

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. 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.

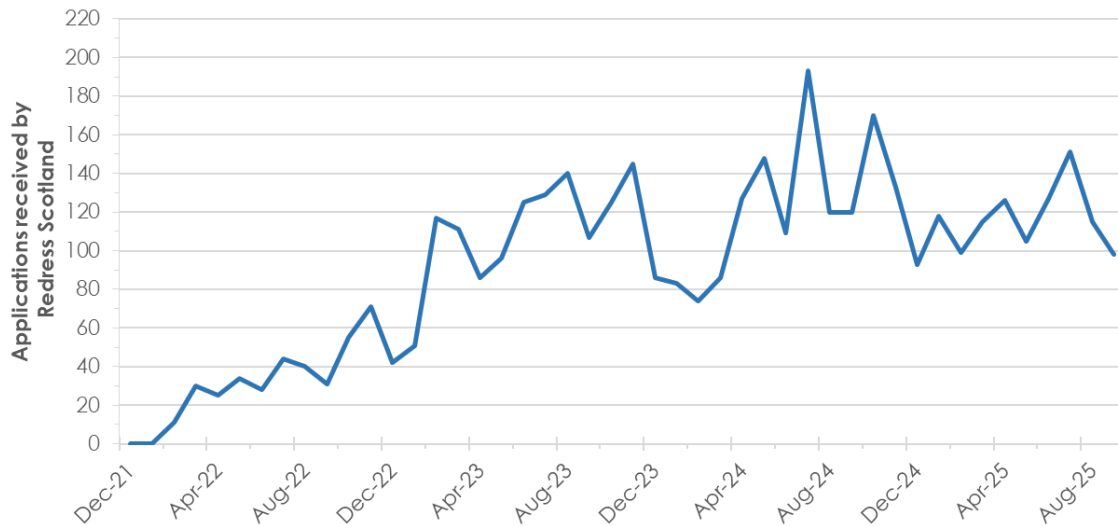
Scotland's Redress Scheme opened on the 8 December 2021. Up to 30 September 2025, Redress Scotland had received a total of 4,277 applications from the Scottish Government, 4,239 of which were directly related to redress applications. High levels of monthly volumes of applications received between July and November 2024 (on average about 150 per month) have not continued into later months, with the average decreasing to between around 100 to 130 applications received per month between December 2024 and September 2025.

So far in the financial year 2025-26 (from 1 April 2025 to 30 September 2025) Redress Scotland have received 725 applications, about 11% lower than the number received during the same period in 2024 (818).

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 following chart. However, since November 2024, levels have stabilised around 100 to 130 per month.

The average number of applications received per month over the last 12 months was 117. We saw levels that were amongst the top 10 highest for received applications since the start of the scheme in 4 of the last 12 months, which is similar to the previous 12 months. However, the supply over the last 12 months has been more consistent compared to the previous 12 months.

Up to the end of September 2025, Redress Scotland had received 4,239 redress applications. Volumes received peaked at 193 in July 2024 but more recently have reduced to around 100-130 per month.



2. 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;
- serious convictions eligibility applications
- other applications related to eligibility for redress;
- requests to extend offer or waiver periods or request for permission to re-apply;
- further applications (Fixed Payment, Individually Assessed or Next of Kin);
- some aspects of legal fees and expenses.

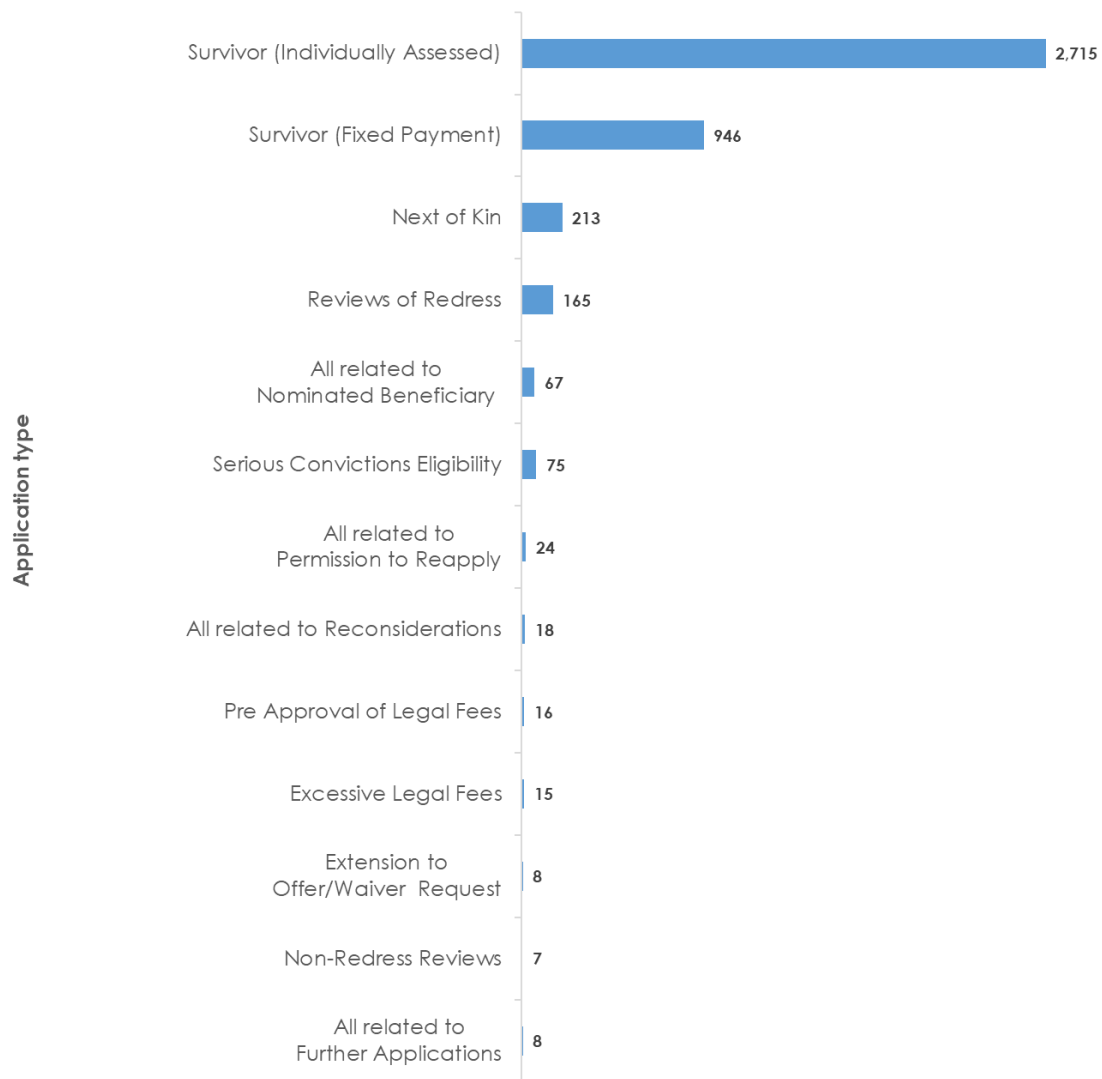
The diagram on the following page shows how many of each type of application had been received by Redress Scotland from when the scheme opened in December 2021 to the end of September 2025.

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 12% from 147 to 165) and in the number of Serious Conviction Eligibility applications (up 27% from 59 to 75).

Although we have received more than 24 Permission to Re-apply applications, we have, so far, only received 8 Further Applications. This may indicate that many of 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 September 2025 were for Individually Assessed applications

Applications received by Redress Scotland by application type

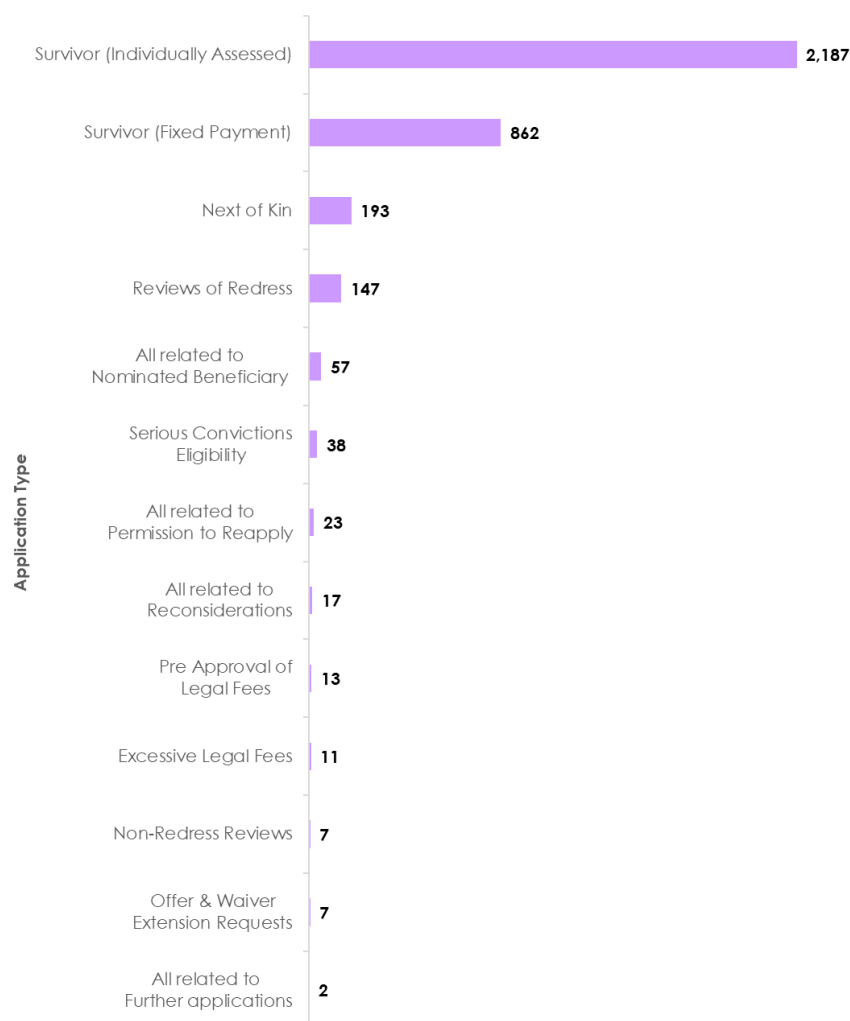


3. How many applications has Redress Scotland made decisions on?

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 September 2025. During this period, Redress Scotland made decisions on 3,564 applications, 3,533 related to redress and 31 related to Legal Fees and Expenses. The number of decisions made by Redress Scotland in the second quarter of financial year 2025-26 was 361, up 11% on the number of decisions made in the second quarter of 2024-25 (324) and about 10% higher than the average number of decisions we made per quarter in 2024-25 (329).

Up to the end of September 2025, Redress Scotland's panels had made decisions on 3,564 applications, just over 60% of which were for Individually Assessed Applications

Number of decisions by type of application



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 The Redress Scotland team completes initial checks and places the application in the required queue to be allocated to a panel sitting day (we have three queues based on application priority). When the application gets to the front of the queue, it is allocated to a panel sitting day. 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.

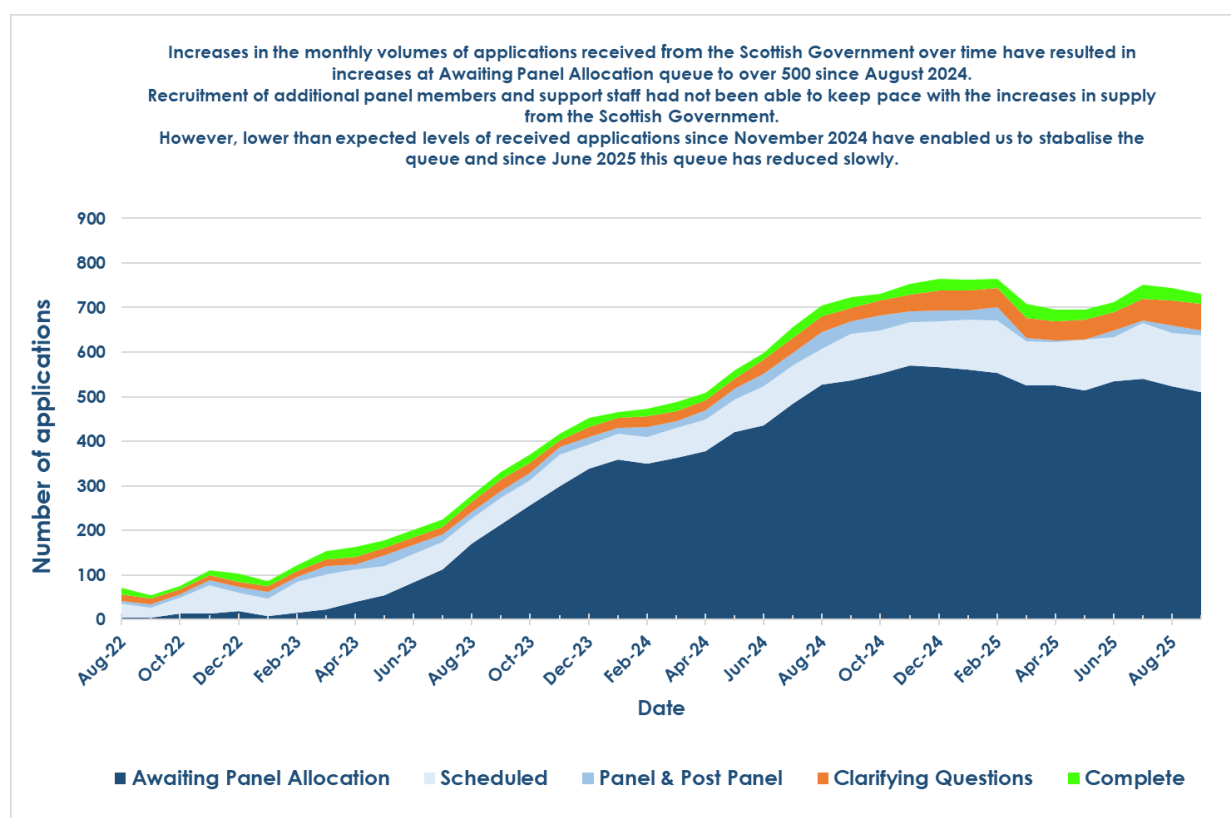
Each completed application is sent to its allocated sitting panel around 3 weeks before its sitting day. From October 2025 we will be trialling giving panel member longer to review larger application packs to see if we can maintain a more consistent number of applications per panel on sitting days. Panel 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, in some months, we have been able to reduce it slightly. Further reductions in this queue will be dependent on the volumes received and the mix of priority applications, application pack sizes and application complexity.

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 510 as of end September 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, and may continue to reduce slowly. Redress Scotland are currently exploring options to try to increase our capacity including plans for additional sitting days, and measures to maximise the numbers of applications on each sitting day.

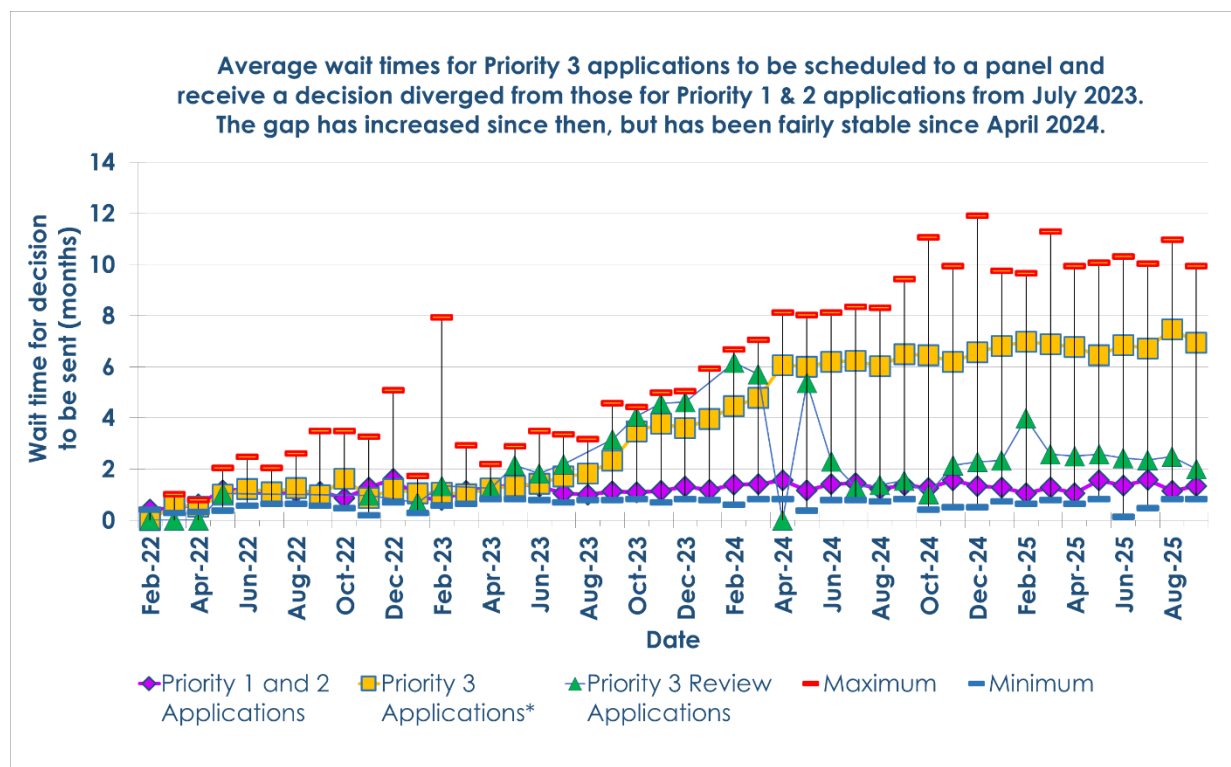


The chart on the following page shows how average wait times have changed for Priority 1 and 2 applications compared to those for Priority 3 and Priority 3 Review applications as received applications volumes have changed over time.

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

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).

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.



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 was resolved in August 2025, and the timescales for these type applications have started to return to expected levels during September 2025.

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 September 2025, Redress Scotland had 44 panel members, which is about 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 8 of these completed their training in June 2025 and were available to allocate to panels from July 2025. We expect the remaining group of panel members to start later in the financial year. In contrast to previous panel member recruitments, these new 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.

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 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 September 2025, Redress Scotland's panel members have asked 451 redress applicants for more information¹ (with just over a tenth of these (51) having been asked for more information on more than one occasion). Overall, panels have asked for more information in just under 484 occasions, which is equivalent to just over 13% of redress applications completed up to the end of September 2025².

For financial year 2025-26 up to the end of September 2025, panel members have asked for more information in just under 14% of all panel decisions (101 times between April to end September 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 26 working days (for responses received during the period from when the scheme opened to the end of September 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.

6. 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.

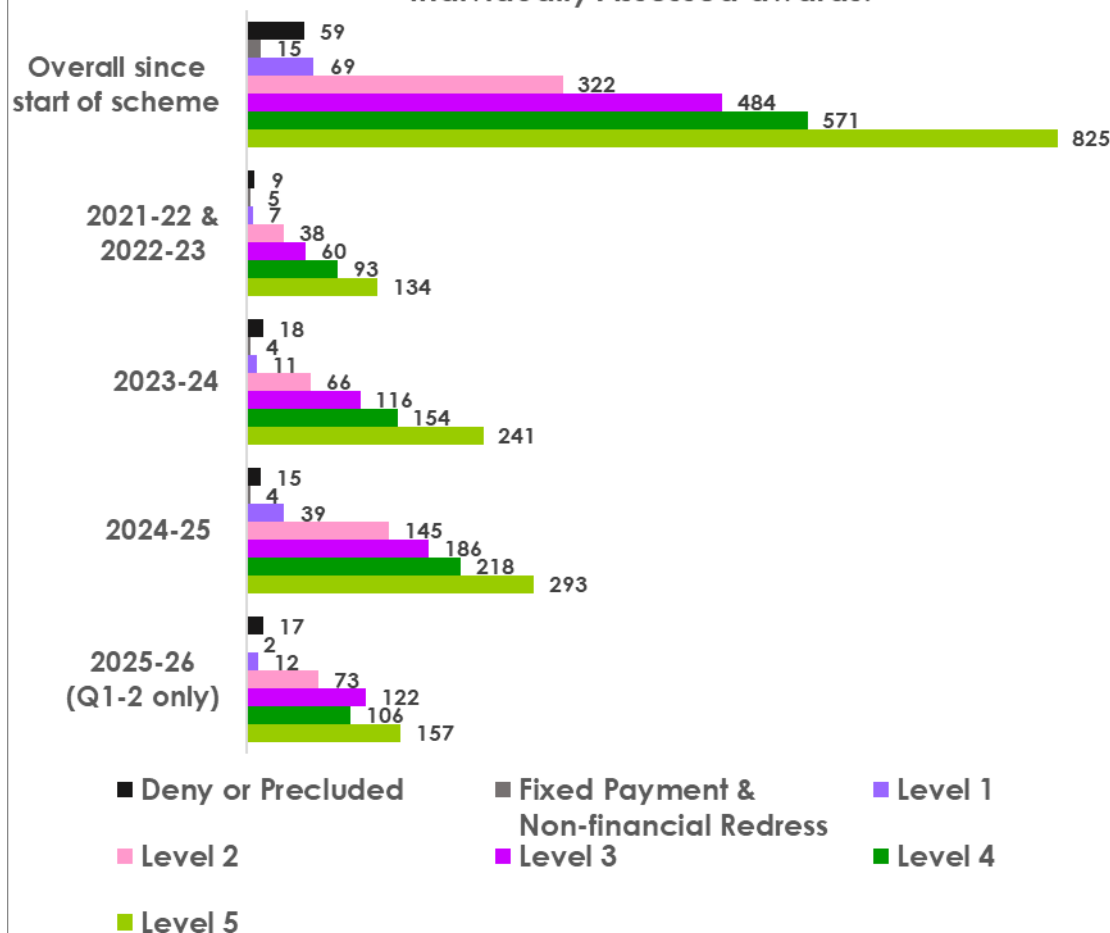
Award level	Number
Fixed Payment	£10,000
Level 1	£20,000
Level 2	£40,000
Level 3	£60,000
Level 4	£80,000
Level 5	£100,000

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, 2,286 awards have been made for Individually Assessed applications while 59 have resulted in decisions to deny or preclude applicants from 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 September 2025 for each financial year since the scheme opened¹. Note that levels for 2025-26 only contain Q1 and Q2 results and are therefore around half 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 and Q2 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 32%) while the proportion of Level 2 & 3 awards combined has increased (from just under 30% to around 40%). This now looks to be a developing trend that started in 2024-25. We will continue to monitor this to see how this develops and look to see if there are any underlying patterns driving 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.

Up to the end of September 2025, Level 5 awards accounted for just under 36% of all Individually Assessed awards made by Redress Scotland's panels since the Scheme opened. Level 2 & 3 awards combined now account for 40% of Individually Assessed awards.



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 128 Reviews of Redress, 16 Nominated Beneficiary applications, 14 Reconsiderations and 1 Further Application.

In addition to the Individually Assessed awards, there have been 1084 fixed level awards made to applicants for Fixed Payments, Next of Kin, and some Reviews of Redress applications which resulted in 199 Next of Kin and 885 Fixed Payment awards.

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 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

8. 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	22/10/2025	Original



Survivors are at the
heart of our process



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