

An Leas-phrìomh Mhinistear agus Ath-shlànachadh  
Cobhid  
Deputy First Minister and Cabinet Secretary for Covid  
Recovery  
John Swinney MSP



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

T: 0300 244 4000  
E: [DFMCSCR@gov.scot](mailto:DFMCSCR@gov.scot)

Stephen Kerr MSP  
Convener  
Education, Children and Young People Committee  
The Scottish Parliament  
Edinburgh

By email: [ECYP.committee@Parliament.Scot](mailto:ECYP.committee@Parliament.Scot)

16 May 2022

Dear Stephen,

Thank you for your letter of 25 April, requesting a further update for the Committee regarding the progress of Scotland's Redress Scheme following my previous update of 08 March.

I share the view of the committee that all survivors should be treated sensitively. Communications from Scotland's Redress Scheme are delivered with a person-centred trauma-informed approach. It is, however, a matter of priority for me and my officials delivering the scheme, to improve the lead time on some aspects of communication and engagement with applicants.

As you referenced, in terms of Scottish Government caseworkers, 9 more are being recruited to join the existing complement of 14 as a priority to support these improvements. A focused training plan will be delivered to ensure they are operational as soon as practicably possible, whilst ensuring that the high standard of support available to applicants is maintained and the scheme remains robust and credible.

Since my March update, around 450 further redress applications have been received, bringing the current total to over 1200, and many of these continue to be largely incomplete upon receipt. Since March, my officials in the case-working team have continued to make initial contact with applicants within six weeks, and have been working to improve the quality of those interactions in terms of providing advice on what steps can be taken to help address some of the gaps and maintain progress with applications, as well as offering referrals for further support.

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

St Andrew's House, Regent Road, Edinburgh EH1 3DG  
[www.gov.scot](http://www.gov.scot)



INVESTORS  
IN PEOPLE

Accredited  
Until 2020



α

I fully recognise that current waiting times for caseworker allocation are too long. For many applicants, the lack of progress with their application from initial submission prior to having a named caseworker is not satisfactory. In response to that, the Operational team have reviewed their model and ways of working and are introducing changes to ensure that cases will not have to await caseworker allocation in order to progress. These changes will see an increased focus on the case working team contacting, offering support, and progressing the applications for all applicants, with a view to allocating a named caseworker when the application is largely complete and approaching the stage of being ready to send to Redress Scotland for consideration.

I would like to emphasise that these changes to the Operating model do not change the immediate caseworker allocation to those applicants with a terminal illness. Priority will also still be given to those applicants who are over the age of 68.

Redress Scotland, the independent decision-making body, are now fully operational and the turn-around from receipt of a case to determination is within their published 6 week target time. Redress Scotland have made 38 determinations since launch and have a further 28 cases pending determination. Payments have been made to 30 survivors who have accepted the determination offer and signed any waiver requirements associated to their case. Applicants have 6 months from the point of receiving an offer of financial redress to decide whether to accept, so the number of payments is not itself an indicative performance measure.

Since my previous update I can now provide further information regarding the Survivor Forum. We have now begun a rolling programme of inviting applicants to join the Survivor Forum and we have issued our first on-line questionnaire, to which we received almost 100 responses in less than a week. The first questions we put to the forum focus on experiences of the scheme to date and suggestions on how we can publicise the scheme. The information gathered will support the continuous improvement of the delivery of the scheme, and is a crucial mechanism to ensure survivor voices remain at the heart of the scheme.

I note your comments that some survivors are finding contact with the Redress scheme to be bureaucratic. My officials are considering this feedback as they make changes to the operating model but I would like to take the opportunity to reiterate the different options available to survivors, and hope this will assist colleagues in responding to and supporting constituents with these concerns.

Survivors can contact the caseworker team via the scheme helplines and can also access any additional support via the new Redress Support Service. This is a bespoke service that the Scottish Government have commissioned via the In-Care Survivors Alliance. It offers practical as well as emotional support to applicants, along with support to access relevant records. There is no eligibility criteria for support from the Redress Support Service, except that the person must be making, or thinking about making, an application for redress and be referred by one of the caseworker team.

Staff are working hard to minimise waiting times and remain available to help. We continue to encourage people to contact the team for assistance if they are considering applying to the scheme.

Application forms and further information can be found at <https://www.mygov.scot/apply-for-scotlands-redress-scheme>.

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

St Andrew's House, Regent Road, Edinburgh EH1 3DG  
[www.gov.scot](http://www.gov.scot)



INVESTORS  
IN PEOPLE

Accredited  
Until 2020



α

Survivor applicants can contact a case worker by calling 0808 175 0808 between 10am and 4pm Monday to Thursday or leave a message outside those hours. If a survivor is calling from abroad they should call +44 131 297 6500. Survivors can also email [apply@redress-scheme.gov.scot](mailto:apply@redress-scheme.gov.scot) if they are considering applying or want further information.

Next of kin applicants can contact a case worker by calling 0808 281 7777 between 10am and 4pm Monday to Thursday or leave a message outside those hours. If a next of kin is calling from abroad they should call +44 131 244 2542. Any email enquiries regarding next of kin applications should be sent to [nextofkinteam@gov.scot](mailto:nextofkinteam@gov.scot).

British Sign Language users can ContactScotland-BSL service to contact a case worker through <https://contactscotland-bsl.org/>.

I understand that applying for redress may bring up difficult feelings for applicants, and they may wish to speak to someone about this. Applicants can call the Redress Emotional Support Helpline on 0800 211 8403 between 10am and 1pm Monday to Friday. Applicants do not need to go through their case worker to access the helpline, which is in addition to other emotional support available.

The committee asked whether any organisations have signed up to make meaningful contributions to the Redress scheme and I am pleased to report that there are currently 11 organisations listed on the contributor list. Officials are in active discussions with further organisations and, although it would not be appropriate to name these until the outcome of those discussions is finalised and contracts agreed, I can confirm that we expect further additions to the contributors list in the coming weeks. The full list of contributors can be found on the [Scottish Government website](#). I would also stress that redress payments to survivors do not depend upon contributions from organisations, and therefore neither the timeline for an application to progress through the system or the outcome, is influenced by whether or not an organisation listed in an application is a contributor.

I trust this update is helpful, and I would like to reiterate my personal commitment to ensuring that the Redress scheme operates efficiently and with survivors at the heart of the scheme. I thank all colleagues for their work to support Scotland's acknowledgement and tangible recognition of the harm suffered as a result of historic child abuse in relevant care settings in Scotland.

Yours sincerely,

**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](http://www.lobbying.scot)

St Andrew's House, Regent Road, Edinburgh EH1 3DG  
[www.gov.scot](http://www.gov.scot)



INVESTORS  
IN PEOPLE

Accredited  
Until 2020



α