



The Scottish Parliament
Pàrlamaid na h-Alba

Education Children and Young People Committee

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for Covid Recovery
Scottish Government

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Via E-mail

Dear Deputy First Minister,

Redress Scotland

At its meeting on [20 April 2022](#), the Committee considered your [correspondence of 8 March](#), which provided an update on the Redress Scheme. Following this, the Committee agreed to write to you on a number of related matters.

The Committee would expect all survivors to be treated sensitively and their communications from Redress Scotland to be sympathetic, with a person-centred approach. However, some survivors who have contacted Members are finding their communication with Redress Scotland to be bureaucratic, with the only means of contact a generic email address.

Some Committee members have received correspondence from survivors who, after submitting their application, have been left to wait for some time without an indication of how long it may take for a caseworker to respond to them. Some have been uncertain as to whether they have filled in their information correctly and others have had to submit the same information multiple times.

There is a need for regular communication with survivors from Redress Scotland, in advance of their application being allocated to a caseworker. This would provide survivors with updates and reassurance that their application will be considered.

Survivors have waited a number of years for the Redress Scheme. Some cannot afford to wait any longer as they are in poor health and are advancing in years. It is therefore essential that applications are dealt with in as timely a fashion as possible. The Committee recognises your personal commitment to the scheme and is sure that you will appreciate the Committee's concerns on this point.

The Committee recognises that Redress Scotland is in the process of recruiting additional caseworkers, in order to reduce waiting times. It is seeking reassurance, however, that any current capacity issues will not impact on case outcomes or the level of care and attention each case will receive.

Given that Redress Scotland is seeking to address its capacity issues, the Committee would be grateful for a further update in terms of the current situation, including the number of applicants, caseworkers, waiting times and, if possible, the number of payments made to date.

The Committee would also appreciate an update on—

- The progress in establishing both bodies tasked with delivering the scheme; Redress Scotland and the Scottish Government Department; and
- whether any other organisations have signed up to make meaningful contributions to the waiver scheme.

I would be grateful if you could provide a response by **Monday 23 May**.

Yours sincerely

Stephen Kerr MSP
Convener