

Redress Scotland Facts & Figures

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Purpose: Information about the work of Redress Scotland

In this document

| | | |
|----|---|---|
| 1. | Introduction | 3 |
| 2. | How many applications has Redress Scotland received? | 3 |
| 3. | What type of applications has Redress Scotland received? | 4 |
| 4. | How long does Redress Scotland take to make a decision when they receive a completed application? | 5 |
| 5. | Does Redress Scotland ask for more information from applicants? | 5 |
| 6. | What levels of redress awards have been made? | 6 |
| 7. | What information will Redress Scotland share in future? | 7 |

1. Introduction

Redress Scotland is an executive non-departmental public body and is responsible for making decisions on completed applications in Scotland's Redress Scheme.

This report, sharing information about the work of Redress Scotland, is the first in a regular series. We are committed to sharing information about our work. We are also publishing a report on the progress we have made since the public body was set up.

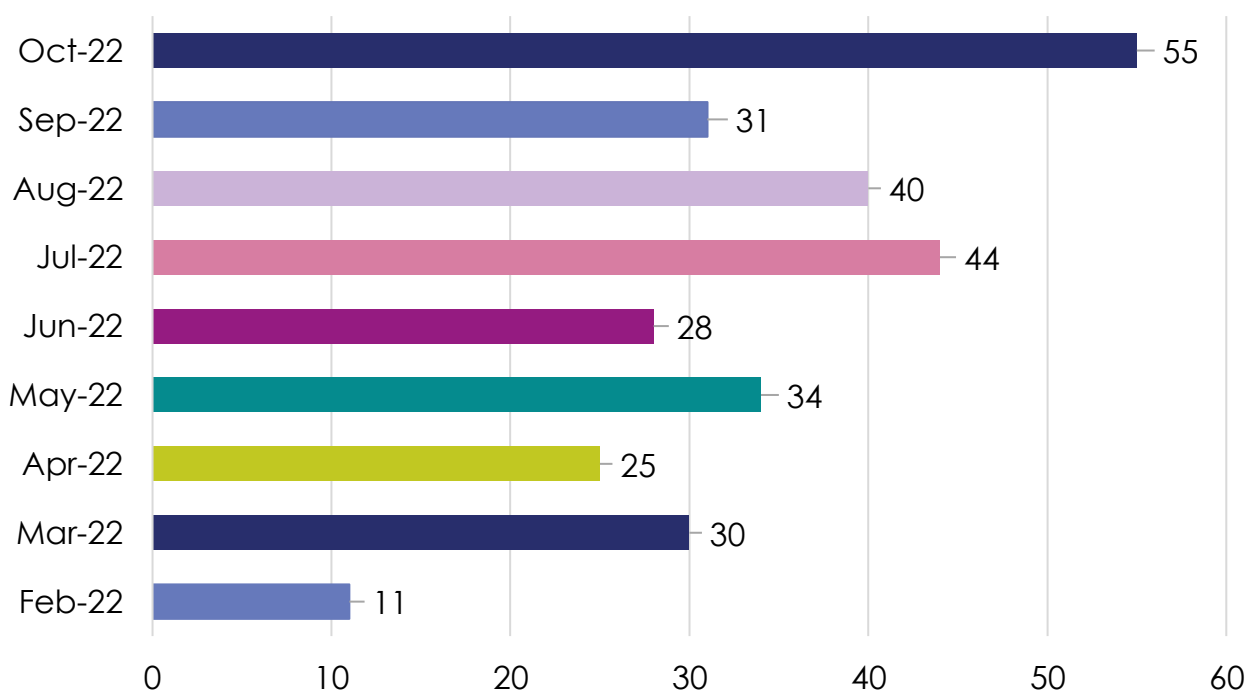
In this report, we share information about completed applications, types of applications, how long we take to make decisions, asking applicants for more information and levels of redress awards.

As our work develops, we expect to share more information about what we do and the decisions we have made. We will also continue to protect the confidentiality of individual applicants and their experiences and we will continue to do this in all our publications.

2. How many applications has Redress Scotland received?

The Scottish Government supports applicants to complete their applications to Scotland's Redress Scheme. Each individual applicant decides when their application is completed and if they are ready to send their application to Redress Scotland.

Scotland's Redress Scheme opened on the 8th of December. Up to 31st October 2022 Redress Scotland had received 298 applications for redress. The diagram below shows how many applications were received by Redress Scotland for each month the scheme has been open.

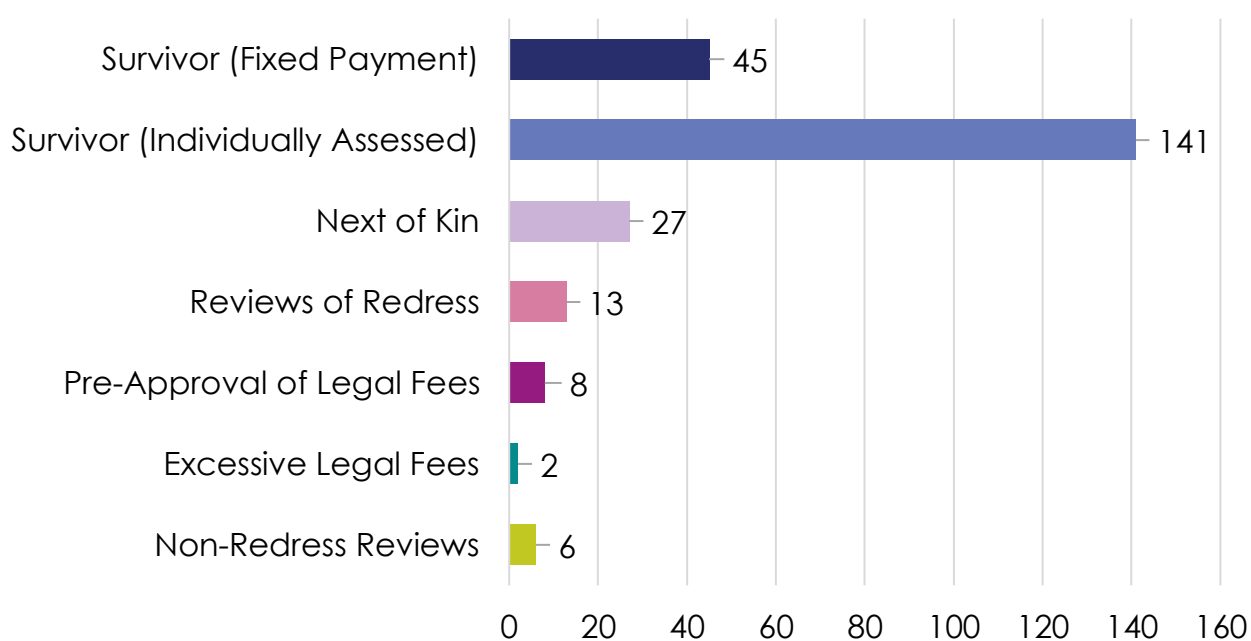


3. What type of applications has Redress Scotland received?

Redress Scotland makes decisions about applications for:

- fixed redress payments;
- individually assessed payments;
- next of kin payments;
- nominated beneficiary payments; and
- some aspects of legal fees.

Most of the decisions that Redress Scotland has made are on applications from individuals for redress payments. The following diagram shows the different types of applications Redress Scotland has made decisions on from when the scheme opened in December 2021 to the end of October 2022.



4. How long does Redress Scotland take to make a decision when they receive a completed application?

When Redress Scotland receives a completed application the team and panel members carefully follow our process for managing applications. Initial checks are completed by the Redress Scotland team. Each completed application is allocated to a sitting panel – this is almost always three panel members, appointed by Scottish Ministers to make decisions on completed applications. The completed application is sent to the sitting panel and panel members review all the information before they meet as a sitting panel. When the sitting panel takes place the Chair makes sure the process of assessing the application and reaching a decision is carefully and thoughtfully managed. When a redress award decision is made, the panel members also write and agree a decision letter to the applicant. This decision letter is then returned to the Scottish Government.

The length of time this takes for individual applicants can vary, but the average length of time since the scheme opened is slightly over 21 days.

5. Does Redress Scotland ask for more information from applicants?

When the panel members meet to assess and make a decision on a completed application, they have to decide if they have enough information. If the panel members have assessed they do not have enough information, then they will ask for more information. This is usually called clarifying questions. The panel members write a letter to the applicant to ask clarifying questions and for more information and this is sent to the Scottish Government. From when the scheme opened to the end of October 2022, Redress Scotland has asked 53 applicants for more information (with a small number having been asked clarifying questions on more than one occasion). This is the equivalent of around 26% of all completed applications.

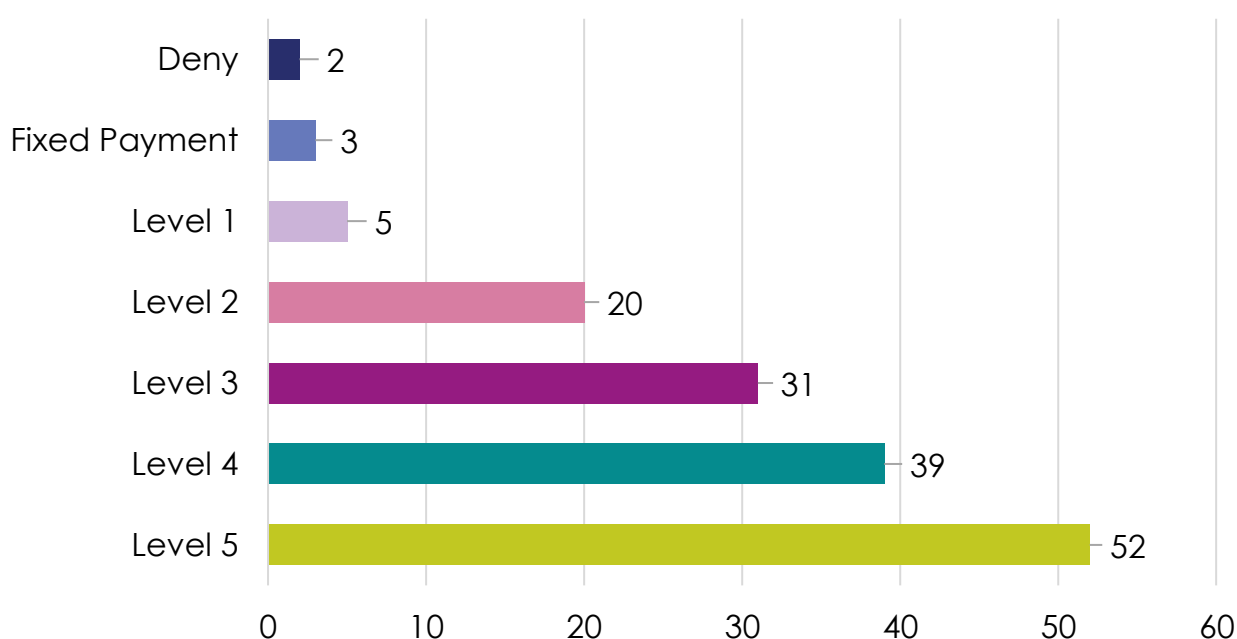
An applicant can decide how long they need to answer a letter with clarifying questions. The average length of time applicants took to respond was around 14 days (for responses received during the period from when the scheme opened to the end of October 2022).

6. What levels of redress awards have been made?

Applications for individually assessed redress awards have five different levels.

| Award level | Number |
|---------------|----------|
| Fixed Payment | £10,000 |
| Level 1 | £20,000 |
| Level 2 | £40,000 |
| Level 3 | £60,000 |
| Level 4 | £80,000 |
| Level 5 | £100,000 |


Redress Scotland panel members use the assessment framework, which is part of the statutory guidance for the scheme, to decide what is the most appropriate level for an individual application. Since the scheme opened, redress awards have been made for every level. The following diagram shows how many awards have been made at each level from when the scheme opened to the end of June 2022.



Note: Fixed Payments are Individually Assessed applications where the panel have determined that the application does not meet the evidential requirements for an Individually Assessed award, but does qualify for a Fixed Payment award.

7. What information will Redress Scotland share in future?

Redress Scotland is continuously working to build the trust and confidence of survivors. We believe that it is important to share information so that all survivors can find out about what and how well we are doing. We plan to consult with the Survivor Forum about the information we publish and how we should develop our work in this area. We also welcome feedback and suggestions. If you have views on what information we should share, please get in touch by emailing us enquiries@redress.scot



Survivors are at the
heart of our process



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