



16 February 2021

Dear Committee Chair,

Thank you for your letter of 26 January about the changes to the Windrush Compensation Scheme I announced on 14 December, its administration, and other matters which were raised during your evidence session on 9 December with Jacqueline McKenzie and Holly Stow.

At the outset, I want to reiterate my commitment to ensuring that members of the Windrush generation, and their families, are fully compensated for the losses and impacts they suffered. Since April 2019, the Windrush Compensation Scheme has paid or offered more than £8 million, and provisional figures show that more than half of that (£4.5 million) has been offered in the six weeks since I overhauled the Scheme in December. We are processing claims as quickly as possible – this is our priority – and more offers of compensation are being made each week.

I will now take each of the issues you raise in turn.

Impact on Life (questions 1-7)

In December 2020 we made important changes to the Impact on Life category. We significantly increased the value of compensation awarded at every level and reduced the number of levels from 6 to 5. We also introduced a preliminary payment of £10,000 where a primary or estates claimant can show any impact on their life under the terms of the scheme. These changes mean people will receive significantly more money, more quickly.

Application of changes to claims

These changes are being applied retrospectively. The vast majority of people who had previously received an offer of compensation, but had not accepted it, have been sent a revised offer in line with the new rules. Where we are not able to make a revised offer, for example where further information is needed to do so, a preliminary offer is made if appropriate. Once individuals have received their revised offer incorporating the minimum £10,000 payment for impact on life, they have the choice to accept, or to ask for it to be reviewed. If they ask for it to be reviewed, they can accept a preliminary payment in the meantime. This includes individuals who had previously received a Tier 1 decision letter but had not accepted it.

Individuals with Tier 1 reviews in progress when the changes to the scheme were made will receive a revised offer with the outcome of their review when this is complete, which also takes into account any new evidence submitted. We are offering a preliminary payment to those entitled to receive one in the meantime.

Individuals at the Tier 2 review stage have received revised offers in line with the new rules. They now have the choice to accept this, or to continue with their Tier 2 review and accept a preliminary payment in the meantime.

Everyone who had previously accepted their offer of compensation will also be sent an improved offer. We are currently in the process of working through these cases and are making good progress.

Individuals whose claim (primary and deceased estate) was in progress on the 14th December and not held due to an outstanding legal or policy issue are now being considered for either a Preliminary or Full and Final offer depending on how near to completion their claim is. We have committed to considering all claims in progress for a preliminary award by the end of March 2021. We are currently on target to meet this commitment and had, as of 8th February, considered more than half the cases in this group.

New claims (primary and deceased estates) received since the changes were announced will be considered for a preliminary award within 6 weeks of being deemed eligible for the scheme.

Evidence requirements and decision making

In order to qualify for an award for Impact on Life, individuals must satisfy on the balance of probabilities that an inability to demonstrate their lawful status had some degree of impact on their (or the deceased's) life. This will vary significantly from individual –to individual and so there is no prescriptive list of evidence.

When deciding whether an award can be made, caseworkers will review the claim form and evidence submitted to make an initial assessment as to whether it is more likely than not that an inability to demonstrate lawful status has affected an individual's life. Caseworkers will also check for evidence we might hold on our systems, such as previously refused immigration applications. We have also, in some instances, conducted quick checks with previous employers. In about 40-50% of cases, this initial assessment is relatively fast and easy, and caseworkers will stop once they are satisfied and make the preliminary award.

Where caseworkers are unable to make a preliminary award following an initial assessment, claims will proceed to being fully considered. However, as soon as evidence emerges that an inability to demonstrate lawful status has affected an individual's life, a preliminary award will be offered.

Our current assessment is that 40-50% of cases will qualify for a preliminary payment on initial assessment, 25% to 35% will likely qualify at a later stage in the process, and 25% represent claims that will not ultimately qualify for an award. The

25% represents claims that fall outside the scheme and do not meet generous criteria.

A full Impact on Life assessment is usually made at the end of the caseworking process. This allows caseworkers to draw upon all the evidence that has been provided and subsequently gathered to make a holistic assessment of the effect on an individual's life. This is not limited to specific pieces of evidence. For the most part caseworkers will use their comprehensive understanding of an individual's experiences and struggles. This means that the time it takes to determine this category can vary greatly depending on the specifics of the case.

In relation to medical evidence, the scheme rules allow the Department, with the permission of an individual, to commission and pay for a medical report where it would support the resolution of a claim. To date, we have not needed to commission such a report and have instead been able to assess an individual's claim using evidence provided by them, or that we have been able to obtain for them, such as GP records or details of prescriptions. We have, however, where necessary made payments to obtain medical records. Caseworkers also, as outlined above, take a holistic view, and draw upon their understanding of an individual's experience as far as possible, reducing the need to ask for or commission specific medical evidence.

Level descriptors and changes

There were previously 6 levels within the Impact on Life category. We have now reduced this to 5 by merging levels 3 and 4 in order to make the process less complex and the overall changes will ensure that everyone who qualifies receives a higher award. There has been no change to the sort of evidence that we would expect individuals within a particular level to provide.

We have retained the discretion to be able to award more than £100,000 under Impact on Life where an individual's circumstances are so compelling or severe it would be appropriate to do so. These decisions will be taken on the facts of each case.

Close family members

The scheme is primarily designed to compensate victims of the Windrush Scandal but, to ensure the Scheme is as inclusive as possible it additionally allows for claims from family members who have been affected as a result of their principal family members suffering. This is a much broader approach than the courts would take in a similar circumstance. Close family members have therefore always had to reach level 2 on the Impact on Life scale in order to receive a payment under the scheme.

Making a judgement at the initial assessment stage as to whether a claim falls into level 1 or 2 would be extremely difficult and so we took the decision to limit preliminary awards to level 1, and therefore primary and deceased estate claims only. However, close family members entitled to a payment for Impact on Life will

benefit from the increased value of awards and we will seek, where possible, to prioritise pending close family member claims for a full and final offer under the scheme.

Loss of Access to Employment (questions 8 and 9)

In October 2020 we amended the scheme, so all categories operated on the balance of probabilities. The exception to this was the Loss of Access to Employment category, which was marked as 'Under Review' to enable us to make the changes required so it too would operate fully on the balance of probabilities. Subsequently, as part of the changes to the scheme announced in December, we overhauled this category.

Both actual and general awards are now made on the balance of probabilities and we have removed the 12-month cap on general awards. This means people receiving compensation in this category will be compensated for the actual period they were unable to access employment because they were unable to demonstrate their lawful status. Where an individual's actual salary is known, this will be used to calculate the award (unless the general tariff results in a higher award in which case we will use that), and where an individual's salary is unknown, a general tariff will be used. We have also expanded the category criteria so more individuals will be entitled to compensation.

Where individuals are unable to provide evidence of their earnings, we do all we can to help them to obtain this. We have data sharing agreements with HMRC, and we will contact previous employers or employment agencies, and have made numerous actual awards as a result of information gathered by caseworkers from these sources. We are, however, limited by the data retained by these departments or organisations.

Where this information is not forthcoming, we make general awards using the monthly tariff of £1,147, adjusted on a pro-rata basis for part time working, which is equivalent to the national living wage when the Scheme was launched. Given the variation in employment types and sectors amongst individuals making claims, this ensures the Scheme remains fair in the absence of evidence of earnings.

We are in the process of conducting an exercise to compare the numbers of general and actual awards before and after the changes. We will share the results with the committee in due course.

Benchmarks (question 10 and 11)

I have said before we will not introduce arbitrary targets. All current, trained staff were utilised, and teams were allocated cases according to the commitments made. An additional 14 members of staff have been recruited to deal with the increased flow of Preliminary offers, while a number of efficiencies have been identified to streamline processes. The 254 cases are a subset of the overall number of cases

received between April and June 2019. The number of claims that were with the Home Office fluctuated over time as additional evidence from OGDs or third parties were required. The overall number of claims in the April to June 2019 cohort is 529, with 84% having received a Final decision.¹

We do not use benchmarks or targets for how quickly claims should take as we want caseworkers to work with the applicant to ensure that sufficient evidence is provided to maximise the potential offer. We have, however, introduced milestone dates for the scheme as a whole to ensure we can effectively plan and deliver on our commitments regarding preliminary payments and uplifted offers. We also have a productivity framework which allows us to measure and compare individual and team outputs over time with the objective of increasing overall output.

Staffing and Resource (question 12 and 26)

You have asked a number of questions regarding the staffing and resource required to communicate and apply the recent changes to the scheme.

As set out in response to questions 1 to 7 above we have made good progress in this area and are on track to meet the remaining commitments that we made in our letter to applicants of the 15th December.

In addition, all claimants who had either been confirmed as eligible or had submitted an application but were yet to have their eligibility confirmed were contacted within 9 days of the announcement, either via e-mail or letter, to inform them about the changes to the scheme. E-mails that were returned undelivered have been followed up with a letter to the last address provided by the claimant or their representative. We have also contacted a number of cohorts of applicants by telephone to explain the position on their case to them.

Intake into the scheme has increased from previous months, with over 80 claims received in December and over 100 in January but is still not at the levels of the early months of the Scheme. The Scheme reviews resources on a monthly basis, as part of a rolling recruitment strategy to fill roles as soon as there is a need.

To review the vast majority of pending primary or estates claims for a Preliminary or Full and Final Payment in the first 3 months of 2021 we have focussed the majority of our resources on this area of work. We will continue to make final decisions on some claims which are near the end of the caseworking process and have also ring fenced a limited number of staff to review and uprate (where appropriate) claims where payment has already been made.

We have made quicker progress than expected in applying the December changes and have ambitious plans to improve operational processes and speed up the throughput of cases.

¹ These data have not been quality assured beyond the management information report produced from live operational databases and they have not been published.

We are in the progress of revising our capacity plans and hope that we will be able to go further than this in terms of shortening the overall time between submission and decision. We are continuing to recruit into the caseworking team and are aiming to raise staffing numbers from 100 in June 2020 to 150 in June 2021. Given the complexity of the scheme, we stagger the deployment of new staff in order to manage the impact on overall output.

Impact Assessments (question 13)

Estimating the volume of eligible claims likely to be received remains a challenging task. The current assumption that is in place for the total number of claims that might be received under the Windrush Compensation Scheme would require a significant increase in the rate of claims compared to what has been so far received. While intake has increased slightly as a result of our communications efforts and the overhaul of the Scheme, we would need to see a far greater number of people come forward for these assumptions to be realised. We are therefore in the process of reviewing our analysis, alongside insights from our communications and outreach efforts, to inform any decisions around revising our assumption. If a decision is taken to revise our planning assumption, we will publish an updated Impact Assessment.

Notwithstanding this, our operational focus is to build a structure and process which can be flexible to changes in demand. The level of likely uncertainty means that we would not focus overly on a specific forecast in our planning, rather seeking to be responsive to demand and lead indicators of demand. This is why, for example, we maintain a constant rolling recruitment so that we can increase resource when necessary.

Any future revision to the planning assumption does not change our commitment to ensuring members of the Windrush generation are properly compensated. There is no cap on the amount of compensation we will pay out.

Our intent is that everyone who is entitled to compensation will be given every opportunity to come forward and receive an offer.

We intend to publish the Scheme's overall Equality Impact Assessment once it has been updated to reflect the assessments that have been carried out for all of the recent changes to the Scheme.

Community Fund (question 14)

The Windrush Community Fund opened for applications on 14 December 2020. The Fund provides up to £500,000 to support community and grassroots organisations to promote and raise awareness of both the Windrush Compensation Scheme and the Windrush Scheme. We have worked closely with a dedicated sub-group of the Windrush Cross-Government Working to design the Fund.

Activities the Fund is intended to support include, but are not limited to:

- holding events, for example: the cost of venues, refreshments and other associated costs
- producing and distributing marketing materials
- running communications campaigns, both online and in person (dependant on Covid-19 regulations in place at the time)
- engaging and supporting people who are eligible under the Windrush Scheme and Windrush Compensation Scheme
- accessing and using communication channels, for example social media, and local radio
- securing support from corporate partners, public or prominent figures or advocates

The funding will be available in two separate phases to ensure as many community and grassroots organisations have the time to apply. Phase 1 opened for applications on 14 December and will be open until 12 February 2021. Phase 2 will open for applications on 1 April 2021 and close on 30 June 2021.

Further information on the Windrush Community Fund can be found at www.gov.uk/homeoffice/windrush-community-fund

The Home Office is working with Voice4Change England (<https://voice4change-england.com/>) as a grant administration partner for the delivery of the Community Fund. Voice4Change England work with Black, Asian, and Minority Ethnic community groups and partners across the UK, and have extensive experiencing of running, monitoring, and evaluating grant-funded projects.

As part of the application process applicants are asked to provide details of how their application will meet the objectives of the Community Fund, which include increasing awareness and visibility of the support available under the Windrush Schemes and reaching more communities and individuals. Organisations are also asked to show how they will evaluate their project, and Voice4Change England will work with all successful organisations to assist with this. We will also require full evaluation reports to be completed by organisations at the end of projects. The Home Office will work closely with Voice4Change England to monitor the impact and reach of the Fund. This will include a range of techniques, including participant feedback forms, and assessing how organisations are monitoring their projects.

Claimant assistance (question 15 and 18)

For those who want or need support to make a claim the Home Office provides free assistance in making applications through our independent claims assistance provider.

We appointed Citizens Advice (CA) to fulfil this service on a Single Tender Basis. The contract with CA was signed on 3 April 2019 and, following an extension to allow the new supplier to mobilise effectively, will expire on 30th April 2021.

In 2019 the project to replace the CA contract was launched, through a series of market engagement events, designed to promote the tender opportunity to a wide range of potential suppliers which included community focused organisations and others. A formal tender process was developed to be compliant with the Public Contracts Regulations 2015 and HM Government procurement policy (focusing on transparency, fairness, and equal opportunity).

A single stage competitive tender process was launched in April 2020, with an extended timeline for the receipt of bids recognising the market from which bids were being sought and the difficulties that COVID-19 might create for organisations preparing bids. Evaluation was carried out by operational/commercial experts within the Home Office, supported by an independent assessor working on the service (technical) requirements. Prior to the final decision on award, appropriate due diligence was conducted.

The contract with We Are Digital (WAD) was signed on 9 April 2020, with WAD due to commence delivery of the services on 1 March 2021. The contract is due to expire on 30 June 2023, though can be extended for up to 2 years, should the Windrush Compensation Scheme be extended beyond April 2023. The estimated whole life value of the contract at signature was £884k (excl VAT). There have been no payments made to date, to WAD.

WAD will work through a network of local centres, including Citizens Advice Bureau, Community Centres, and specialist Immigration Charities. WAD will offer the option of face-to-face meetings where possible, telephone, or remote delivery sessions.

WAD has extensive experience of dealing with isolated and vulnerable customers and in delivering support and advice both over the phone, via remote video sessions and in person through centres.

That experience includes providing Assisted Digital for the Home Office (assisting individuals to make visa applications online), a vulnerable person's phone-line operating on behalf of a national bank, a debt advice programme providing services on behalf of a housing organisation and over 80 contracts delivered for social housing providers and local authorities.

They have successfully operated the Home Office Assisted Digital Service for the last 3 years and gained valuable insight into the demographics of the target claimant group as well as understanding the importance that the Home Office attaches to its Windrush Programme.

WAD network covers the 4 UK home nations with many community focused partners including Citizens Advice Bureau, Community Centres and specialist Immigration Charities. Through their partners, they have a nationwide network of community-based centres including CAB offices, libraries, town halls, church groups, Mosques, training providers and other community groups.

Referral to WAD continues to be via the Windrush Help Team. We feel this is important as the team can assess individuals' eligibility prior to offering claimant assistance, and it allows us to monitor use of the service.

Pensions (question 16)

Where a claim is accepted under loss of access to employment or benefits, the Government will seek to ensure that the individual's National Insurance position is corrected so the period of the loss does not impact their State Pension entitlement.

We are committed to ensuring that the National Insurance position in relation to State Pensions for members of the Windrush generation is not adversely affected where people are found to have been denied access to the labour market. Arrangements for this area, building on experiences from the compensation scheme so far, are being finalised across Government.

The scheme does not compensate for occupational and private pensions because of the variable and complex nature of the impacts on, and future performance of these which would require an assessment by actuaries and would considerably increase the length of time taken to resolve claims.

However, through their employment awards, individuals will recuperate the contributions they would have made into an occupational pension scheme at the time.

Urgent and Exceptional Payments (question 17)

Urgent and exceptional payments are paid to individuals experiencing acute difficulties that affect their life, dignity or ability to return to the UK, and who therefore cannot wait for a compensation claim to be resolved and an award paid. Such payments are effectively an advance on a future compensation award, and in most circumstances will be accounted for as part of any subsequent compensation payment. This position is clearly stated in the Compensation Scheme rules and in the policy on support in urgent and exceptional circumstances.

However, there are occasionally circumstances where a payment is made to cover an urgent cost which is not covered by a subsequent compensation award. An example of this is a payment to cover the cost of returning to the UK for an individual who was wrongly deported or removed. In these circumstances, an urgent and exceptional payment will not be deducted from the subsequent compensation award.

Mitigation of Loss (questions 19 – 21)

We think it is reasonable, in some circumstances, to expect individuals who encountered difficulty evidencing their lawful right to be in the UK to have taken steps to try and resolve this. However, we also recognise there are many reasons

as to why someone may not have, for example, out of fear or confusion. That is why, as part of the changes made in December, we removed the 12-month cap on general awards in the Loss of Access to Employment category (which applied to those who had not taken steps to resolve their status). This means employment awards are no longer capped because of a lack of mitigation action.

These changes are being applied retrospectively and all employment claims are being re-considered in line with the new rules. Once this work is complete, no compensation awards will have been reduced or declined on the basis of failure to mitigate loss.

However, we think it is right to retain the discretion to reduce or decline to make compensation awards to individuals, particularly where it is apparent there is wilful default or a lack of cooperation, or where an individual's actions increased their losses.

Criminality (questions 19 and 22)

In most instances, criminality will not impact on compensation awards. However, we have a duty to manage taxpayers' money appropriately and consider whether it is appropriate to give this to people whose severe criminal behaviour has negatively impacted the lives of victims and wider society.

Where individuals have received sentences of imprisonment of four years or longer for offences such as murder, rape or sexual offences with a minor, any award for Impact on Life will normally be declined. We will consider whether there are circumstances since an individual's release from prison, such as community or charity work, which would make it more appropriate to reduce rather than decline an award for Impact on Life.

To date, no awards have been declined or reduced in respect of criminality.

This approach for the modification of compensation where an individual has unspent criminal convictions is not unique to the scheme and also exists in the Criminal Injuries Compensation Authority (CICA).

Lapsing of indefinite leave to remain (question 23)

The purpose of the Compensation Scheme is to properly compensate individuals who were unable to demonstrate their lawful status, and who suffered losses or impacts as a result. It is therefore right that individuals who reside or resided in the UK unlawfully are not entitled to compensation for losses connected to that unlawful residence.

If an individual's indefinite leave to remain has lapsed, this does not in itself mean that they will not be entitled to compensation. For example, individuals who were

wrongly deported, removed or prevented from returning to the UK at a time that they were lawfully settled, and whose indefinite leave to remain lapsed as a result, are entitled to compensation for the full losses and impacts they suffered. Equally, if an individual's indefinite leave to remain has lapsed after emigrating overseas, this will not prevent them from making a compensation claim for any losses incurred when they were previously settled in the UK. As an individual's entitlement to compensation is not determined by whether their indefinite leave to remain has lapsed, it is not possible to provide a figure as requested.

We understand that in some circumstances members of the Windrush generation may have emigrated to other countries and subsequently lost indefinite leave to remain. Where those individuals have retained strong ties and would now like to return to settle in the UK, they may apply for a Returning Resident visa for free under the Windrush Scheme. Individuals that are now lawfully in the UK but who are no longer settled may also make a free application for a grant of indefinite leave to remain.

Independent Adviser and Cross-Government Working Group (questions 24 and 25)

An open recruitment process to appoint a permanent Independent Person to the Compensation Scheme is currently in progress. The period for applications closed on 21 September 2020 and following the interview process we anticipate making an appointment shortly.

The role description included amongst the key responsibilities: reviewing management information, customer satisfaction data, and dip sampling of anonymised cases to analyse performance.

The Windrush Cross-Government Working Group advises the Home Office on its strategic approach to engagement and outreach in relation to the Windrush Compensation Scheme and Windrush Scheme and has advised on the policy changes to the Compensation Scheme which were announced in December. The Group itself does not have a remit to audit or sample individual cases once processed, however the Independent Person to the Windrush Compensation Scheme will also sit on the Group to provide advice to members. The current Independent Advisor, Martin Forde QC sits on the Working Group in this capacity.

Administration of the scheme (questions 27-31)

I have grouped several questions you have asked to address how the scheme delivers its objectives.

As at the 31st January 2021, provisional data shows that we have received 1,867 claims for compensation.

338 claims have received a payment.

668 claims have had an offer of compensation.

150 claims have been refused for compensation under zero entitlement, these are individuals who meet the eligibility criteria but who suffered no evidenced loss or detrimental impact. 103 rejected on eligibility grounds².

For a claimant to be eligible for the compensation scheme they need to meet the eligibility requirements set out in the Compensation Scheme Rules. There are three different types of claims: primary, estates and close family members.

A person may fail to meet the eligibility requirements as a primary claimant if, for example they are unable to demonstrate they have a Right of Abode in the UK, or they cannot demonstrate that they had a parent who was a Commonwealth Citizen settled in the UK before 1973.

With regards to a deceased estates claim, a person may be ineligible, for example, where they are unable to demonstrate they are the executor or an administrator of the estate or a personal representative of the deceased.

In respect of a close family member, a claimant may not be eligible, if for example they are the cousin of a primary claimant. The rules set out the relationship requirements, and who can make an application. A close family member claim could also fail for example if the person claiming does not have lawful status as defined by the Compensation Scheme Rules.

With regards to nil awards, a person can be eligible for the Scheme, but still not be eligible for a monetary award. These people are unable to demonstrate that they experienced a loss or detrimental impact due to an inability to demonstrate lawful status. Examples have included:

- a. Status lapsing due to length of time spent abroad. Having to make applications to return to the UK, with those applications not being of the type to resolve lawful status.
- b. Refused passport applications where the claimant needed to naturalise as a British Citizen prior to making the passport application.
- c. Claimants who obtained citizenship many years ago, but despite that have been unable to secure regular employment. They have always been able to demonstrate their lawful status, so any detriment impact is not linked.
- d. Refund requests for successful nationality applications that are outside of the scope of the compensation scheme rules.

² These data are not published but form part of the monthly Transparency data. These data are provisional data and are subject to change on the date of Transparency release. The number of claims that have had an offer is internal data. These data have not been quality assured beyond the management information report produced from a live operational database and they have not been published.

The total number of claims received up to 31st January 2021, by gender and age. An individual may have more than one claim³.

Age Grouping	Female	Male	Grand Total
Under 18	9	10	19
18 - 30	37	32	69
31 - 40	78	83	161
41 - 50	59	77	136
51 - 60	170	225	395
61 - 70	241	503	744
71 - 80	101	115	216
Over 80	62	65	127
Grand Total	757	1,110	1,867

The total number of claims where an offer of compensation has been made as at 31st January 2021. An individual may have more than one claim.⁴

Age Grouping	Female	Male	Grand Total
Under 18	1	0	1
18 - 30	7	7	14
31 - 40	20	27	47
41 - 50	14	31	45
51 - 60	61	90	151
61 - 70	96	218	314
71 - 80	26	43	69
Over 80	8	19	27
Grand Total	233	435	668

The nationality and country of residence of applicants is published as part of the regular transparency data release which can be found here:

<https://www.gov.uk/government/publications/windrush-compensation-scheme-data-january-2021>

We do not currently record data in a way which allows us to report on the location of applicants in the UK.

Each person's claim is deeply personal and requires careful and detailed consideration to understand their individual circumstances and experiences.

There are thirteen different categories of claim and some individuals' experiences are more complex than others and it is right we take the time to ensure these are considered carefully.

We want people to receive the maximum compensation to which they are entitled and work closely with individuals, for example by contacting other government departments and third parties to help gather evidence to support their claim.

³ As at 31 January 2021. These data have not been quality assured beyond the management information report produced from a live operational database and they have not been published.

⁴ These data have not been quality assured beyond the management information report produced from live operational databases and they have not been published.

This holistic approach necessarily takes time but is ultimately beneficial to individuals. The average calendar days from the date the claim was received to a Full and Final payment date is 434, as at 31st January 2021.⁵

As a comparison, the Criminal Injuries Compensation Authority website suggests claims under that scheme take 12 months to conclude, with complex cases taking longer.

However, we recognise that we need to go further and faster which is why, following feedback from the Windrush Cross Government Working Group, members of the Windrush generation, community leaders and those affected, we have made fundamental improvements to the Scheme to ensure people receive significantly more money, more quickly.

As we continue to make decisions on the oldest cases, we expect to see the time taken from application to final decision fall significantly in the coming months.

Request for Regular Updates on the Progress of the Scheme

We note your request for regular updates commencing on the 31st of March. Our preference is to publish information regarding the scheme in one place, as part of our transparency data release. We are currently reviewing the data in that release and will consider your requests as we take that work forward.

Yours Sincerely,

w.k. all good wishes


Rt Hon Priti Patel
Home Secretary

⁵ These are based on internal data. These claims may be subject to changes following the policy changes on 14th December 2020. These data have not been quality assured beyond the management information report produced from live operational databases and they have not been published.