



John Jones
request-892126-a6aaf45b@whatdotheyknow.com

Our Reference: 202200317997

Your Reference: Freedom of Information request - Redress Scotland Case Worker Numbers

15 September 2022

Dear John Jones,

Thank you for your request dated 30 August 2022 under the Freedom of Information (Scotland) Act 2002 (FOISA).

Your request and response to your request

You asked the following questions, and I have undernoted the response to each question for ease of reference:

1 Can you confirm how many case workers was employed by the redress scheme in Dec 2021 then January 2022 a month by month figure until September 2022.

At the time of scheme launch in December 2021, 12 case workers were in post. There are currently 16 case workers in post. Case worker capacity will increase to 23, subject to completion of necessary recruitment checks.

2 Can you give an idea of how many cases a case worker deal with at a time and how many cases was left to deal with from December 2021 to September 2022.

This is a formal notice under section 17(1) of FOISA that the Scottish Government does not have the information you have requested.

Each application varies in complexity, with survivors and applicants requiring differing levels of support to complete the application and a dependency on other organisations to complete the required verifications around care settings and any previous relevant payments made. As such caseworkers do not have a set number of applications they each work on at a time.

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3 What happens to cases that aren't in the ready to go to a case worker stage?

Submitted applications vary significantly in terms of the amount of information contained within them. Applications are considered as 'ready' when they are largely complete and allocated case workers support applicants during the final checking and verification stages before sending the application to Redress Scotland for determination.

Current processes mean that all applications are reviewed and support is offered to all applicants to provide them with information on steps they may be able to take, and help available, to source missing information in order to ensure their application progresses.

Your right to request a review

If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response, by writing to Michael Chalmers, Director for Children and Families, Victoria Quay, Edinburgh EH6 6QQ or email to DirectorforChildrenandFamilies@gov.scot.

Your review request should explain why you are dissatisfied with this response, and should be made within 40 working days from the date when you received this letter. We will complete the review in accordance with FOISA as soon as possible, and not later than 20 working days from the day following the date we receive your review request.

If you are not satisfied with the result of the review, you then have the right to appeal to the Scottish Information Commissioner. More detailed information on your appeal rights is available on the Commissioner's website at:
<https://www.itspublicknowledge.info/YourRights/Unhappywiththeresponse/AppealingtoCommissioner.aspx>.

Yours sincerely

Carol Lamont

RRR : Redress Legislation and Contributions

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