



redress
SUPPORT SERVICE

Summary of activity
January-March 2023

Key figures



246

246 people were referred to the Redress Support Service by Case Workers at Scottish Government



634

634 people were supported by Link Workers this quarter



1016

1016 people have been supported since the service opened



17

17 people accessed emotional support through the Helpline

Summary of activity

In January to March 2023, there continued to be high demand for the Redress Support Service. We had an increase in new people seeking support via the Caseworker team. Overall, there were more people receiving in support in this period compared to the three months beforehand.

As we have increased the capacity of the Link Worker team, the service continued to get in touch quickly to make first contact with people who had been referred by Caseworkers.

99% of people were contacted within 3 working days of the referral being made by Caseworkers.

In response to concerns that people were not aware that support was available to them during redress, we worked to develop our website during this time.

Overall, the highest demand continues to be for record search support. This support is provided by two of our Delivery Partners (Wellbeing Scotland and Birthlink).

192 people were connected to our Delivery Partners this quarter.


559 subject access requests were submitted by our Delivery Partners to seek records from 136 different record holders.

There continued to be issues with delays in record holders responding to requests. However, our Delivery Partners shared how they built relationships with record holders and they reported improved communication, particularly when no records are held. Our Delivery Partners shared examples of record holders pro-actively engaging with them to share knowledge, develop understanding of processes, and provide direction or advice on where else they could search for records.

Summary of activity (continued)

During this time, both Link Workers and our Delivery Partners supported people with the emotional impacts of going through redress, such as giving reassurance and space to grow understanding about redress. Link Workers helped people to explore what could support them during redress and talk through the choices they have. Link Workers also used IROC to facilitate a full conversation with people about their wellbeing, it helped to explore what strengths and supports they had during this time, for example who they might feel able to speak to about how they are feeling.

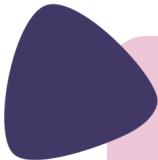
The feedback received during this time, indicates that people felt able to trust both Link Workers and our Delivery Partners. People said they were reliable and helped them to feel at ease. For our access to records partners this reliability included regular updates to keep people updated on the progress of record search requests and informed of delays.



“(The worker) was helpful, understanding and kept in touch when she said she would.”

– applicant feedback provided by Birthlink

Our access to records partners shared feedback where people said they wouldn't have otherwise been able to access their records, or they felt all avenues were explored to find their records. For some people, finding their records brought a sense of relief, but for others finding no records brought up feelings of frustration and not being seen.




“I felt (the worker) was very persistent and went to every avenue he could to get my information”

– feedback shared by Birthlink


Summary of activity (continued)

Support from Link Workers helped people to overcome practical barriers to completing the application and some people shared in feedback feeling more confident or proud because of this. Some people shared this helped them to keep going with the process and they felt able to open up to Link Workers about what was needed for their application. Some people told us how they felt better or calmer for having support.



“I got a feeling of ‘yes, I can do this’. I can pick myself up and believe in myself. I got a lot of confidence and felt less stressed. He quietly helped me to find that.”

- Feedback given about the Link Worker team



“I've felt very looked after and always felt better afterwards. Every time I've spoken to someone I've always felt better after I had spoken to them. What you give is much appreciated.”

- Feedback given about the Link Worker team



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