



Redress Scotland

Monthly Focus - October

We have introduced a 'Monthly Focus' to highlight work that is going on within Redress Scotland. This is for organisations or individuals who support survivors, to give more information about the work that we do.

We have used the email addresses which were linked to the previous engagement sessions that took place in February. If you would like to unsubscribe to this monthly spotlight or would like to change the email address which it is sent to, please email at 'hello@redress.scot' and let us know.



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Joint Engagement Sessions

We held our first online engagement session with Scottish Government and Redress Support Service and we are delighted with the amount of people who turned up.

We really appreciate individual's and organisations taking time out of their busy working days to come and listen to us speak about the work that we do. We hope that those of you who attended the first session found it valuable.

Redress Scotland feedback from Session 1

'Very interesting and useful to help survivors I work with if they require information.'

'Open and honest about where improvements can be made.'

'I loved the emphasis that the survivor is at the heart of the process from start to finish.'

See next page for details on our next session.



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Joint Engagement Sessions

We wanted to remind everyone that we are hosting joint engagement sessions with **Scottish Government and Redress Support Service**. These sessions are for organisations who are supporting or expecting to support survivors applying to Scotland's Redress Scheme.

The sessions will give you in-depth information about Scotland's Redress Scheme. This will also be an opportunity for us to hear from you and answer any questions you may have.

The final session will be held on;
Tuesday 17th October 9.45pm – 12pm.

If this is of interest to you, please click the link below.

<https://forms.microsoft.com/e/vSNbWrkbcQ>



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Survivor Forum Engagement Sessions

In October and November we are going to be working with the Scottish Government to carry out 2 in-person and 2 online engagement sessions with members from the Survivor Forum.

These sessions will cover a variety of topics. Firstly, we will be looking at communication across the scheme and specifically decision letters for Redress Scotland. We want to continuously improve the work that we do and getting direct feedback from survivors is the best way we can do this.

Another topic we will be looking at is an applicant's experience applying to the scheme and how this can be made better moving forward.

We look forward to sharing the feedback from these sessions with you.



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Animated Road Map

We are in the final stages of developing our
'Animated Road Map.'

The road map is a video which will take those watching through an applicant's journey with Scotland's Redress Scheme.

The video has a voice over which breaks down the process in a simple way for those watching it.

We hope that this new resource will support survivors and organisations when applying to the scheme.

This will be published next month. We look forward to sharing this with you.



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Meet the Team

Hello! My name is Andrew Bryers and I am Operations Manager at Redress Scotland. I work within the Operations Team to make sure that we are able to get redress applications considered by a panel as quickly and as thoroughly as possible.

Once decisions are made for survivors, I have a role in making sure that the letters they receive are as complete as they can be. I work with the team to respond to enquiries from survivors and try to answer any questions they have about what we do. I also deal with complaints about our service and try to make sure that we listen to and learn from survivors' experience of the scheme.



I love working for Redress Scotland and am passionate about trying to make the scheme work for the survivor community. I am always happy to hear from people about their experiences – good or bad – and to do what I can to improve how we work.

You can contact me on andrew.bryers@redress.scot, or hello@redress.scot.



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Redress Scotland - Monthly Focus

If anyone within your organisation would like to sign up to these monthly focus updates, they can complete the forms below and we will add them to our mailing list.

[CLICK HERE](#)

<https://forms.microsoft.com/e/e0BaiMzXBU>

If you or survivors you are supporting have any feedback for Redress Scotland, please feel free to contact us at hello@redress.scot



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