



Summary of activity

October to December 2024

Summary of activity



248

248 joined the service,
186 for the first time and
62 re-joining.



2314

2314 people have been
referred to the Redress
Support Service so far.



176

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



65%

65% of people who left the
service did so because
they had fulfilled their
support goals.

This summary takes a look at the third quarter of 2024/25, covering October to November.

In this quarter, we continued to see similar themes in feedback from people supported by the Redress Support Service. For example, people highlighted how they valued being able to talk with their Link Workers and having space where they felt comfortable, listened to and supported to make sense of their experience during redress. People also shared how this helped them to manage feelings of anxiety and stress or be able to 'move on'.

Link Workers continued to connect people with Delivery Partners for support to access their records. This involved not only sending a referral but, at times, continuing support until the person is in contact with their access to records support worker.

These conversations also gave people the opportunity to take up other supports, or space to share how they felt about seeking their records.

Delivery Partners shared how working collaboratively with record holders assisted in recovering records for people. They also shared examples of feedback from people supported, where people expressed valuing that workers took time to listen to them, with accessible communication, and perseverance in trying to find their records.

The ways we support people

Our most common way of supporting people is record search support, followed by practical support and emotional support. This reflects the trends in accessing support from previous quarters.

Overall, people who re-connected with the Service did so for a range of reasons, most commonly seeking support for an additional element for application (not supported with before) or they had previously disengaged from support.

Record search support is provided by Delivery Partners (Birthlink and Wellbeing Scotland). Link Workers connect people to this type of support and we looked in more depth about how this happened.

Link Workers supported people to make a successful connection with Delivery Partners. Rather than only making the referral, Link Workers stay in touch to make sure the person was able to be in contact with Delivery Partners and provide support with paperwork if needed. For example, supporting someone to identify appropriate ID and how to certify it. Link Workers also offer reassurance if someone is concerned they are unable to answer all questions on forms sent to them by Delivery Partners. This linking support can help people to progress successfully on their next step, working collaboratively with Delivery Partners to make this smoother, and mitigate the risk of people disengaging or 'getting stuck' at this step.

Signposting to other organisations

In conversations with people, Link Workers may signpost people to other organisations to access different forms of support. For example, out of hours mental health support, longer-term support, or advocacy.

In Q3, 25 people were signposted to 17 different organisations (shown below).

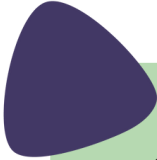


Responses to support

We continued to find similar themes in feedback about how people felt in support. Often people shared how they felt listened to by Link Workers, who were “understanding”, “caring” and “kind”.

Some people shared how they found it easy to talk to Link Workers because they made them feel at ease and comfortable, and some people highlighted how they felt this way because they were not being judged.

We continued to receive positive responses to our feedback questionnaire. The majority of people indicated they 'strongly agree' that the service was trustworthy and reliable, that heard and genuinely cared about, and the support received was about what matters to the person and that they were involve din decisions about it.



“It was all in my time and I was listened to very attentively. I was made to feel very much at ease. This was totally invaluable to me.”

- feedback questionnaire response to ‘What worked well and why?’

Delivery Partners

In their quarterly reports, Delivery Partners explain how they often search in multiple places when attempting to recover someone's records, and so the search process can include responses advising no records are held. They share some examples of feedback where people express an appreciation that everything has been done to try to find records.

Recovering records can increase people's self understanding, by finding information about their childhood and family. However, people can express disappointment and frustration when no records can be found as information may have been lost or destroyed.



“Thanks very much for your perseverance and for looking in all possible places.”

- applicant feedback
provided by Birthlink



August 2025

