



Summary of activity

April to June 2024

This summary takes a look at the first quarter of 2024/25, covering April to June. We see that new people continue to join Redress Support Service and people re-join who have been supported before. In this activity summary, we will look more in-depth at this trend of people re-joining support.

As with other quarters, people continue to end their support with Link Workers, most often because their support goals have been fulfilled. We continued to receive positive feedback about Link Workers, such as their kindness and compassion.

During this time, we reflected on how the service supports people with their statement of abuse. We see how having space and time to consider their statement, and their wellbeing, is crucial.

Our Delivery Partners are intrinsic to the work we do. And again, we see how Birthlink and Wellbeing Scotland receive positive feedback from people about being supported to access records of their time in care.



241

241 people have joined the service, 201 for the first time and 40 who were re-joining.



1931

1931 people referred to the service to date



620

620 SARS submitted by Delivery Partners to 118 record holders.

Rejoining the service

Support is available throughout someone's redress journey and they can leave and re-join the service as and when they need. People re-join the service for many different reasons. For example, some people choose to engage with support whereas before they may have declined support and changed their mind, paused support or not been contactable.

Whereas other people might become aware that they need a different or new kind of support, for example further record searches (sometimes for specific care settings), supporting statements or ID documents.

In addition, other people might re-join support due to the stage they are at in their redress journey.

For example, they may seek emotional support in response to waiting times, receiving care records, questions from the Redress panel or receiving their decision.

Or, sometimes people re-join support when they choose to apply for an Individually Assessed Payment after receiving a fixed rate payment or deciding to switch to this type of application.

There can be many different reasons why a person might choose to re-join support with the Redress Support Service. Each person's redress journey is different. Support needs can arise at different points and people may engage differently with support at different times. It is therefore essential that the service can respond flexibly and support people at any stage of the journey.

Support with statements of abuse

We looked at how people are supported to write their statement of abuse (the third part of their Redress Scheme application). We found that Link Workers gave people space to decide how they wanted to approach their statement, to take time to feel ready and comfortable to complete it, and talk about how to care for their wellbeing during this time, and put these plans into action.

Some people chose to take up scribing support from Link Workers. Other people had support appointments alongside writing it independently. We found that support helped people to navigate through the practical elements of writing their statement, such as going through public guidance when there were worries about what to include.

During the process, people have the opportunity to explore the emotions brought up by writing their statement. It is important that people have time to 'make sense of it' and some people shared they felt stronger because of this. And other people shared how they now felt more able to open up to others in their life afterwards too.

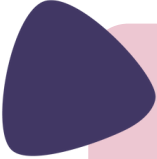
What is important is that support is co-created with the person according to what they need and what matters to them. For example, Link Workers gave space for people decide how they would like to approach their statement. Link Workers also talk to people about wellbeing. This helps a person to prepare for their session when they work on their statement.

Support to access records

Our Delivery Partners continued to share with us about their work supporting people to retrieve their records. They gave examples of how they work with record holders to share understanding and collaborated to get the records.

Delivery Partners noted that there can be challenges with delays in getting records, and they emphasise the importance of emotional support and managing expectations in this waiting time. They also shared feedback from people they supported, which included people sharing that they found workers to be 'kind' and 'supportive', as well as perseverant in trying to find their records.

Delivery Partners consistently note that relationship-building with record holders is an important aspect of their work. By meeting with record holders, they are able to share understanding, explore options and overcome barriers.



“Excellent level of service. Wellbeing staff did a brilliant job. It completely removed the emotional stress of trying to locate and track down records held.”

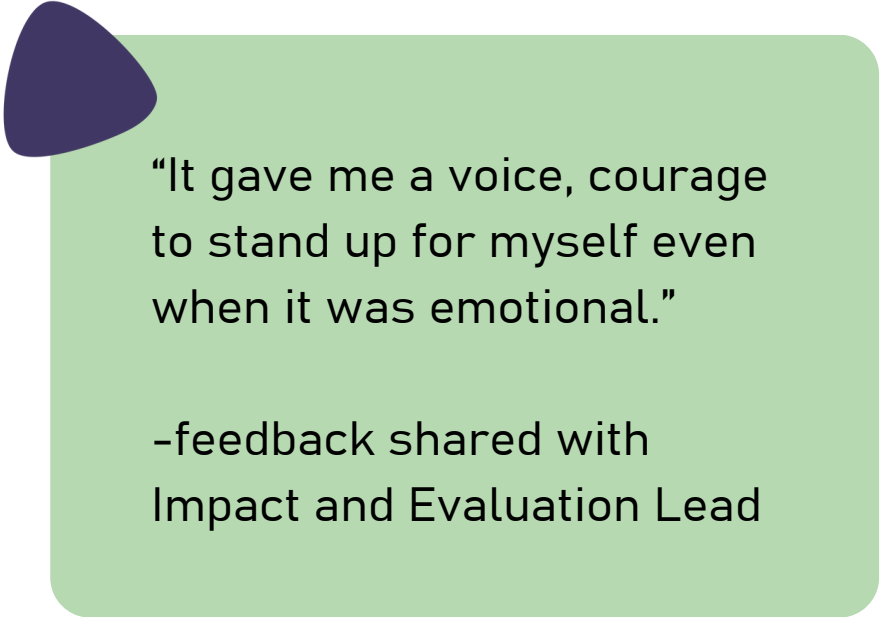
-applicant feedback provided by Wellbeing Scotland

How support can make a difference

In feedback, some people shared how they felt support from Redress Support Service made the redress application process 'easier'. Some people described how they wouldn't have been able to go through the application process without it.

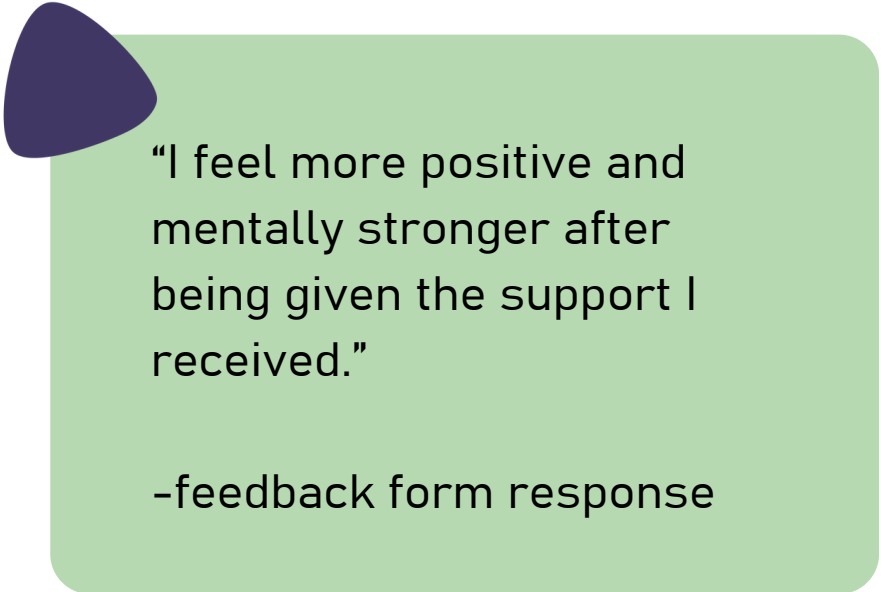
In addition, some people expressed a sense of relief about completing their statement, or feeling better for having done it. In one example of feedback, someone shared how support helped them to challenge the original decision.

People also shared how they felt more able to cope or stronger for having support. In the context of a process that can bring back difficult memories and emotions, some people described support as helping them to 'move through' these feelings



"It gave me a voice, courage to stand up for myself even when it was emotional."

-feedback shared with
Impact and Evaluation Lead



"I feel more positive and mentally stronger after being given the support I received."

-feedback form response



October 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