

# 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. 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 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.

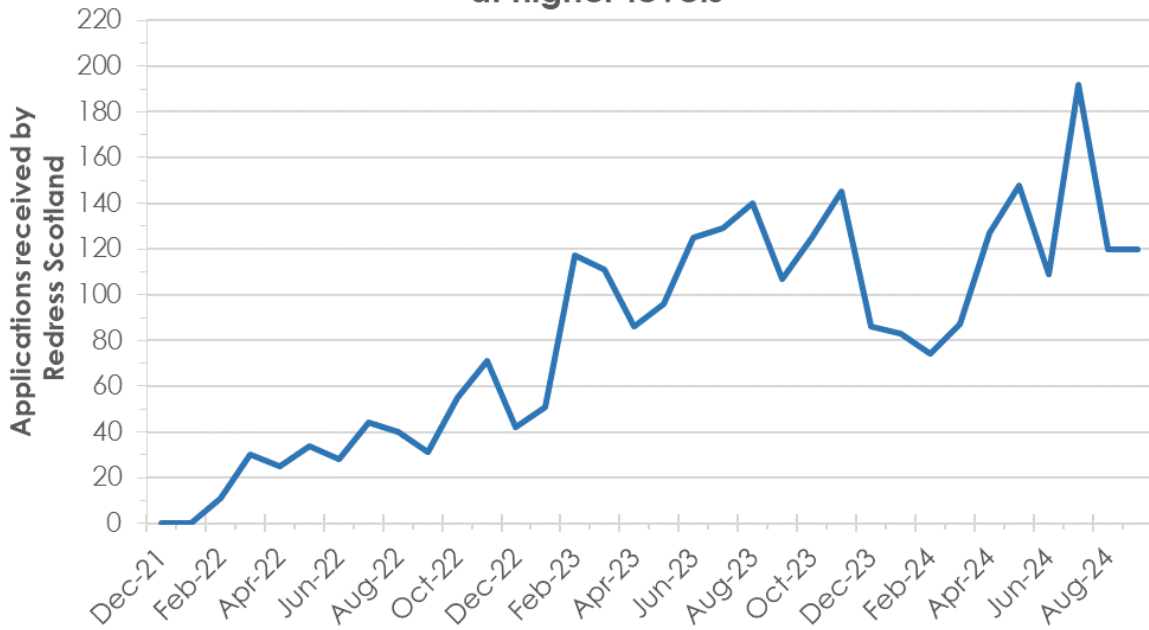
Scotland's Redress Scheme opened on the 8 December 2021. Up to 30 September 2024, Redress Scotland had received a total of 2,822 applications from the Scottish Government, 2,789 of which were directly related to redress applications. The monthly volume of applications received between June and September 2024 have been amongst the highest seen since the start of the scheme, with levels consistently above 120 per month, with July 2024 being our highest to-date at 192. There are indications from the Scottish Government that we will see similar levels through the remainder of 2024-25.

So far in financial year 2024-25 (from 1 April 2024 to 30 September 2024) Redress Scotland has received 817 applications (816 of which were directly related to redress applications). The higher volumes received between June and September have increased the average number of applications received per quarter in 2024-25 to 408 which is higher than the average received in 2023-24 (around 323).

The following chart shows how many redress 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 although this has varied as can be seen on the chart below. However, the long-term trend is one of increasing monthly applications received. The average number of applications

received per month over the last year was 118, with 8 out of the last 12 months having amongst the highest levels of received applications we have seen since the start of the scheme.

**Upto the end of September 2024, Redress Scotland had received 2,789 redress applications. Volumes received peaked at 192 in July 2024 and show signs of continuing at higher levels**



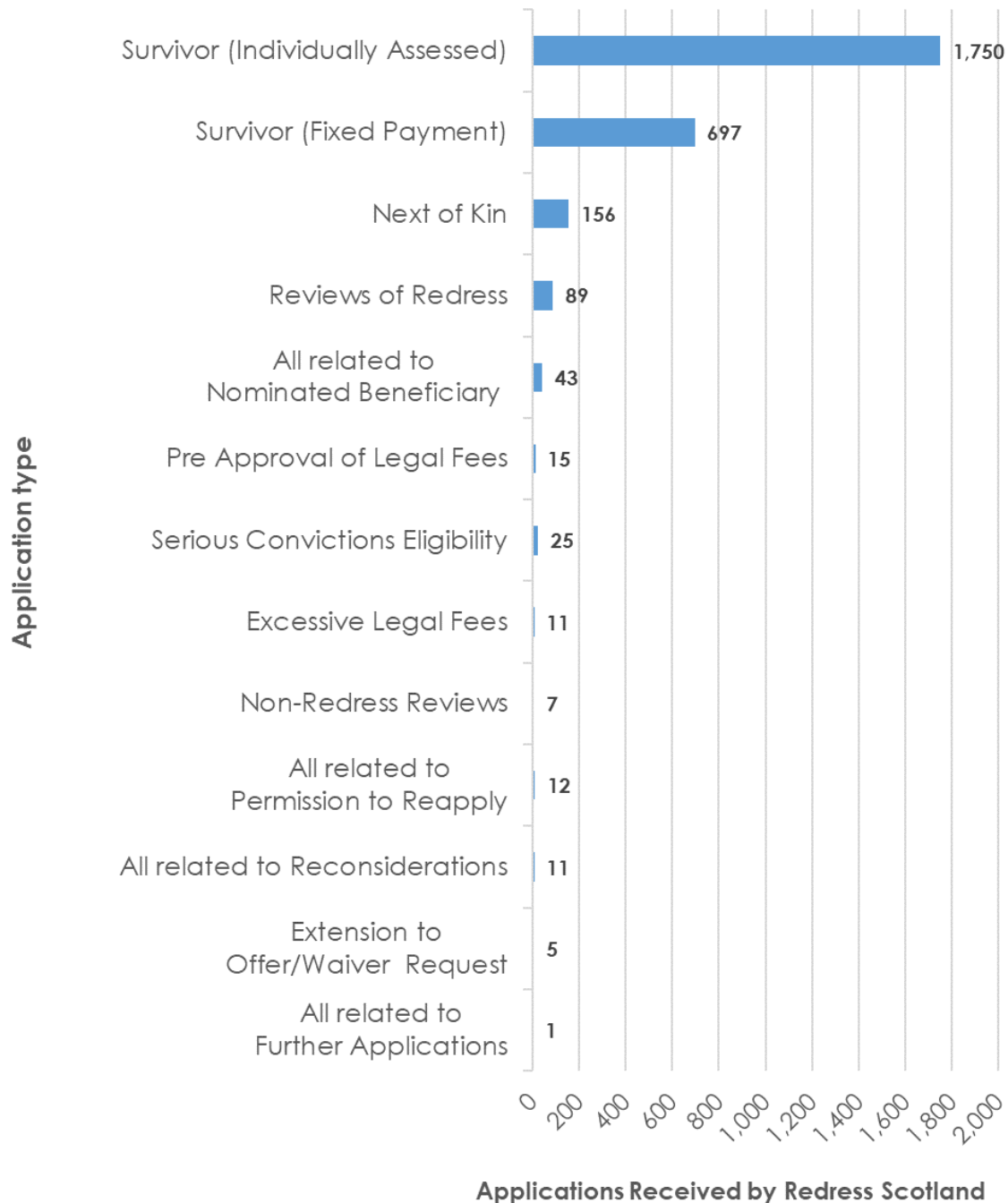
### 3. What types of applications has Redress Scotland received?

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

- fixed redress payments;
- individually assessed payments;
- next of kin payments;
- reviews and reconsiderations of various types of redress applications;
- nominated beneficiary payments;
- other applications related to eligibility for redress;
- requests to extend offer or waiver periods; 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 September 2024.

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

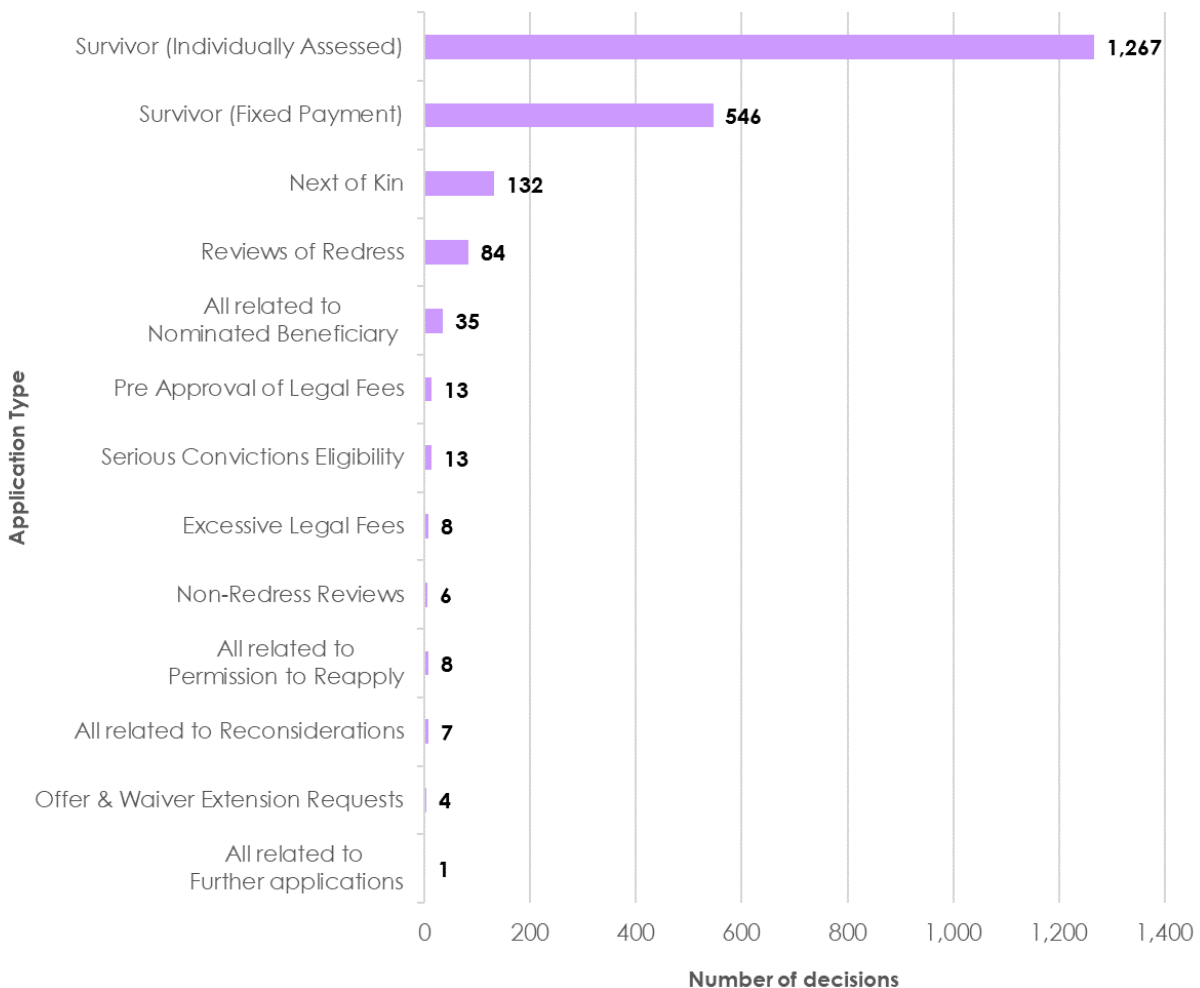


## 4. How many applications has Redress Scotland made decisions on?

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 September 2024. During this period, Redress Scotland made decisions on 2,124 applications, 2,089 for redress and 35 related to Legal Fees and Expenses. The number of decisions made by Redress Scotland, in the second quarter of financial year 2024-25 was 324, up 25% on the number of decisions made in the first quarter of 2024-25 and over 30% higher than the average number of decisions we made per quarter in 2023-24 (243).

**Up to the end of September 2024, Redress Scotland's panels had made decisions on 2,124 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?

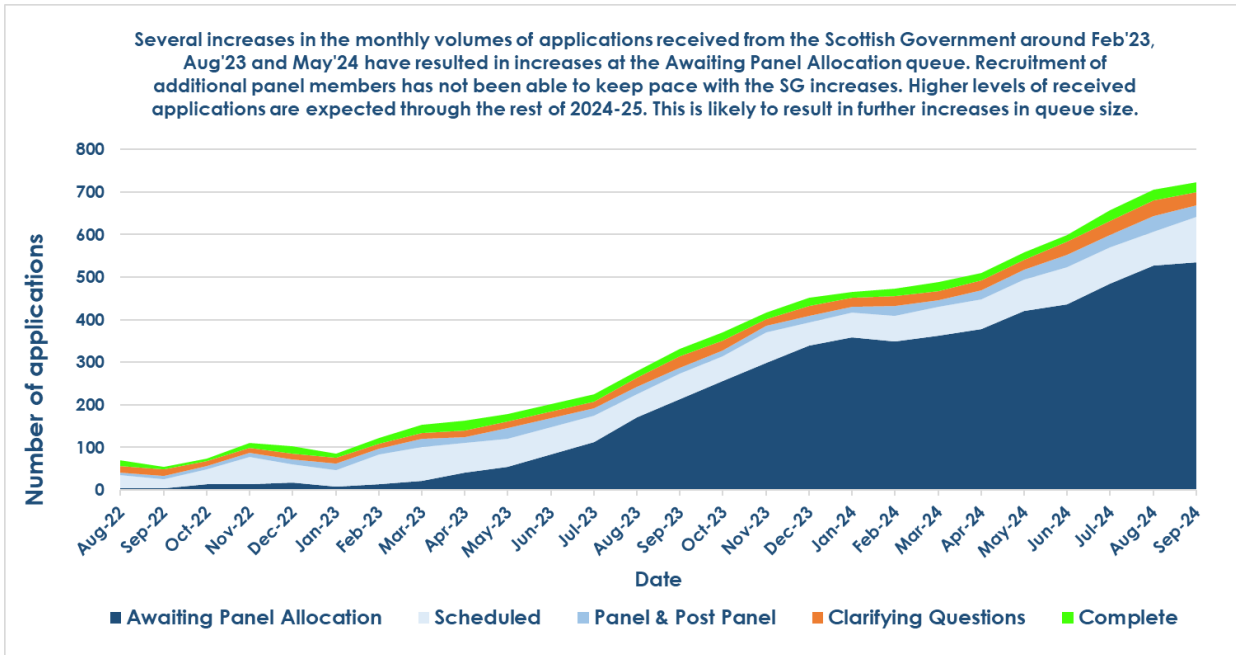
When Redress Scotland receives a completed application the team and panel members carefully follow our process for managing applications. The Redress Scotland team completes initial checks. Each completed application is then allocated to a sitting panel. Each sitting panel has 2 or 3 panel members, depending 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 its allocated sitting panel. 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.

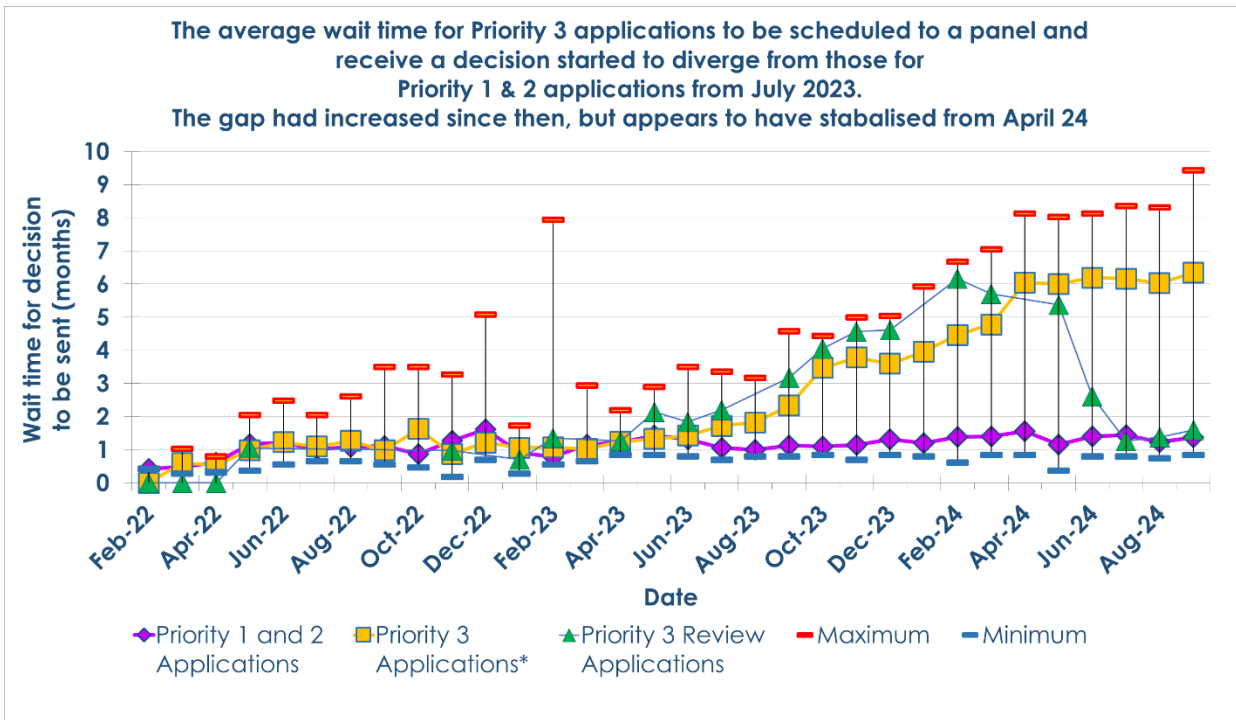
As noted on page 3 and the chart on page 4, Redress Scotland have been receiving higher numbers of applications each month since February 2023. The number of applications continues to be higher than the capacity of our current panel members and Redress Scotland team. We are prioritising applications from those with terminal illnesses (Priority 1) and applicants aged 68 or over (Priority 2), to try to ensure we still process these within our target of 30 working days. In addition, as of 19 April 2024, we have 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. 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. This shows that 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 has increased from levels typically under 20 prior to Apr'23, to over 500 by end Sep'24. This is due to Redress Scotland having insufficient panel member and staff capacity to match the increased levels of applications received. The level of applications received from the Scottish Government have increased several times since February 2023, however, it has not been possible to increase Redress Scotland's capacity to match these increases and prevent an increase in queue size. The Scottish Government are expecting that we will continue to receive applications at these higher levels for the remainder of the current and next financial year. Redress Scotland are currently exploring options to try increase our panel member and staff capacity, including planning for recruitment of additional panel members.





The following chart 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 to around 6 months and currently appear fairly stable around this wait time, although we know from the application volumes

we are currently receiving, that these wait times will go up substantially for applications received from July 2024 onwards.

The impact of the change for Priority 3 Review and Reconsideration applications was not immediate, as we already had a number of these in the queue when this change was made. However, we have seen the impact of this from July 2024.

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. If circumstances change, we will also contact applicants affected by this change to let them know how this affects their wait time. 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 June 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 applications are 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, which is then sent to the Scottish Government.

From when the scheme opened to the end of September 2024, Redress Scotland's panel members have asked 259 redress applicants for more information<sup>1</sup> (with just under a tenth of these having been asked for more information on more than one occasion). Overall, panels have asked for more information in just under 283 occasions, which is equivalent to 13% of redress applications completed up to the end of September 2024<sup>2</sup>.

For financial year 2024-25 to-date, panel members have asked for more information in around 13% of all panel decisions (81 times over a 6-month period)<sup>2</sup> slightly higher than the proportion of around 10% seen in 2023-24 (101 times over the year)<sup>2</sup>.

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

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<sup>1</sup> 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.

<sup>2</sup> Requests for more information have been asked on more than one occasion for some applications.

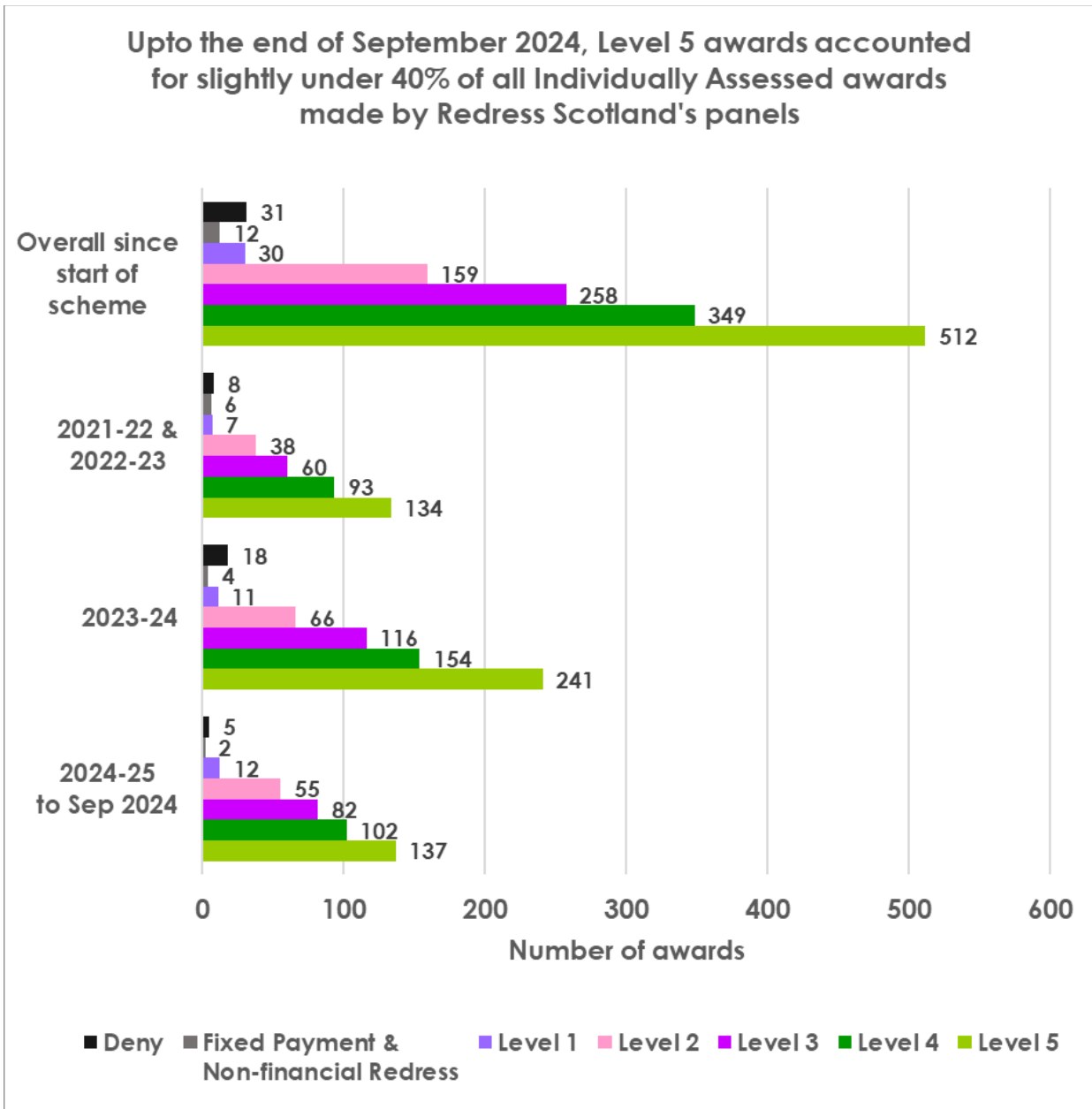
## 7. What levels of redress awards have been made?

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, 1,351 awards have been made for Individually Assessed applications while 31 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 September 2024 for each financial since the scheme opened <sup>1</sup>.

<sup>1</sup> 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 Initially Assessed Payment applications. 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 69 Reviews of Redress, 9 Nominated Beneficiary applications and 6 Reconsiderations.

In addition to the Individually Assessed awards, there have been 691 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](mailto: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	31/10/2024	Original



Survivors are at the  
heart of our process



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