



Redress Scotland

Publication Scheme - Guide to Information

1. Introduction

The Freedom of Information (Scotland) Act 2002 (FOISA) requires Scottish public authorities, such as Redress Scotland, to adopt and maintain a publication scheme.

Redress Scotland is under a legal obligation to:

- publish the classes of information that we make routinely available; and
- tell the public how to access the information we publish and whether information is available free of charge or on payment.

Redress Scotland has adopted the [Model Publication Scheme](#) produced by the Scottish

Information Commissioner. This means we will follow guidance published by the Scottish Information Commissioner which aims to make it simple for people to access information from public bodies like Redress Scotland.

2. Purpose of this guide to information

The purpose of this guide is to:

- allow you to see what information is available (and what is not available);
- explain to you what charges may apply, depending on the information you may ask for;
- explain how you can find the information easily;
- explain how you can get help to access the information; and
- explain how to request information Redress Scotland holds that has not been published.

3. Availability and formats

The information Redress Scotland publish through the model scheme is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online. For example, Redress Scotland can arrange to send information to you in paper copy (although there may be a charge for this, see charges below).

4. Exempt information

Redress Scotland will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's Freedom of Information laws (for example, sensitive personal information or a trade secret), we will remove or 'black out' the information before publication and explain why. This is called redacting information.

5. Copyright and reuse

All material published by Redress Scotland is subject to copyright.

Where Redress Scotland holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied or reproduced accurately;
- It is not used in a misleading context;
- The source of the material is identified;

Where Redress Scotland does not hold the copyright in information we publish, we will make this clear.

You may use and re-use Crown copyright information [not including logos] published through this guide free of charge in any format or medium, under the terms and conditions of the [Open Government License](#) provided it is reproduced accurately and not used in a misleading context. Where any of the Crown copyright items published through this guide are being republished or copied to others, the source of the material must be identified and the copyright status acknowledged.

6. Costs

This section explains when Redress Scotland may make a charge for our publications and how any charge will be calculated.

There is no charge to view information on the Redress Scotland website – www.redress.scot.

Redress Scotland may charge you to provide information to you (for example, we may charge you for photocopying and postage) but we will charge you no more than it actually costs us to do so. Redress Scotland will always tell you what the cost is before providing the information to you.

Where charges are applied, photocopied information will be charged at a standard rate of 10 pence per A4 side of paper (black and white copy) and 30 pence per A4 side of paper (colour copy). Redress Scotland may pass on postage charges at the cost of sending the information to you by first class post.

We reserve the right to impose charges for providing information in paper copy or on CD. Charges will reflect the actual costs of reproduction and postage incurred by Redress Scotland.

When providing copies of pre-printed publications, Redress Scotland will charge no more than the cost per copy of the total print run.

Redress Scotland does not pass on any other costs to you in relation to our published information.

Redress Scotland is required by the Equality Act 2010 to take steps to meet the needs of people with a protected characteristic. In terms of access to information, this means making

reasonable adjustments to our practices to ensure that information is physically accessible. This may, for example, involve providing information in large print or a different format where it is practicable to do so. The cost of this will be met by Redress Scotland.

Audit and review

Redress Scotland will regularly and routinely update this guide to information and make updates when required.

This guide will be audited at quarterly intervals to ensure that links are up-to-date. Redress Scotland will review the guide on an annual basis.

Contact Redress Scotland

If you have any questions about this publication scheme, please contact Redress Scotland:

Email: Information@redress.scot.

Address:

Redress Scotland
PO Box 27177 GLASGOW
G2 9NL

Telephone: 0300 244 9090

Duration

The information listed below will be published for the current financial year and the previous two financial years, where applicable. Where information has been updated or superseded, only the current version will be made available. Previous versions can be requested from Redress Scotland under the Freedom of Information Act.

7. The classes of information Redress Scotland publishes

Redress Scotland is required to publish certain information which it holds. The different types of information we must publish is set out in the Scottish Information Commissioner's [Model Publication Scheme](#).

The table explains what information we currently hold and how you can access it, based on the Scottish Information Commissioner's Model Publication Scheme. If Redress Scotland does not currently hold the information, we have explained why and when we expect to be able to publish this.

Class 1: About Redress Scotland

Description:

Information about Redress Scotland – who we are, how to contact us and how we are managed.

The information Redress Scotland publishes under this class**How you can access this information**

About Redress Scotland

[Redress Scotland website](#)

Contact details and opening hours

[Redress Scotland website](#)

Roles and responsibilities of the Redress Scotland staff

[Redress Scotland website](#)

Redress for Survivors (Historical Child Abuse in Care) (Scotland) Act 2021

View on www.legislation.gov.uk

Guide to information/publication scheme

This document

Charging schedule for published information

See pages 3 of this document

Corporate plan

Redress Scotland published our 2023-2026 corporate plan in July 2023.

This can be found on the [Redress Scotland website](#)

Corporate policies (health and safety, equality and sustainability)	Redress Scotland website
Data sharing agreement with the SG	Redress Scotland website
Business Plan	Redress Scotland website
Code of Conduct	Redress Scotland website
Data Protection Policy	Redress Scotland website
Privacy Notice	Redress Scotland website
Appropriate Policy Document	Redress Scotland website

Class 2: How Redress Scotland delivers its functions and services	
Description: Information about the work of Redress Scotland.	
The information Redress Scotland publishes under this class	How you can access this information
Description of functions	Redress Scotland website
How to make an application for redress	Managed by the Scottish Government. View information at mygov.scot/redress
How to make a complaint	Redress Scotland website

List of services provided	Redress Scotland website
Annual report and accounts	Redress Scotland website
Information for people, including how to contact Redress Scotland	Redress Scotland website
Services fees and charges	Not applicable
Framework Document	Redress Scotland website
Request of FOI Procedure	Redress Scotland website

Class 3: How Redress Scotland makes decisions and what it has decided	
Description: Information about the decisions we take, how we make decisions and how we involve others.	
The information Redress Scotland publishes under this class	How you can access this information
Decisions taken by the Redress Scotland Board (or equivalent) – agenda, papers and minutes	Redress Scotland website

Class 4: What Redress Scotland spends and how it is spent	
Description: Information about the decisions we take, how we make decisions and how we involve others.	

The information Redress Scotland publishes under this class	How you can access this information
The Scottish Public Finance Manual	View on www.gov.scot
Financial statements, including annual accounts, any regular statements	Redress Scotland website
Funding awards available from the authority, how to apply for them and funding awards made by the authority	Not applicable

Class 5: How Redress Scotland manages our human, physical and information resources

Description:

Information about how we manage the human, physical and information resources of Redress Scotland

The information Redress Scotland publishes under this class	How you can access this information
Freedom of information procedure	Redress Scotland website
Data protection policy	Redress Scotland website
Subject access request procedure	Redress Scotland website
Privacy statement	Redress Scotland website

Class 6: How Redress Scotland procures good and services from external providers

Description:

Information about how we manage the human, physical and information resources of Redress Scotland

The information Redress Scotland publishes under this class	How you can access this information
Procurement policies and procedures	Redress Scotland website
Register of contracts awarded	Redress Scotland website

Class 7: How Redress Scotland is performing

<p>Description: Information about how Redress Scotland performs as an organisation, how we deliver our functions and services.</p>	
The information Redress Scotland publishes under this class	How you can access this information
External reports e.g. annual report	Redress Scotland website

Class 8: Redress Scotland commercial publications

<p>Description: Information packaged and made available for sale on a commercial basis and sold at market value through retail outlet e.g. bookshop, museum or research journal.</p>	
The information Redress Scotland publishes under this class	How you can access this information
Redress Scotland does not hold or publish any information under this class.	

Class 9: Redress Scotland open data

Description:

Open data made available as described by the Scottish Government's [open data resource pack](#) and available under an open licence.

The information Redress Scotland publishes under this class**How you can access this information**

Redress Scotland does not hold or publish any information under this class.