

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.

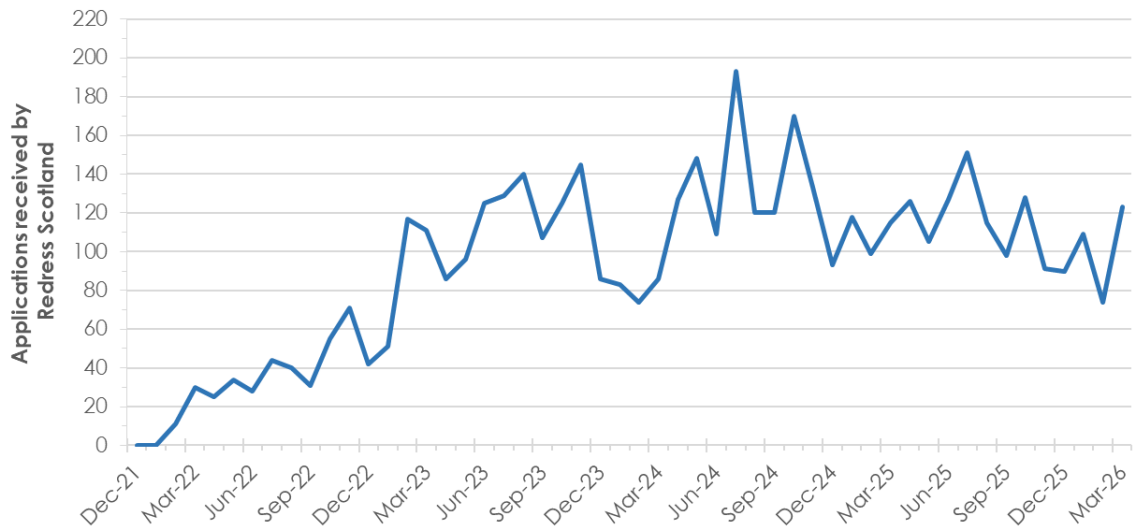
Scotland's Redress Scheme opened on the 8 December 2021. Up to 31 March 2026, Redress Scotland had received a total of 4,899 applications from the Scottish Government, 4,854 of which were directly related to redress applications. The higher levels of monthly volumes of applications received between July 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 April 2025 and March 2026.

During the financial year 2025-26 (from 1 April 2025 to 31 March 2026) Redress Scotland received 1,347 applications, about 13% lower than the number received during 2024-25 (1,548).

The following chart shows how many redress applications were received by Redress Scotland for each month since the scheme has been open. Applications received by Redress Scotland from the Scottish Government had been increasing since the start of scheme until October 2024, after which levels have generally stabilised around 90 to 130 per month.

The average number of applications received per month over the last 12 months was 112, lower than the average of 129 between April 2025 to March 2026. Although volumes over the last 12 months have been fairly consistent, there are signs of a reduction in received volumes in more recent months.

Up to the end March 2026, Redress Scotland had received 4,854 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:

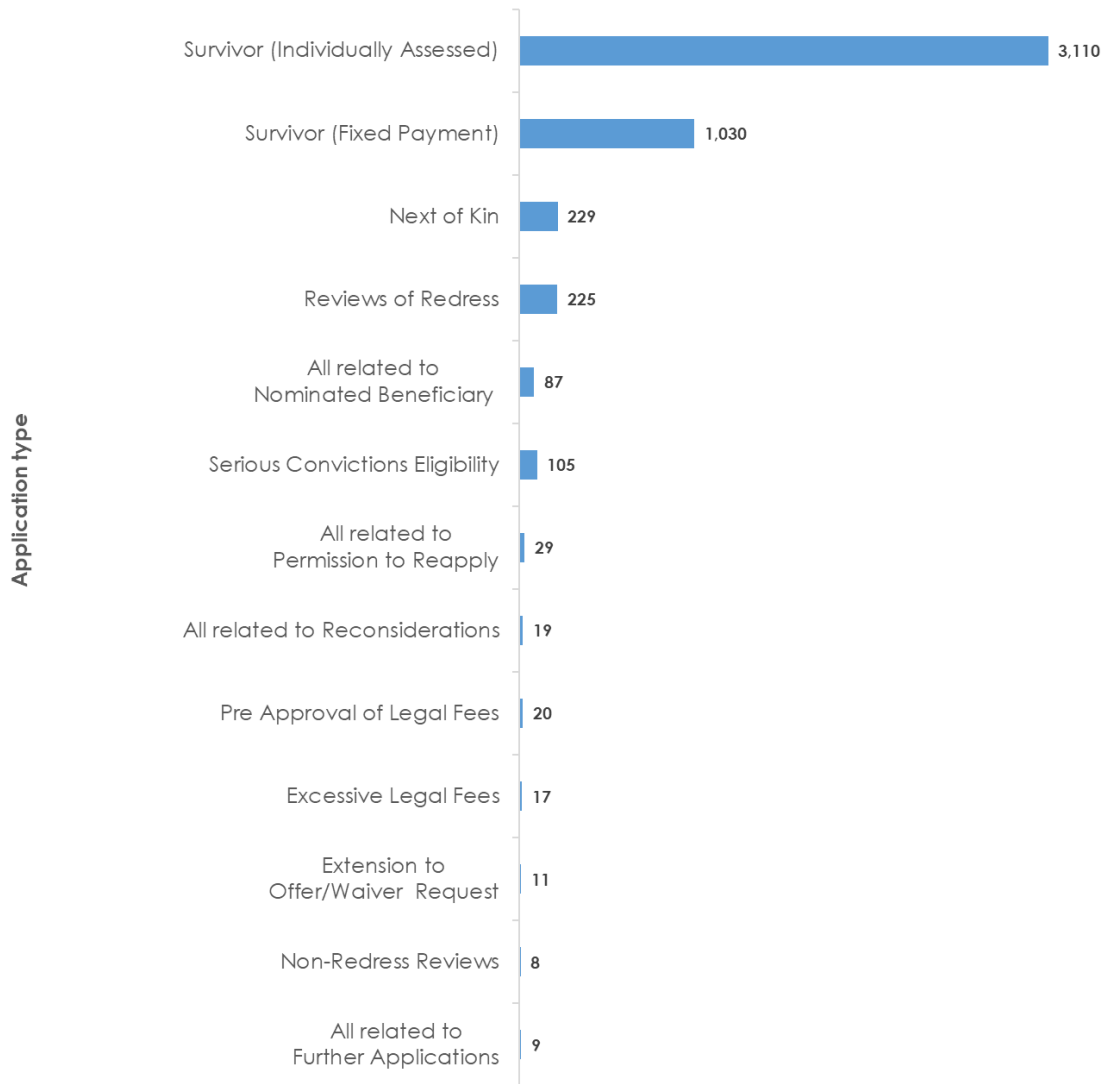
- fixed rate payments;
- individually assessed payments;
- next of kin payments;
- reviews and reconsiderations of various types of redress applications;
- nominated beneficiary payments;
- serious convictions eligibility applications
- other applications related to eligibility for redress;
- requests 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 March 2026.

By far, the most applications received by Redress Scotland are for individually assessed payments. However, compared to the previous report, there has been a notable increase in the number of Serious Conviction Eligibility applications (up 24% from 85 to 105), and in the number of Reviews of Redress applications (up 14% from 197 to 225).

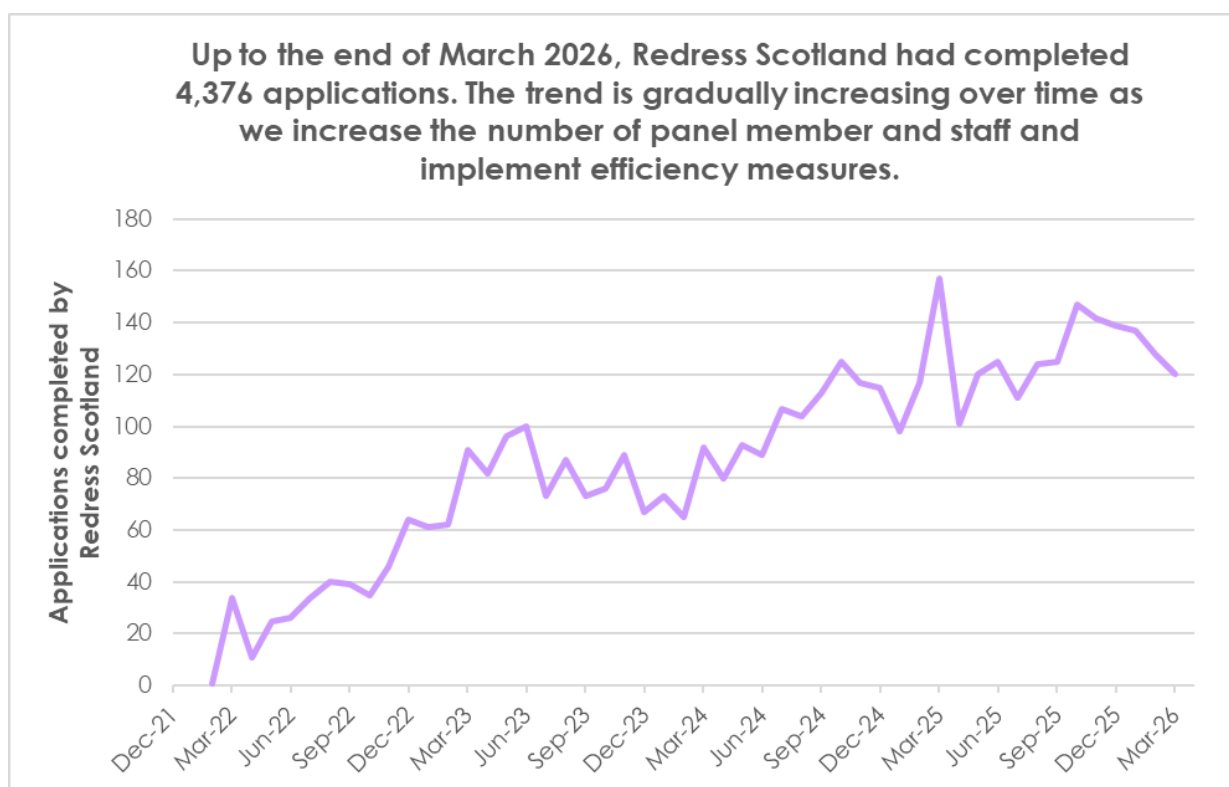
Over 60% of all applications received by Redress Scotland up to the end March 2026 were for Individually Assessed applications

Applications received by Redress Scotland by application type



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

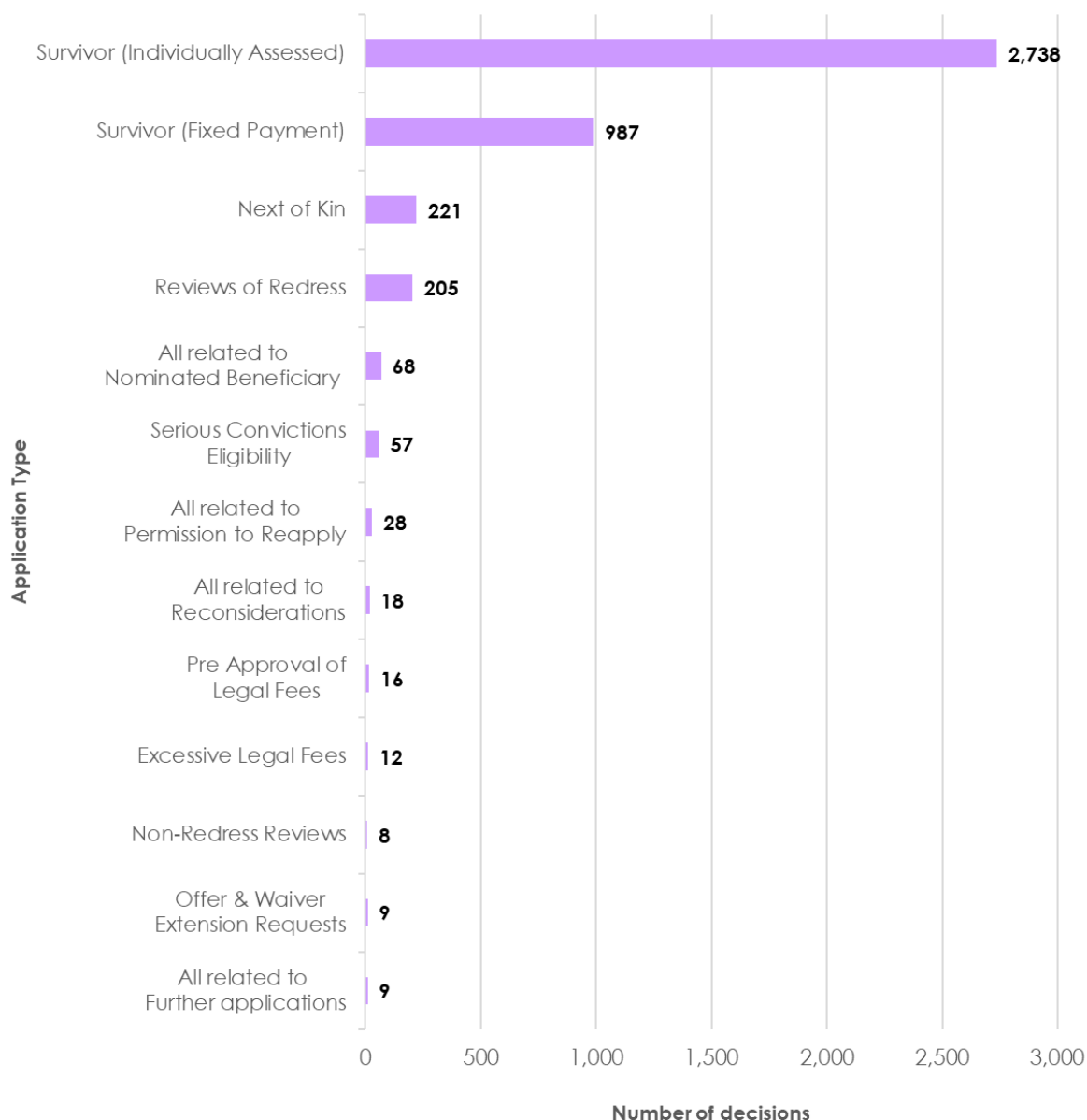
From December 2021 to end March 2026, Redress Scotland made decisions on 4,376 applications, 4,340 related to redress and 36 related to Legal Fees and Expenses. We made 385 decisions in the fourth quarter of financial year 2025-26, down by just under 10% on the number of decisions made in the third quarter of 2024-25 (428) but about 17% higher than the average number of decisions we made per quarter in 2024-25 (329). Additional funding from the Scottish Government allowed us to rapidly roll-out efficiency measures in our processes as well as stand-up additional panels during the second half of 2025-26, however all this funding had been utilised by February 2026, and this resulted in a lower number of decisions in March 2026. The chart below shows the number of completed decision Redress Scotland has made each month since the start of the scheme.



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 March 2026

Up to the end of March 2026, Redress Scotland's panels had made decisions on 4,376 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?

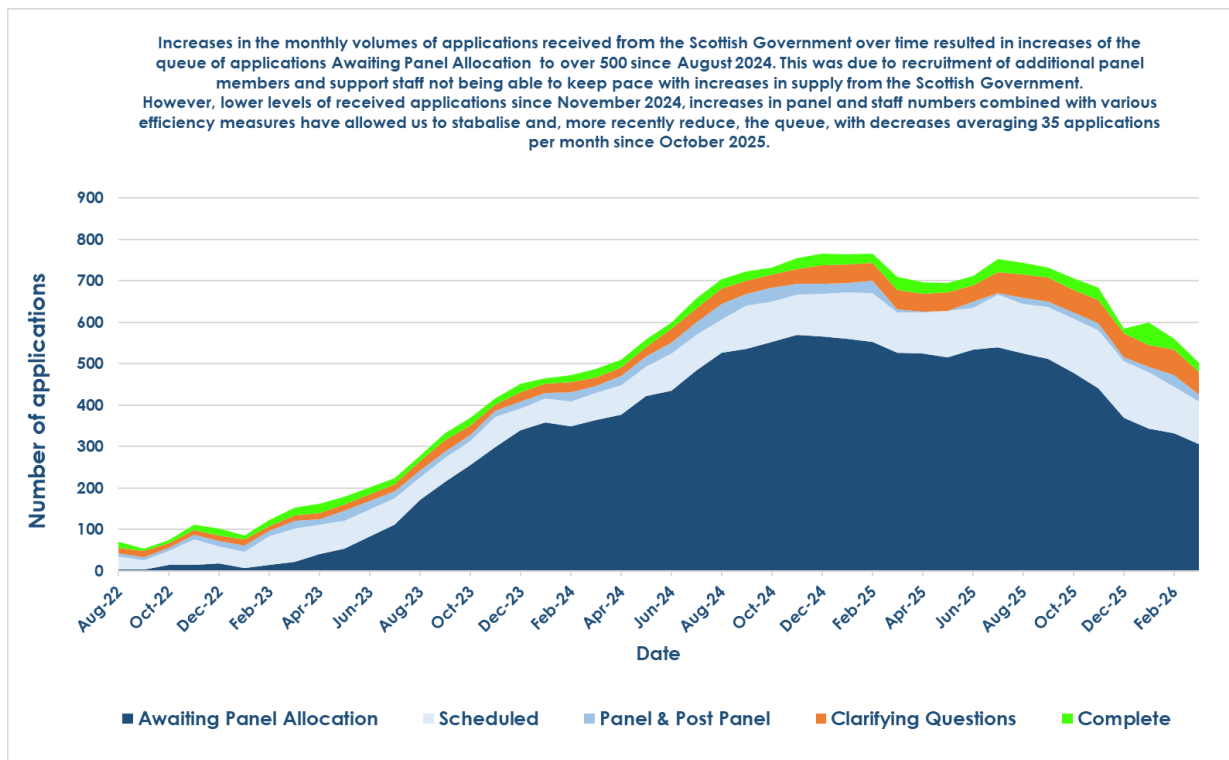
When Redress Scotland receives a completed application the team and panel members carefully follow our process for managing applications. The Redress Scotland team completes initial checks and places the application in the required queue to be allocated to a panel sitting day (we have three queues based 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. Survivors are part of the interview process for our panel members.

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 since October 2026, lower than the decision-making capacity of the Redress Scotland team. As a result, the queue of applications Awaiting Panel Allocation was stabilised and, during the last six months, we have been able to reduce it on average by 35 applications per month. These reductions are due to additional efficiency measures that have been trialled during this period. In addition, Scottish Ministers allocated additional funding to make around 50 additional decisions during the final quarter of 2025-26, which led to additional reductions in 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. However, the last Scottish Government Budget increased the funding available for Redress Scotland. In the short-term, the increase in funding will allow us to address the applications in the queue of Priority 3 applications at the Awaiting Allocation stage by autumn this year.

The chart below shows how the number of applications held by Redress Scotland has changed over time.

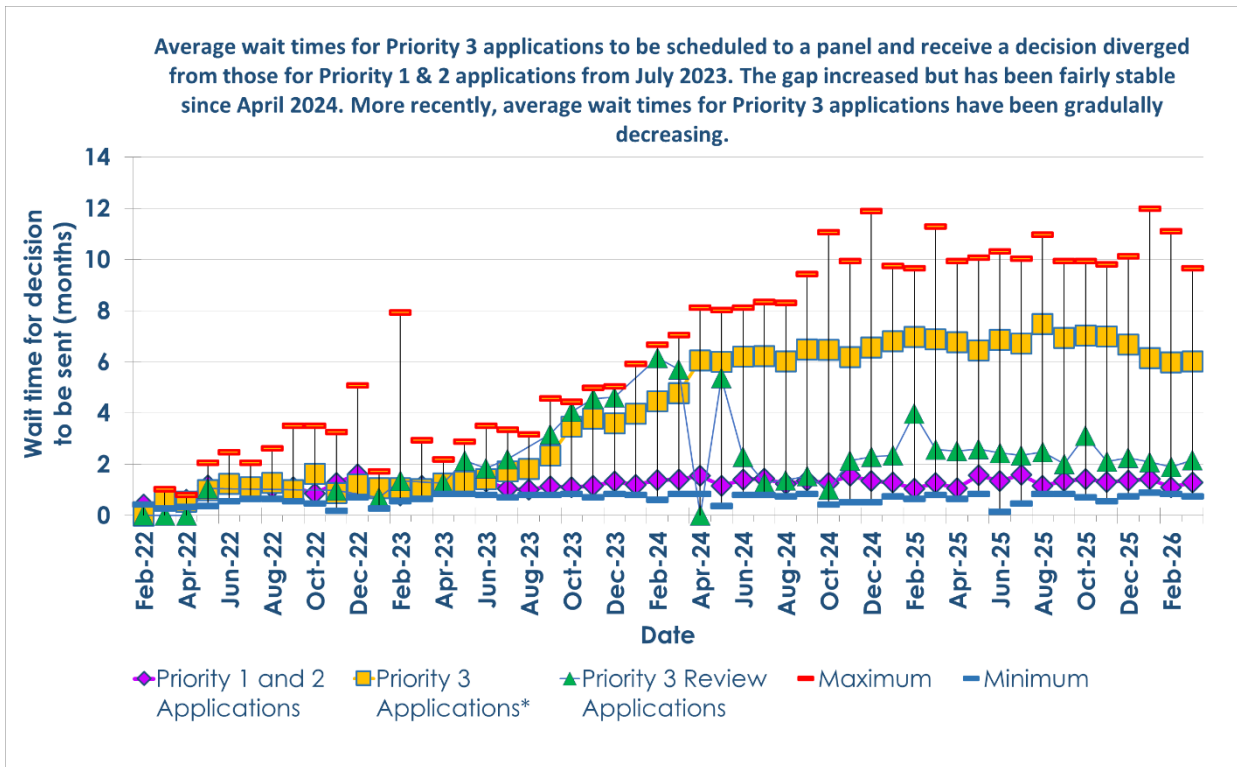


The number of applications in most stages in Redress Scotland's process have remained stable or increased gradually over time as we have expanded our capacity. The one exception is the queue for Applications Awaiting Panel Allocation, which increased from levels typically under 20 prior to Apr'23, to 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, increases in panel and staff numbers and various efficiency measures have enabled us to stabilise, and in the last six months, reduce this queue to around 300 as of end March 2026. The Scottish Government have revised their forecast, and we expect that we will receive applications at a rate of around 100 to 130 per month for the first quarter of 2026-27.

Redress Scotland are currently exploring further options to try to increase our capacity including plans for additional sitting days, measures to maximise the numbers of applications on each sitting day and streamlining of process for applications with associated serious convictions eligibility applications. 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 process these within our target of 30 working days. In addition, on 9 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 added Permission to Re-apply applications within the same timescale. All other first applications are classed as Priority 3.

The following chart 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 6-7 months and then remained stable around this level until around October 2025 after which they started gradually decreasing. The impact of decreases in the queue awaiting allocation started feeding through to application wait times in the final two quarters of 2025-26, although the rate of decrease was lower than expected due to higher-than-normal levels of Priority 1 and 2 applications, reviews and applications that included serious convictions. The longer-term trend for wait times depends on the number and mix of applications we receive (application priorities and more complex types, such as reviews and those including serious convictions) and how well this matches the panel member and staff resources we have available. With the increase in budget for 2026-27, we expect to make substantial progress on reducing wait times through the first two quarters of 2026-27. After this, wait-times for the remainder of

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 year will depend on the balance between the levels of applications received by Redress Scotland from the Scottish Government and Redress Scotland's decision-making capacity.

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 was identified that resulted in the average wait times for this group being slightly higher than the target between January and August 2025. This was resolved in August 2025, and the timescales for these type applications returned to expected levels in subsequent months.

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 about 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 7 months (as of start of April 2026).

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 number of active panel members Redress Scotland has available to sit on panels has a direct impact on the number of panels we can stand-up and the number of decisions we can make. 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 31 March 2026, Redress Scotland had 52 active panel members, which was about our planned resource level. We completed 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. 7 of the remaining group of panel members completed their training in February 2026 and started being allocated to panels in March 2026.

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 March 2026, Redress Scotland's panel members have asked 538¹ redress applicants for more information² (with just under a fifth of these (30) having been asked for more information on more than one occasion). Overall, panels have asked for more information in just over 580 occasions, which is equivalent to just over 13% of redress applications completed up to the end of March 2026³.

For the financial year 2025-26, panel members have asked for more information in just under 13% of all panel decisions (194 times between April to end March 2026)² almost the same proportion as seen in 2024-25 (166 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 30 working days (for responses received during the period from when the scheme opened to the end of March 2026).

¹ Excludes panel requests for further information on legal fees / expenses applications.

² 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.

³ Requests for more information have been asked on more than one occasion for some applications.

7. What levels of redress awards have been made?

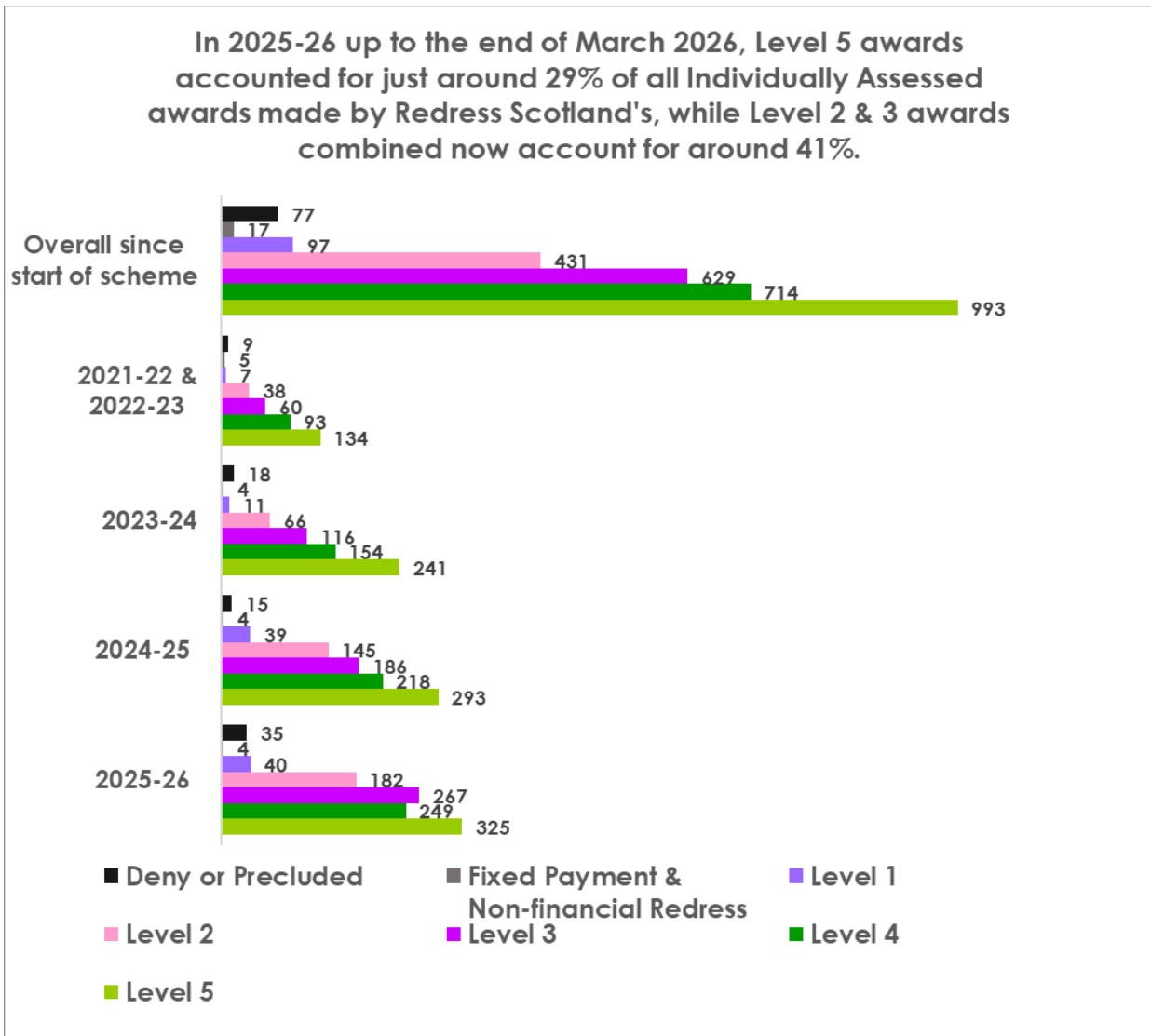
Applications for individually assessed redress awards have five different levels as well as the Fixed Payment level.

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, 2,881 awards have been made by panels for Individually Assessed applications while 77 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 March 2026 for each financial year since the scheme opened¹. The total number of IAP decisions in 2025-26 was 1,102, 22% higher than in 2024-25 (900).

The change in distribution of Individually Assessed award levels first noted in financial year 2024-25 appears to be continuing in 2025-26. The proportion of Level 5 awards continued to be lower compared to previous financial years (down from around 40% of all Individually Assessed awards to around 29%) while the proportion of Level 2 & 3 awards combined has increased (up from just under 30% to around 41%). 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 understand 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.



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 180 Reviews of Redress, 18 Nominated Beneficiary applications, 21 Reconsiderations and 1 Further Application.

In addition to the Individually Assessed awards, there have been 1,244 fixed level awards made to applicants for Fixed Payments, Next of Kin and some Reviews of Redress applications which resulted in 227 Next of Kin and 1,017 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	06/05/2026	Original



Survivors are at the
heart of our process



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