

Redress Scotland Application Facts & Figures

Version: 1.0

Date: December 2023

Purpose: Information about the work of Redress Scotland

1. Introduction.....	3
2. How many applications has Redress Scotland received?.....	3
3. What type of applications has Redress Scotland received?	4
4. How many applications has Redress Scotland made decisions on?	6
5. How long does Redress Scotland take to make a decision when they receive a completed application?.....	7
6. Does Redress Scotland ask for more information from applicants?	8
7. What levels of redress awards have been made?	9
8. What information will Redress Scotland share in future?	11
9. Revisions History	11

1. Introduction

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

This report, sharing information about the work of Redress Scotland, is part of a regular series. We are committed to sharing information about our work.

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.

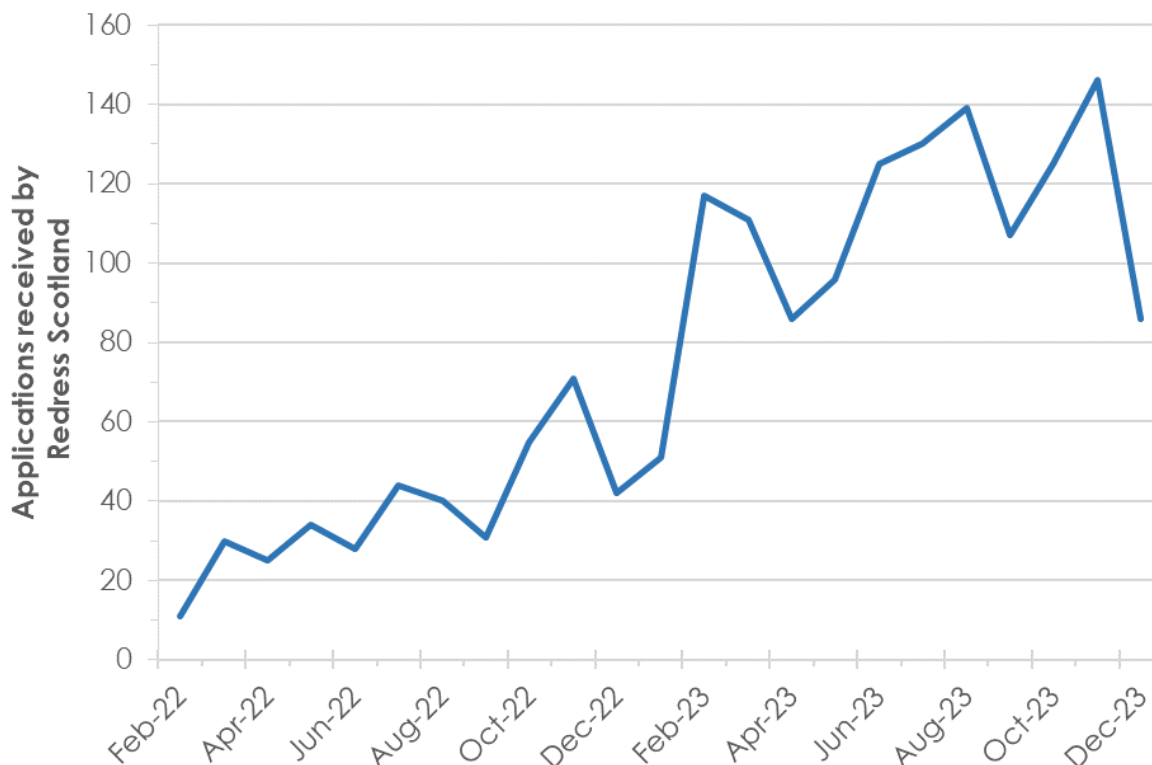
2. How many applications has Redress Scotland received?

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 December 2021. Up to the 31st December 2023, Redress Scotland had received a total of 1,760 applications from the Scottish Government, 1,730 of which were directly related to redress applications. The monthly volume of applications received has seen a marked increase since February 2023, and in the first nine months of the financial year so far (from April to December 2023) Redress Scotland has received 1,040 redress applications, 60% more than were received in all of the last financial year.

The following chart shows how many applications were received by Redress Scotland for each month since the scheme has been open. In general, the number of applications Redress Scotland have received from the Scottish Government has been increasing since the start of scheme. However, the volume of applications Redress Scotland received increased substantially from around 50 per month in February 2023 to around 120-140 applications a month in June 2023. Since then, it looks to have stabilised at around 110-130 per month, although we see month to month variations likely caused by factors such as staffing within the Scottish Government Redress Operations Unit and number of working days in any given month.

Upto the end of December 2023, Redress Scotland had received 1,730 redress and 30 legal fees and expenses applications



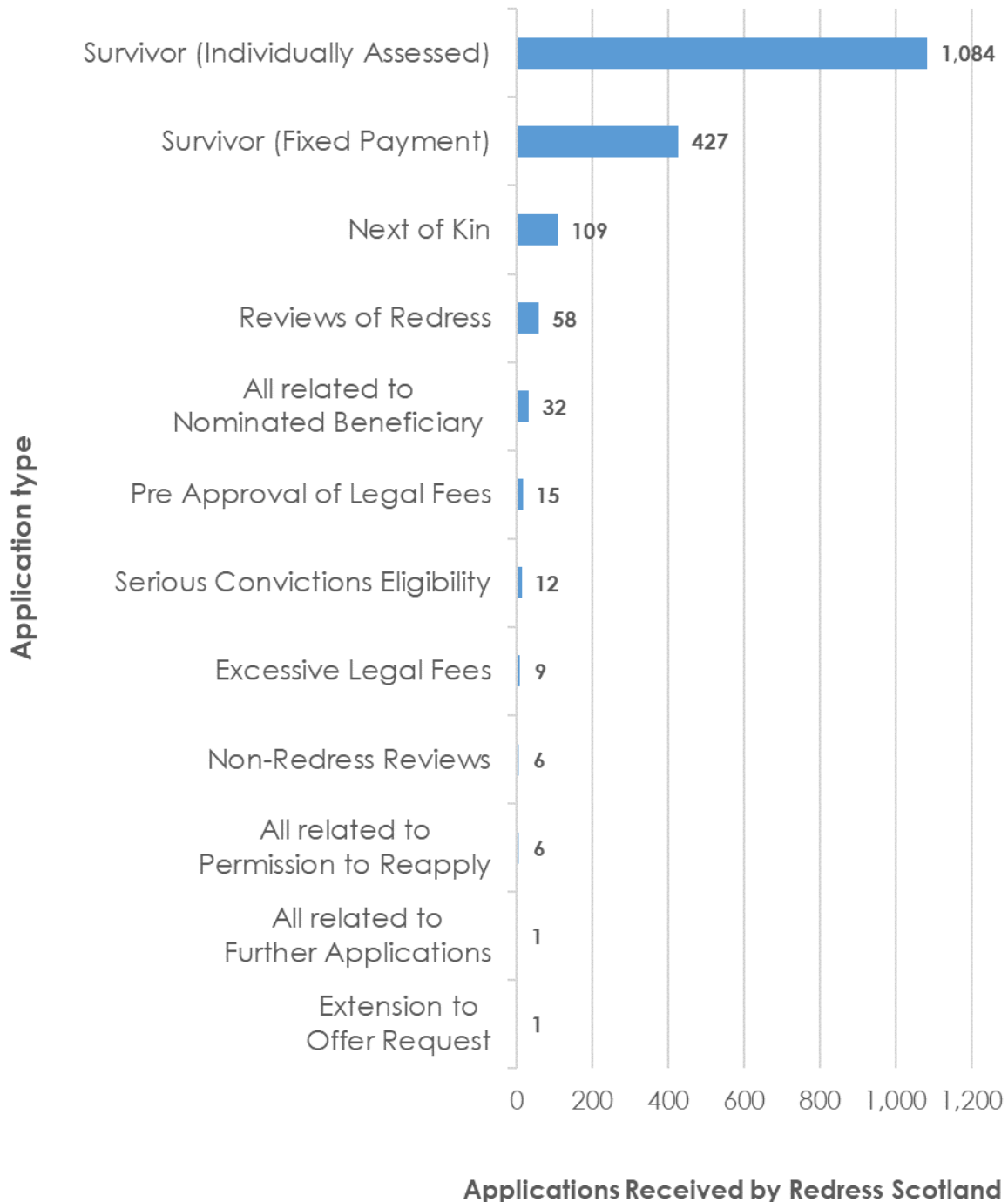
3. What type of applications has Redress Scotland received?

Redress Scotland receives a range of different applications which panels make decisions on. These include:

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

The following diagram shows how many of each type of application had been received by Redress Scotland from when the scheme opened in December 2021 to the end of December 2023

Over 60% of all applications received by Redress Scotland up to the end December 2023 were for Individually Assessed applications

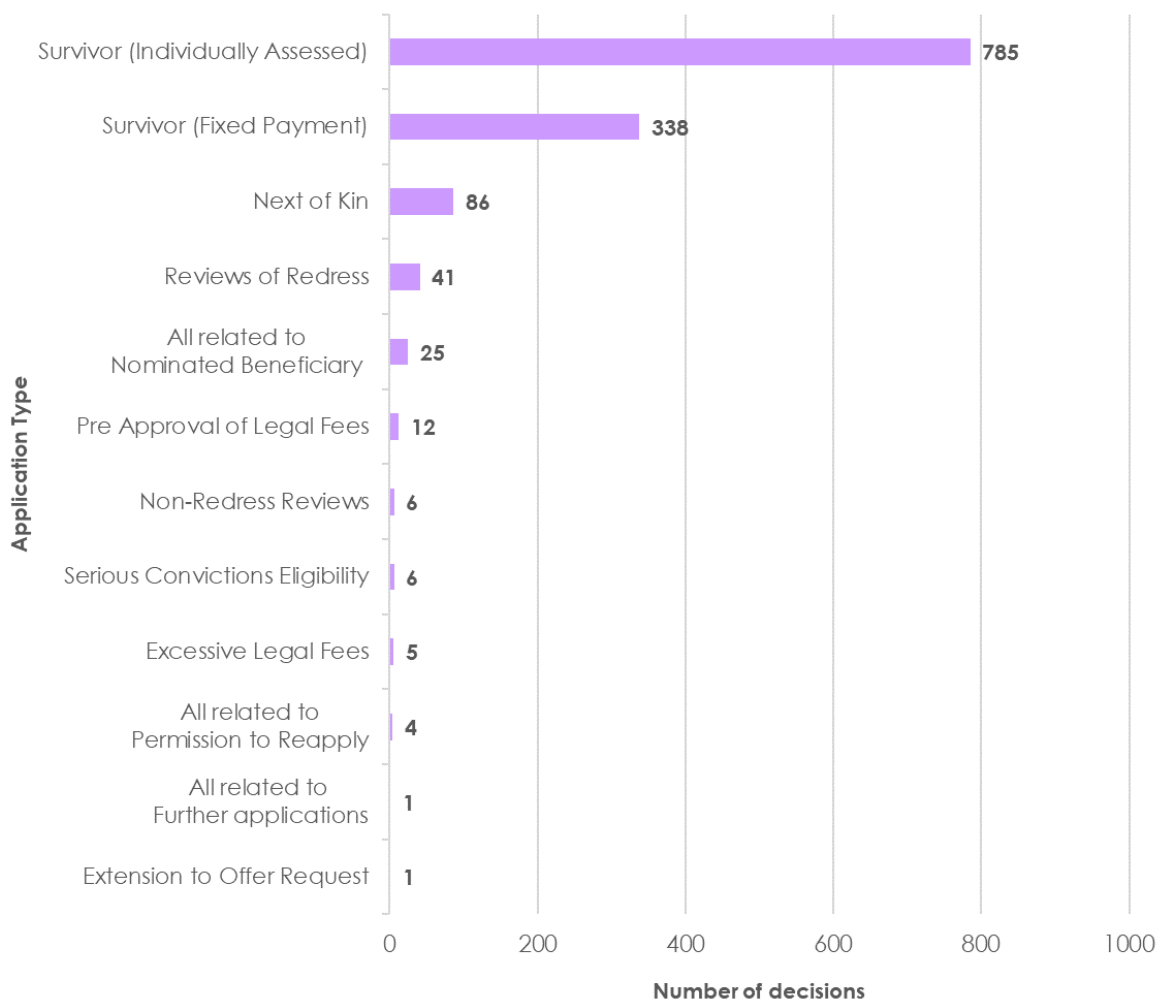


4. How many applications has Redress Scotland made decisions on?

Most of the decisions that Redress Scotland has made, are for 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 December 2023. During this period, Redress Scotland made decisions on 1,310 applications, 1,286 for redress and 24 related to Legal Fees and Expenses.

Up to the end of December 2023, Redress Scotland's panels have made decisions on 1,310 applications, 60% of which were Individually Assessed Applications

Number of decisions by type of application



5. 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. The Redress Scotland team completes initial checks. Each completed application is then allocated to a sitting panel – this is two or 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. Once 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, as of the end of December 2023, was slightly under 32 working days*, whereas the average length of time for the current financial year (from April 2023 to December 2023) was about 38 working days*.

As noted on page 3, Redress Scotland have been receiving higher numbers of applications each month since February 2023. The number of applications is now higher than the capacity of our current panel members. We are prioritising applications from those with terminal illnesses and applicants aged 68 or over, to try to ensure these are still processed as quickly as possible.

Applications that have **not** been identified as being one of these priority categories are seeing longer timescales before a decision is made. This situation is likely to continue until we have been able to increase the number of panel members we can call on to make decisions on applications and the number of applications in our queue returns to levels that are similar to the monthly capacity of our panel members.

Redress Scotland are taking steps to improve how long it takes to make decisions on applications. We have successfully recruited new panel members and will welcome them on board in early 2024 and have them join our current panel members in making decisions, once their training is complete by mid-March 2024. It is our intention to work to reduce the length of time for making decisions as much as possible following the appointment and training of new panel members.

** Note: This time does not include any time when the application is returned to the Scottish Government for quality related issues or to the applicant for clarifying questions (see section 6).*

6. 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 must decide if they have enough information. If the panel members have assessed they do not have enough information, then they will ask for more. The panel members write a letter to the applicant to ask for more information and this is sent to the Scottish Government. From when the scheme opened to the end of December 2023, Redress Scotland's panel members have asked 162 redress applicants for more information (with around a tenth of these having been asked for more information on more than one occasion). Panels asked for more information in around 14% of all redress applications completed up to the end of December 2023¹.

An applicant can decide how long they need to answer a letter asking for more information. The average length of time applicants took to respond was around 18 working days (for responses received during the period from when the scheme opened to the end of December 2023).

¹ Note: Requests for more information have been asked on more than one occasion for some applications.

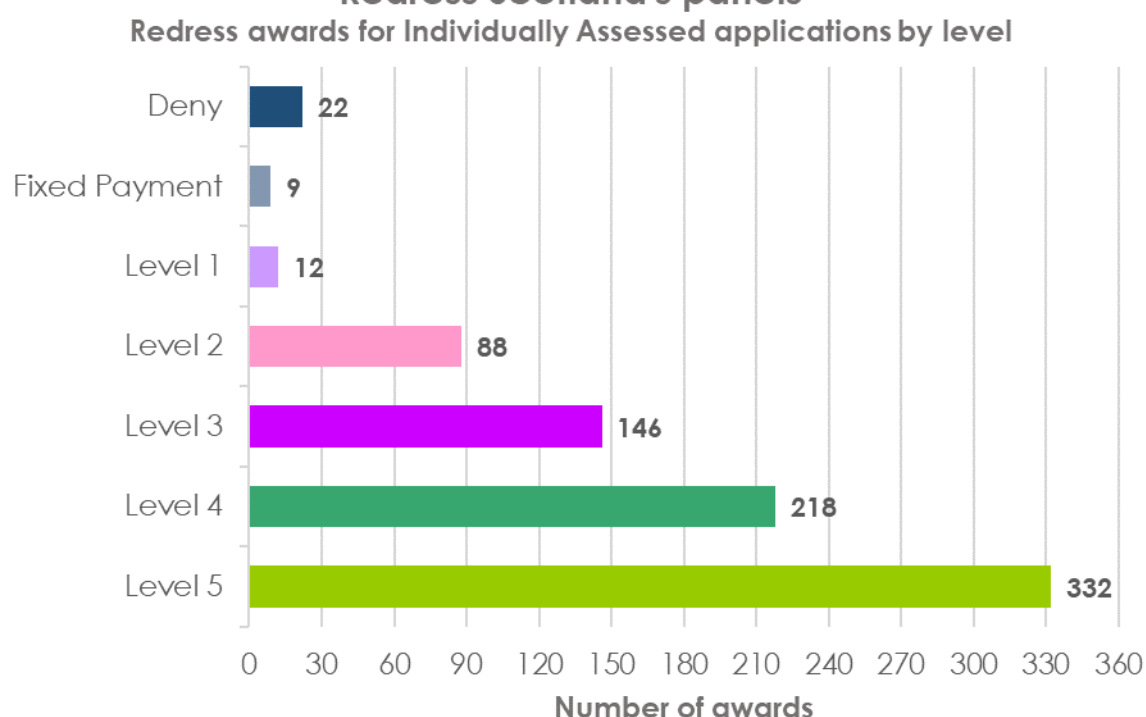
7. What levels of redress awards have been made?

Applications for individually assessed redress awards have five different levels as well as the Fixed Payment level.

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 individually assessed application. Since the scheme opened, redress awards have been made for every level. In total, 805 awards have been made for Individually Assessed applications while 22 have resulted in decisions to deny redress. The following diagram shows how many Individually Assessed awards have been made at each level, from when the scheme opened to the end of December 2023.

Upto the end of December 2023, Level 5 awards accounted for around 41% of all Individually Assessed awards made by Redress Scotland's panels



Notes:

1. Fixed Payments awarded to applicants for Initially Assessed Payments are included here. They are awarded 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.
2. The total Individually Assessed awards shown include 31 Reviews of Redress and 8 Nominated Beneficiary applications.

In addition to the Individually Assessed awards, there have been 410 fixed level awards made to applicants for Fixed Payments, Next of Kin and some Reviews of Redress applications.


8. 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 we are doing and how well we are doing it. 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

9. Revisions History

We strive to make our reporting as accurate as possible, however, errors do occasionally happen. When we find these or users highlight any to us, we will revise our reports as soon as possible and include a summary of what has been changed in the table below.

Version	Date	Comment
1.0	15/03/2024	Original



Survivors are at the
heart of our process



For more information please contact:

Alan Winetrobe
Data Analyst

T: 0300 244 9090

E: enquiries@redress.scot

Redress Scotland

PO Box 27177
Glasgow G2 9NL

enquiries@redress.scot

www.redress.scot