



T: 0300 244 4000
E: DFMCSCR@gov.scot

5 December 2022

Dear

As we approach the first anniversary of the launch of Scotland's Redress Scheme, I wanted to take the opportunity to write to you personally to update you about improvements made to the scheme following the feedback we have received. My officials within the casework team have sent this letter on my behalf as, of course, I do not have access to any applicants personal details.

When we established the scheme, we did so to provide acknowledgement and tangible recognition of the harm that has been caused, and with the commitment that it would be less adversarial and swifter than court action. This remains my personal commitment to you.

I said that the scheme would be survivor led and that we would listen and act upon feedback. We listened to feedback that, for some of you, the process is taking longer than expected and, in response to this, we have recruited additional caseworkers. From January there will be 23 fully trained case workers working hard to help with applications. As a direct result of this staffing increase, I am able to assure those of you who have already received a letter from the casework team advising that your application is ready for allocation, that you will be allocated to a named caseworker by the end of January 2023.

We have also listened to those of you who have told us that communication about the progress of your application is not frequent enough. You will be contacted with an update about your application, no matter what stage in the process it is at, in January or February and then again at more regular intervals going forward.

We also understand that some applicants are having trouble accessing their records. Whilst the responsibility for holding records lies with other organisations, my officials have recently

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot



established a group to look at how the Scottish Government can help to improve this process.

I hope that you will find all of these improvements helpful and that they demonstrate our commitment to a survivor-focused approach. Of course, we encourage ongoing feedback and our survivor forum, which was established in March, will also increase its activity and engagement with you, providing further opportunities to provide feedback on issues that are important to you, including what is working well and what could be done better or differently.

The three principles of Scotland's Redress Scheme – dignity, respect and compassion remain as relevant today as they were when the scheme was designed. My personal commitment to you all, and to the scheme, also remains as strong as ever.

I know the festive period can be difficult for many people. Over this period, emotional support will continue to be available through the Redress Support Service helpline. The helpline will be closed only on public holidays – 26/27th December and 2/3rd January. You can contact the Emotional Support Helpline on 0800 211 8403. If there is no answer, you can leave a message and someone will get back to you as soon as possible.

Alternatively, Breathing Space provide a free, confidential phone line offering advice to anyone experiencing anxiety, depression or low mood. They can be contacted on 0800 83 85 87 and are available 24 hours at the weekend (6pm Friday - 6am Monday) and 6pm to 2am on weekdays (Monday - Thursday). The Samaritans are also available 24 hours a day to provide emotional support and can be contacted on 116 123.

I hope that you, and those close to you, have a peaceful Christmas.

«Signature»

JOHN SWINNEY

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot



INVESTORS
IN PEOPLE

Accredited
Until 2020



α