



redress
SUPPORT SERVICE

Summary of activity
October to December 2023

The vast majority of people who joined the service between October and December 2023, were referred for support to apply. Only a few people were referred for non-financial redress support (and half had previously been supported with their application).

When a person is referred to the Redress Support Service by their Case Worker at Scottish Government, their support needs are listed. Record search support continues to be the highest need.

However, our Link Workers also explore with people what other types of support they might need. Here, we find that emotional support was the most identified additional need in Q3.

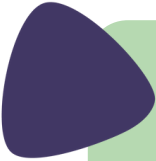


“[They] gave me hope and encouragement to see the way forward and the strength to see it through.”
-feedback shared about the Link Worker team



148 people referred to the Redress Support Service - 142 referred for support to apply and 6 for support with non-financial redress

People can move in and out of support throughout their redress journey. They may be re-referred, or they might contact the service directly. Needs can change over time – for example, a person might feel they initially need support to find their care records, but then come to the service again for support to create a detailed statement of their time in care. Redress Support Service ensures that support is structured around a person's needs at a specific time.




“She spoke so calmly, had unlimited time for me and just let me know it was OK. I am not too open about communicating about my past but that was OK with her.” - feedback shared about the Link Worker team

Link Workers at the service are committed to exploring different options to support someone in the way they need and we see this in action in Q3. Examples include overcoming barriers, such as trying to explore communication avenues, like email or video, for an applicant who is in prison. Or trying out one form of support then adapting or changing this if it doesn't work for the person, such as meeting someone in person (rather than via phone or video call) if that is the only way someone is comfortable speaking.

Access to tailored support can have a positive impact on people accessing the service. This quarter, people shared that they feel support can help them grow understanding, find motivation and gain confidence to continue with their redress application.

In addition, our Emotional Support Helpline continues to offer the opportunity for people to express feelings, as well as support from Link Workers to encourage people to think about how they can support themselves during difficult moments in the redress process.



“I’m not educated and would struggle researching this stuff, but my Link Worker helped to put me in the right place with the right people, and I noticed that I would start to make the effort myself a bit more, and I realised I could do a bit more.” - feedback shared about the Link Worker team

Building positive relationships with people is also a feature of the support from Delivery Partners working in access to records.

As part of their work in supporting people to access care records, Wellbeing Scotland and Birthlink also aim to provide an understanding and non-judgmental service.

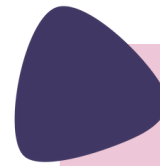
Accessing records can be a challenging experience. It can bring up complex or difficult feelings, and finding records can be emotional. Having the right support during this can make it easier to manage these challenges.



117 people were connected with our Delivery Partners



96% of people were connected with Delivery Partners within two working days of giving their consent for the referral.



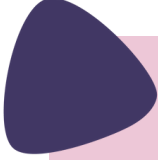
“Helpful. Understanding and patient. My support worker was caring throughout the process. Communication was good and easy to understand. The record search holder kept me informed.”

- applicant feedback provided by Birthlink

Delivery Partners also strengthened their relationships with record holders by meeting with them to find out more about how they work. This helps to foster understanding, which in turn creates a foundation for partners to then provide reassurance and have more informed conversations with people seeking their records.

This collaborative approach is also reflected in how Redress Support Service works with our Delivery Partners. And by working together, we can create support which makes a difference to people.

Going through the redress process can be difficult and distressing but with the right support at each step of the journey, it can be possible for people to find ways to support their wellbeing, experience closure or look towards the future.



“We had an extremely valuable meeting which offered a great insight into the challenges faced by data controllers, especially those dealing with high volumes of request.” -
extract from Wellbeing Scotland



May 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