



redress
SUPPORT SERVICE

**Supporting you
in your journey
towards redress**

Redress Support Service

We can support you in your journey towards redress. If you are applying to the Scottish Government's Redress Scheme, or if you are thinking about applying, we are here for you.

How we help

We offer personalised support to people throughout their redress journey.

A team of Link Workers provides:

- Time and space to have an in-depth conversation. We can talk through your needs in relation to your Redress journey, including practical and emotional support.
- Tailored support provided by Link Workers and by our Delivery Partners
- Connection with other specialist support organisations who can help you find your records
- A helpline for emotional support
- Opportunity to consider non-financial redress at the end of the process, for example short-term emotional support

We can support you to prepare for applying, during the application and after you have applied.

You can contact us for help at any point in your journey.

How support works

We can help you at any point in your redress journey.

For example, we can support people who:

- are thinking about applying
- have started the application
- have already applied

We can also help people who:

- are applying as next of kin
- are supporting someone to apply and are their representative

If you would like help with anything related to redress, we are here for you. For example, some people might need support to access records and supporting documents. Other people might seek practical support or want to talk to someone about how they are feeling.

If you need help, Case Workers at Scottish Government can refer you to the Redress Support Service.

Contact us

Case workers at Scottish Government can refer you to the Redress Support Service.

But we have an Emotional Support Helpline that anyone can call.

If you're going through the application process for the Redress Scheme and would like to speak to someone about how you are feeling, the Emotional Support Helpline is here for you.



Phone for free on 0800 211 8403

The Helpline can also support you if you are thinking about applying for redress but haven't made the application yet.

You can also contact us if you have already submitted your application.

The Helpline is open to anyone. You don't need to be referred.

Please leave a message and we will get back to you.

You can find out more about the Redress Support Service at www.redress-support.scot

Who we are

Redress Support Service is delivered by the In Care Survivors Alliance.

In Care Survivors Alliance is made up the following partners:



The Anchor* (Glasgow Psychological Trauma Service)

*The Anchor is part of NHS Greater Glasgow and Clyde and Glasgow City Health and Social Care Partnership (HSCP)



Health in Mind



Penumbra Mental Health



Scottish Government

