



redress
SUPPORT SERVICE

Summary of activity
July to September 2023

Summary of activity



184

184 people were connected to the Redress Support Service in July to September.



1398

1398 people have been supported by the Redress Support Service so far



143

143 people were connected to our Delivery Partners, mostly for support to access their records.



260

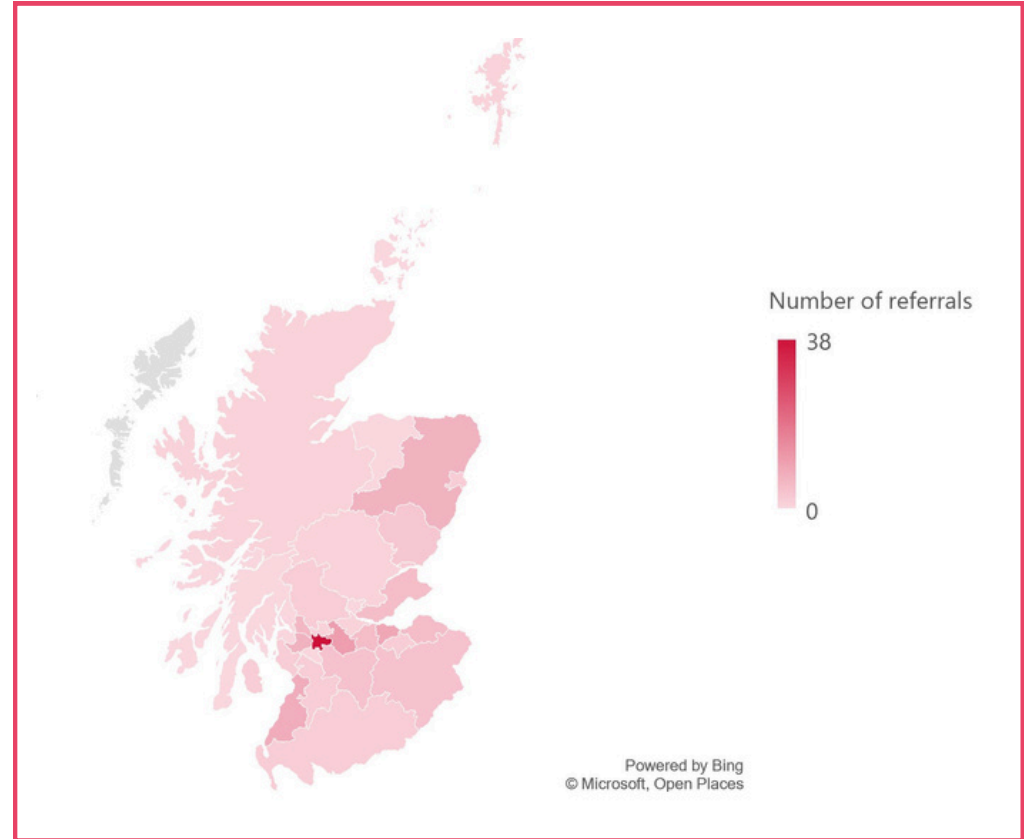
260 people accessed the new Redress Support Service website launched in August

continued >

Where in Scotland people referred in Q2 are from

75%

75% of people who were referred in Q2 live in Scotland. They live across Scotland, with the highest concentration in Glasgow City (28% of people referred from Scotland).



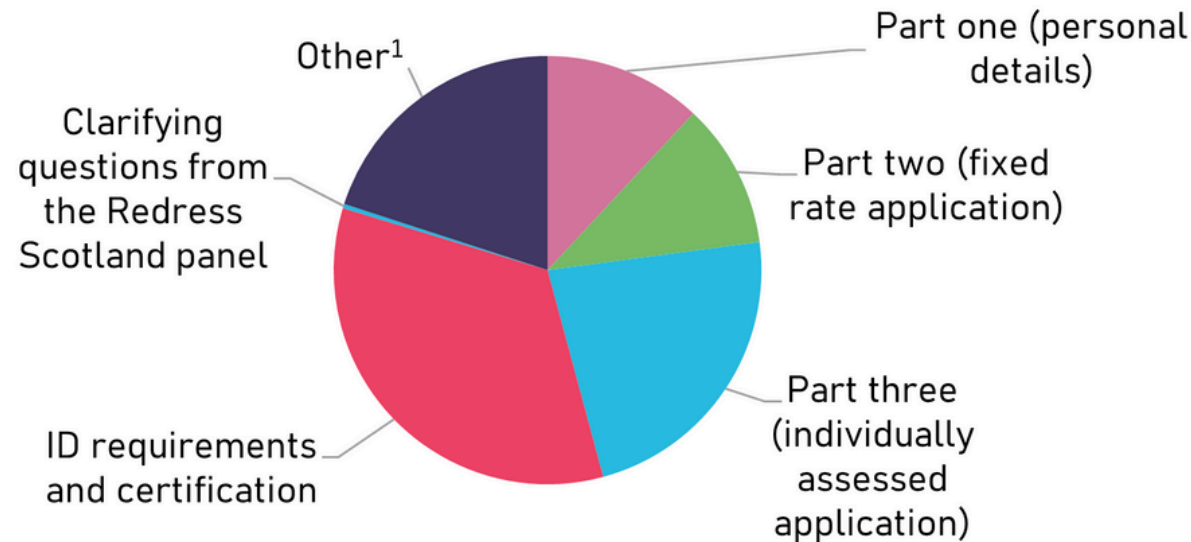
continued >

Link Workers

Practical support continued to be provided by Link Workers. This can involve any part of the application and often it was needed to get the required certified ID. This can involve spending time exploring options with people and working with them to break it down into steps and make a plan.


The Link Worker team continued to receive positive feedback from the people they support. In feedback, people shared how they felt listened to and support helped them to understand what they needed to, and gave them confidence about continuing in the process. Also, some people shared that the how Link Workers made them feel helped them to have confidence to open up, which often people said was not easy for them to do. Some people shared how this made them feel calmer or relieved.

Focus of practical support recorded on contact notes in Q2



continued >

Link Workers (continued)



“I was made to feel listened to and what I had to say was important. Even with some of the things being said were of a sensitive nature I never felt judged or uncomfortable to say anything”

– feedback shared about the Link Worker team

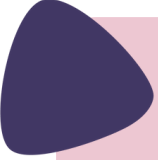
Most people who ended support with Link Workers in Q2 did so because they had got the support they needed. A small number of people stopped responding to contact from their Link Worker. We found this can be a different points and seemed to be for different reasons, for example it may have been due to health issues, personal circumstances or they might be struggling to cope. Link Worker tried to reach people in many different ways to offer their support. People are able to be re-referred for support at any point, if they decide later that they would like to be supported in their redress journey. 39 people were re-referred to the service in July-September, and some of these were because they had lost contact with the service before.

continued >

Delivery Partners

Our Delivery Partners continue to share with us about their experience contacting record holders. They shared with us examples of how their contact with record holders help to grow understanding and improve how they are able to support people to people to access their records.

Delivery Partners also shared with us feedback they have received from people they support. Feedback such as people feeling they were listened to and kept well informed, with Partners adopting a kind and patient approach. They shared examples of feedback where people expressed their support brought understanding and can foster feelings of trust.



“Service was great, I was listened to and not judged”

– feedback shared by Wellbeing Scotland

Connecting with others

In September, we sought to build connections, relationships and understanding across different teams who work together to support people on their redress journey. We were part of a day that brought together Link Workers, Caseworkers and representatives from Delivery Partners to meet in person. In feedback participants shared how they felt a sense of shared purpose and collaboration between different teams supporting people through the redress process.



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