

Redress Scotland Application Facts & Figures

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Purpose: Information about the work of Redress Scotland

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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 and is part of our commitment to sharing information about our work.

In this report, we share information about received and completed applications, types of applications, queue levels within Redress Scotland and 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 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 complete and if they are ready to send their application to Redress Scotland.

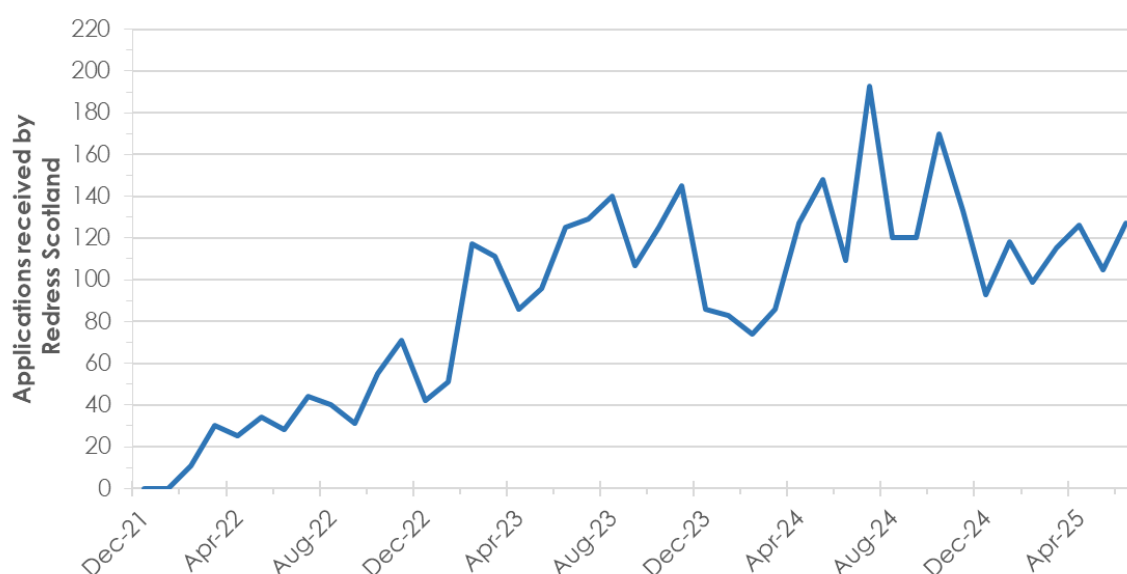
Scotland's Redress Scheme opened on the 8 December 2021. Up to 31 June 2025, Redress Scotland had received a total of 3,912 applications from the Scottish Government, 3,875 of which were directly related to redress applications. The high levels of monthly volumes of applications received between July and November 2024 (on average about 150 per month) were not sustained into later months, with the average decreasing to between 110 to 130 applications received per month between December 2024 and June 2025.

So far in the financial year 2025-26 (from 1 April 2025 to 30 June 2025) Redress Scotland have received 360 applications, about 7% lower than the number received during the same period in 2024 (385) and lower than the average volume per quarter seen in 2024-25 (387).

The following chart shows how many redress applications were received by Redress Scotland for each month since the scheme has been open. The number of applications Redress Scotland have received from the Scottish Government had been increasing since the start of scheme although the level varies, as shown on the chart on the next page. However, since November 2024, levels have decreased to around 110 to 130 per month and appear relatively stable.

The average number of applications received per month over the last 12 months was 127, with 5 of the last 12 months having amongst the highest levels of received applications seen since the start of the scheme. However, more recent months, since November 2024, have been more stable at around 110 to 130 applications received per month.

Up to the end of June 2025, Redress Scotland had received 3,875 redress applications. Volumes received peaked at 193 in July 2024 but more recently have reduced to 110-130 per month.



3. What types of applications has Redress Scotland received?

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

- fixed rate payments;
- individually assessed payments;
- next of kin payments;
- reviews and reconsiderations of various types of redress applications;
- nominated beneficiary payments;
- other applications related to eligibility for redress;
- requests to extend offer or waiver periods; and
- some aspects of legal fees and expenses.

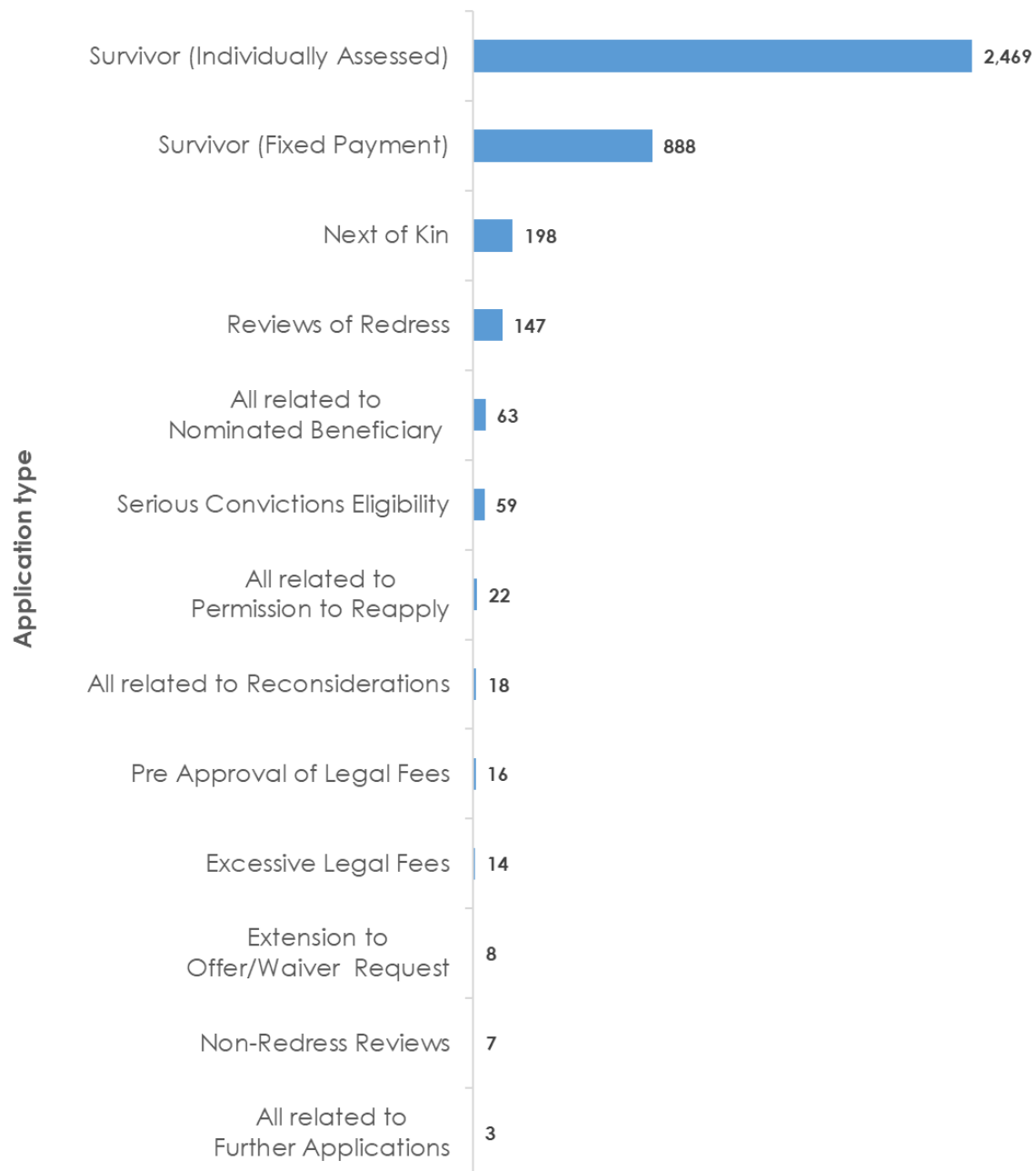
The diagram on the following page shows how many of each type of application had been received by Redress Scotland from when the scheme opened in December 2021 to the end of June 2025.

By far, most applications received by Redress Scotland are for individually assessed payments. However, compared to the previous report, we have seen higher increases in the number of Reviews of Redress applications (up 17% from 126 to 147) and in the number of Nominated Beneficiary related applications (up 24% from 51 to 63).

Although we have received more than 20 Permission to Re-apply applications, we have, so far, only received 3 Further Applications. This may indicate that these applications have yet to be submitted or that they have been submitted but are still within the Scottish Government part of the process.

Over 60% of all applications received by Redress Scotland up to the end June 2025 were for Individually Assessed applications

Applications received by Redress Scotland by application type

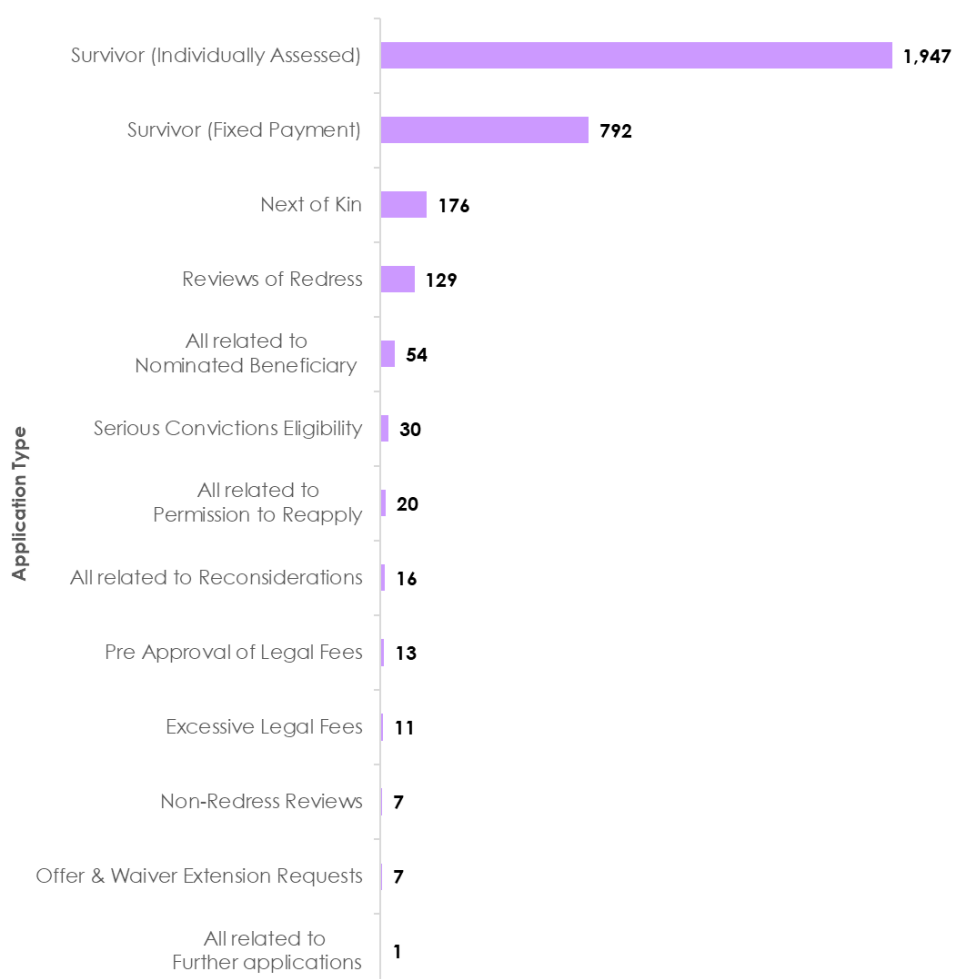


4. How many applications has Redress Scotland made decisions on?

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 June 2025. During this period, Redress Scotland made decisions on 3,203 applications, 3,172 related to redress and 31 related to Legal Fees and Expenses. The number of decisions made by Redress Scotland in the first quarter of financial year 2025-26 was 346, up 32% on the number of decisions made in the first quarter of 2024-25 (262) and about 5% higher than the average number of decisions we made per quarter in 2024-25 (329).

Up to the end of June 2025, Redress Scotland's panels had made decisions on 3,203 applications, just over 60% of which were for 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. Each sitting panel has 2 or 3 panel members, depending on the types of applications. Panel members are appointed by Scottish Ministers for their skills and experience and are responsible for making decisions on completed applications.

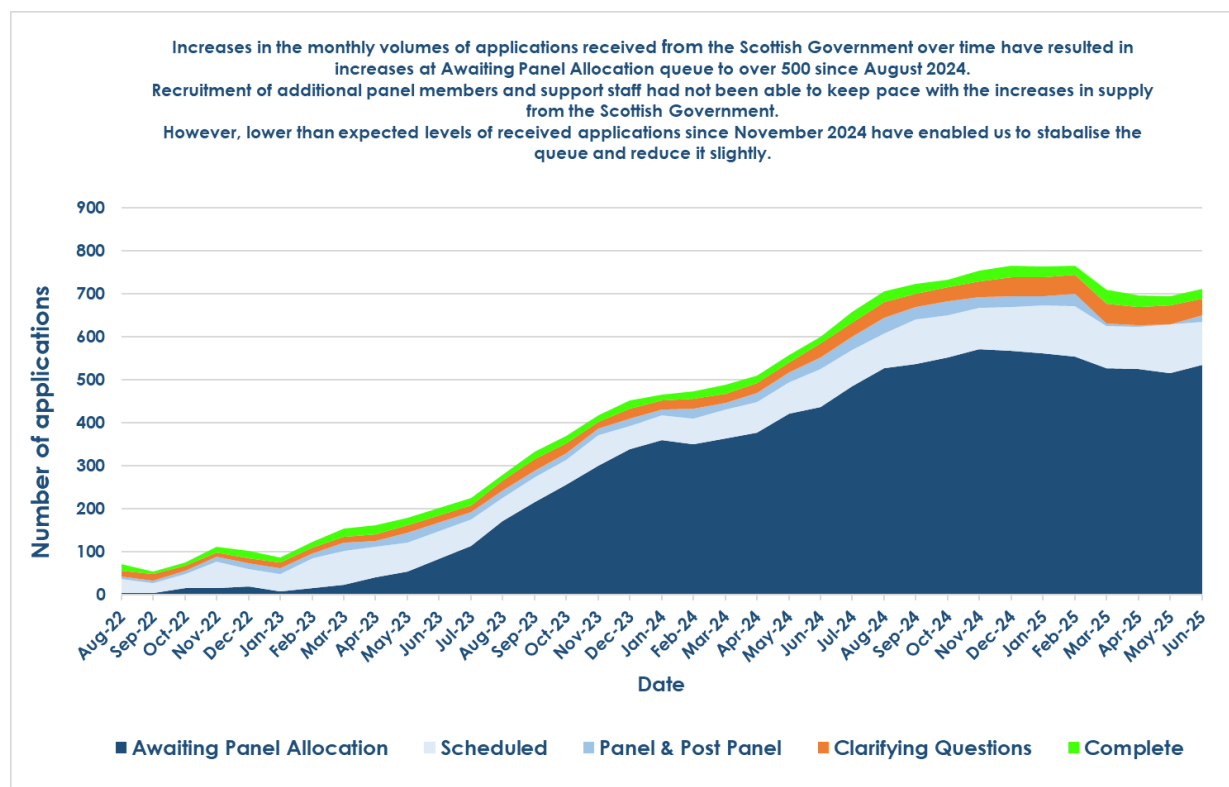
Each completed application is sent to its allocated sitting panel around 3 weeks before its sitting day. Panel members then review all the information before they meet. When the sitting panel takes place, the Chair makes sure the process of assessing the application and reaching a decision is carefully and thoughtfully managed. Once panel members have made a decision, they also agree and write a decision letter to the applicant. This decision letter is then returned to the Scottish Government, who send it on to the applicant.

As noted on pages 3 and 4, Redress Scotland had been receiving higher numbers of applications since February 2023. However, since November 2024, the number of applications received has been lower and is better matched to the capacity of our current panel members and Redress Scotland team. As a result, the queue of applications awaiting scheduling has stabilised and (depending on the volumes received and the mix of priority applications, application pack sizes and application complexity) in some months we have been able to reduce the queue slightly.

We continue to prioritise applications from those with terminal illnesses (Priority 1) and applicants aged 68 or over (Priority 2), to try to ensure we still process these within our target of 30 working days. In addition, as of 19 April 2024, we increased the priority of any Review of Redress and any Reconsideration applications that were not already either Priority 1 or 2, with the aim of completing these within 45 working days. Since November 2024, we have also been aiming to complete Permission to Re-apply applications within the same timescale. All other first applications are classed as Priority 3.

The chart below shows how the number of applications held by Redress Scotland has increased over time. The number of applications in most stages in Redress Scotland's process have remained stable or increased gradually over time as we have expanded our capacity. The one exception is the queue for Applications Awaiting Scheduling, which increased from levels typically under 20 prior to Apr'23, to around 570 by end Nov'24. This was due to Redress Scotland not having enough panel member and staff capacity to match the increased levels of applications

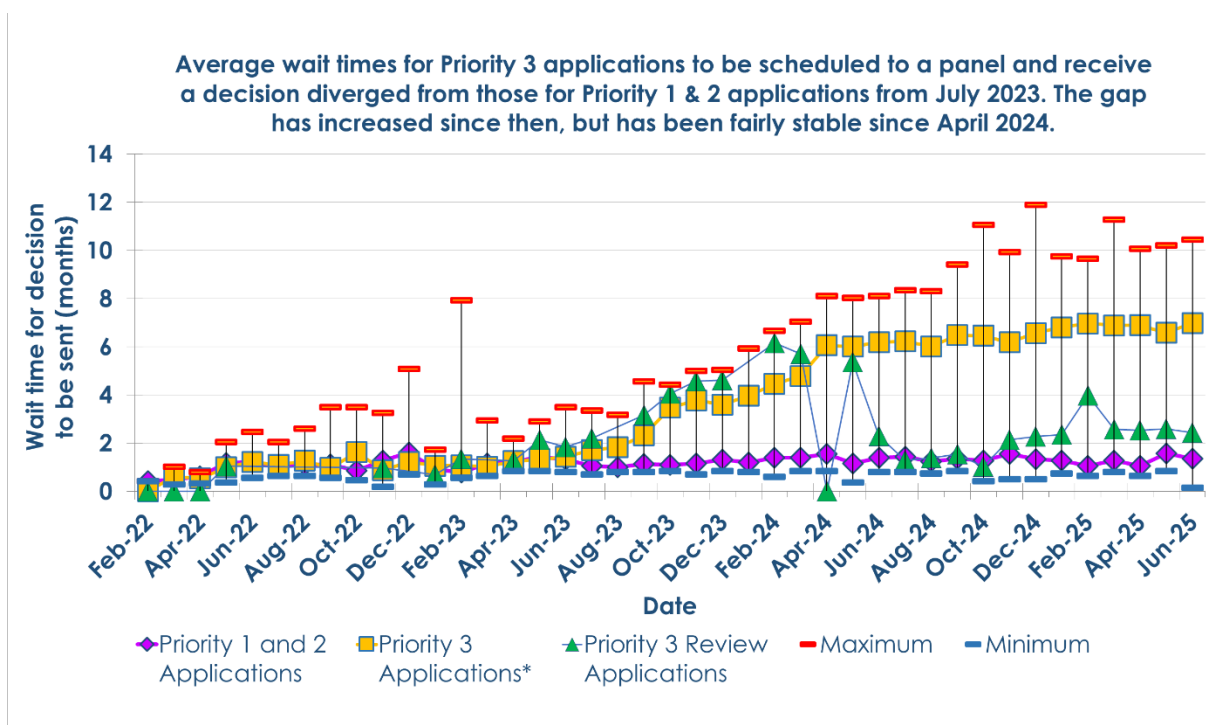
received. The recent lower levels of received applications have enabled us to stabilise the queue and reduce it to around 530 as of end June 2025. The Scottish Government have revised their forecast, and we expect that we will receive applications at a rate of around 110 to 120 per month for the remaining 3 quarters of 2025-26 which should mean that the size of the queue should not increase significantly over this period. Redress Scotland are currently exploring options to try to increase our capacity.



The chart on the following page shows how average wait times have changed for Priority 1 and 2 applications compared to those for Priority 3 and Priority 3 Review applications as received applications volumes have changed over time.

The average wait times¹ for Priority 1 and 2 applications have remained constant over time. However, since July 2023, the average wait times¹ for Priority 3 applications increased to around 6 months and currently appear stable around this level. The future trend for wait times depends on the number and mix of applications we receive (application priorities, number with large packs and more complex types, such as reviews and those including serious criminal convictions) and how well this matches the panel member and staff resources we have available. Redress Scotland is also actively pursuing efficiencies to increase the number of applications we can consider each month and limit the wait times.

¹ These times do not include any time when applications are returned to the Scottish Government for quality related issues or to the applicant for clarifying questions (see section 6).



The impact of the change for Priority 3 Review group (includes Reconsideration and Permission to Re-apply) was not immediate, as we already had a number of these in the queue when we made this change. However, we have seen the impact of this since July 2024. There has been a similar impact when we included Permission to Re-apply applications within this priority grouping. Note that a scheduling issue has been identified that resulted in the average wait times for this group being slightly higher than the target. This should be resolved from August 2025, when revised scheduling timescales have been applied.

The chart also shows the maximum and minimum wait times for applications seen in each month. Those applications with longer wait times are likely to have required further information for panels to reach their decisions - these applications are generally quite rare.

With wait times for applicants remaining high over the past year, we have been focussing on providing the best possible information about how long people will have to wait. We write to every applicant when we receive their application to confirm that we have received it and to give them an indicative timescale of how long we think it will take for us to allocate their application to a panel. If circumstances change, we will also contact applicants affected by this change to let them know how this affects their wait time. We can also let applicants know where they are in our queue and provide them with regular updates on this if they wish. We also regularly review and update information about this which is available on our website ([Timescales at Redress Scotland](#)). Timescales vary according to the type of application.

In addition to these timescales, we also have targets for how long it should take for us to make decisions for each type of application. These targets are intended to stretch and challenge us, and at present we are only meeting them in relation to some types of application ([Application priorities update](#)).

We have taken steps to improve how long it takes to make decisions on applications, successfully recruiting new panel members in Jan'24. These new panel members completed their training and started making decisions on panels in June 2024. Their impact can be seen in the increase in capacity which increased to over 110 determinations per month from Sep'24. As they gained further experience and as we have made our processes more efficient, we have managed to consistently make over 130 determinations per month since January 2025. However, we do not currently have enough capacity to substantially reduce the overall queue. Any significant increase in capacity to allow us to decrease this queue would require an increase in funding for the number of panel members and panel sessions we can hold per month as well as the number of support staff.

As of end of June 2025, Redress Scotland had 36 panel members, 6 below our planned resource level. We are in the process of recruiting and training a further group of panel members. The first group of these started in April 2025 and will have completed their training and be ready for panels in August 2025. We expect the remaining group of panel members to start later in the financial year. These panel members are to address capacity shortfalls caused by attrition over the last few years and to provide additional flexibility for the organisation. They are not expected to significantly increase the number of decisions Redress Scotland makes over the year, as the number of decisions we can make is limited by the funds we currently have to stand-up and support panels over the financial year. However, we are actively pursuing efficiencies to increase the number of applications we can consider each month within our current funding.

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 that they do not have enough information, then they may ask for more. If the applicant's caseworker does not already have the information, the panel members write a letter to the applicant to ask for more information.

From when the scheme opened to the end of June 2025, Redress Scotland's panel members have asked 390 redress applicants for more information¹ (with under a tenth of these (27) having been asked for more information on more than one occasion). Overall, panels have asked for more information in just under 429 occasions, which is equivalent to just over 13% of redress applications completed up to the end of June 2025².

For financial year 2025-26 up to the end of June 2025, panel members have asked for more information in just over 12% of all panel decisions (42 times between April to end June 2025)² similar to the proportion of around 13% seen in 2024-25 (174 times over the year)². We are working with the Scottish Government and engaging with solicitors to ensure applications contain the necessary details, defined within the Act and Statutory Guidance, to allow panel members to determine applications without the need for requesting further information.

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 25 working days (for responses received during the period from when the scheme opened to the end of June 2025).

¹ As this analysis solely looks at the number of applicants that have been asked for more information, it is not affected by the number of times applicants may have been asked for more information for the same application.

² 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.

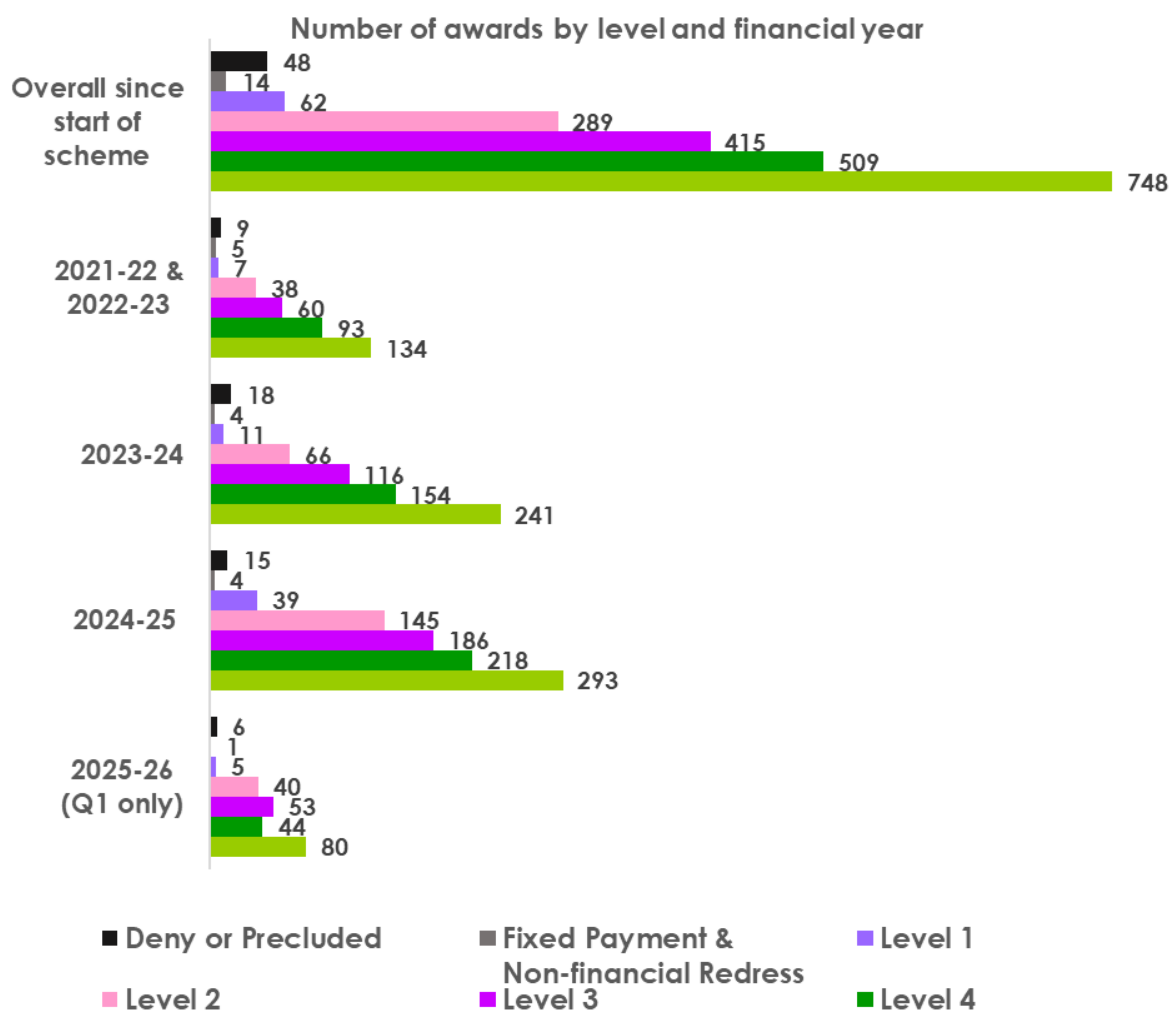
Award level	Number
Fixed Payment	£10,000
Level 1	£20,000
Level 2	£40,000
Level 3	£60,000
Level 4	£80,000
Level 5	£100,000

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, 2,037 awards have been made for Individually Assessed applications while 48 have resulted in decisions to deny redress. The chart on the following page shows how many Individually Assessed awards have been made at each level, from when the scheme opened to the end of June 2025 for each financial year since the scheme opened¹. Note that levels for 2025-26 only contain Q1 results and are therefore around a quarter the level for results of preceding financial years.

So far in 2025-26, the change in distribution of Individually Assessed award levels first noted in financial year 2024-25 appears to be continuing. In Q1 of 2025-26 the proportion of Level 5 awards continued to show lower levels compared to 2023-24 and 2022-23 (from around 40% of all Individually Assessed awards to around 35%) while the proportion of Level 2 & 3 awards has increased (from slightly over 10% to around 15% and around 18% to around 22% respectively). It is too early to be able to say if this is a developing trend or just a result of a particular set of applications that have been determined during this year, and we will continue to monitor this.

¹ Data for Financial Year 2022-23 contain the small number of outcomes from decisions made from when the scheme opened in December 2021 to end March 2022.

Upto the end of June 2025, Level 5 awards accounted for just under 36% of all Individually Assessed awards made by Redress Scotland's panels since the Scheme opened.



Notes:

1. This figure includes Fixed Payments awarded to applicants of Individually Assessed Payment applications. Panels award these when they 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 determinations shown include 110 Reviews of Redress, 15 Nominated Beneficiary applications and 13 Reconsiderations.

In addition to the Individually Assessed awards, there have been 996 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 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 changed in the table below.

Version	Date	Comment
1.0	14/08/2025	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