



Redress Scotland Application Facts & Figures

Version: 1.0

Date: January 2026

Purpose: Information about the work of Redress Scotland

1. Introduction.....	3
2. How many applications has Redress Scotland received?.....	3
3. What types of applications has Redress Scotland received?	5
4. How many applications has Redress Scotland made decisions on?	7
5. How long does Redress Scotland take to make a decision when they receive a completed application?.....	8
6. Does Redress Scotland ask for more information from applicants?	12
7. What levels of redress awards have been made?	13
8. What information will Redress Scotland share in future?	15
9. Revisions History.....	15

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 December 2025, Redress Scotland had received a total of 4,591 applications from the Scottish Government, 4,548 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 90 to 130 applications received per month between January 2025 and December 2025.

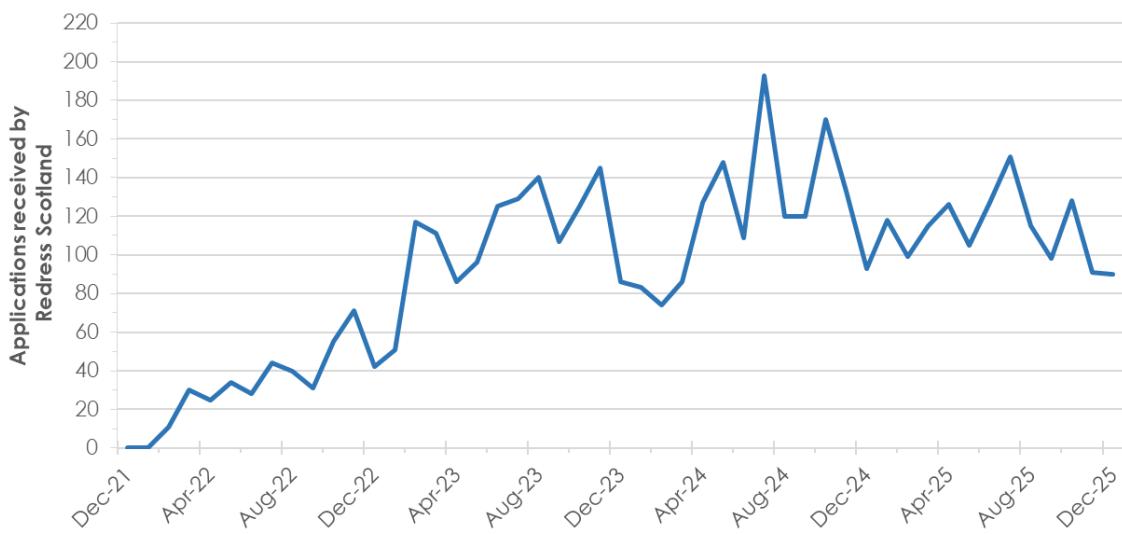
So far in the financial year 2025-26 (from 1 April 2025 to 31 December 2025) Redress Scotland have received 1039 applications, about 14% lower than the number received during the same period in 2024-25 (1215).

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 90 to 130 per month.

The average number of applications received per month over the last 12 months was 114, lower than the average of 122 between January to December 2024.

However, the monthly supply over the last year has been the most consistent we have seen since the start of the scheme.

Up to the end of December 2025, Redress Scotland had received 4,548 redress applications. Volumes received peaked at 193 in July 2024 but more recently have reduced to around 90-130 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;
- 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.

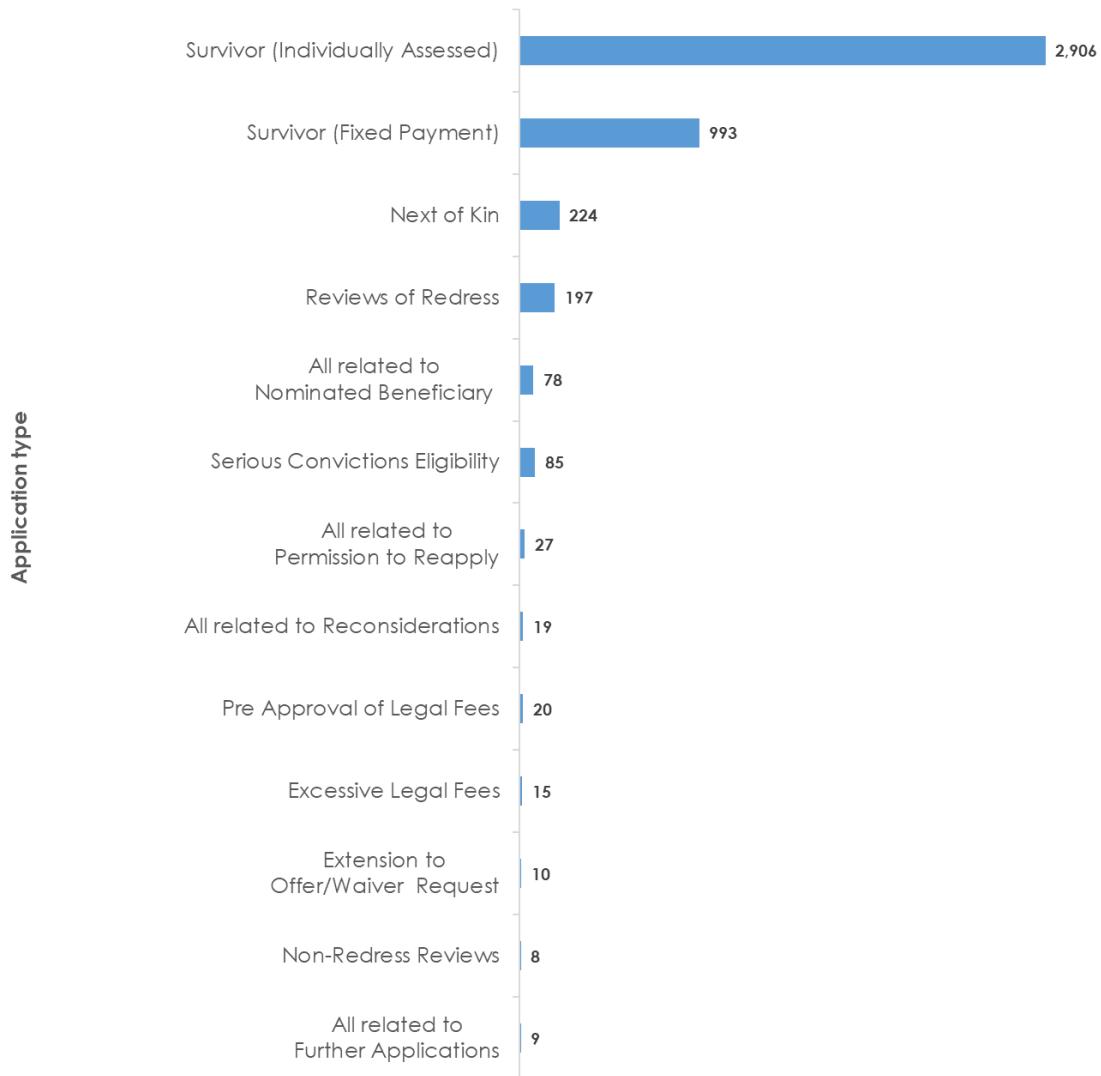
The diagram on the following page shows how many of each type of application had been received by Redress Scotland from when the scheme opened in December 2021 to the end of December 2025.

By far, most applications received by Redress Scotland are for individually assessed payments. However, compared to the previous report, there have been notable increases in the number of Reviews of Redress applications (up 19% from 165 to 197) and in the number of Serious Conviction Eligibility applications (up 13% from 75 to 85).

Although we have received more than 27 Permission to Re-apply applications, we have, so far, only received 9 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 December 2025 were for Individually Assessed applications

Applications received by Redress Scotland by application type

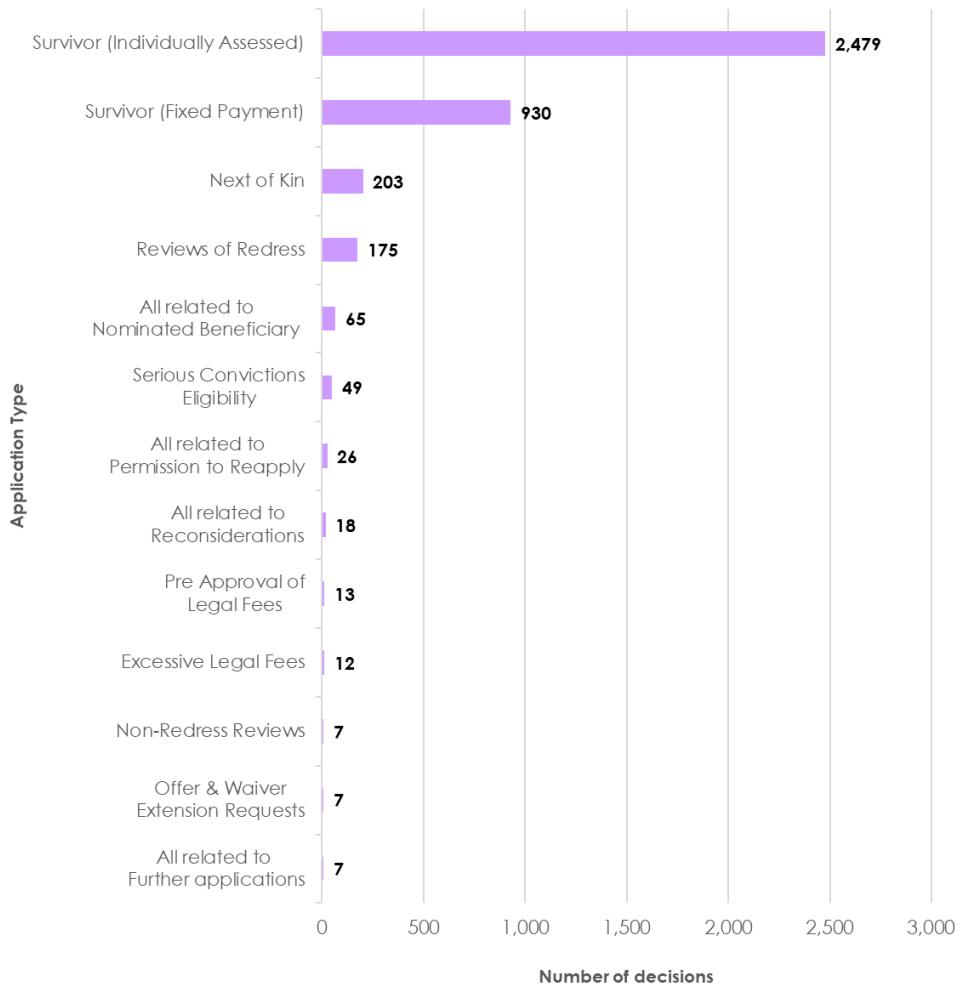


4. How many applications has Redress Scotland made decisions on?

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 December 2025. During this period, Redress Scotland made decisions on 3,991 applications, 3,959 related to redress and 32 related to Legal Fees and Expenses. Redress Scotland made 428 decisions in the third quarter of financial year 2025-26, up by just under 20% on the number of decisions made in the third quarter of 2024-25 (357) and about 30% higher than the average number of decisions we made per quarter in 2024-25 (329).

Up to the end of December 2025, Redress Scotland's panels had made decisions on 3,991 applications, 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 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 its queue, it is allocated to a panel sitting day. Each sitting panel has 2 or 3 panel members, depending on application types. 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 successfully trialled giving panel members longer to review larger application packs, to see if we could maintain a more consistent number of applications per panel on sitting days. We have now embedded this change in our process. When they receive their allocated application packs, 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 between February 2023 and November 2024. However, since then, received applications levels have generally been lower and a better match to the capacity of our current panel members and Redress Scotland team. As a result, the queue of applications awaiting scheduling was stabilised and, during the last three months, we have been able to reduce it on average by 45 application per month. These reductions are due to additional efficiency measures that have been trialled during this period. In addition, Scottish Ministers have allocated additional funding to make around 50 additional decisions during the final quarter of 2025-26, which should lead to additional reductions to the queue.

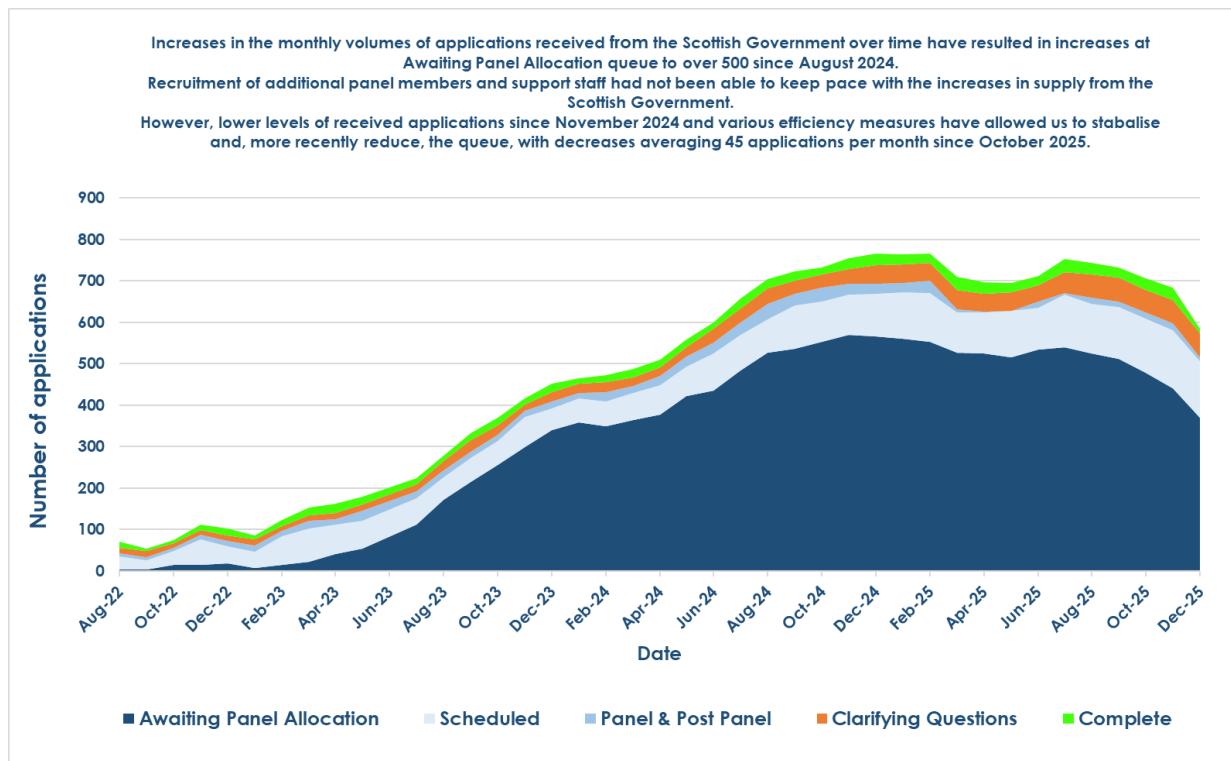
Further reductions in this queue will be dependent on future funding levels, the volume of applications received and the mix of priority applications, application pack sizes and application complexity.

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 aimed 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 changed 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 and various efficiency measures have enabled us to stabilise, and in the last 3 months, reduce this queue to around 370 as of end December 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, combined with the additional funding for around 50 addecisions in the final quarter of 2025-26 should mean that the size of the queue should decrease further over this period.

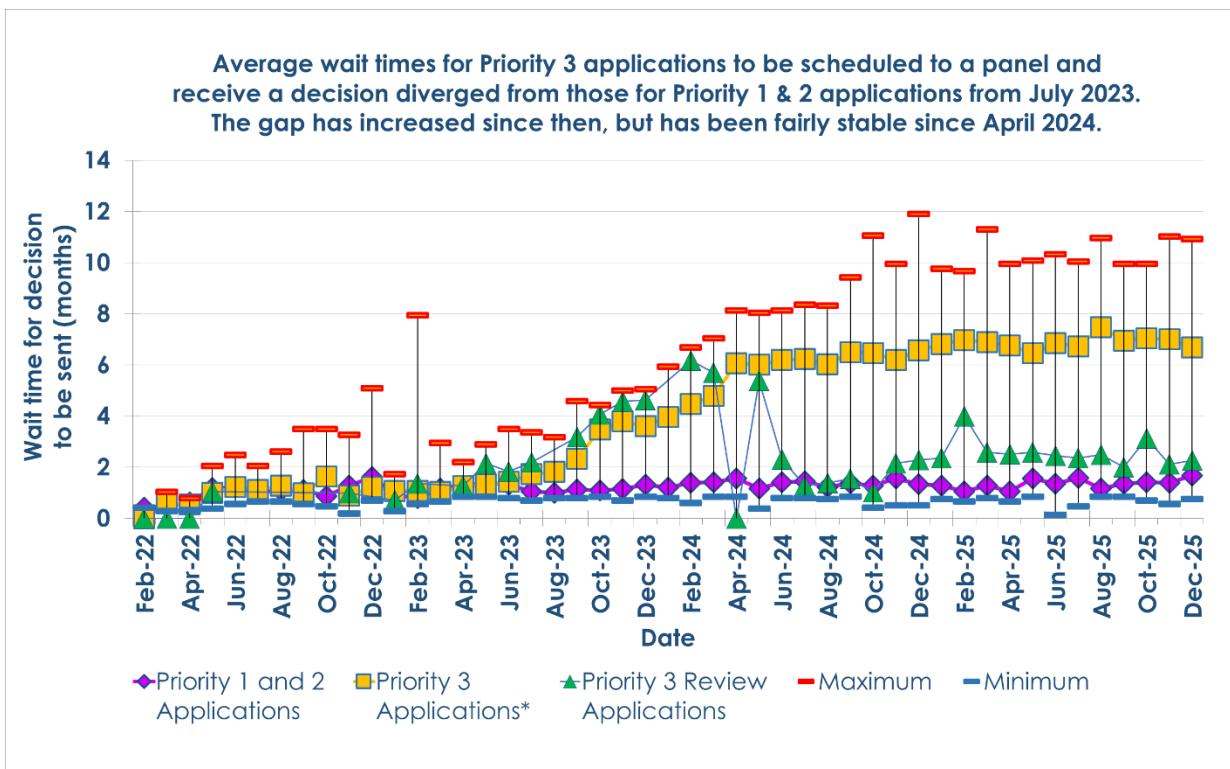
Redress Scotland are currently exploring further options to try to increase our capacity including plans for additional sitting days, and measures to maximise the numbers of applications on each sitting day.



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 applications increased to around 6 months and currently appear stable around this level. The impact of decreases in the queue awaiting allocation are expected to start feeding through to application wait times in the final quarter of 2025-26. However, this was delayed due to higher-than-expected levels of Priority 1 and 2 applications, reviews and applications that included serious convictions. There are positive signs that wait times will show signs of decreasing in the final quarter of 2025-26. The longer-term trend for wait times, however, depends on the number and mix of applications we receive (application priorities 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.



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

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).

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 December 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 – an increasing number of these are applications where the panel have had to first consider associated serious criminal convictions.

With wait times for applicants remaining high for almost 2 years now, 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 timescales change, we will also contact applicants affected by this to let them know how it 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. During the last 12 months, we have reduced the expected wait times for Individually Assessed applications from 10-12 months to within 9 months.

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](#)).

The panel members we recruited in 2024 addressed the capacity mismatch we had between the supply of applications from the Scottish Government and our decision-making capacity. These panel members allowed us to consistently increase the number of determinations we made per month to over 110. As they gained experience and as we made efficiency improvements to our processes, we have successfully increased this further, to around 140 by the end of 2025.

As of end of December 2025, Redress Scotland had 44 active panel members, which was about our planned resource level. We are in the process of training the second group from the most recent round of recruitment. 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 9 panel members to start being allocated to panels later in the financial year. In contrast to previous panel member recruitments, these new panel members were 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.

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 December 2025, Redress Scotland's panel members have asked 499 redress applicants for more information¹ (with just over a tenth of these (53) having been asked for more information on more than one occasion). Overall, panels have asked for more information in just under 537 occasions, which is equivalent to just over 13% of redress applications completed up to the end of December 2025².

For financial year 2025-26 up to the end of December 2025, panel members have asked for more information in just over 14% of all panel decisions (159 times between April to end December 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 27 working days (for responses received during the period from when the scheme opened to the end of December 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.

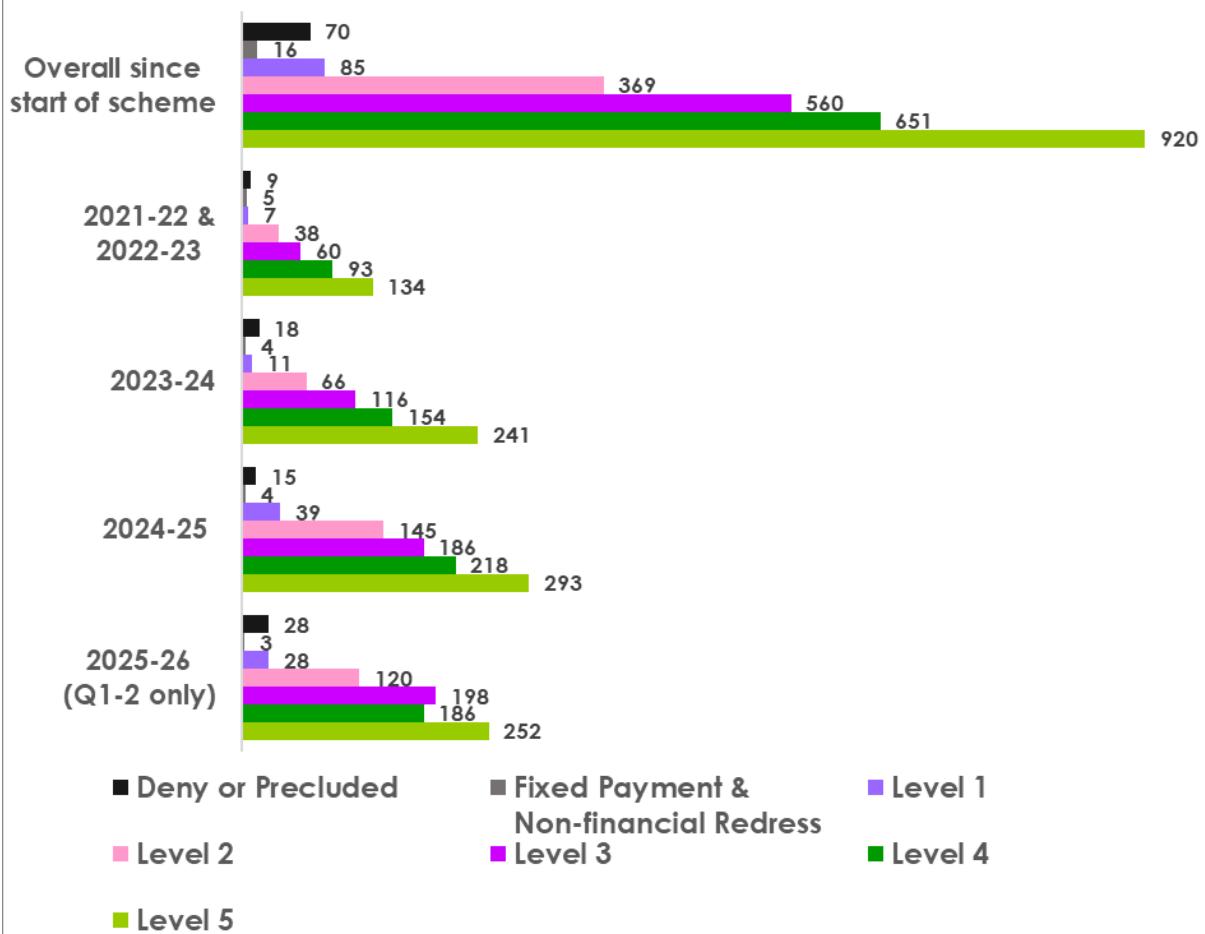
Award level	Number
Fixed Payment	£10,000
Level 1	£20,000
Level 2	£40,000
Level 3	£60,000
Level 4	£80,000
Level 5	£100,000

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, 2,601 awards have been made for Individually Assessed applications while 70 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 December 2025 for each financial year since the scheme opened¹. Note that levels for 2025-26 only contain results for Q1 to Q3 results and are therefore lower than some results from previous years. However, it is worth noting that, with one full quarter remaining, the number of Individually Assessed decisions is already equivalent to about 90% of the total number for 2024-25.

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 to Q3 2025-26, the proportion of Level 5 awards continued to show lower levels compared to 2023-24 and 2022-23 (down from around 40% of all Individually Assessed awards to around 31%) while the proportion of Level 2 & 3 awards combined has increased (up 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.

In 2025-26 up to the end of December 2025, Level 5 awards accounted for just around 31% of all Individually Assessed awards made by Redress Scotland's, while Level 2 & 3 awards combined now account for around 40%.



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 155 Reviews of Redress, 18 Nominated Beneficiary applications, 19 Reconsiderations and 1 Further Application.

In addition to the Individually Assessed awards, there have been 1,165 fixed level awards made to applicants for Fixed Payments, Next of Kin, and some Reviews of Redress applications which resulted in 209 Next of Kin and 956 Fixed Payment awards.

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	29/01/2026	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