



redress
SUPPORT SERVICE

**Our first year in operation
December 2021-December 2022**

Introduction

The Redress Support Service was set up to support people who are applying to Scotland's Redress Scheme. From the start, our support was in high demand. We worked to build a service that provides timely, high-quality support directed by the needs of the people we are working with.

Redress Support Service is delivered by the In Care Survivors Alliance. The Alliance comprises the following partners: Health in Mind, Penumbra Mental Health, Glasgow Psychological Trauma Service and the Scottish Government. It is fully funded by the Scottish Government.

- **December 2021:** The service is launched with the Emotional Support Helpline.
- **January 2022:** We receive the first referral for support
- **February 2022:** Wellbeing Scotland joins as a Delivery Partner
- **May 2022:** Birthlink joins as a Delivery Partner
- **July 2022:** First Tier join as a Delivery Partner

Our values

At the heart of our service, we aim for people to feel:

- Empowered
- Believed
- Secure and safe
- That they have agency
- That they have a voice
- They can go step by step at their own pace

We also ensure people working at the service:

- Are compassionate, patient and empathetic
- Work alongside people accessing the scheme, rather than leading support
- Are reliable and do what they say they will

Our year



772 people referred by Caseworkers for support in 2022



3 delivery partners onboarded. 2 for access to records



573 people connected with our Delivery Partners. 98% for support to access their records.



130 calls received to our Emotional Support Helpline.



11 Link Workers recruited

We have supported people from across the world



82% of people we have supported live in Scotland, but we have also supported people across the UK and the world.

Our Team

The Alliance Leadership Team oversees the work of the Redress Support Service. The Leadership Team is made up of representatives from each of the partner organisations. The Redress Support Service has a Delivery Team which manages the day-to-day work of the service.

Throughout the first year, we built up a team of Link Workers to support people. We took care to recruit a team of people who share our values of compassion and empowerment. Our team brought experience of supporting people in a trauma informed way, including working with people experiencing distress.

Our approach

We adopted a flexible approach to support people in a way that is right for them. For example, where some people wanted to create their statement by telling their story with someone there to listen, we sourced a transcription service to facilitate this. In this way, people have told us that they valued having the elements of practical and emotional support woven together.



"We aim to support people to apply confidently and to be able engage with the process how they want to, putting empowerment, choice and respect at the centre of our support. We also strive to help people feel safe whilst going through the process by using trauma informed practice with every survivor - for some people this is the first time they have spoken about the abuse.

Since I started with Redress Support in January 2022, I have spoken with hundreds of survivors and I have been utterly amazed by their honesty: to speak straight from their hearts and share their most painful memories with such courage and bravery. I have never experienced anything quite as rewarding in my career: knowing survivors feel safe enough to trust me, to feel heard and to allow me to walk alongside them on their journey during the Redress process has been an absolute honour."

Reflection from a Link Worker

How people feel

The feedback we have received from people we have supported in the first year has been positive. People shared with us they felt at ease, comfortable and listened to when speaking with our team. They valued the personal qualities of our team, such as understanding, kindness and patience. People told us they appreciated having time and space to take it at their own pace.

Some people told us they had previously felt lost and alone, but support helped them to understand more and move forward with their application, or have someone they felt able to talk to about how they were feeling. Some people have told us that without our support they would not have otherwise been able to apply to redress.

Friendly **Calm**
Compassion **Supportive**
Polite **Listened** **Patient**
Understanding
At ease **Caring** **Kind**
Empathy **Reassuring**
Comfortable **Supportive**

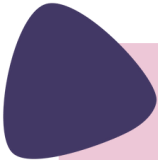
Feedback about our Link Workers

Our Delivery Partners

In our first year, we also contracted three Delivery Partners: Birthlink, First Tier and Wellbeing Scotland. They are there to complement the support from Link Workers.

Birthlink and Wellbeing Scotland are experts in assisting people to access their records. Almost three-quarters of people we have supported in 2022 needed assistance with this.


Again we contracted Delivery Partners that aligned with our values and who would be able to support people with the often emotional experience of trying to find their records from being in care.



We have over the last year focused on guiding and supporting hundreds of Survivors in accessing Records to support their Redress application, whilst appreciating that the process is inherently painful, and they are often connecting with parts of their traumatic past. We have hugely appreciated the commitment of Link Workers, Case workers and Record Holders to ensuring the process is as helpful and supportive as possible, working within parameters, with many of them often responding to the needs of each unique individual applying to Redress when accessing our support. Our feeling is this partnership building and working in year one, this accumulation of knowledge by our team can only mean things will improve for Survivors applying for Redress support going forward.”

(feedback from Birthlink)

Our Delivery Partners (cont.)



“A key aspect of our role has been to build a knowledge of and relationships with, over 200 data controllers who may hold information relating to applicants and their time in care. Our focus has been to provide a supportive, efficient and thorough access to records support service that makes every effort to recover historic records. Additionally, we offer emotional support, relevant to the records recovery process, to survivors of historic abuse in care.

Working closely with our Redress Support Service Colleagues, we are privileged to be part of this historic process and we are committed to regularly reviewing and reflecting on our service to ensure we are meeting the needs of partners, stakeholders and survivors.”

(feedback from Wellbeing Scotland)

Next steps

Going forward, we will be evaluating how our work makes a difference to people on their redress journey. We will share our evidence and evaluation on this in future.



November 2023

Redress Support Service is delivered by the In Care Survivors Alliance. The Alliance comprises four partners: Glasgow Psychological Trauma Service, Health in Mind, Penumbra Mental Health and the Scottish Government