



redress
SUPPORT SERVICE

Summary of activity
April-June 2023

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200 people were referred by Caseworkers to the Redress Support Service in April to June 2023.

After an increase in new people being referred to the service in January to March 2023, we saw a return to the usual average of 15 people being referred per week. The Link Worker team were able to respond to all new referrals within 3 working days. Link Workers were able to hold a space to talk through feelings around redress and explore how they would like to approach it.

Our Link Worker Team participated in a training day provided by Alliance Partner Glasgow Psychological Trauma Service (The Anchor). The training was on Complex PTSD and delivered by a Consultant Clinical Psychologist. Link Workers shared in feedback what they took away from the training. For example, a deeper understanding of trauma and being better able to recognise how it may present, importance of setting boundaries from the beginning of support, and recognition of the need for self-care.



15 people accessed emotional support through the Helpline. The average time to respond was 66 minutes (in working hours).

Some people who contacted our helpline were thinking about applying to redress and were feeling uncertain or worried about it. It appeared they wanted to get a sense of what the support would be like, or some reassurance, should they decide to go ahead – and some were referred by Caseworkers for further support shortly afterwards.

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31

31 people returned feedback questionnaires about support from Link Workers. Average overall rating for the service was 9.3 out of 10.

“Being listened to Having a safe space to talk about my emotions Consistency and communication was very important for me as it makes me feel safe and feeling acknowledged and respected – not being ignored and feeling that you are important to that person.”

– feedback shared about the Link Worker team

People shared that they felt listened to and that they felt safe to be able to open up to Link Workers. In feedback people shared the importance of their emotional sensitivity and giving people space to grow understanding about Redress. Some people shared how this helped to reduce stress and make them feel ‘lighter’. For some this helped them to continue with the Redress process and a few people shared how the process meant they gained a sense of justice or recognition.

“I had a lot of anger in my head, but she put me at ease and for me that was enough to be able to speak.”

– feedback given about the Link Worker team

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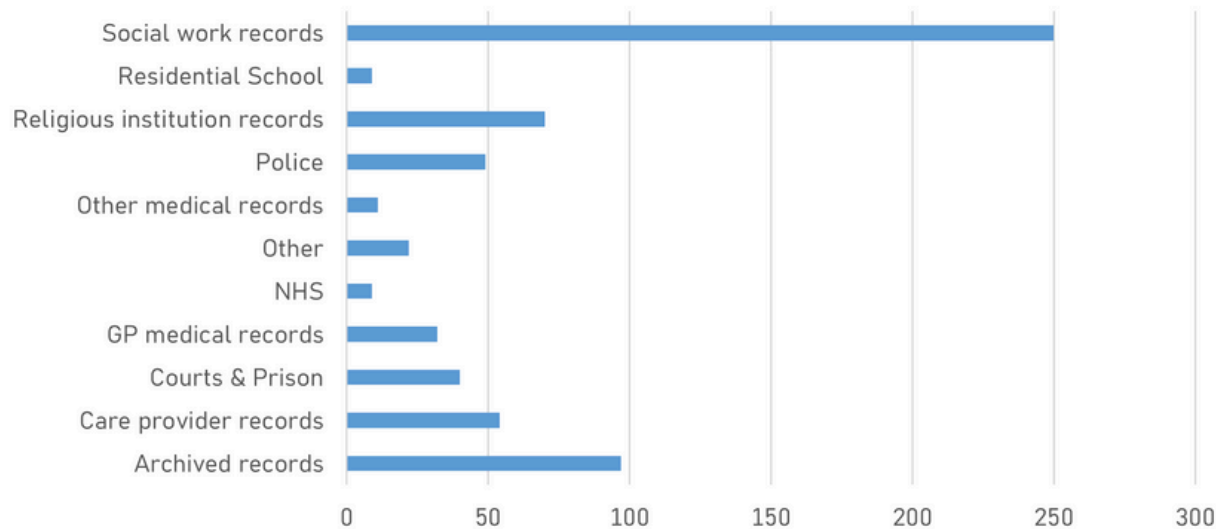


192 people were connected to our Delivery Partners this quarter.

We found good working relationships and joined up working with our Delivery Partners to be important. For example, by Link Workers supporting people to understand what paperwork Delivery Partners will need to begin record searches.

Record search support continued to be in high demand. Our Delivery Partners, Wellbeing Scotland and Birthlink, continued to support people to find their records. In data they shared with us, we can see that they sought a range of different records to try to help people obtain the evidence they needed for Redress

Type of record for SARs submitted in Q1

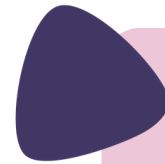


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Our Delivery Partners also shared with us examples of how building relationships with record holders helped knowledge and understanding to be exchanged. Our Delivery Partners were able to share with record holders about Redress and what was needed by the people they were supporting. Record holders were sometimes able to share details of where records might be held and or give advice on timescales for the records to be returned. Our Delivery Partners are then able to use this information to better support people in accessing their records.



71% of people who completed support with our Delivery Partners in Q1 had some records found.



“If it would not have been for your support and information, I don’t think I would have found any records.”

- feedback provided by Birthlink

Our Delivery Partners also shared feedback they received where the impact of accessing their records brought new perspectives and understanding of their past. However, they also shared examples of when no records were found and how some people can bring feelings of not being believed again.



April 2024

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