Windrush Compensation Advocacy Support Fund (WCASF) Year 3

Frequently Asked Questions (FAQs)

Background FAQs

Q: What is the Windrush Compensation Advocacy Support Fund (WCASF)?

A: The WCASF is a Home Office grant funding programme that provides funding to community and advocacy organisations to support people applying to the Windrush Compensation Scheme (WCS).

The funding programme was launched following the then Home Secretary's Written Ministerial Statement on 24 October 2024 which committed to an injection of £1.5 million in grant funding to better support victims applying for compensation.

The fund enables advocates to offer practical and emotional support throughout the claims process, including helping claimants to understand the scheme, gather evidence, complete claim forms, explain their experiences, and engage with the Home Office. Advocates are trusted members of the communities they serve and help ensure claimants feel safe, supported and able to tell their stories in a way that accurately reflects their experiences.

Q: What year of the funding is WCASF in?

A: In the Home Secretary's Written Ministerial Statement of 24 October 2024, a commitment to three years of grant funding was made.

Year 1 of the Fund ran from August 2025 to 31 March 2026.

Year 2 of the Fund is currently live and was launched in April 2026 and runs up to and including 31 March 2027.

This competition is for Year 3 of the WCASF, which will launch and begin on 1 April 2027 and will run up to and including 31 March 2028.

Q: Will there be another year of funding after Year 3?

A: Work is underway to consider options for beyond Year 3. More information will be communicated in due course.

Q: What has changed for Year 3?

A: The key changes for Year 3 are:

- Advocates can now provide funded support to claimants who wish to accept a decision and/or request a review. For claimants who have received advocate

support previously, there is a cap on the number of hours advocates can claim for.

- An optional Warm Handover call has been introduced at Tier 1.
- The regional approach has been updated to allow more than two organisations to be funded in a region, while still ensuring national coverage. This will also assist with ensuring that the remaining funding is spent within the financial year.
- Greater flexibility has been introduced around the number of pop-up hubs organisations deliver as part of their engagement activity.
- New KPIs have been introduced.

These changes reflect feedback and data from previous years, and are intended to provide greater flexibility, strengthen performance monitoring and improve support for claimants throughout the compensation journey.

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

A:

Community Engagement Fund (CEF)	**Windrush Compensation Advocacy Support Fund (WCASF)**
• Awarded to successful grassroots and community organisations to raise awareness of the WCS and Windrush Scheme. • The CEF is key to addressing misinformation about WS and WCS, and feeds into the work on encouraging eligible people to apply to the schemes.	• Awarded to successful organisations to provide advocacy support to WCS claimants, empowering and supporting them to submit a claim, obtain any relevant information/evidence and accept or review a determination. • The organisations will offer flexible support to claimants to tell their story, provide a safe space for them and tailor the support to the individual and their circumstances.

Application Process FAQs

Q: Who is able to apply for funding?

A: Please refer to the Guidance for Applicants for full details of who is eligible to apply for funding.

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

Q: What do you mean by "grassroots organisation"?

A: A grassroots organisation is an organisation 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: To receive WCASF funding, your organisation must meet all the eligibility criteria set out in the Guidance for Applicants. Applications from organisations that do not meet these criteria will not progress to the scored assessment.

Q: The eligibility criteria for those applying from Northern Ireland is different to the rest of the UK. Why is this?

A: For Northern Ireland Applicants only, we have removed the requirement for previous WCS advocacy experience. This decision was made following previous consultation with stakeholders in Northern Ireland and the Northern Ireland Executive Office.

Q: I haven't applied for WCASF funding before. Am I able to apply?

A: Yes, we welcome applications from any organisations that meet the eligibility criteria set out in the Guidance for Applicants.

Q: I have previously been successful in applying for funding. Can I apply for Year 3?

A: Yes. As this is a new funding year, all previously successful applicants are eligible to apply. Being successful previously does not guarantee that you will be successful for Year 3.

All organisations that apply will be assessed as per the assessment questions, scoring and ranking. More information about this process is available in the Guidance for Applicants.

Q: I have previously been successful in applying for funding. Do I need to complete a whole new application for Year 3?

A: Yes. Applicants who have previously been successful need to make a new application for funding in Year 3. This is designed to ensure fairness and openness for all applicants.

Q: I have previously been successful in applying for funding. Will my performance against the KPIs be considered when my application is assessed?

A: Applications will be assessed against the published scored assessment questions and Funding Toolkit requirements for the Year 3 competition. Previous performance against WCASF KPIs will not be a specific scored assessment question but could be included as part of your answer to relevant scored assessment questions.

As part of due diligence, if your organisation received WCASF funding in Year 1 and/or Year 2, the Home Office will review your previous performance as part of the assessment process. The Home Office reserves the right to exclude applicants who did not meet the expected standards of delivery under previous grant awards.

Q: I have previously applied but was unsuccessful. Can I apply for Year 3?

A: Yes. As this is a new funding year, we welcome applications from any organisations that meet the eligibility criteria set out in the Guidance for Applicants.

Organisations that have previously applied for funding were provided with individual feedback on their application. We would encourage applicants to consider this feedback and factor it into your Year 3 application.

All organisations that apply will be assessed as per the assessment questions, scoring and ranking. More information about this process is available in the Guidance for Applicants

Q: Can an organisation based overseas apply for funding?

A: No, organisations must be based in the UK. Please refer to the eligibility criteria in the Guidance for Applicants for further information.

Q: Can organisations submit joint bids for funding?

A: No. Organisations cannot submit joint bids for Year 3 of the WCASF. The eligibility criteria were expanded in Year 2 to allow grassroots organisations to apply for funding in their own right, removing the need for organisations to form partnerships solely for the purpose of submitting a bid. Organisations wishing to apply for funding must therefore submit their own individual application.

Q: If I want to bid for more than one region, do I need to submit separate applications for each of them?

A: If you are submitting the same proposal for multiple regions, you can include all regions on a single application form and single funding tool kit.

However, if any aspect of your proposal differs between regions, such as your engagement strategy, delivery plan or budget, you will need to submit a separate application and funding tool kit for each region where the proposal varies.

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 using the same portal.

The Find a Grant online application form, together with the Guidance for Applicants and other supporting information can be found here [insert link]

Q: Is there a deadline for submitting my application?

A: Yes. The WCASF is open for applications from Monday 9th November until 5pm on Friday 4th December.

Q: Will late applications be considered?

A: Applications submitted after the deadline of 5pm Friday 4th December will not be considered.

After the deadline, we will check applications for completeness and compliance. If information appears to be missing because of a genuine administrative error, we may ask the applicant to provide that specific information within a short deadline. This will not give applicants an opportunity to amend or improve their substantive answers.

Q: Can I use A.I. to help draft my application?

A: Yes, AI can be used to support the drafting of your application. However, all information submitted must be truthful, accurate, and based on your organisation's own experience, knowledge and delivery proposals.

Applicants remain responsible for the content of their application. Where plagiarism or misrepresentation is identified, including the presentation of AI-generated content, ideas or experiences as your own, the Home Office reserves the right to reject or withdraw the application.

Q: Can I ask a question during the application process?

A; Applicants may seek clarification on aspects of the application form. Please refer to the Guidance for Applicants for more information on this process.

Q: Will there be any information sessions ran?

A: Yes, we will be running two information sessions as part of the competition process.

Please see the “Find a Grant” page and Guidance for Applicants for more information.

Q: When will I be notified of the outcome of my application?

A: Applicants will be notified of the outcome of their application following assessment. We aim to announce outcomes by the end of February 2027. Please refer to the Guidance for Applicants for more information and the timeline we are working towards.

Q: How will applications be assessed?

A: Applications will be reviewed by a Home Office panel and moderation chaired by Home Office Commercial colleagues. All applications will be based on the published scored assessment questions (including the funding tool kit) and scoring criteria.

Q: Is there a minimum score required to be considered for funding?

A: Yes. To be considered for funding, applicants must achieve a minimum moderated consensus score of 60 for each assessment question. In addition, applicants must achieve a pass score for their Funding Toolkit assessment.

Applications that do not meet the minimum score for any assessment question, or do not achieve a pass score for the Funding Toolkit, will not progress further in the competition.

Q: How will funding be allocated to successful organisations?

A: Funding will be allocated using a ranked assessment process. All organisations who are ranked, must meet the minimum score required for each assessment question and the funding tool kit.

To support geographical coverage across the UK, the Applicant(s) with the highest ranked successful application per region will be awarded the funding. Once funding has been allocated to an organisation in each region where there is a successful application, any remaining funding will be awarded to the next highest-scoring applicant, regardless of region, until the available funding has been fully allocated.

Available funding and Regional Approach FAQs

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

A: The total WCASF funding of £1.5 million was allocated over three years. For Year 3, £600,000 remains available.

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

Minimum and maximum levels apply per bid, not per organisation. Organisations may receive funding for multiple regions or sub-regions if successful.

England, Scotland and Wales

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

Within this, there are three sections:

- **Start up Costs:** capped at £3,000 or 5% of the overall bid, whichever is lower.
- **Administrative and Travel Costs:** capped at £9,000 or 15% of the overall bid, whichever is lower.
- **Advocacy hours:** which, together with start-up and administrative and travel costs, will not exceed the total bid value. Up to 40% of this can be allocated towards acceptance and review support. In exceptional circumstances, the Live Running Team may approve a higher percentage allocation.

Northern Ireland

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

Within this, there are three sections:

- **Start up Costs:** capped at £500 or 5% of the overall bid, whichever is lower
- **Administrative and Travel Costs:** capped at £1,500 or 15% of the overall bid, whichever is lower.
- **Advocacy hours:** which, together with start-up and administrative and travel costs, will not exceed the total bid value. Up to 40% of this can be allocated towards acceptance and review support. In exceptional circumstances, the Live Running Team may approve a higher percentage allocation.

Q: Why has the UK been split into regions?

A: The regional approach was introduced in Year 2 of the WCASF to help ensure that people across the UK can access advocacy support, regardless of where they live.

Evidence from Year 2 delivery indicates that this approach is helping to improve geographical coverage and make support available to potential claimants in different parts of the country. We will therefore continue with a regional model for Year 3. This will help ensure that organisations are funded to provide support across the UK and that potential claimants can access assistance when they need it, wherever they are based.

Q: Is there a limit on the number of regions I can bid for?

A: No, organisations can apply for multiple regions. There is no limit on the number of regions an organisation can bid for.

Q: Do I need to have an existing presence within the area I am bidding to provide support for?

A: No. Organisations do not need to have an existing physical presence within the region they are applying for. However, applicants will need to demonstrate a clear plan for delivering advocacy support and engaging with potential claimants in that region.

Q: Why has the maximum two organisations per region cap been removed for Year Three?

A: The maximum cap has been removed to provide greater flexibility in how funding is allocated and to help ensure all available funding is used in the final year of the WCASF. A minimum regional coverage requirement remains in place to ensure claimants across the UK can continue to access advocacy support.

Q: Why can a successful organisation only use up to 40% of the advocacy hours funding to support with acceptance and/or review work?

A: The WCASF is primarily intended to help people access the Windrush Compensation Scheme and submit viable and eligible claims. The 40% cap has been informed by data from previous years of the fund and the WCS, including the proportion of claimants who go on to request a review. It helps ensure that the majority of advocacy funding remains focused on supporting new claimants, while still allowing organisations to provide support with acceptance and review activities where needed. In exceptional circumstances, the Live Running Team may approve additional spend above the 40% limit where there is a clear justification.

Q: Why has the cap for start-up costs been reduced when compared to Year 2?

A: As part of the design of Year 3, we reviewed how start-up costs have been used under the WCASF. The data showed that most organisations spend less than 5% of their overall funding on start-up costs, and the majority of the costs they claim for also fall within other categories, such as Administrative and Travel.

We have therefore reduced the cap to reflect actual expenditure. This will enable more funding to be directed towards advocacy support and help ensure that all available monies are spent in Year 3.

Q: Does this change to start up costs mean that less money overall is available?

A: No. Organisations are still able to bid for up to £60,000 per region (if applying in England, Scotland and Wales) and £10,000 per sub-region (if applying in Northern Ireland). This change has been made to the caps within the bid. The reason we have made this change is to ensure that as much money as possible can be directed to direct advocacy support, and to ensure that all available monies are spent in Year 3.

Q: If I have previously been successful in obtaining WCASF funding, can I still claim for start up costs in my bid?

A: Yes. Organisations that have previously received WCASF funding can still claim for start-up costs as part of their Year 3 application. Any start-up costs must be clearly set out within the Funding Toolkit and must remain within the limits specified in the Guidance for Applicants.

Q: What activities can you receive funding for?

A: The full list of activities eligible to receive funding can be found within the Guidance for Applicants.

For Year 3 of the WCASF, we have extended the scope of support that advocates can offer to include support in accepting and reviewing a determination made by the Home Office. This includes listening to the claimant's story, helping them obtain additional evidence (if required) and completing the acceptance and/or review paperwork as requested.

Q: What activities can you not receive funding for?

A: A full list of activities that you cannot receive funding for can be found within the Guidance for Applicants.

Q: If I am successful, can I receive funding for supporting someone outside of my region?

A: In most cases, funding can only be used to support claimants within the region you have been awarded funding to cover. This helps ensure that funding is distributed fairly and that support is available across all regions of the UK.

However, there may be exceptional circumstances where support can be provided outside your region (e.g. you're supporting a family who are based across the UK). If such a situation arises, the WCASF Live Running Team will be able to advise on the options available and help ensure that claimants receive the support they require.

Delivery FAQs

Q: If I am successful in my bid, when does Year 3 begin and when will support end?

A: If you are successful, 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 31 March 2028.

Q: If I am successful in my bid, when will I receive funding?

A: Successful applicants will receive Grant Terms and Conditions and the Schedule of Payments after the competition has been completed. Payments will be made monthly in arrears for receipts submitted and approved by the Home Office.;

Q: What Key Performance Indicators (KPIs) will funded organisations be measured against?

For Year 3 of the WCASF, the following KPIs have been set:

1. 70% of claims must be viable on submission
2. 95% of claims must be deemed eligible
3. 90% of responses to Q5 on the Customer Satisfaction Survey must be “excellent”.
4. 90% of Warm Handover calls must be completed within 6 weeks of eligibility being confirmed and/or Tier 1 review being allocated.

KPIs 3 and 4 will apply to both caseworker and review support.

Q: How did the Home Office set these KPIs?

A: The KPIs have been developed using performance data and learning from Years 1 and 2 of the WCASF. They are intended to reflect the outcomes that advocacy support is designed to achieve, while remaining realistic and achievable for successful organisations.

The Home Office has set these targets to provide a consistent way of measuring the effectiveness of advocacy support, the quality of the claimant experience, and the value delivered through public funding. We believe the KPIs represent a stretching but achievable standard, encouraging organisations to add meaningful value to the Windrush Compensation Scheme process while demonstrating value for money.

Q: How will the KPIs be monitored?

A: The Home Office has I.T. systems in place to monitor the organisations performances against the KPIs.

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

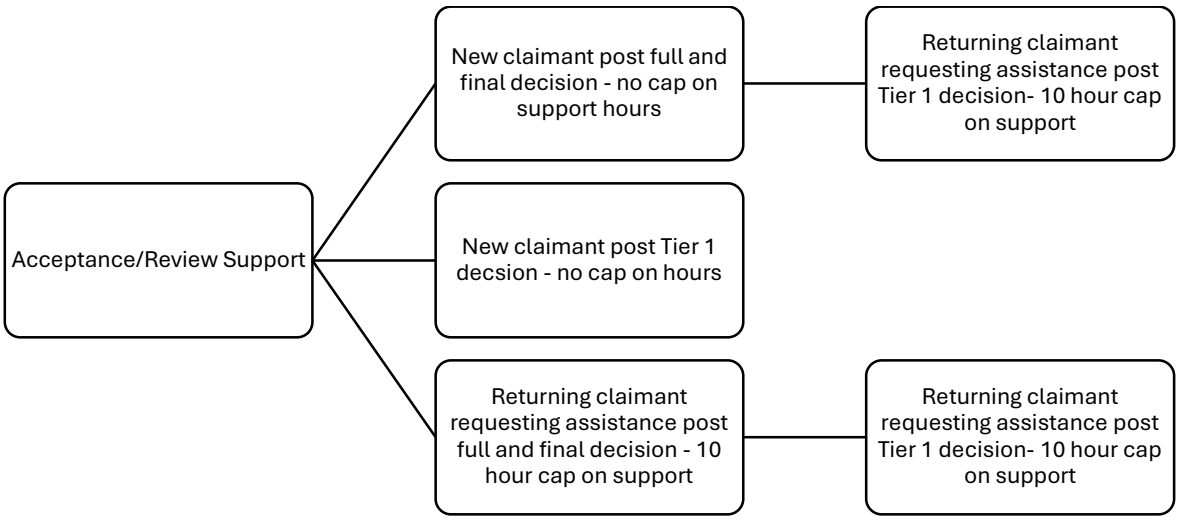
- Monthly check-in meetings
- Management Information (M.I.) return; including details of numbers of new people worked with, broken down into those you helped apply and those you informed not to apply.

Q: Has a KPI been set for the volume of claims received by successful organisations?

A: No specific KPI has been set for the number of claims to be submitted to the WCS. 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: How will the 40% review cap work in practice?

A: In practice, advocates will be able to allocate up to 40% of their advocacy hours allowance to acceptance and review support. Within this, the following caps will apply for the hours of support they can provide to claimants:



For returning claimants, the cap on hours starts when the claimant re-approaches the advocate for assistance following receipt of the decision. In exceptional circumstances, the Live Running Team may approve an increase to the 10 hour cap.

Q: I have been approached by a claimant who received support from a Year 2 organisation and asked to help with a review. What cap would apply?

A: If your organisation did not provide the claimant's original advocacy support, the cap on review and acceptance hours will not apply. In these circumstances, there would be no cap on the advocacy hours you could claim for. Please see the Guidance for Applicants for more information.

Q: What is a Warm Handover call?

A: A Warm Handover call is a three-way conversation between the claimant, their advocate, and a Windrush Compensation Scheme (WCS) caseworker or Tier 1 reviewer. The purpose of the call is to introduce the claimant and advocate to the Home Office representative, establish their ongoing working relationship, and support a smooth transition into the next stage of the claim or review process.

The call typically takes place once a claim has passed eligibility checks or has been allocated to a Tier 1 reviewer.

Q: When is a Warm Handover required?

A: Participation in a Warm Handover call is always the claimant’s choice. Claimants can decide whether they would like a Warm Handover at the casework stage and can also choose to take part in a Warm Handover if they request a review of their claim.

Advocates should discuss the option with claimants and respect their preferences. Where a claimant chooses to participate, arrangements will be made for a Warm Handover at the appropriate stage of the claim process.

Q: What support can an Advocate provide post Warm Handover?

A: During the casework stage, WCASF support will normally end once the Warm Handover call between the claimant, advocate and Home Office caseworker has taken place. However, if requested by the claimant, advocacy support can continue for up to 5 hours after the Warm Handover. This may include helping the claimant gather additional information or evidence requested by the WCS caseworker or participating in further three-way calls where required.

Once the Home Office has issued a decision on the claim, advocacy support can resume to help the claimant understand the outcome and, where appropriate, support them in accepting the decision or requesting a review. Following submission of a review request, a further Warm Handover may take place. As with the initial claim stage, support will normally end after this Warm Handover, although claimants may request up to 5 additional hours of advocacy support afterward on initial claims.

Q: Will training be provided for successful organisations?

A: No formal training will be provided by the Home Office. Applicants are expected to have a good understanding of the Windrush Compensation Scheme, including its rules, guidance and processes, and to demonstrate this through their application.