

Scotland's  
**Redress  
Scheme**

# Scotland's Redress Scheme – 2023 Combined Annual Report



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## ■ | 1. Ministerial Foreword

For decades, some children in residential care in Scotland were failed by those entrusted to look after them. Scotland has taken steps to face up to the failings of the past by establishing Scotland's Redress Scheme.

Since Scotland's Redress Scheme launched in December 2021 it has delivered tangible redress in the form of acknowledgement, payment, apology and support to survivors who suffered abuse as children while in the care of the state. The Scheme was designed to be swifter and less adversarial than court action. While nothing can ever make up for the sufferings survivors have endured, the scheme is making a real difference to many survivors as it goes some way to providing acknowledgement and recognition of the harm caused.

The scheme is underpinned by three principles – dignity, compassion and respect – and these principles remain as relevant today as they were when the scheme was designed. The scheme is designed to be survivor-led, trauma-informed and be responsive to feedback from survivors. Survivors are at the heart of everything we do, and I am personally committed to ensuring that survivor feedback on the scheme is heard and acted upon.

The Scottish Government is committed to seeking financial contributions from those organisations which were responsible for the care of children at the time of abuse, whether providing care directly or otherwise involved in the decision-making processes and arrangements by which the children came to be in care in the place where the abuse took place. There are currently 17 entries on the live contributions list with contributions to the Scheme totalling over £122 million.

This report sets out the actions taken by contributors to Scotland's Redress Scheme to redress the historical abuse of children and is a requirement of the Redress for Survivors (Historical Child Abuse in Care) (Scotland) Act 2021.

I am grateful to all the contributors to Scotland's Redress Scheme for participating meaningfully in this national collective endeavour to recognise the harms of the past.

**Shona Robison,**  
**Deputy First Minister and Cabinet Secretary for Finance**

## ■ | 2. Introduction

Following passage of the Redress for Survivors (Historical Child Abuse in Care) (Scotland) Act in 2021 (the Act), Scotland's Redress Scheme was launched on 8 December 2021. As at 31 March 2023, 2246 applications for redress have been received. 639 initial applications have been passed to Redress Scotland for consideration. 463 applicants have accepted a payment offer from Redress Scotland with payments of more than £21 million having been made.

Section 14 of the Act requires Scottish Ministers to establish and maintain a list of public authorities, voluntary organisations and others who, amongst other things, in the opinion of Ministers, are making or have agreed to make a fair and meaningful contribution towards the funding of redress payments under the Act. There are now 17 entries on the live contributions list with contributions totalling over £122 million.

Scottish Ministers may add a new contributor to this list at any point during operation of the Scheme. The Scottish Government welcomes enquiries from any organisation who are giving consideration to joining the scheme.

As required by section 99 of the Act, contributors to the scheme must prepare and send to the Scottish Ministers a report on the actions taken during the reporting period to redress the historical abuse of children (a "redress report"). Redress reports must include information:

- about any support the contributing organisation has provided for individuals who were abused as children, for example:
  - funding for emotional, psychological or practical support,
  - advice and assistance on accessing historical records,

- advice and assistance on tracing and reuniting families, and
- activity relating to the provision of an apology to those abused;
- about any other support which has been provided for individuals who were abused as children, and;
- where no support has been provided, the reasons why.

Scottish Ministers are required under section 99 of the Act to collate and publish the information from the redress reports into a combined report. In the interests of transparency and accountability, redress reports have been replicated in their entirety and offer survivors an opportunity to read all information pertaining to any contributor to the scheme. To promote accessibility, and to help capture and promote learning, a high-level overview of redress reports is provided. Where available, a link to each independently published redress report has been provided.

### ■ | 3. Actions to help victims and survivors of historical child abuse in care

Since 2014 the Scottish Government has continued to work with survivors and others to take steps to address a number of issues, some of which began to be advanced before 2014 and are covered in part by this report. The steps that have been taken since 2014 have included:

- establishing the **National Confidential Forum** and the independent **Scottish Child Abuse Inquiry** in 2015;
- **SurvivorScotland's** strategic outcomes and priorities were updated in 2015;
- launching the **In Care Survivor Support Fund** in 2015, which was renamed **Future Pathways** in 2017, to better enable survivors of abuse in care to choose services tailored to their individual needs and offer access to a discretionary fund;
- supporting the passage of the **Apologies (Scotland) Act 2016**
- introducing the Bill that became the **Limitation (Childhood Abuse) (Scotland) Act 2017**, removing the three year limitation period;
- launching a new Survivor Support Innovation and Development Fund for survivor services in 2017, which from April 2020, was replaced by a new four year funded initiative, the **Survivors of Childhood Abuse Support Fund**;
- announcing the National Trauma Training Programme in 2018;
- **giving an apology** “on behalf of the Scottish Government” to survivors of abuse in care in Scotland, by the Deputy First Minister before Parliament in 2018;
- launching an **Advance Payment Scheme** in 2019 to enable certain survivors to begin receiving financial redress. The Advance Payment Scheme is now closed and is replaced by **Scotland's Redress Scheme**;



- establishing the 'Redress Support Service' in 2021 to support applicants throughout the application process – delivering emotional support, practical support and support to access relevant records;
- initiating the individual apology process in 2021 – to provide applicants the opportunity to request an apology from any of the organisations named in their application – including the option to request an individual apology from the Scottish Government; and
- establishing the Survivor Forum in 2021 as set out in section 102 of the **Redress for Survivors (Historical Child Abuse in Care) (Scotland) Act 2021 (legislation.gov.uk)**.

## ■ | 4. Scottish Child Abuse Inquiry

The Scottish Child Abuse Inquiry is examining the abuse of children in care. It was set up on 1 October 2015 and is chaired by Lady Anne Smith.

The Inquiry will report to Scottish Ministers as soon as reasonably practicable, with recommendations to improve the law, policies and practices in Scotland.

More information including the terms of reference and how to make contact is available on the **Scottish Child Abuse Inquiry website**.

### Role of government

The Scottish Child Abuse Inquiry is independent of government and was established under the Inquiries Act 2005. As such, it must be undertaken in accordance with that Act and, where applicable, with the **Inquiries (Scotland) Rules 2007**.

The Act and rules set out what an inquiry must do or what it may have powers to do. There are also provisions within the Act relating to ministers' duties and powers which cover establishing the inquiry, terms of reference, chair and panel appointments.

We act as sponsor to the inquiry and assist it with financial and operational matters. We also support ministers in their statutory obligations set out in the Inquiries Act 2005 and their duties to the Scottish Parliament in relation to the inquiry.

## ■ | 5. Trauma-informed workforce and services

The Scottish Government's ambition, shared with COSLA and other partners, is for a trauma-informed and responsive workforce across Scotland, to ensure that people who have had adverse childhood experiences and traumatic experiences in adulthood, such as physical or sexual abuse, are supported.

Being trauma-informed means creating environments that aim to increase feelings of safety, choice, trust, collaboration and empowerment and decrease feelings of threat, stress and harm as well as reducing feelings of blame or stigma. This can support people to access services to support their healing and recovery through positive relationships and connections.

Scotland was one of the first countries in the world to publish a **knowledge and skills framework** for psychological trauma, developed by NHS Education for Scotland (NES). This framework sets out the different ways that workers from all sectors of the workforce, can respond to make a positive difference to children, young people and adults affected by trauma.

Since 2018, we have invested over £6 million in the National Trauma Training Programme (NTTP), which provides freely available, evidence based **trauma training resources** and support for implementation, developed by NES and informed by experts by experience.

The resources include the following animations:

- **Opening Doors: Trauma Informed Practice for the Workforce on Vimeo**, designed to support anyone to become trauma-informed, no matter what their job or role.

- **Sowing Seeds: Trauma Informed Practice for Anyone Working with Children and Young People on Vimeo**, which supports people to understand the impact of trauma and to know how to adapt the way they work to make a positive difference to the lives of children and young people who have been affected.

Support for training and implementation, across all sectors of the workforce, is provided by a team of Transforming Psychological Trauma Implementation Coordinators (TPTICs) based in every Health Board in Scotland. A network of 'Trauma Champions' has also been established, supported by the Improvement Service. The network includes senior leaders from across local authorities, health boards, and key community planning partners who work collaboratively to influence change across local areas.

In Spring 2023, we will publish a Quality Improvement Framework for Trauma Informed Systems, Organisations and Workforces to support organisations to measure and reflect on their progress in implementing trauma-informed systems, services and workforces.

In 2023, we will publish a long-term delivery plan for the National Trauma Training Programme, which will set out the training and implementation support the Scottish Government and partners will continue to provide to help embed and sustain trauma-informed workforces, services and care.

## ■ | 6. Overview of redress reports

### Access to Records:

Most of the organisations included in this report have supported survivors and/or their families access the records held about themselves or their loved one. This includes records to demonstrate entitlement to redress payments, as well as access to more general records of an individual's time in care.

Some organisations have employed dedicated teams to respond to requests for access to records. This has meant that many survivors and family members are able to receive records and verification more quickly. In some organisations, these teams also provide support to survivors during the process.

It is recognised that the process of accessing records can be complex and some organisations are working towards, or have introduced, new ways to simplify the process. Examples include providing better and easier to follow information on how to access records and learning from the experiences of people who have already accessed their records.

Many organisations have invested in the digitisation of records. Digitisation is the conversion of an analogue record (for example, a typed or handwritten paper record) to a digital copy (an electronic copy that is accessible on a computer). This means they can respond to requests quicker as records are easier to find and share. Many organisations have also employed the services of an archivist. An archivist is someone who finds, organises, preserves and looks after records.

A small number of organisations noted the challenges of accessing records. This is particularly the case for older records as often they included little information or inconsistent information, for example names and dates that do not match.

### **Emotional, Psychological or Practical Support:**

A small number of organisations provide dedicated emotional and psychological support to survivors of historical child abuse and/or individuals seeking redress through the Redress Scheme. Largely, organisations are willing to provide funding for third-party emotional and psychological support. NHS boards across Scotland provide a range of psychological services for survivors of abuse through usual referral pathways via GP's, including individual and group therapies. Non-clinical spiritual care can also be provided through NHS chaplaincy services.

### **Advice and assistance on tracing and reuniting families:**

Though most organisations noted that they had few or no requests for advice and assistance on tracing and reuniting families, some organisations have processes in place to support this work. Most local authorities, for example, provide a service for adoptive people and birth families seeking reunification, while the Scottish Prison Service assists families in tracing relatives who may be in their care.

One organisation – Quarriers – provides a specific service to trace family members who may be overseas. This is in response to schemes operating between the 1870s and 1960s that led to thousands of children being migrated to Canada and Australia.

## Acknowledgement of abuse and providing a meaningful apology to survivors:

Most organisations reiterated their sincere apologies to survivors and family members in their reports and outlined the ways in which they have offered a meaningful apology. This has included: writing individual letters of apology to survivors; publishing public letters and statement of apology to collectively acknowledge survivors; face to face meetings to apologise to survivors; apologising when appearing at the Scottish Child Abuse Inquiry; and making statements through traditional and social media.

## Developments in Policy and Practice:

Many organisations outlined the new policy and practice in place to ensure that children and young people currently in their care are protected from abuse and harm. This includes:

- Developing and publishing plans that set out how the services they are responsible for will be delivered and how they will support the children and young people in their care. Often, these plans are followed by reports about how well these organisations performed.
- Implementing robust safeguarding policies, employing dedicated safeguarding teams and ensuring that all staff receive training about safeguarding children and young people.
- Increased inter-agency working (that is, when organisations like the NHS, police and local authorities work together) to strengthen child protection.
- More training for staff.
- Ensuring children and young people can exercise their right to have their voice heard, for example by allowing them to participate in decision making about themselves and the services that support them.

- Supporting children and young people to maintain contact with their families, for example through investment in digital technology or by placing looked after children and young people in family settings where possible.

### **Other activities:**

Organisations also outlined a number of ‘other’ activities they are currently undertaking as part of their approach to non-financial redress.

- Some organisations outlined the ways in which they commemorate, or are planning to commemorate, victims and survivors of historical child abuse. This has largely taken the form of services of remembrance and building memorials.
- Other organisations have allowed, or have the means to facilitate, survivors and/or family members to visit their premises.
- One organisation, East Park, intend to publish a book about their history which will include the stories of former residents.

### **Reasons for not providing support:**

Some organisations noted that they had not provided support during the reporting period. This is largely because they had not been approached by any survivors or family members with requests for support and not because they were unable or unwilling to provide support.

In a small number of cases, it was noted that restrictions on financial resources had impacted the amount of support that could be provided to survivors.



## 6.1 Aberlour Child Care Trust

### Published Redress Report

#### Introduction

Aberlour participates in Scotland's Redress Scheme by making a fair and reasonable contribution to the scheme and was added to the contributors list on 8th December 2021.

This report provides information about the activities Aberlour Child Care Trust has carried out to support survivors of abuse between 7th December 2021-7th December 2022.

This fulfils Aberlour's requirement to produce a 'redress report' under the Redress for Survivors (Historical Child Abuse in Care) (Scotland) Act 2021 (section 99). It includes information about any support which Aberlour has provided for individuals who were abused as children, including:

1. funding for emotional, psychological, or practical support
2. advice and assistance on accessing historical records
3. advice and assistance on tracing and reuniting families
4. activities relating to the acknowledgement of abuse and providing a meaningful apology to survivors
5. other relevant examples of support provided to survivors.

The report also highlights additional measures we have put in place to safeguard children who currently live with us.

#### Support for individuals who were abused as children

Typically, when we receive a record request, we do not know whether an individual has experienced abuse. All responses to record requests from individuals or their next of kin who were resident within the qualifying time frame contain information about the redress scheme. We extend an offer to individuals to meet with either a member of the Quality & Safeguarding team and our CEO to discuss their experience in person should they find it helpful. We

also provide the contact details for Birthlink in case they feel they want independent professional support or help tracing lost family members as well as contact details for In Care Survivors Scotland.

### **Funding for emotional, psychological, or practical support**

Aberlour has not provided direct funding for support for individuals abused as children during the period covered by the scheme. We have, however, provided extensive staff time and direct support in response to requests for records from care leavers and their next of kin. Examples are provided below. We have also provided signposting to support agencies and met with some care leavers personally to review their records.

### **Advice and assistance on accessing historical records**

In 2022 we received 98 requests for case records. Twenty-four were Subject Access Request, 64 came from family members and in 10 cases, the data subject was not a former resident. If an individual was not resident with us, enquirers are usually given contact details for other agencies (for example, the local authority/ their successor or the charity which made the referral to Aberlour).

We have useful connections with those dealing with similar requests in other organisations (such as Children 1st, Crossreach, Speyside Orphanage, and Quarriers) this helps direct enquirers to them. We have also engaged with the Archives and Records Association's group on charities archives (CHARM).

In all our responses for orphanage and early group home records we acknowledge that historical casefiles are typically brief and usually focus on the practicalities of admission and discharge rather than progression or experience whilst the child is resident. When we are able to supplement the casefile with copies of the orphanage magazine or other records we will do so. The scarcity of identifiable photographs is a particular regret.

During the reporting period our staff have supported one-to-one meetings with 4 former residents from the period covered by the abuse inquiry. All personal names used here are assumed names.

- An individual who was in service for 6 years during the 1990s. “We finalised Hugh’s record early in January. I then met with him on the 17th January in North England to meet him and help him understand how his records were set out. There were several follow up phone calls over the next couple of months as he processed his records and pieced together his experience of abuse by another resident. Hugh was offered the opportunity to meet with Aberlour’s CEO if he would find it helpful. He was made aware of the Redress Scheme which he later applied to.”  
Quality Improvement Officer
- Three individuals who were in service between 1950-1971. “I met Henry in-person to hand over their records. They were provided with information about the Redress Scheme and given further information about family history. They were given a lift home and sent an electronic copy. They were offered a further meeting but so far have not needed this.”  
Records and Information Governance Manager.

Two have met with our Chief Executive and were keen to deposit their personal archives with our records at Stirling University.

### **Advice and assistance on tracing and reuniting families**

Contact information to *Birthlink* and *In Care Survivors Scotland* are routinely included in our responses.

In March 2022, material from the archive was featured in the BBC’s *Who Do You Think You Are?* programme and subsequently one of the documents from the collection has been used in an article in their magazine. This exposure led to an increase in the number

of records requests we received. Between April and September 2022, we received 60 requests; in the previous year we received 18 requests, which is an increase of 233%. Publicity about the existence of the Archives has the potential to assist people who are attempting to research their family history and potentially trace family members.

### **Activities relating to the acknowledgement of abuse and providing a meaningful apology to survivors**

Statements have been made in the media, through social media channels, and on our website from our CEO, SallyAnn Kelly, regarding our participation in the Redress Scheme and these have also included an apology for past abuse.

### **Other relevant examples of support provided to survivors**

In July 2021 we secured funding from the National Archives (Archives Revealed Fund) to employ a professional archivist for six months (Jan -June 2022) to ensure the historical casefiles held in the University of Stirling Archives were catalogued and a volunteers' programme has been established in order to ensure that other material, such as the orphanage magazines, are digitised and made available online. The majority of items in the archive collection date from 1875 to 1980, covering the management of the original Orphanage and administration of the surrounding estate until its closure in 1967, as well as later services operated through the Trust. Aberlour also funded the post for a further month to ensure that more of the casefiles were included in the catalogue.

An event was held in August 2022 which marked the launch of the Aberlour archives catalogue and the donation of former resident Ron Aitchison's personal archive. This event in turn made other former residents aware of the project and encouraged further donations of archival material.

<https://www.historyscotland.com/news/historic-childrens-home-archive-opens-with-donation-from-former-reside>

## Additional activities

### Improving record request processes

Learning from the accounts of applicants to the Scottish Child Abuse Inquiry, Aberlour recognises the importance of improving the experience of people receiving their records and want to continually improve our approach.

We have responded to two subject access requests from people who left Aberlour after 2004 and this has included in one instance facilitating a visit to the home to help make sense of memories and in another offering 3 record support sessions together with other less formal contacts and gift of a baby box from Aberlour when their daughter was born.

We also provide direct support (as a project board member and facilitating access to records) to the 'Back to the Future: Archiving Residential Children's Homes' (ARCH) project. This is a three-year project being undertaken by the University of Stirling and the University of Osnabruck. The research aims to explore and improve how the everyday group care experiences of children and young people in residential care are captured and preserved.

In November 2022 we provided advice to the Communications Lead at Redress Scotland about the preservation and secure storage of photographs sent by survivors and others.

### **Safeguards we have put in place to protect children currently under their care.**

Aberlour has developed an internal learning review procedure, building on the **National Guidance for Child Protection Committees undertaking learning reviews 2021**. This will ensure that we carry out an in-depth analysis and reflection on systems and practice if a significant incident occurs. All learning reviews will result in an action plan, reviewed by our Safeguarding Oversight Group. Where these reviews raise concerns in our residential and foster care services, it is expected that this will lead to improvements in safeguards to protect children currently under our care.

## 6.2 Barnardo's

### Background

Barnardo's joined the Scottish Redress in December 2021 following extensive engagement and negotiation with the Scottish Government, including a schedule of payments. As part of joining the scheme we submitted an acknowledgement of non-recent abuse in our care and committed to an annual statement of our Redress Activity outside of the financial contribution to the Scheme. This statement constitutes the annual statement for 2022 of that Activity.

### Access to Records

An important aspect of Redress is ensuring that those that we previously cared for, can access the records that we hold about them. This serves to help people understand their own history. It is also a vital part of any applicant to the Redress Scheme being able to demonstrate that they meet the criteria for Redress. We have since the start of the Redress Scheme prioritised applicants in confirming those matters, such as dates of care, etc., for applicants to the Redress Scheme to ensure a prompt response.

Barnardo's has a long history of operating an excellent Access to Records Service that provides records in a trauma-informed and

sensitive manner. Our approach appreciates and respects that the children we formerly cared for who are now adults find that the records contain both things they did not expect to find in the records, such as descriptions and accounts containing language that could be seen as judgemental, harsh or even offensive by modern standards but also does not contain things important to them, such as accounts of abuse they suffered. The Access to Records Service includes working within a recently updated non-recent abuse policy, that includes procedures around reporting such abuse to the Police and cooperating with any subsequent investigation.

The long term secure storage, retrieval and sharing of the records of children formerly looked after by Barnardo's continues to be a key priority for Barnardo's and the Organisation which amounts to a significant ongoing investment by the Organisation.

### **Funding for Emotional, Psychological or Practical Support**

Our Making Connections Service in addition to continuing to facilitate access to Care Records, offers emotional and psychological support to our former looked after children, particularly where there has been instances of abuse or alleged abuse. We also, from time to time, offer practical assistance such as helping secure Birth Certificates, help with travel, supporting reunions, publishing a Newsletter to our 'Old Boys' and 'Old Girls' and so on.

### **Advice and assistance on tracing and reuniting families**

We are always ready to offer advice and assistance on the tracing and reuniting of families; this is done in a trauma-informed manner and one that is respectful of the sometimes challenging and difficult circumstances that led to the initial estrangement and the circumstances that exist at the present time.

## Redress Apology Letters

From the outset we have committed ourselves to writing individual letters of apology to go alongside Redress Payments. To date we have completed all requests received and stand ready to write further letters if applicants would find this helpful.

## Other Assistance

While we have a long history of supporting the children-now-adults that we cared for, we are always ready to learn and respond flexibly or differently to those who contact us.

## Involvement with the Scottish Child Abuse Inquiry

Barnardo's has engaged very positively with the Scottish Child Abuse Inquiry to date; contributing to three Case Studies: the Quarriers/Aberlour/Barnardo's study, the Migration study and in the past year, the Fostering study. Our involvement in the Inquiry has been noted very favourably by Lady Smith and her legal team, where in the past year alone we have provided:

1. An updated statement of our involvement in Fostering from 1940 to the present day, including details of alleged and actual abuse
2. Extensive records of former children and other matters as requested by the Inquiry
3. Clarification reports on matters raised by the Inquiry
4. Appearance by Richard Simpson, Head of Safeguarding and Quality and Brenda Farrell, Head of Family Placement at the Inquiry which included an apology for any abuse suffered in our care
5. A Closing Summary at the conclusion of the Hearings that addressed some of the matters that were covered in our Statements and Appearances.



## Conclusion

It is our belief that we have and continue to face up to our past as outlined above, while also taking the view that the very best response to the abuse of the past, is to do our utmost to provide the very safest care we can in the present and the future.

## 6.3 Children 1st

### Published Redress Report

#### Introduction

Children 1st's (Royal Scottish Society for Prevention of Cruelty to Children) ambition is for every child in Scotland to be safe, loved and well with their family. The charity offers emotional to help families to put children first and campaign to uphold the rights of every child.

Children 1st is a contributor to Scotland's Redress Scheme and was added to the contributors list on 26 August 2022.

As well as providing a fair and meaningful financial contribution to the scheme, the Redress for Survivors (Historical Child Abuse in Care) (Scotland) Act 2021 requires contributors to the Redress Scheme to report annually on their wider (i.e., non-financial) redress activities, such as providing emotional, psychological, or practical support for people who were abused as children; providing assistance to survivors to access historical records; providing assistance in tracing and reuniting families; or providing apologies to survivors.

Children 1st became a contributor to the Redress scheme on 26 August 2022 and as such this report covers our non-financial redress activities from that date until the end of the first reporting period, 7 December 2022.

## Non-Financial Redress Activities

### *Trauma-informed request for information process*

Children 1st has long been a leading advocate and provider of trauma recovery support to children and their families. Children 1st has aligned our subject access request and historical records request processes with our trauma-informed way of working with the children and families we currently work alongside.

This means we are open, sensitive and compassionate in all dealings with people who seek to access information. We provide clear and transparent information to requesters about what information we might hold about their life and why we hold that information. We are honest with requesters that although we have extensive historical records, they are incomplete, and we may not always be able to provide evidence of time in care for requesters.

We ensure that a trauma-trained Children and Family Services senior manager is involved in the process. We make the offer of providing in person or virtual professional and specialist support to requesters to review their records, to help provide some answers and most importantly because some of the content could be re-traumatising for requesters. Requesters may not wish to access the support initially, and we ensure that this offer remains open should the requester wish to come back at a later date.

Furthermore, where a requester is seeking to trace or reunite with their family, we will signpost them to appropriate organisations who may be able to assist them with their search for information.

We also have an open dialogue with organisations that are providing direct support to requesters either during a redress application or during their search for information about their past.

## ***Recruitment of a Research and Archive Assistant and ongoing work on our historical archive***

In August 2022, Children 1st recruited a Research and Archive Assistant to assist with our archive collections, our historical records and to assist requesters who are seeking to piece together their life story through accessing historical records.

The Research and Archive Assistant has started the process of creating a secure database of children who were previously supported by the RSSPCC or were resident at the Children's Shelter or Dundonald House. The work undertaken to date has reduced the time spent on historical subject access requests by 75% on average. Reducing the time it takes to respond to requesters can assist with reducing the anxiety and stress that some requesters feel when having to wait for a response to their request for information about their life.

In September 2022, the Research and Archive Assistant began the process of fully digitising our archive collection. We have invested in digitisation equipment to prioritise digitisation of all records relating to the Children's Shelter and Dundonald House.

We have also been working with our archive partner to begin the process of digitising our entire archive from 1884 through to present day and work on this will continue into 2023.

## ***Funding for emotional, psychological, or practical support to survivors***

During the reporting period, Children 1st has not been in direct contact with survivors of abuse and as such has not directly provided funding for support for individuals. However, as and when survivors contact us either directly or through their representative, we will offer a trauma-sensitive, open and compassionate

response. Specifically, we will offer one to one initial support and counselling and where appropriate signpost survivors to other specialist organisations who may be able to offer ongoing support.

### ***Provision of apology to survivors***

During the reporting period, Children 1st has not been in direct contact with survivors of abuse and has not had the opportunity to provide a direct apology to a survivor of abuse. Within our public statement published in September 2022, we offer our unreserved, whole-hearted apologies to anyone who suffered harm as a child whilst in our care. As and when we are contacted by survivors, we will make a direct apology to survivors and offer survivors the opportunity to discuss their experience.

### **Conclusion**

As the Redress scheme matures, Children 1st is fully committed to its responsibilities both financial and otherwise to ensure redress applicants are fully supported and listened to. We will continue to provide a trauma-informed response to support and meet the needs of requesters, develop our historical archive to assist survivors with their search for answers and commit to providing apology and support when we are in contact with survivors. Finally, Children 1st will continue to acknowledge, support and champion the rights of survivors.

### **6.4 Congregation of Poor Servants of the Mother of God**

The Congregation of The Poor Servants of The Mother of God does not currently have any Residential Care Services for Children in Scotland. We have relevant policies and procedures, including safeguarding training, HR and Safeguarding Personnel in those countries where we have Social Services for children and vulnerable adults.

We acknowledge with sadness the wrongfulness of any and every form of abuse and harm suffered by Looked-After-Children in the many Institutions in Scotland over the years. We apologise profusely for whatever part we may have played in the abuse of children and vulnerable adults in our care.

The SMG Congregation agrees to pay any Invoices raised in the future by the Scottish Redress Board, as stated in paragraph 5 of the financial agreement guidelines.

It is not our intention to publish the Redress Report on our website at the present time.

### **Support provided for individuals who were abused as children**

As we have, to date, NOT received any allegations or complaints of abuse of children or vulnerable adults, who were residents at St Mary's Galashiels, we have not been asked to provide funding for emotional, psychological, or practical support.

Although we are quite happy to do so, we have not been asked to provide advice and/or assistance on accessing historical records.

We have not been asked for advice and/or assistance on tracing and reuniting families.

## **6.5 COSLA**

### **Introduction**

Scottish Local Government is committed to providing redress to survivors of historical child abuse. In doing so, local authorities collectively acknowledge and seek to address the wrongs of the past and the harm caused by historical child abuse, in a meaningful and tangible way.

In terms of financial reparation, Local Authorities have committed to contribute £100m to the cost of the Redress Scheme. This sum will be incrementally top sliced from the Local Government Settlement over a period of 10 years; this started with £5m in financial year 2022/23, rising to a £6m contribution in 2023/24. In addition to financial reparation, local authorities are also collectively committed to providing wider non-financial redress for survivors of historical abuse, including acknowledgment, apology and therapeutic support.

As contributors to Scotland's Redress Scheme during the reporting period which commenced on 8 December 2021, Scottish local authorities are required to provide the Scottish Ministers with a redress report, in accordance with Section 99 of the Redress for Survivors (Historical Child Abuse in Care) (Scotland) Act 2021.

This document is a collective annual redress report for Local Government, which has been prepared by COSLA (Convention of Scottish Local Authorities) on behalf of all 32 Scottish local authorities, in collaboration with Local Government partners including Social Work Scotland. In line with the requirements of the Act, it provides information on the non-financial redress activities that have been undertaken by local authorities during the reporting period which ran from 8 December 2021 to 7 December 2022 (referred to hereafter as 'the reporting period'). The report also provides information on current policy and practice within local authorities, in relation to the care and protection of children and young people, as well as further actions currently underway to improve care and protection.

## **Support provided by local authorities during reporting period**

Local authorities have undertaken a range of wider, non-financial redress activities during the reporting period. Provision varies between local authorities, with councils designing and delivering support in a way that seeks to respond to the specific needs of their communities and individuals living in their area. This section provides a summary of the support that has been provided across Local Government during the reporting period.

## **Funding for emotional, psychological or practical support**

Many local authorities provide, or fund partner organisations to provide, support services for survivors of abuse. Some local authorities provide or fund services specifically for those seeking redress through the Scheme.

In addition, there have been some instances where a local authority has funded access to specialist counselling or other forms of support for individual survivors.

Nationally, support for survivors seeking redress through the Scheme is provided by Future Pathways, funded by Scottish Government.

## **Advice and assistance on accessing historical records**

All 32 local authorities provide survivors with advice and assistance on accessing historical records. The Scottish Child Abuse Inquiry and recent related increase in requests for access to records has highlighted this as a significant area for local authorities.

All councils have existing processes in place to support the individual's right to access their own personal data under the Data Protection Act 2018 ('DPA 2018'), also known as Subject Access

Requests or SARs. Work is ongoing to reduce duplication across existing Local Authority processes and Redress-related information requests.

The right of access is subject to legal provisions under the DPA 2018 and statutory guidance from the Information Commissioner's Office, which limit the information that local authorities can lawfully disclose. For example, local authorities can only provide personal information relating to the individual making the request. Information relating to third parties, including children who are not related and were in the same establishments, cannot be disclosed. Historic recordkeeping practices also differ significantly from today's. These combined factors mean that providing access to historic records may appear to individuals to be a complex and complicated matter. Local Authorities are keen to simplify processes for survivors to access their personal information and to make these processes as clear and straightforward as possible. The importance of rights-based approaches which balance data protection, confidentiality, privacy and human rights is recognised.

Local Authorities are reviewing their systems and processes to ensure information on how to access records and the support that is available to people is open and transparent. Each Local Authority, dependent on geography, span, reach, and need has individuals or dedicated teams who respond to access requests. Person-centred and trauma-informed approaches to records access is recognised as critical to support the unique journey of each person seeking their records. The significant impact that seeking records can have is recognised across the country, and Local Authorities have and are developing responsive, trauma-informed teams and reviewing resources to support those seeking their records.



Social Work Scotland recently undertook a piece of research into the experience of care-experienced people accessing their records across Scotland, along with other relevant groups. The intention is that this work will inform best practice and improvement and enable the development of a Gold Standard for records access. Stage one of this research will be published imminently. The development of the Gold Standard is supported across the country.

### **Advice and assistance on tracing and reuniting families**

In the specific area of non-financial redress for survivors of historical abuse, we are not aware at this time of any specific cases where local authorities have provided support with tracing and reuniting families. However, some local authorities, to support next of kin redress applications, carry out forensic research to trace family members.

As it relates to adoption and fostering, most local authorities provide a service for adoptive people/birth families seeking information, or to be reunited. Some authorities outsource this service to other organisations.

### **Activities relating to the acknowledgement of abuse and providing a meaningful apology to survivors**

A number of local authorities have given evidence at the Scottish Child Abuse Inquiry, which is investigating the historical abuse of children in care in Scotland. In the process of giving evidence, including through written submissions, oral evidence and opening and closing statements, many local authorities have taken the opportunity to include acknowledgement and acceptance of historical failings and abuse, and issue apologies to survivors. This is a key mechanism by which councils have sought to acknowledge and provide meaningful apology to survivors during the reporting period. Transcripts from the inquiry hearings are accessible **online**.

As a contributor to the Scheme, a letter of acknowledgement was submitted by COSLA's Resources Spokesperson on behalf of all Scottish local authorities. This **letter** confirms Local Government's commitment to providing redress to survivors, collective acknowledgement of and commitment to address the wrongs of the past, and commitment to provide financial as well as non-financial redress, including acknowledgement, apology, and therapeutic support for survivors.

Local authorities would also plan to provide apologies where applicants who receive payments under the Redress Scheme wish one, though no individual apologies have been requested of local authorities during this reporting period.

### Other examples of support

Local authorities have also provided information during the reporting period on new policies and practices which have been put in place to prevent the harms of the past repeating. Information of this kind has been included in statements made by a number of local authorities in their contributions to the Scottish Child Abuse Inquiry.

In many cases current local strategies and policies relating to the care and protection of children are publicly accessible online. In addition, relevant legislation, as well as a number of national level policy frameworks and guidance materials which are implemented or applied by local authorities, can be accessed online.

The possibility of providing memorial events is currently being considered and may be planned in future by local authorities.

### Reasons for not providing support if none

Local authorities are committed to providing support to survivors and have taken a range of actions to do so during the reporting period.

However, due to high demand and significant resource pressures, including in relation to staffing, within local authority social work departments, timeous engagement and support for care-experienced people seeking support has not always been possible during the reporting period. This is recognised as a deficit in the system, in the context of severe budgetary pressures; further detail on the budgetary and financial challenges facing councils is provided in the remainder of this section.

The budgetary and financial pressures currently facing Local Government are severe. The Scottish Government's Resource Spending Review presented a flat cash position for Local Government, with no additional core funding for Local Government in the next three years, representing a 7% cut in real terms over that period. The 2023/24 Budget also indicates a continuation of the significant funding pressure faced by Local Government for at least the past decade (Local Government core settlement has seen a real terms reduction of 15.2% since 2013/14).

The pressure on core budgets as a result of these real-terms cuts and increased demand, compounded by inflation, the cost of living crisis and the impact of Covid, is becoming increasingly visible and leaves councils with no alternative than to make difficult choices about service funding levels. This has significant implications for local social work services, and the staffing capacity and resources at their disposal, which impedes the ability of local authorities to deliver on important priorities, including the provision of non-financial redress under the Scheme – for which no additional funding has been made available by Scottish Government.

In this context of extreme budgetary pressure and the associated impact on service delivery, local authorities would welcome the provision of additional funding from Scottish Government to

Redress Scheme contributors, to support the provision of wider redress activities. As is referenced above, whilst local authorities are fully committed to the provision of wider redress support to survivors, they simply do not have the capacity or resources to provide timeous support to survivors in every case, and additional resourcing would help to ease these pressures.

## **Developments in Policy and Practice – care and protection of children and young people**

The landscape of legislation, policy, and practice around the care and protection of looked after/care-experienced children and young people has developed significantly over recent decades, with many important changes being made to the way that national and local systems and services are designed and delivered. This includes changes to legislation; national policy frameworks and guidance; local planning and partnership working; as well as developments in specific areas of policy and practice at both national and local levels.

In 2002 the first Child Protection Reform Programme was launched, resulting in key achievements such as the Children’s Charter, the Framework for Standards and guidance for Child Protection Committees (latterly incorporated into the National Guidance for Child Protection in Scotland). A further programme of reform within care and protection services has been underway since 2016 as the focus of the Child Protection Improvement Programme.

Since 2007, the Care Inspectorate have led a regular schedule of strategic inspections of children’s services which support improvement in how local multiagency children’s planning partnerships design, develop, deliver, and evaluate services for children.

Growing networks to share emerging learning from the myriad of quality assurance and evaluation activity now routinely underway within and across services, assist in ensuring lessons learned are shared in order to maximise their value. This includes improved use of technology such as Knowledge Hub which facilitate online communities of practice.

Development of care and protection services has reflected new understandings of the nature and extent of child abuse and neglect, advances in policy and practice in caring for children when they must be removed from their family home, broader changes in relation to the place of children in society and an increasing focus on children's rights.

Over the years, there has been an increased emphasis on placing children and young people in family settings, and more recently there has been a large increase in the use of kinship care.

Many of the inquiry reports on the abuse of children in care have highlighted issues in relation to the recruitment and selection of carers, their education and training, and the levels of support they receive when caring for children and young people. Legislative, policy and practice changes have been made based on this.

Against this background of significant development and improvement, local authorities take a wide range of actions to ensure that in the discharge of their statutory duties, and through the services they provide, they satisfy the required standards of care and meet the wellbeing, development and safety needs of children and vulnerable people. This section provides a non-exhaustive overview of policy and practice changes over this reporting period (including changes still currently being developed or implemented), which local authorities adhere to in the course of their work with looked after/ care-experienced children and young people.

It should be noted that the pieces of work highlighted below do not sit in isolation from each other or other areas of policy and practice (including, for example, education, child poverty, and children and young people’s mental health); Local Government is committed to ensuring that the work being taken forward, as outlined below, is not siloed and that every effort is made to ensure that joined-up approaches are taken.

## National developments

### Getting It Right For Every Child (GIRFEC)

With the United Nations Convention on the Rights of the Child (UNCRC) as its foundation, GIRFEC provides Scotland with a consistent framework and shared language for promoting, supporting, and safeguarding the wellbeing of all children and young people. GIRFEC is based on evidence, is internationally recognised and is an example of a child rights-based approach. It is locally embedded and positively embraced by practitioners across children’s services, changing cultures, systems and practice for the benefit of children, young people and their families.

Scottish Government published refreshed GIRFEC guidance in 2022, which reassures leaders, managers and practitioners about how GIRFEC should be delivered within the current legislative and policy framework of rights, information sharing, and delivery of supports and services to children, young people and their families.

Amongst the refreshed guidance is **Getting it right for every child Practice Guidance 3 Role of the lead professional 2022**.

Which provides updated guidance for those in the role of Lead Professional. For children who are looked after, the Lead Professional is usually the local authority social worker. They coordinate delivery of the child’s plan and provide key support for the child and their family. The refreshed guidance has an increased

emphasis on the voice of the child or young person, including enabling full participation within decision-making.

## National Guidance for Child Protection in Scotland

The **National Guidance for Child Protection in Scotland** was updated in 2021 to ensure that all professionals working with children and families continue to have up to date guidance on care and protection.

## Local partnership activity

### Children's Services Planning

Under Part 3 of the Children and Young People (Scotland) Act 2014, local authorities and health boards hold joint statutory responsibility for developing, publishing, implementing and reporting on local Children's Services Plans (CSPs). Local authorities and health boards work collaboratively with other members of their Community Planning Partnerships, as well as children, young people and their families, as part of this process. Each local authority and its relevant health board jointly prepare a Children's Services Plan every 3 years, as well as annual progress reports. The current Plans are for the period 2020-2023 and can be accessed online. CSPs set the strategic direction for the planning and delivery of children's services in each area, and highlight priorities and key areas of focus for the 3-year period. The next cycle of CSPs will run from 2023-2026.

This process is in place to ensure that local planning and delivery of children's services is integrated, focused on securing quality and value through preventative approaches, and dedicated to safeguarding, supporting and promoting child wellbeing. It aims to ensure that any action to meet need is taken at the earliest appropriate time and that, where appropriate, this is taken to prevent need arising.

## Participation and voice of children, young people and families

Inquiries and reviews, including those related to child abuse and neglect in care settings, have consistently highlighted missed opportunities to respond to early concerns about children due to failure to hear children or notice and respond to indicators of distress. Most children and young people who experience abuse and neglect do not disclose their experiences at the time. This is due to several factors but, critically, children fear that they will not be believed, or their experience is that they have tried to tell someone what has happened, and they have not been believed.

Cultural changes in our society mean that we are, collectively, more willing to recognise that abuse and neglect of children does occur and that it can occur in a variety of places, including being perpetrated by those charged with caring for children. This shift is helping us begin to create more opportunities for children to be heard: in policy-making, in service design and in their own lives. With the range of national level frameworks noted above – all of which promote an explicit focus on the voice of the child – local children’s services partnerships have a range of mechanisms in place to ensure children’s voices are heard.

In addition, much more attention is being paid to ensuring children are aware of their rights, including their right to protection from abuse, and to providing education and awareness to children and families about child abuse and neglect and where to seek help if they have worries.

There are 30 Child or Public Protection Committees across Scotland. These are locally based, multiagency strategic partnerships who lead on local child protection policy and practice, as well as contribute to national policy and practice. Amongst their responsibilities, which include strategic planning, multiagency



learning and development and continuous improvement, these Committees also lead local programmes of awareness raising about child abuse and neglect and they actively promote routes for children and families to seek support as well as guidance for adults on how to identify early indicators of concern about children.

## The Promise

In February 2020, **The Promise**, a landmark report which presented the findings of the Independent Care Review, was published. The Promise identifies the transformative changes that need to take place within Scotland's 'care system' by 2030 to ensure that all children in Scotland can grow up loved, safe and respected. All 32 local authorities in Scotland are fully committed to Keeping The Promise and are determined to deliver on the changes required throughout **Plan 21–24**, and beyond.

Implementing The Promise is a key priority area for Local Government and a wide range of work is currently taking place across Scotland's councils to implement the changes it requires, and significant progress is being made in a challenging landscape. **Local Government's Promise Annual Report 2022**, prepared by COSLA, highlights work that is taking place across the country, both at a national and local level, including examples of service redesign and transformation; increased and innovative participation and engagement with children and families; new models of family support; examples of workforce development, recruitment, and training; and multi-agency and multi-disciplinary partnership approaches. Further details of working taking place in each local authority can be found **here**.

## UNCRC incorporation and implementation

Local Government has from the outset been fully supportive of the intentions of the incorporation of the UNCRC into Scots Law, sharing the vision of a Scotland where children's human rights are embedded in all aspects of society and public services, including services and support delivered for looked after/care-experienced children and young people.

Whilst the enactment of the UNCRC (Incorporation) (Scotland) Bill has been delayed following the Supreme Court legal challenge, with work currently ongoing by Scottish Government to reintroduce the Bill via the Reconsideration Stage, local authorities remain committed and engaged in this work. Extensive work is underway across local authorities to take forward and embed the commitment to the UNCRC in advance of incorporation, and excellent progress has been made in a challenging landscape.

Nationally, Local Government, through COSLA and a range of professional associations (including the Society of Local Authority Chief Executives, Association of Directors of Education in Scotland, Social Work Scotland, and Society of Local Authority Lawyers and Administrators in Scotland), is continuing to engage closely in the work on legal incorporation and implementation of the UNCRC, led by Scottish Government. This includes work to ensure that the right support, guidance, information and resources are in place to support meaningful implementation of the UNCRC by local authorities.

Local authorities are also working with the Improvement Service to prepare for incorporation and implementation of UNCRC. **This project**, which launched in 2022, aims to support local authorities to prepare for their new duties under the UNCRC legislation, and embed and implement effective children's rights based approaches

across services. Key elements of the support available from the Improvement Service's dedicated team include: webinars and briefing materials for Elected Members; a facilitated Peer Support Network constituted of officers from every local authority; high-quality learning materials (shared through a designated Knowledge Hub); and help with identifying practical action councils can take to further embed and improve the realisation of children's rights.

One example of local work taking place is the **Rights Respecting Schools Award project**, through which UNICEF UK works with primary and secondary schools to embed children's rights in the schools' ethos, raise awareness of the UNCRC and increase understanding of children's rights. In May 2022, Scottish Government announced funding for UNICEF UK to offer this programme to all local authority schools in Scotland. UNICEF UK has and continues to develop strong partnerships with local authorities to support schools and embed the work. As of Autumn 2022, 67% of Scotland's local authority schools were engaged with the programme.

### Scottish Child Interview Model and Bairns' Hoose

The Scottish Child Interview Model is a new approach to joint investigative interviewing in Scotland. Joint investigative interviews are interviews conducted by specially trained social workers and police officers where a child may be a victim of, or witness to, criminal conduct and there is a concern that they may be at risk of significant harm.

The new approach is trauma-informed, places the needs and rights of children at the centre, and aims to achieve best evidence through enhanced planning and interviewing techniques.

Evidence to date highlights that children who are interviewed using **The Scottish Child Interview Model** are likely to tell the interviewers what has happened to them. This is a key development in services to protect children and ensures that where there is a concern that a child may have been abused or neglected, they are supported to participate in an interview that provides the conditions necessary to help the child provide detail of what has happened.

The Scottish Child Interview Model is currently being rolled out and will be introduced to every part of Scotland by 2024.

The Scottish Child Interview Model is a key element of Bairns' Hoose, which is a child-centred response for children who are victims or witnesses of serious crime and abuse. Work is ongoing to develop Scotland's approach to implementing Bairns' Hoose, which Scottish Government aims will be accessible to all children who are victims or witness of serious crime and abuse by 2025.

### **National Trauma Transformation Programme**

NHS Education Scotland led the development of **The National Trauma Training Programme in partnership** with the Scottish Government with the ambition of a trauma-informed and responsive workforce, that is capable of recognising where people are affected by trauma and adversity, that is able to respond in ways that prevent further harm and support recovery, and can address inequalities and improve life chances.

Local Government and Scottish Government share a vision for trauma-informed workforce, systems and services and all councils have committed to work to achieve this vision.

## 6.6 Daughters of Charity of St Vincent de Paul

### Published Redress Report

The Congregation of the Daughters of Charity of St Vincent de Paul was founded in the 17<sup>th</sup> century to serve all people in need *“with compassion, gentleness, cordiality, respect and devotion.”* CONSTITUTION 10b. In recent years we have heard that many who were in our care as children, did not experience this, but rather suffered and are still suffering today. We acknowledge this, have given our heartfelt and sincere apology for this and today strive to support survivors of abuse in any way we can.

Since the Redress Scheme began, we have responded to one hundred and fourteen requests for information, regarding dates of admission and length of stay in our establishments in Scotland. These requests have come from a variety of sources: Wellbeing Scotland, Birthlink, Solicitors and Individuals. Subsequently, we have also verified these requests for the Redress Team and whether or not an individual has received any previous payment.

When responding to these requests, we have ensured that the vast majority have been dealt with, within twenty-four hours of receipt. This is out of respect for the individual persons, as we are aware that our verification of information is the very first step in a long process.

The swiftness of our response has been possible, as we have a dedicated Safeguarding Office with two members of staff: a safeguarding administrator and a safeguarding representative. The records for Smyllum are digitalised and for other establishments, the Archivist is at hand to answer any queries.

In addition to our public apology to all of those affected by abuse at any establishment under our control, wherever it has been made known to us that an individual survivor would welcome an individual

apology from us directly, that apology has been willingly given, and on each occasion Sister Ellen Flynn, Provincial has written to the survivor in question. In each of the apologies, Sr. Ellen has offered a face-to-face meeting, if it would help with the healing process for the survivors; however to date this has not been sought.

Many years ago, a new Memorial Stone was erected in St Mary's Cemetery, Lanark as a replacement of a very old one for children who died in Smyllum and are buried there. We maintain this Memorial and in recent years have installed three benches around this memorial inscribed to those who died. This is in respect of those visiting it, as we are very aware that many are ageing and now find it difficult to stand for a prolonged period of time.

An annual Service of Remembrance is held at the Memorial, organised by the Chairperson of INCAS and attended by approximately thirty survivors, family members and several Daughters of Charity. We now invite those attending this Service to the local Parish Hall for refreshments to give everyone an opportunity of sitting down and having a chat. Lady Rae, Chair of the Scottish Catholic Safeguarding Standards Agency attended the Memorial Service in August 2022 and spend much time in conversation with survivors whilst having refreshments. Representatives from the Redress Team also attended which was greatly appreciated by all. Thus this gathering enables survivors not only to remember those who have died, but gives them an opportunity to meet together in comfortable surroundings, as well as the space to converse with the Sisters if they so wish. We hope that this, for some, may lead to reconciliation and healing.

An important aspect regarding this memorial Service is that it is always open to, and attended by, survivors from across Scotland and not reserved to those who had been in care in Smyllum.

As Daughters of Charity, we strive to respond to anyone who has suffered abuse and open to exploring new ways of offering pastoral, emotional or practical support.

A small number of survivors appreciate ongoing emotional and practical help, through phone calls, visits and email. Wherever it has been made known to us that such emotional, psychological or practical support would be welcome, we have provided that, and have borne any cost associated with doing so. To date, at the recipient's request, such support has been provided on a confidential basis. Such support has been provided during the year which this Report relates to, and we would earnestly invite any further survivors who would welcome such support to make contact with us.

While this year no opportunity has presented itself to advise or assist any survivor seeking to trace or be reunited with family members, and so no specific action of that sort has been taken, our Archivist is willing and able to assist with such enquiries should they be received, and we would welcome an approach from any individual who considers that they might benefit from that support.

The Daughters of Charity are actively engaged in the Scottish Catholic Safeguarding Standards Agency, as well as the Catholic Safeguarding Standards Agency for England & Wales.

We have a Safeguarding Policy which is updated as and when necessary as well as reviewed annually by the Trustees in conjunction with the Safeguarding Team, comprising of the safeguarding Representative, Sr. Eileen Glancy and the Safeguarding Administrator, Siobhan Fairclough. One of the Trustees (the Chair, Sr. Ellen Flynn) is the named safeguarding lead and liaises with the Safeguarding Team on a regular basis.

Each local community of the Daughters of Charity has a copy of this Policy and each active sister is obliged to read and understand it. In Scotland, the sisters also have knowledge and understanding of 'In God's Image' (version 2) – the Instruction on Safeguarding for Implementation in all Catholic Organisations in Scotland.

Annual safeguarding training is undertaken by all active sisters, employees and volunteers to ensure that those involved in any type of service, approach and interact with all people safely, with respect, compassion, and understanding.

This Report hopefully indicate that the Daughters of Charity are today striving to respond *“with compassion, gentleness, cordiality, respect and devotion.”* To all survivors of Abuse and are committed to doing so in the years that lie ahead.

We are working tirelessly to ensure that we respond to survivors who wish to engage with us and are open to any suggestions as to how this can be facilitated into the future. We desire to listen with compassion, to respond with gentleness and cordiality and to respect the wishes of survivors.

## 6.7 East Park School

### **Published Redress Report**

East Park shares the Scottish Government's ambition for children and young people, that they grow up loved, safe and respected so that they can realise their full potential. Sadly, however, we are also aware that, for many of Scotland's most vulnerable children who experienced the care system in the past, the reality was quite different. Many of these children and young people were not treated with love or with respect and, rather than being kept safe, they were exposed to danger and abused by those responsible for their care, often leaving them with lifelong consequences.



While nothing can compensate for the hurt and suffering which survivors of abuse have endured, East Park acknowledged its collective and individual responsibility to ensure that care experienced individuals who have been abused whilst in care in Scotland have access to fair and appropriate redress and support.

During the reporting period up until 7 December 2022, East Park was not made aware of any claims specifically naming East Park.

Despite this, in acknowledgement of the likelihood that there may have been times, during the period covered by the Redress Scheme, when practice at East Park fell short of the high standards and lacked the scrutiny we would expect today, we addressed this by implementing a variety of redress activities:

### **Access to historical records**

In accordance with Data Protection legislation, GDPR procedures and our own internal Data Protection Policy, we respond swiftly and appropriately to all Subject Access Requests. Although some of our more historical records can be inconsistent and or unavailable, we do whatever we can to provide at least some concrete acknowledgement to enquirers that some part of their life has been spent living at East Park, where there is evidence of this.

To facilitate this, we invested services in 2019 to ensure fuller knowledge of what documents we did indeed hold, and also ensured a more streamlined access point to this information.

### **Promoting visits from former residents**

East Park occasionally receives enquiries from individuals who have previously been resident in East Park and or families trying to ascertain whether their family member was indeed a resident at

East Park. When we receive such enquiries, we offer opportunities for them to visit East Park, to meet with senior staff and to have a tour of the premises. Although our premises have been largely demolished and rebuilt in recent years, it has been helpful and for some, even cathartic, for former residents to witness for themselves the degree to which accommodation and practice has changed in residential care for children with complex additional support needs.

During these visits we will also sensitively acknowledge that for many children and young people their experiences of residential childcare were not as we would have hoped, and, where the individual is not already aware, we will provide information about the Scottish Government apology in October 2018, the Historical Abuse Enquiry, and the Redress Scheme.

Below is an extract from an email sent following a recent visit from a former resident who was accommodated in East Park from age 3–14 in the 1950s–1960s.

*“We were so grateful to have been given the opportunity to visit East Park. It is a visit we will long remember; you can be really proud of your staff. It was really encouraging to witness their dedication under some difficult circumstances.”*

*“Thanks for your input also and for taking the time to encourage both of us to ask questions and tell a little bit about our lives. I will look at the info you mention in your e-mail.”*

*“Give our regards to your staff, and hopefully we can come back sometime in the future.”*

## **Memorial Service and renovation of gravestone**

A few years ago, we were made aware of a gravestone at the Glasgow City Necropolis, which commemorates children who died in East Park Home (as it was known then) between 1875 and 1885.

Twenty-nine children and one nurse are named on the stone. We have also been made aware that some children who were buried there, subsequent to the stone being erected and that their names were not added. Whilst these dates significantly pre-date the period covered by the Redress Scheme; we intend adding these names to the current headstone.

### **Publication of book about the history of East Park**

As East Park approaches its 150<sup>th</sup> year, we have commissioned two researchers/authors to write a book about the history of East Park. As part of this process, the authors have invited former residents to provide their story of their experiences at East Park. We are aware that, for some, these reflections may well give rise to uncomfortable memories. Both authors are sensitive to this, and able to signpost interviewees to appropriate support services including the Redress Scheme. One researcher/author has relevant academic knowledge and experience, having been commissioned as a researcher in 2007 as part of the Historic Abuse Systemic Review (precursor to the Scottish Child Abuse Inquiry).

### **Access to records**

In the event of a Redress claim, as previously stated, during the reporting period up until 7 December 2022, East Park was not made aware of any specific Redress claims.

In the event of this occurring, we would ensure that we communicate our sincere regret and apologies to the individual concerned. We would request a meeting with them and would offer any additional support we could.

This may include:

Signposting to emotional support services, e.g. Redress Emotional Support Helpline: 0800 2118403; Breathing Space: 0800 838587; Samaritans: 116123; Wellbeing Scotland ([www.wellbeingscotland.org](http://www.wellbeingscotland.org).)

Support to access counselling, emotional support services.

Support to trace family members via organisations such as Birthlink Scotland (<https://birthlink.org.uk/services/>).

## 6.8 NHS Boards

Published Redress Report:

**NHS Grampian**

**NHS Greater Glasgow and Clyde**

**NHS Healthcare Improvement Scotland**

**NHS National Education Scotland**

**NHS National Services Scotland (NSS)**

This report sets out examples of wider (i.e., in addition to the redress scheme including non-financial) redress activities undertaken by NHS Scotland Health Boards from 7 December 2021 to 7 December 2022 as indicated in the Redress For Survivors (Historical Child Abuse In Care) (Scotland) Act 2021: Statutory Guidance.

### Individual Support

All 22 NHS Boards confirmed that their corporate websites were updated in May 2022 to include the Public Statement to confirm their participation in the scheme created by The Redress for Survivors (Historical Child Abuse in Care) (Scotland) Act 2021. In addition, NHS Health Boards confirmed that individuals who have

been in contact regarding the Redress Scheme have been made aware of the support available to them by both the Health Board and through the Scottish Government Redress Scheme.

All territorial NHS Boards provide a range of mental health services for individuals which includes support to survivors of abuse. In addition to these core services some specific examples of support offered to individuals by NHS Boards are as follows:

NHS Borders are due to open a new Forensic Examination suite (the Oakleaf centre) in February or March 2023 which will provide local access to a purpose-built forensic examination suite. This service will be available to any individual to self-refer and will provide another route for individuals who have suffered historical abuse to self-identify themselves to our services.

In addition to the suite NHS Borders has also established an integrated psychological trauma steering group with membership from NHS Borders, Scottish Borders Council, people with lived experience, and relevant third sector organisations. The agenda of this group is to de-stigmatise psychological trauma and provide governance and leadership in offering trauma training to the NHS Borders and Scottish Borders Council workforce to ensure staff are trauma-informed and are compassionate to the needs of individuals who have experienced psychological trauma.

Psychological services in NHS Borders are able to offer evidence-based psychological therapy for historic or current survivors of sexual abuse through usual referral pathways via GPs. Referrals can also be received from local people who have been affected by sexual abuse in care home settings outside the NHS Borders area and offer them evidence based psychological therapy according to their needs.

NHS Ayrshire and Arran (A&A) provide support, albeit not bespoke, to historical child abuse in care survivors. The NHS A&A Spiritual care team provides holistic support for residents and staff that cover a range of adverse childhood events and, where appropriate, onward referral or signposting to relevant therapies including those offered psychology and psychiatry services.

In NHS Fife adults are signposted to Kingdom Abuse Survivors Project (KASP) or secondary care psychology service. Clinicians in the psychology service work with survivors of childhood abuse as a core element of the psychology service provision, which includes therapy for individuals who experienced abuse in care settings and is part of the routine service provision. The NHS Fife Spiritual Care team provides a non-clinical listening Community Chaplaincy Listening (CCL) Service. CCL receives referrals from GP Practices and offers one-to-one support to individuals.

In addition, NHS Fife advised that many of their staff, for example within Addiction Services, have undertaken trauma-informed training and that individuals may be referred to KASP, psychology and/or third sector counselling services depending on their need and choice.

NHS Forth Valley confirmed that advice and assistance are available in terms of support to access historical records and tracing and reuniting families should this be required. They also offer Single Therapy (therapeutic interventions such as cognitive behavioural therapy, Trauma Focused CBT and Eye Movement Desensitization and Reprocessing) and Multi-modal Therapy (which include Compassion-focused therapy, Schema therapy, Acceptance and Commitment Therapy, Interpersonal therapy).

NHS Grampian endeavour to ensure that individuals will have access to the clinical support that best meets their needs and are reviewing access routes for services.

Through its Mental Health Services, NHS Lothian provides care and support to children, young people and adults who have experienced abuse which includes:

- Work delivered through the CAMHS Meadows Team to support children and young people who have experienced abuse. The focus of the team is working with a range of partners in social care, schools, and other partner organisations, while providing psychological treatment, care, and support to the young person.
- Provide Adult Mental Health (AMH) services through the Rivers Service, General Adult AMH and other Psychology Services, including psychological treatment for adults who have experienced abuse, many of whom have complex PTSD. Some individuals may have disclosed abuse and may be working with the police and legal representatives to bring a case to court. There are also times when individuals disclose abuse in psychological treatment and the clinicians work with them to help them to report this to the police.

### Collective support

NHS Boards advised that they provide a number of group therapies, these therapies and services are available to all survivors and are readily available on request.

All NHS Boards were able to advise that they do provide overall therapy, which would include survivors of historical child abuse and can be amended to specific cases as required. NHS Ayrshire and Arran, for example, confirmed that their spiritual care teams offer rituals and ceremonies for a range of issues around, death, birth, hope, remembrance, letting go and that these ceremonies can be specified to survivors.

To date, the support provided by NHS Boards has been focused on individuals and therefore NHS Boards were not able to

provide specific examples of collective support in addition to the aforementioned individual support.

NHS Boards are committed to providing ongoing support to all survivors and to ensure that advice and assistance is provided to any request from survivors in relation to access to historical records or tracing and reuniting families. NHS Boards acknowledge the harm caused and offer a full and sincere apology to survivors.

### Wider Activities

The NHS Boards reported on a range of wider activities that have been initiated to provide meaningful ongoing support and acknowledgement to survivors. Examples of provisions by the Boards are.

- NHS Borders provides Public Protection services in conjunction with other key public sector partners, including Scottish Borders Council, Police Scotland and the Scottish Reporter. This service includes support for survivors, regardless of the location of the abuse. The Public protection services, for both Vulnerable Adults and Children, are provided via a co-located Public Protection unit and are overseen through the Critical Services Oversight group and Public Protection Committee. Within this structure there is specific work on Child Protection and improvement and quality assurance for these services.
- The Scottish Borders Child Protection services are currently being externally inspected through the Joint Inspection process any lessons learnt from this review will be reviewed by NHS Borders once available later in 2023.
- NHS Dumfries and Galloway Public Protection Team, provides all areas of Child and Adult Public Protection. They have established several processes for wider safeguarding of vulnerable individuals, including both children and adults.



- NHS Fife are establishing a group including staff from Legal Services, Mental Health Services (including Psychology Services and Addiction Services), Spiritual Care Service, Children's Services, Medical Records, and Information Services to ensure that information in relation to Redress of Historical Child Abuse in Care Settings is collated, analysed, and monitored, and that the process is as supportive as possible.
- NHS Forth Valley work in partnership with 3 local authority areas to follow National Child Protection guidelines, and universally identify and respond to child adversity as early as possible to prevent long term, persistent harm. Learning Reviews are commissioned as a mechanism for all partners (i.e. health, police, and social care) to review and learn from. The NHS Forth Valley Chief Executive Officer has represented NHS Boards on national work, notably the NHS Public Protection Accountability and Assurance Framework guidance.
- NHS Forth Valley host the Transforming Psychological Trauma Implementation Coordinator role which supports the roll out of trauma-informed practice across the Forth Valley region. This service provides a range of activities, such as providing support to local authority and NHS trauma champions to influence change in their organisations, support the inclusion of lived experience expertise across service planning, provide specialist consultation to leaders and managers, and deliver Safety and Stabilisation training to staff across the sectors (i.e., mental health, physical healthcare, social work, justice, third sector and community organisations). This training encourages staff to use safety planning tools, provide basic psychoeducation and skills training to support emotional regulation. Further to this, NHS Forth Valley are developing a community of practice for staff operating at this trauma enhanced level to reflect on their work and wellbeing and build cross sector links with others

who support individuals who have experienced trauma. The aim is that trauma will become 'everybody's business,' and any individual, at any stage of their recovery, will be able to access the services they need in a safe way.

- NHS Lothian have strengthened child protection services through close inter-agency working between the NHS, local authorities, and Police Scotland. Currently, if concerns are raised relating to the abuse of a child (under 18 years old), NHS Lothian staff follow Interagency Child Protection Procedures and make a referral to either the Child Protection Hub, social work, or police. An Interagency Referral Discussion (IRD) is undertaken with the three key agencies (Police Scotland, Social Work, and Health Boards) and an interim safety plan is put in place including relevant supports, medical examinations, onward referral, and a decision to progress to a Child Protection Case Conference if required. Complaints made by adults relation to allegations of historical child abuse are supported in making a complaint to the police and, if required, appropriate referrals are made to other services.
- NHS State Hospital outlined their steps to fulfil their duty as Corporate Parent to individuals who are care experienced. For survivors of childhood sexual abuse there are several interventions provided:
  - Development of a trauma-informed approach to practice within The State Hospital
  - Direct support to survivors by way of supporting contact with Police Scotland (and PSNI) in order to report historic crimes and provision of Appropriate Adult services to promote meaningful engagement in these processes
  - Advice and guidance is provided to family members of patients who have been affected by these issues and signposting to relevant community-based resources.

## Closing Remarks

The NHS Boards, in their entirety, have fully committed to being open, transparent, and caring in how they engage with anyone who was in the care of NHS Scotland and will support survivors to take steps to provide some redress for past trauma.

## 6.9 Quarriers

### Published Redress Report

#### Background

The Scottish Parliament has enacted legislation to provide survivors of abuse with the opportunity to seek financial reparation through a national Redress Scheme. The Act places an obligation on participating organisations to submit a report to Scottish Ministers on work undertaken to support survivors, with particular regard to:

- emotional, psychological or practical support provided
- advice and assistance on accessing historical records
- advice and assistance on tracing and reuniting families
- activity relating to the provision of an apology to such individuals.

While Quarriers is not a contributor to the scheme, it is nonetheless good practice to publish an account of the work we undertake to support survivors of abuse.

#### Investment

In setting the budget for 2022/23, the Quarriers Board of Trustees agreed to invest an additional £100,000 in our Aftercare Service, taking the full-year commitment to £200,000. This investment will be protected as an ongoing commitment, despite challenging financial headwinds.

The additional investment has allowed us to build capacity in our Aftercare team. The team now consists of a Head of Service and

two full-time Aftercare Support Workers. Our Aftercare Support Workers assist survivors to access records, provide advocacy support where required, and signpost to other places of support or professional advice in circumstances where that is preferred to in-house support. We have also used this budget to employ a trauma specialist within the organisation.

## **Inclusion**

In order to better inform organisational decision-making, Quarriers has established an aftercare sub-committee of the Board, chaired by the Chief Executive and involving representatives of Former Boys and Girls Abused in Quarriers (FBGA), WhoCares Scotland, Birthlink Scotland, Future Pathways and Wellbeing Scotland. The role of the sub-committee is to advise on the development of our Aftercare Service and to scrutinise its performance. It meets quarterly, and a Terms of Reference and associated minutes are published on Quarriers' website.

Over the course of the year, the Aftercare Committee has considered proposals to support wider engagement with the survivor community, as well as contributing to thinking about how Quarriers can deepen its commitment to survivor wellbeing through our Aftercare Service and in our role as an employer.

## **Access to records**

Across 2022/23, Quarriers had a total of 87 enquiries from people looking to access information about relatives formerly supported by Quarriers (these are referred to as historical/genealogical enquiries). We also supported a total of 128 individuals to access their own records via subject access requests. At present, the majority of requests relate to people who were resident in Quarriers Village; however, we are starting to see more enquiries relating to services

outwith the Village setting (e.g. the former Seafield School in North Ayrshire). We have an ongoing project to digitise and catalogue all of our records. This is being done by a team of volunteers.

Across 2022-23, Quarriers had a total of 138 enquiries from Redress Scotland in support of applicants' Redress claims. The enquiries relate to the verification of 'in-care documentation' and the provision of any civil claim information. The team aims to provide a response to Redress within a 48-hour period where possible.

Within the current and previous quarter, all record access enquiries have been completed within the target four-week period. The majority of enquiries are completed within the first two to three weeks.

## Apology

As an organisation, Quarriers continues to offer an unreserved apology to people who were abused in our care.

Across 2022-23, the organisation received three requests from individuals asking for an apology. Quarriers has been able to apologise to two of these individuals.

## Reuniting families

Quarriers continues to work with a range of overseas organisations whose primary interest is in the tracing of family connections back to Quarriers. Schemes operating between the 1870s and 1960s led to thousands of children being migrated to Canada and Australia. We have offered an unreserved apology to the children who were migrated by Quarriers, and we acknowledge the impact migration had on children's lives and those of their descendants.

Over the last 20 years, Quarriers has been engaging with the descendants of migrated children who wished to access records

and tell us about how child migration has affected them. We have taken steps to publicise our apology in an effort to reach other former migrants with whom we are not in direct contact, and we continue to offer an aftercare service to those affected. We continue to engage regularly with citizens from overseas in relation to genealogical enquiries and have also had recent contact with Home Children Canada in relation to Quarriers' WWI Roll of Honours list.

## Commemoration

During 2022/23, Quarriers initiated plans to develop a memorial garden that will speak to the contribution of survivors, children migrated to the new world, and people who had a positive experience of growing up in Quarriers Village. We expect that work to be advanced during 2023/24.

## 6.10 Rossie Young People Trust

### Introduction

Rossie signed up to Scotland's Redress Scheme in December 2021 as part of the national endeavour to address the harms of historical child abuse. The Scheme provides financial and non-financial redress. We made an initial financial contribution of £50K in 2021 and a second payment of £35K in April 2022. The official letter of apology issued by the Chair remains on our website. We have commented on the Redress scheme's framework for an apology by former residents and have not received further advice or guidance. We have not been asked for a direct apology, assistance on tracing families or any other types of support since signing up to the Scheme.

Information is provided in this Report about the non-financial arrangements we have developed, and continue to develop, to prevent any forms of abuse occurring. This evidences our

commitment to providing the highest standards of care/protection, education, health and psychological support to all young people who live with us. We are a trauma-informed organisation and deliver all services in line with The Promise, UNCRC, Secure Care Pathway and Standards Scotland, and our legislative and regulatory requirements.

## **Culture**

Our culture is informed by our values of Respect, Integrity, Delivery, Accountability, and Collaboration. Our Board has endorsed these, and all staff are introduced to our values at induction stage, where we set out our expectations and standards for behaviours in the organisation. Young people are also aware of our values, and how these relate to expectations of positive behaviours by them, and what they can expect of all staff. Our services are therapeutic and trauma-informed, and delivered by multidisciplinary teams. The CEO and all members of the senior team have high visibility across the organisation, and operate an 'open door' policy for staff and young people.

## **Governance**

Our Board of Governors (volunteers) provides strong governance – 10 formal Board meetings/10 finance subcommittee and 10 Care, Health, Education and Training (CHETs) meetings are held per annum. Reports are prepared in advance for Governors on all strategic developments, financial and operational aspects of our charitable business, providing opportunities for scrutiny/challenge/support and approval.

## **Staff Recruitment**

Robust staff recruitment processes/clear job descriptions/person specifications and pre-employment checks are in place. Our young

people are involved in the selection process of **all** staff, across all departments and their scoring of candidates contributes to the selection and appointment process.

Staff receive a comprehensive induction/mentoring programme/ annual appraisal and supervision. Our culture encourages staff to propose ideas/developments to improve the organisation eg dance studio, forest school, outdoor gym, apiary etc. Our long service financial award scheme recognises/values staff for their commitment to Rossie and work with our young people. These processes ensure we recruit and retain the best talent.

Clear career pathways are in place for staff – we make significant investment in learning and development opportunities for all staff, across all departments. We have an on-site accredited SQA Centre delivering core operational qualifications to ensure best practice. All front line staff must register with the SSSC and abide by their Code of Conduct – annual re-registration is required to ensure authority to engage in social care practice.

We have very strong links with Universities at local, regional national and international levels. We engage in relevant research projects and provide student placements across a range of disciplines. All of these actions ensure our knowledge is current, delivering services which are evidenced based and to the highest standard.

### **Our Young People – Personalisation, Engagement and Voice**

We operate a culture of care/respect and are committed to our young people achieving a better future for themselves. This is realised through a relational approach with staff, ensuring young people can develop trust in adults, receive appropriate health/ psychological interventions and education as per the Scottish, English and Welsh curricula (we are a national/UK-wide service). Our



young people achieve educational awards/accreditation/certification as well as practical employment placements and skills.

Our young people have delivered workshops to our Board, CEO and Senior Leadership and Management Team on what a “rights respecting school” means to them – this ensures our core mission/purpose remains front and centre of the organisation, at the most senior level.

## Safeguarding

Rossie is an active member of the Angus Child Protection Committee, which is the local strategic planning partnership responsible for developing and implementing child protection policy and strategy across and between agencies. The committee is responsible for:

- The co-ordination of training for professional and other staff
- The development of policies, procedures and protocols
- Ensuring the effectiveness and quality of local child protection services through continuous improvement
- The provision of public information about child protection.

We have developed a comprehensive safeguarding policy, which is in line with national and local requirements, and has been signed off by the Committee. All staff attend safeguarding training and will receive ongoing refresher training. There is an annual review of joint protocols. The Deputy Chief Executive Officer has lead responsibility for this work.

## UN Convention of the Rights of the Child (UNCRC)

Rossie is committed to delivering all services in line with the UNCRC. Article 12 states that every child has the right to express their views, feelings and wishes in all matters affecting them, and

to have their views considered and taken seriously. Our young people are extensively involved in the day-to-day decision-making across the organisation, personalisation of services and choice. We have a contract with Who Cares? Scotland, to ensure young people receive independent advocacy as well as enabling their participation in a wide range of activities and developments.

Article 25 states if a child has been placed away from home for the purpose of care or protection they have the right to a regular review of their treatment, the way they are cared for and their wider circumstances. Rossie ensures young people are supported in attending their Children's Hearing and that accurate and current reports are prepared in a timely manner. Our Governors carry out monthly unannounced visits, and they review any incidents or complaints/compliments, which may have been made, as well as take the opportunity to meet with young people and staff. Procedures related to making complaints are communicated to all young people and their families/carers at the time of admission – these procedures are published on our website. As a care provider, we are highly regulated and receive unannounced annual visits from the Care Inspectorate. The Care Inspectorate currently assess our secure and residential services as "good and very good".

When young people come to live with us for the first time we have to be confident that they are not carrying prohibited items e.g. matches/lighters/knives on their person, as this could put the wellbeing of others at risk. This means physical searches must be carried out to ensure the safety of everyone in our organisation. In July 2021 Rossie purchased an airport scanner to manage this task, which supports Article 37 requiring young people to be treated with respect. We were the first secure and residential care centre in Scotland to purchase a scanner. Our sector leading approach evidences commitment to treating young people with

dignity and respect, and ensures the relationship between young people and staff starts on a positive footing.

We have a sophisticated technical system in place across the organisation, which monitors, records and retails all staff whereabouts at all times. We use CCTV to ensure the safety and protection of all young people and staff.

Also in line with Article 37, Rossie facilitates family visits on our campus. We have made significant investments in digital technology so young people, their families/friends and other key people in their lives can maintain positive and regular contact.

Article 39 states children who have experienced neglect, abuse, exploitation must receive special support to help them recover their health, dignity, self-respect and social life. We have specialist practitioners who provide psychological assessments and interventions to aid recovery from trauma and support reintegration back into their family and community (if appropriate). As a multidisciplinary organisation, we ensure a holistic approach to the needs of all young people, delivering individualised programmes of interventions. We have partnerships with NHS Tayside, CAMHS and a multitude of welfare organisations to provide holistic care packages. We are relaunching our trauma-training programme, and as of the end of October, 100 staff, including the CEO and SLMT, have participated in refresher training.

## **The Secure Care Pathway and Standards Scotland**

Rossie has been actively involved in the design of the Secure Care Pathway and Standards Scotland (referred to as Pathway and Standards) which set out what all children in or on the edges of secure care should expect across the continuum of intensive support and services.

The Pathway and Standards have been co-produced with stakeholders, including children, young people and adults with current and past experience of secure care. They follow a child's potential journey before, during and after a stay in secure care and are written from their perspective. The Standards provide a framework for ensuring rights are respected, and improving experiences and outcomes for children who are experiencing extreme vulnerabilities, needs and risks in their lives. We ensure all young people have access to our *Welcome Video* before coming to live with us, to allay anxieties. See link below.

<https://vimeo.com/645543380/eb1b630386>

### The Promise – Physical Restraint Reduction

Rossie is a member of two national working groups (Restraint Reduction Network, Scottish Physical Restraint Action Group) committed to the reduction of physical restraint. All relevant staff are trained and accredited in **CALM** physical restraint methodology. Once trained, annual accreditation is required for staff to safely, and legally use physical restraints on young people.

Rossie has invested in training front line staff as Instructors, to achieve the highest ratio of CALM Instructors to staff in the UK in any secure or residential care setting. We have 17 Instructors, fully trained in debrief methodology delivering robust support to staff and young people. This approach provides staff with the necessary skills and support to de-escalate violent or harmful behaviours, reducing the need for physical interventions or restraints. Our specialist debriefing supports both staff and young people, post incident to re-establish positive relationships. In the past 6 months

- (I) 32 new staff have received CALM accreditation
- (II) 91 members of existing staff have been reaccredited

- (III) Before the end of this calendar year, a further 10 new starts will be accredited, and 20 existing staff will be reaccredited.

As our regulatory body, the Care Inspectorate requires us to report all incidents to them and carry out reviews as appropriate. As a learning organisation, we ensure we learn from all incidents and improve practice and/or send staff on refresher programmes. All inspection reports are published and available on the Care Inspectorate website.

We prepare reports for our Board on incidents of physical restraints, and monitor, review and analyse trend data. Rossie is committed to using physical restraints only as a last resort in dealing with challenging or violent behaviours.

We have achieved the *CALM Quality Assurance Award* in 2022 for (i) our achievements in reducing the use of physical restraints, and (ii) the high quality and standard of staff practice.

### **Historical Records/Former Residents**

Since signing up to the Redress Scheme, we have been contacted by 7 former residents, 1 family member, 1 local authority, 4 legal representatives and received 2 requests from a voluntary organisation all asking for relevant records on specified individuals. In addition to this, 14 requests for information on former residents have been received via the Scottish Child Abuse Inquiry. We have responded speedily to all requests providing access to historical records held. We have also cooperated with Case Officers confirming the type of information we have provided to former residents regarding their time at Rossie. We will continue to provide this information to any future requests.

We have offered former residents the opportunity to visit Rossie, to demonstrate the range of protective measures, systems and procedures we have in place to ensure the highest standards of care. To date this invitation has not been taken up.

## Conclusion

Rossie was on the first list of contributors as part of the national endeavour to address the harms of the past. This report provides information on the culture, governance, systems and procedures we have in place, which provide protections to all young people placed in our care.

The range of excellent and high quality services we provide help address our young peoples' needs, risks and vulnerabilities, are in their best interests and give them the skills and hope for a better future. We deliver all services in line with legislative, policy and regulatory requirements.

Following a recent visit by a group of Children's Hearing panel members we received the following email:

*"Thank you so much for the excellent presentation to the Children's Hearings group tonight. It was really informative and I'm sure what I learned tonight will remain with me as I continue my work within the hearings system. Z and K (young people) were a credit to you and it was so good to hear them tell us about how things work for them at Rossie. The staff's dedication and commitment shone through. I certainly came away knowing that the young people in Rossie are at the centre of everything you do."*

As a Charity, Rossie is committed to providing the highest quality of services to the most vulnerable children across Scotland and the UK. We remain both committed and determined to achieve our Vision of being a:

## **Centre of Excellence that Changes Lives**

### **6.11 Salesians of Don Bosco**

#### **Published Redress Report**

Section 99 Redress for Survivors (Historical Child Abuse in Care) (Scotland) Act 2021 (the Act)

I write as the Safeguarding Lead for the British (GBR) Province of the Religious Congregation the Salesians of Don Bosco, a Redress Scheme Contributor, sending this letter as the first Annual Report as required by Section 99 of the Act.

The Salesians of Don Bosco were the providers of the following historical residential care provision in Scotland:

1. St Teresa's (residential care home for boys), Hillside House, Aberdour, Fife, KY3 ORH (1950-1960).
2. St John Bosco School (Approved School and then List D School for boys), Hillside House, Aberdour, Fife, KY3 ORH (1960-1983).
3. Bosco House (residential care home for boys), 7 Hamilton Road, Mount Vernon, Glasgow, G32 9QD (1972-1984).

Not being a childcare provider in Scotland for nearly 40 years our current safeguarding policies and practices have been developed only in relation to our work in England. This has involved compliance with and adoption of the policies and guidelines of the Catholic Safeguarding Advisory Service (CSAS) and more recently the newly established Religious Life Safeguarding Service (RLSS) and the Catholic Safeguarding Standards Agency (CSSA). There has

been a renewed emphasis on care and support for abuse victims and survivors with the establishment of Safe Spaces' to provide free independent counselling and support to anyone who has been abused in a Catholic or Anglican church context. Any who now approach us about past abusive experiences are offered a formal apology and the Safe Spaces support, in addition to the offer of meeting with us in person. We consider these policies are largely transferrable and will inform our practice as we seek to adhere to and adopt the principles in the Scottish legislation and to address our role and the requirements of being a Redress Scheme Contributor. In addition, we will check if our existing policies need adapting in light of the principles in the Scottish legislation as and when any practical eventuality arises where we need to apply these.

We have assisted past residents of our care provision in Scotland by promptly confirming dates of attendance and by providing details of any personal records in response to Public Access Requests (SAR5). We have also responded, usually within a day or two, to requests from Redress Scotland as to whether or not past residents have received any compensation payments from the Salesians. Total numbers have been as follows:

St Teresa's St John Bosco School and Bosco House – 16 enquiries received in total.

We have not yet been informed of the details of any Redress payments made to past residents of the care provision we provided in Scotland and have had no direct contact from or with any individuals abused as children during their time at this care provision. Consequently, as yet, we have not been in a position to make any apologies.



## 6.12 Save The Children UK

### Published Redress Report

#### Introduction

This report sets out the non-financial steps Save the Children UK has taken to meet our obligations as members of the Scottish Government's Redress Scheme for Survivors of Historic Abuse. The reporting period covered in the report is the first year of the scheme – from 8 December 2021 to 7 December 2022. The report is submitted to the Scottish Government as per our obligation under the scheme.

We explain below the measures we have taken to ensure that we are prepared to provide assistance or support to survivors who may make contact with us.

#### Governance

We have taken a number of steps to ensure we fulfil our obligations under the Scheme and put in place a high-quality programme of support for survivors. We established:

- An oversight group to oversee our commitments: this group includes senior staff responsible for our work in Scotland, as well as representatives from our Safeguarding, People and Wellbeing, and Legal teams. This group reports directly to our Trustees, through the Audit and Risk Committee of our Board.
- An agreement with Harmeny Education Trust Ltd (HETL) on how we work together to support former pupils to access records and provide emotional and practical support.

#### Providing emotional, psychological or practical support

Our Safeguarding and Wellbeing teams have developed a values-based, people-centred approach to providing emotional, psychological and practical support to survivors.

We incorporated support to survivors of historical abuse into our case management standard operating procedures and survivor-centred protocol. Our Director of Safeguarding is the named lead for these policies.

We have developed a therapeutic pathway for survivors of historical abuse. The pathway is based on taking a person-centred approach and providing support that is tailored to an individual's needs. Our Safeguarding and Wellbeing teams will work together to ensure the best possible support is available to survivors, as follows:

- We use Trauma Risk Incident Management (TriM) as a mechanism to deliver support following potential exposure to trauma or harm. The objective is to support individuals that may be at risk of developing illness because of exposure to a traumatic incident and to facilitate appropriate support. TriM is a peer-delivered system. It is evidence based and conforms to NICE (National Institute for Health and Care Excellence) guidance on suggested responses to traumatic events. It has been tested and adopted by a wide range of organisations. Participation by an individual or group with the TriM process is voluntary.
- Following initial screening and discussion with individuals, we offer counselling or a referral to a clinical psychologist. These services are provided through third-party, accredited providers depending on where the person is based. Our approach is flexible and continually monitored.

We would be happy to provide more information on our pathway and providers.

During this reporting period, we have not had any contact or referrals from case workers relating to cases arising under the Scheme. We aim to refine our approach based on feedback from survivors on how it works in practice.

### **Providing assistance to survivors to access historical records**

We have a contractual agreement in place with HETL to ensure our obligations to make historical records relating to Harmeny School available to applicants under the Scheme are met. This agreement sets out the basis for the control, protection and sharing of personal data between HETL and SCUK in line with data protection legislation, as well as forming the basis on which HETL and SCUK will co-operate with one another in relation to access to and use of the historical records relating to the School. Under our agreement, and in practice, SCUK and HETL work together closely to handle subject access requests by former pupils of Harmeny School. Such requests are generally received by the management at HETL, whereafter HETL and SCUK will jointly prepare the response to survivors to ensure that all appropriate records relating to their request can be provided. HETL maintain contact with the individual making a request by telephone and offer the opportunity to visit the school, or if they would like. A copy of the book, "Recollections of Harmeny: The First Fifty Years" is also available free of charge for any former pupil, should they wish a copy.

We supported four individuals to access their records during the period to which this report relates.

### **Providing assistance in tracing and reuniting families**

We have had no requests to provide assistance in tracing and reuniting families during this reporting period.

## Providing apologies to survivors

Apology is an important element of non-financial redress. During this reporting period we have not provided an apology to any individual survivors.

As set out in our response to the Scottish Government's consultation on the apology framework our approach is to tailor an apology to an individual, ensuring the individual is treated with dignity, respect and compassion.

We have a 'survivor-centric' approach to handling safeguarding incidents and apply that approach to providing individual apologies to survivors of abuse at institutions for which we were responsible. We are strongly in favour of providing a face-to-face apology where the victim and their families agree and/or request this. We believe this format to reflect more directly our survivor-centric approach to managing safeguarding matters (where circumstances make this possible and where the victim is willing and would prefer to receive an apology of this nature). We are equally willing and able to provide written apologies only, where victims express such a preference.

The key obstacle to providing the most meaningful form of individual apology is the availability of accurate and relevant information relating to the individual and the period in which they attended the institution at which they suffered abuse. The information available to the organisation from our records, if any, can often be basic – limiting what we can ascertain to basic facts such as the dates during which a student attended the relevant institution. This may mean that we lack, or are unable to provide, meaningful context to explain the situation at the institution in question at the time a victim attended, which we understand would be frustrating for victims, and which hampers our ability to expand more meaningfully on the content of any apology we provide.

## Support for former pupils to visit HETL

We are working with HETL to develop a joined-up approach to supporting former pupils of the school during Save the Children's period of management.

We are discussing how we can support HETL to facilitate visits to the school from former pupils, through providing financial assistance and other means. We will update more on this approach in next year's annual report.

## Our approach to safeguarding

Keeping the children and adults we work with safe is vital and our top priority. We take safeguarding extremely seriously. We expect all staff to demonstrate the highest standards of behaviour in both our professional and personal lives. And we do all we can to prevent, report and respond appropriately to abuse and neglect. We ensure that our approach to participation/any activity with children and parent or carers is carefully planned and considered to ensure it does not place children in harm's way.

Our five pillars of safeguarding are prevention, reporting, response, learning and governance. We aim to be unflinching in learning from our mistakes, including historic cases, in how we implement our safeguarding policies in practice.

During 2022 we introduced "no fault/no harm" reporting. This is to help us become more transparent and open to learning, being aware of any gaps in our practice and making sure we try to fix them. It aims to boost a speak up culture to build confidence amongst staff and ensure we are continuously learning from practice. Safeguarding is something that everyone is responsible for and this approach trusts staff to act on that responsibility. In addition:

- we take a preventative approach and have taken steps during this reporting period to strengthen our approach to risk assessing our work with children and parents – in particular in relation to our planning framework and recording risks and mitigation. Safeguarding is an essential part of our planning framework (from designing and delivering our programmes to planning individual events or activities);
- every member of staff is required to attend safeguarding training during the first week of their induction and refresher training every two years after that; and
- we have invested in dedicated safeguarding expertise to help develop our approach in Scotland (and across the UK). This role is supporting teams to develop their confidence in reporting and to strengthen our risk assessment processes across all our engagements with children and vulnerable adults.

## Conclusion

Our approach to supporting survivors and safeguarding is based on continuous learning and development. We aim to build on the steps we've taken this year to ensure a joined-up approach with HETL in providing practical and emotional support to survivors and learning from any historic cases that we become aware of through the Redress Scheme or outside of it.

### 6.13 Scottish Prison Service

As required under Section 99 of the Redress for Survivors (Historical Child Abuse in Care) (Scotland) Act 2021, please see below our annual report for the reporting period, 8 December 2021 to 7 December 2022, on the wider actions SPS has taken to redress the historical abuse of children:

- **Acknowledgement of abuse and provision of an apology** – on the 8<sup>th</sup> December 2021, the SPS published on its external

website a letter acknowledging the harm that children experienced whilst in our care and apologised for the suffering that each child endured. A copy of the letter can be found via the following link **SPS Committal to Redress Scheme**.

During the reporting period, SPS has not received any requests from individual survivors of historic child abuse seeking an apology for any harm they experienced or endured whilst in our care. Should we receive any requests we would engage with the Survivor Relations Team within Scottish Government to facilitate this between SPS and the survivor.

- **Engagement with those responsible for the management of the Redress Scheme** – We have provided advice and assistance to those seeking to access their historical records through engagement with those responsible for management of the Redress Scheme. We have agreed and established a secure means of communication to verify information, in a timely manner, which is provided to the scheme administrators to support survivor’s claims for compensation.
- **Subject Access Requests (SAR)** – Through SPS’ established SAR process, survivors have been able to obtain access to information held by SPS to support their claims for compensation. They have been able to do this by writing directly to SPS or downloading from our external website a SAR Form. Where a person making a SAR has some form of disability and finds it impossible or unreasonably difficult to make a SAR request in writing, SPS will consider a verbal request.
- **Assistance in tracing and reuniting families** – SPS recognises the importance of family support for those in our care and provides prisoners with a variety of means to reunite and maintain contact with family. This includes through correspondence, physical and virtual visits, by telephone, the Email-a-Prisoner and Prisoner Voicemail schemes.

Although not introduced specifically to support the introduction of the Redress Scheme, SPS has in place processes to assist families in tracing relatives who may be in our care. Under the terms of the Data Protection Act 1998, SPS are prohibited from confirming whether a person is in SPS custody as this information is considered personal data. To assist families who may wish to trace those in our care we have arrangements in place. Those arrangements allow families to write to individuals c/o SPS Legal Services who will, if the person is in our care, pass the letter on to them but without confirming to the sender whether or not the person is in custody. Therefore providing those in our care, who may have lost contact with family members, to reunite with them if they choose.

- **Funding for emotional, psychological or practical support** – Those in our custody are able to access a variety of means of emotional, psychological or practical support that is either funded by SPS or provided by local NHS boards, this would include; access to Samaritans services, either via the SPS Listener Scheme or via SPS phones (the Samaritans telephone number can accessed from any SPS mobile, in cell or communal phones); they can self-refer to NHS Mental Health Services; and some SPS establishments are engaging with community partners who provide support to survivors of abuse such as CEA (Committed to Ending Abuse) who are providing support services within HMP & YOI Polmont.  
SPS is not able to fund services that would provide emotional or psychological support services for those not in the care of SPS. SPS is funded directly by Scottish Ministers to provide prison services and the SPS budget is intended to cover expenditure associated with operating the prison system (both publicly and privately-managed prisons) and the provision of a Court Custody and Prisoner Escorting Service (CCPES) on behalf of



Scottish Courts, Police Scotland and the wider justice system. Our budget does not cover the costs of funding the provision of services to persons in the community.

In terms of practical support, as detailed above, SPS has processes in place to enable survivors to obtain access to information held by SPS to support their claims for compensation.

- **Safeguarding policy and procedures** – SPS has a number of policies and procedures that have been implemented to safeguard children in our care or who visit or make contact with a prison or people in our care. Below we have provided an overview of some of the key policies:

**Vision for young people in custody** – the aim of this policy is to use the time the young person spends in custody to enable them to prepare for a positive future. This means providing, in a safe and secure environment, care and experiences, which will support the young person’s mental, physical and emotional wellbeing, build their knowledge, skills, employability and promote their successful reintegration to their communities.

**Think Twice – SPS’ Strategic Approach to Encouraging Respectful Behaviour in Prison** – this strategy focuses on identifying and recognising when bullying occurs with a view to dealing appropriately with the behaviour of the person bullying and providing support to the person experiencing the bullying behaviour. The policy aims to: reduce the level of bullying within prisons; ensure that any incidents are investigated and managed appropriately and create a safe, supportive community where people take responsibility for their own actions and understand how their actions affect other people.

**SPS Child Protection Policy** – requires SPS staff to take all reasonable steps to protect from harm and abuse those children and young people in our care, who visit or make contact with a prison or people in our care. The policy provides advice to staff who may become concerned about the welfare of a child or young person during the course of their duty. It advises that staff have a responsibility to act on any concerns they may have. It provides staff with guidance in regards to: what the signs of potential abuse are; their obligations to protect children and young people from harm and abuse and details of the correct reporting procedures they should follow.

- **Any other support** – During the last reporting year, SPS had been focussed on setting up the practical systems in consultation with the Redress Team to ensure that those seeking to access their historical records are able to do so through engagement with those responsible for management of the Redress Scheme. During this reporting year, SPS will consider how it can demonstrate or highlight to survivors of abuse the ways that the organisation now works to prevent abuse.

We note this redress report will be reviewed and published as part of a combined report as required by Section 99 of The Act.

## 6.14 Sight Scotland

### Published Redress Report

In accordance with our responsibilities under **Section 99 of Redress for Survivors (Historical Child Abuse in Care) (Scotland) Act 2021 (The Act)** please find below the report of the Royal Blind Asylum and School Trading as Sight Scotland up to 7<sup>th</sup> December 20122 covering the first 9 months of the scheme.

We have not been contacted by any survivors or their representatives in connection with the Redress scheme although we will support any survivor of child abuse that was in our care and will do our utmost to provide records from our archives in support of any requests for information. If we become aware of any specific cases we will work with the survivor to provide funding for emotional, psychological or practical support (as per s.99(2)(a)(i)), advice and assistance on tracing and reuniting families (as per s.99(2)(a)(iii)), take action relating to the provision of an apology to such individuals (as per s.99(2)(a)(iv) or any other support the survivor needs from us (as per s.99(2)(b))

We have in place a safeguarding manager and have a policy whereby all staff, whether engaged in child care or not, undertake safeguarding training. Care, Education and Nursing staff and volunteers working directly with service users (this definition includes children as well as vulnerable adults) will be expected to undertake Safeguarding training both at basic and advanced levels. This will be a combination of e-learning and face to face training. Staff are expected to successfully complete the advanced training module every year.

We published our statement on Redress on our website on 31<sup>st</sup> May 2022 **Sight Scotland Redress Statement | Sight Scotland.**

We are fully supportive of the work being carried out by the Redress, Relations and Response Division of the Scottish Government and will continue to engage with them when called upon to do so.

## **6.15 Sisters of Nazareth**

Making redress payments for survivors of historical child abuse in Scotland's Nazareth House Children's Homes is an important part of dealing with the past. The Congregation of the Sisters of Nazareth recognises that financial redress is only one aspect of acknowledging the harm that past child abuse has caused to survivors. Nothing can ever compensate for any suffering endured whilst in the care of the Sisters of Nazareth.

In recent years there has been much discussion and effort to engage with survivors to understand and address the harm caused by historical child abuse. The Sisters of Nazareth welcomed all children who were referred to us and in many cases we made a positive contribution to their lives but we recognise that we did not get it right in all cases. Survivors of historical abuse have the option of seeking justice through the criminal and civil courts. The financial redress scheme provides an alternative to the current criminal and civil court process because it is sensitive to the needs of survivors.

### **Advice and Assistance on accessing historical records**

Access to records and to information about past circumstances and identity can be challenging. The limited information that is available by the way in which records were kept and statistics

recorded in the past presents significant challenges for our archivists. Care records are a vital link with an individual's identity and childhood. Access to information is required for applicants in support of their applications for redress. They are also needed by Redress Scotland in the administration of the scheme.

Last year the number of requests for individual in-care records totalled 83. There were 55 requests for in-care record verifications. In addition, Scotland's Redress Scheme sought and received verification of all relevant previous payments made to 81 applicants in relation to abuse they experienced as children. Our team of archivists have worked tirelessly to identify records, including when names and dates do not match.

### **Advice and assistance on tracing and reuniting families**

We have verified 55 records and 81 pre-payments to Redress Scotland. We have also provided in-care records in 83 cases, which have come from multiple sources. We haven't specifically provided advice and assistance on tracing and reuniting families. However, there have been cases where records have been requested but the individual has not resided in a Nazareth House, in which cases we have provided advice on where else they may make enquiries. These may be related to redress claimants or others who approach the Congregation looking for their care records or family connections.

### **Funding for emotional, psychological or practical support**

There have not been any specific requests for funding for emotional, psychological or practical support during the last year relating to children cared for in Scotland. We have funded such requests in previous years and would consider similar requests in the future should they be received.

## Apology Framework

The Sisters of Nazareth have engaged in the Apology Framework for Scotland's Redress Scheme. Whenever an individual asked for a written apology we welcomed the opportunity to provide survivors with a sincere, unreserved and heartfelt apology. In each of the three requests for an individual apology, the survivor gave consent to share their personal statement, thus making the apology more personal and meaningful.

The Sisters warmly welcome former child residents, survivors and their families to visit a Nazareth House. Many lessons have been learnt as we engage with survivors and our prayer is that a healing process may commence and lead to reconciliation. Every day we remember in our prayers all survivors whose childhood memories were contrary to the love, care and nurturing they should have received.

## ■ | 7. Applying for redress

Find out more about Scotland's Redress Scheme, including who is eligible, how to apply and where to access support at the **mygov.scot website** – or call 0808 175 0808.

For a **list of relevant care settings** see the statutory guidance on eligibility.

### 7.1 Share your views on Scotland's Redress Scheme

If you are an applicant to the scheme you can share your views on the scheme through the survivor forum. Email **redress@gov.scot** for more information.

## ■ | 8. Support for survivors

We recognise that the content of this report may be distressing and that it may bring back difficult or traumatic experiences for you. This can be particularly difficult if you do not have someone to talk to about your feelings.

Support is available from a number of sources.

### 8.1 Redress Emotional Support Helpline

You can contact the Redress Emotional Support Helpline on 0800 211 8403. Calls to the helpline are usually free.

You'll be asked to leave a message and someone will call you back.

If you call before 5pm someone will call you back on the same day. If you call after 5pm or at the weekend, someone will call you back on the next working day.

The helpline has been set up to support people applying for Scotland's Redress Scheme. It offers non-specialist emotional support for worries you may have when completing your redress application. You can also call the helpline even if you haven't yet made an application.

Workers on the helpline are not employed by the Scottish Government and do not have access to your redress application. If you need an update on your application please contact a Scottish Government case worker on 0808 175 0808.



## 8.2 More support

There are other organisations you can contact for support:

### **Samaritans**

Call free on 116 123 – 24 hours a day

### **Breathing Space**

Call free on 0800 83 85 87

Weekdays: Monday to Thursday, 6pm to 2am

Weekend: Friday 6pm to Monday 6am

### **NHS 24**

Call free on 111 – 24 hours a day

### **Future Pathways: Scotland's In care Survivor Support Fund ([future-pathways.co.uk](http://future-pathways.co.uk))**

Call free on 0808 164 2005

Weekdays: Monday to Friday – 10am–4pm

### **Child abuse: useful organisations – Citizens Advice Scotland**

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