



Summary of activity

July to September 2024

Summary of activity



243

243 joined the service,
197 for the first time and
46 re-joining



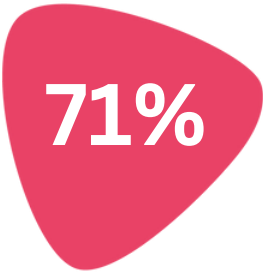
2128

2128 people have been
referred to the Redress
Support Service so far



210

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



71%

71% of people who left the
service did so because
they had fulfilled their
support goals

This summary takes a look at the second quarter of 2024/25, covering July to September. In this quarter, Redress Support Service passed the milestone of supporting 2,000 people on their journey with the redress process.

In Q2, we looked closely at the emotional support offered by the Redress Support Service. We found that conversations between Link Workers and people accessing the service gave space for feelings to surface, be voiced and be heard.

This can also give people the opportunity for developing self understanding and plan for supporting safety and wellbeing. People reflected that this space to explore feelings is crucial: it can help people feel able to take the next steps on their redress journey, including being able to share about what happened to them as a child.

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.

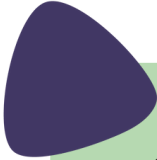
Our Delivery Partners received a higher number of referrals in Q2. In feedback and examples they shared with us, people highlighted how they felt listened to and workers were compassionate, where they were supported in what can be a lengthy process and with uncertain results.

Emotional support during the redress process

In conversations with people accessing the Redress Support Service, Link Workers created a space where people can share their feelings arising from going through the redress. It is important that we acknowledge and validate how difficult it can be to share something that has never been shared before.

People can discuss the impact it has on them, and often how other parts of their life affect them too. For example, feelings of anger, or overwhelm about going back to childhood memories, questions of 'why', or worries about the prospect of talking about that time of their life.

As well as giving time and space for these feelings to be heard, Link Workers explore options with people around safety and wellbeing, including self care plans.



“Very helpful, it was just what I needed. When I started redress, I had no idea how it was going to affect me. Having someone to talk to has helped me so much. Thank you. ”

- feedback from responses about our helpline

Supporting people at their own pace

A prevalent theme in feedback about the Redress Support Service was that people felt support moved at their pace, they were not rushed or pressured to progress or talk about things until they were ready.

In addition, people felt heard, understood and listened to by Link Workers. People shared how they experienced this consistently and that the space to be listened to was there when they needed it.

Feedback about our Delivery Partners also highlighted that people felt listened to, received a kind and compassionate service, and provided timely and helpful communication.



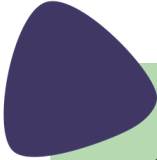
“I found the service very helpful. Birthlink explained everything step by step, very understanding and patient with all my questions.”

- applicant feedback
provided by Birthlink

Exploring feelings, developing understanding

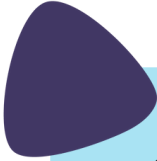
By exploring feelings, people can deepen their sense of self understanding. By creating a validating space for expressing feelings, Link Workers support people to see different perspectives or new ways of understanding themselves. For example, people expressed how they recognised their experiences as abusive, or connected their childhood experiences with physical health issues, feelings of worthlessness, or disconnection with emotions. People can grow their understanding of themselves when they have the space to share.

With our access to records partners, people note that the supportive space allows for them to release feelings that arise during the record search process.



“I felt relieved, a weight off my shoulders”

- feedback form response



“Very understanding and supportive.”

- applicant feedback provided by Wellbeing Scotland



June 2025

