field.

Q) If I am successful in my bid, when does Year 2 begin and when does support end?

A) You can begin supporting potential claimants from the grant commencement date once the grant agreement has been signed by both parties.

The end date is up to and including 31st March 2027.

Q) When will Year 2 funding be received?

A) Successful applicants will receive Grant Terms and Conditions and the Schedule of Payments after the competition has been completed. Successful Advocates will be paid monthly in arrears for receipts submitted and approved by the Home Office in relation to the hours worked with claimants.

Q) What is the mobilisation plan and what are the expectations?

A) A mobilisation plan outlines all the activities an organisation must complete to be fully prepared to deliver Advocacy support directly to potential claimants. It represents the preparation phase required to ensure the project can start successfully. This mobilisation period should not exceed six weeks. After this period, we expect funded organisations to be actively supporting potential claimants.

Please refer to the Guidance for Applicants, as some start-up costs may be paid in advance, to support mobilisation.

Q) What are the WCASF Year 2 "Success Criteria"?

Minimum requirement
80% Viable at Submission
95% Eligible
TBC Claimant Satisfaction survey

Q) How did the Home Office establish the Year 2 "Success Criteria" minimum requirements?

A) The Advocate must add value to the WCS process, we have used the last 12 months data to establish a baseline and added an additional value added % to create the minimum requirement.

We will use Year 1 data from the claimant satisfaction survey to determine and set the KPI % for Year 2. This % will be communicated at the time of award notification, following the completion of additional data collection and analysis.

Q) How will WCASF Year 2 “Success Criteria” be monitored?

A) The Home Office has I.T systems in place to monitor the Success Criteria.

The WCASF Team will also work with successful Advocates to ensure that appropriate monitoring procedures are in place. This will include the following:

Monthly check in meetings initially, small return of management information including details of numbers of new people worked with, broken down into those informed not to apply and those you are working with and end of year evaluation.

For those who you inform not to apply for compensation, for example they do not appear to be eligible, we expect you to keep your own records which will be sampled as part of the monthly check ins.

No specific KPI has been set for the number of claims to be submitted under the Windrush Compensation Scheme. However, the Home Office expects that claims submissions will occur as a natural outcome of the support activities outlined in the Grant Agreement, and that the overall volume will be proportionate to the level of funding provided.

Q) What is the Warm Handover?

A) This is a three-way conversation involving the Advocate, Claimant and WCS Caseworker. This call will take place once a claimant has passed eligibility. This will mean that we need Advocates to be available for Warm Handovers, and we will share how the process will work with successful Advocates to ensure this is not time intensive and flows smoothly.

Q) What support can Advocates provide post Warm Handover?

A) WCASF support will typically cease when the “warm handover” has taken place.

However, at the request of the claimant, support can continue for up to a maximum of 5 hours post “Warm Handover”. This may include supporting claimants to gather additional information as requested by the WCS caseworker or to participate in a further three-way telephone call between claimant (including time to prepare).

Q) Can organisations based overseas apply for this funding?

A) No, an organisation must be based in the UK. Please refer to the eligibility criteria in the Guidance for Applicants.

Q) Will training be provided?

A) No. A short overview will be provided in line with existing WCS products.
No formal training will be provided.

We will update this document as required