

Redress Scotland Application Facts & Figures

Version: 2.0

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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. We are committed to sharing information about our work.

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

Scotland's Redress Scheme opened on the 8 December 2021. Up to the 31 March 2024, Redress Scotland had received a total of 2,005 applications from the Scottish Government, 1,973 of which were directly related to redress applications. The monthly volume of applications received has seen a marked increase since February 2023, and has been, on average, around 110 applications per month for most of 2023-24.

In financial year 2023-24 (from 1 April 2023 to 31 March 2024) Redress Scotland received 1,292 applications (1,283 of which were directly related to redress applications), almost double the 661 applications we received in all of 2022-23.

The following chart shows how many applications were received by Redress Scotland for each month since the scheme has been open. In general, the number of applications Redress Scotland have received from the Scottish Government has been increasing since the start of scheme. However, the volume of applications Redress Scotland received increased substantially from around 50 per month in January 2023 to around 100 -140 applications a month between June and November 2023. In the latter part of the financial year, applications received decreased to around the 80 per month level.

Over the year, we received, on average, around 110 applications per month, however, we do see month to month variations.

Upto the end of March 2024, Redress Scotland had received 1,973 redress applications. Volumes received peaked at 145 in November 2023 before reducing for the remainder of the financial year



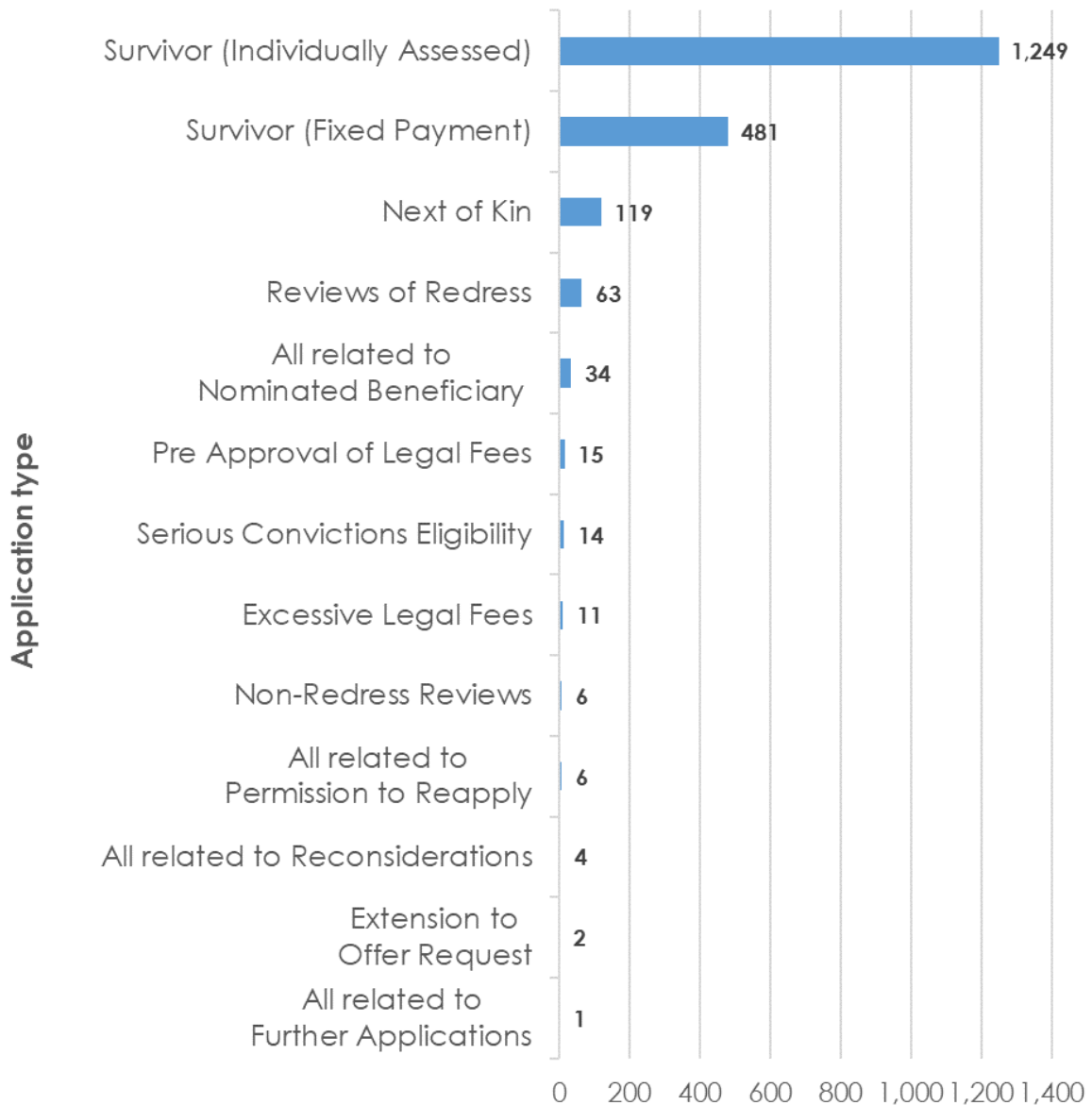
3. What type of applications has Redress Scotland received?

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

- fixed redress payments;
- individually assessed payments;
- next of kin payments;
- nominated beneficiary payments; and
- some aspects of legal fees and expenses.

The following diagram 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 2024

Over 60% of all applications received by Redress Scotland up to the end March 2024 were for Individually Assessed applications



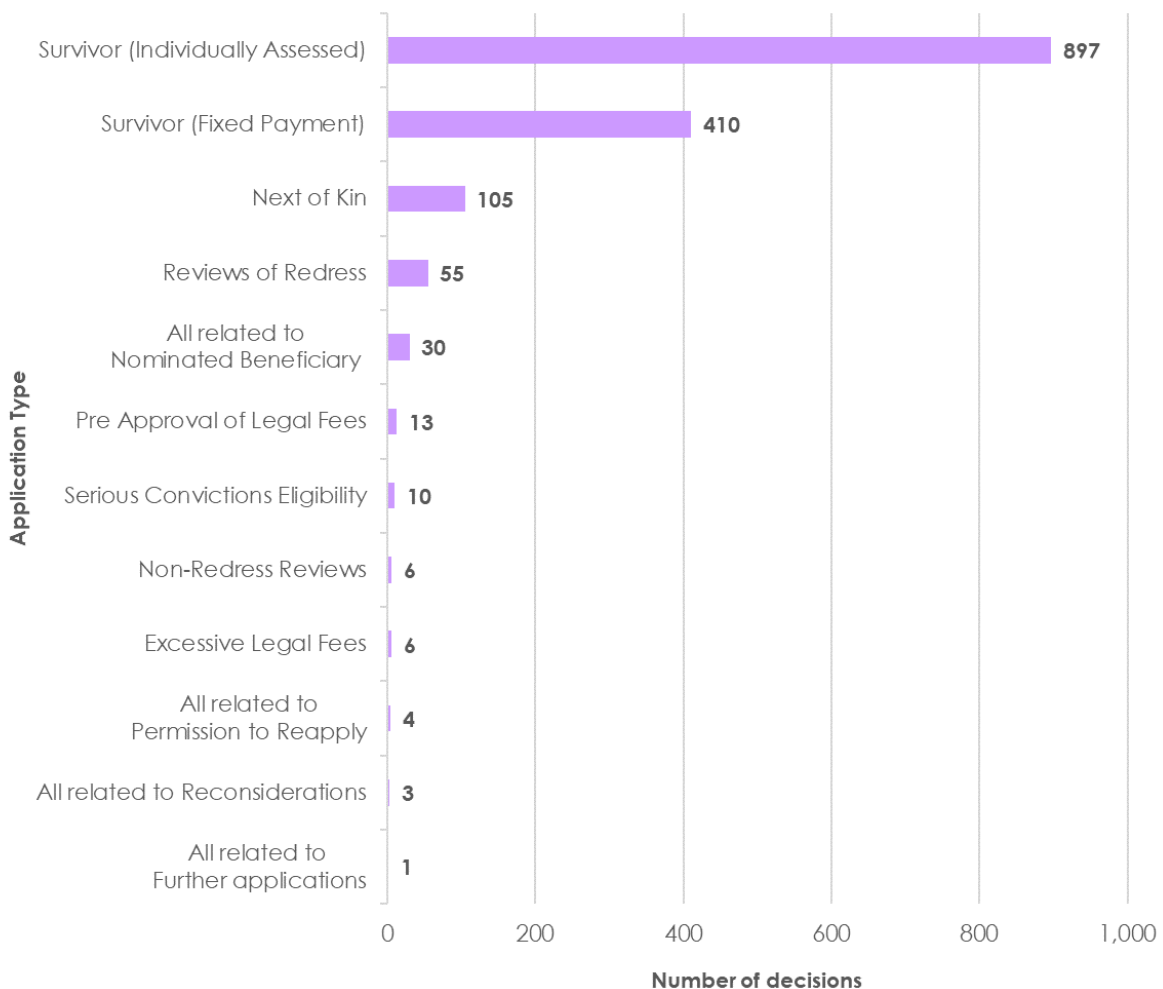
Applications Received by Redress Scotland

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 March 2024. During this period, Redress Scotland made decisions on 1,541 applications, 1,511 for redress and 30 related to Legal Fees and Expenses. The number of decisions made by Redress Scotland in financial year 2023-24 was 972, up more than 80% on the 534 decisions made in 2022-23.

Up to the end of March 2024, Redress Scotland's panels have made decisions on 1,541 applications, just under 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?

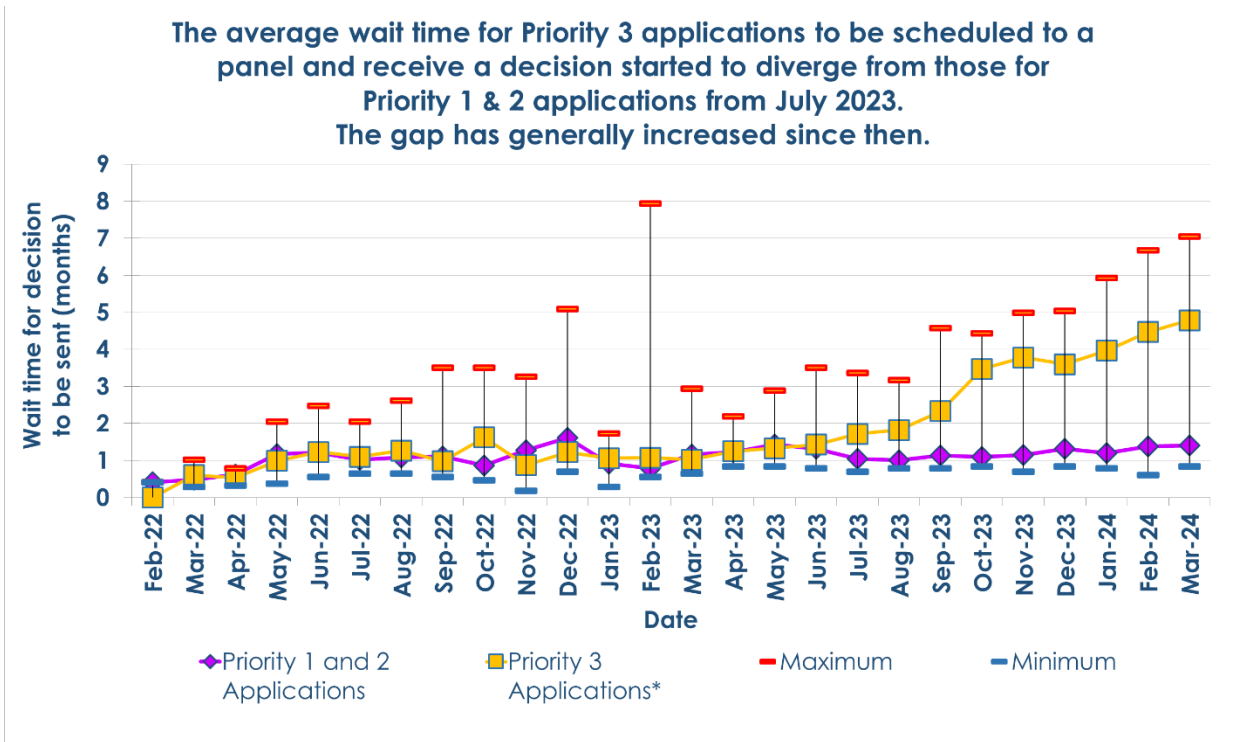
When Redress Scotland receives a completed application the team and panel members carefully follow our process for managing applications. The Redress Scotland team completes initial checks. Each completed application is then allocated to a sitting panel. Each sitting panel has 2 or 3 panel members, depending on the type 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 the allocated sitting panel. Panel members then review all the information before they meet together. 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 a decision is made, the panel members also agree and write a decision letter to the applicant. This decision letter is then returned to the Scottish Government.

As noted on page 3 and the chart on page 4, Redress Scotland have been receiving higher numbers of applications each month since February 2023. The number of applications continues to be higher than the capacity of our current panel members. We are prioritising applications from those with terminal illnesses (Priority 1) and applicants aged 68 or over (Priority 2), to try to ensure we still process these as quickly as possible. All other first applications are classed as Priority 3.

The chart below shows how average wait times for Priority 1 and 2 applications compared to those for Priority 3 applications as we received applications at a rate that was greater than our capacity to make decisions. The average wait times for Priority 1 and 2 applications have remained fairly constant through the year, however from July 2023 on, the average wait times for Priority 3 applications have increased.

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.



With wait times for applicants increasing over the past year, we have been focussing on providing the best possible information about how long people will have to wait. We now write to every applicant when we receive their application to confirm that we have received their application and to give them an indicative timescale of how long we think it will take for us to allocate their application to a panel. 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, who joined us in January 2024. These new panel members have now completed their training and started making decisions on panels during March 2024, although we do not expect to see the full impact of this change for a few months. Redress Scotland currently has 38 panel members, 4 below our planned resource level.

* Note: This time does not include any time when the application is returned to the Scottish Government for quality related issues or to the applicant for clarifying questions (see section 6).

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 they do not have enough information, then they may ask for more. The panel members write a letter to the applicant to ask for more information and this is sent to the Scottish Government.

From when the scheme opened to the end of March 2024, Redress Scotland's panel members have asked 183 redress applicants for more information (with around a tenth of these having been asked for more information on more than one occasion). For financial year 2023-24, panel members have asked for more information 100 times (around 10% of all panel decisions¹) compared to 98 times (around 17% of all panel decisions¹) in 2022-23, even though the number of applications we made decisions on has increased by around 80% over the year. Panels asked for more information in around 13% of all redress applications completed up to the end of March 2024².

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 18 working days (for responses received during the period from when the scheme opened to the end of March 2024).

¹ Excludes decisions made by reconvened panels to make decisions on applications where the panel had previously asked for more information.

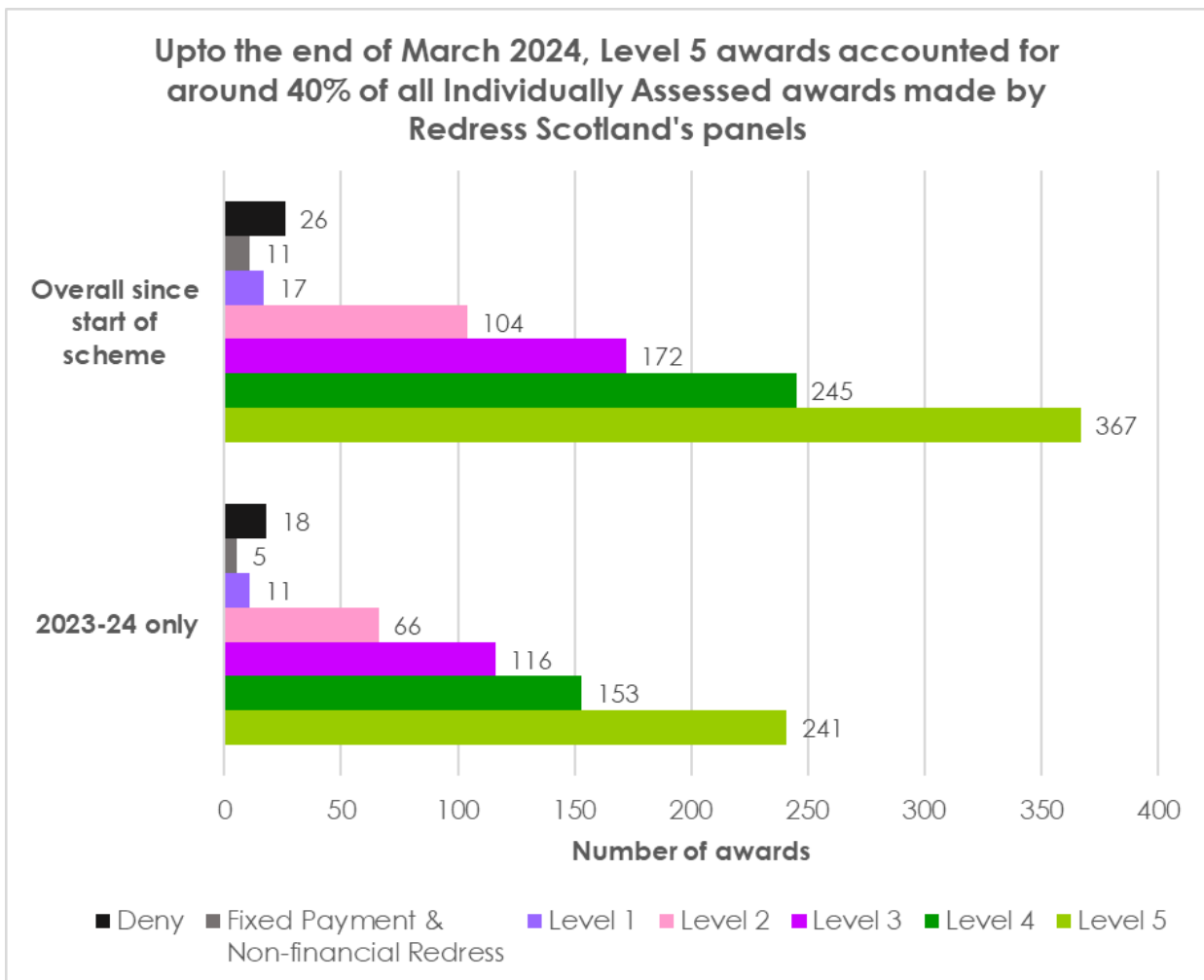
² Note: Requests for more information have been asked on more than one occasion for some applications.

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, 916 awards have been made for Individually Assessed applications while 26 have resulted in decisions to deny redress. The following diagram shows how many Individually Assessed awards have been made at each level, from when the scheme opened to the end of March 2024 and also just for the financial year 2023-24.



Notes:

1. Fixed Payments awarded to applicants of Initially Assessed Payment applications are included here. These are awarded where the panel 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 awards shown include 47 Reviews of Redress, 9 Nominated Beneficiary applications and 3 Reconsiderations.

In addition to the Individually Assessed awards, there have been 496 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 w changed in the table below.

Version	Date	Comment
1.0	14/06/2024	Original
2.0	31/07/2024	Number of Fixed Payment (page 11) changed to 496 (error found in reporting of level on 1 application). Change any incorrect references to March 2023 to March 2024 throughout text.



Survivors are at the
heart of our process



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