

On this page you will find answers to some of the common questions people have about the Redress Scheme. While the answers aim to be as clear as possible, there may be gaps in the information provided and you might want to ask a question of the project team. If so, please email redress@churchofengland.org and a member of the team will respond to your query.

As further decisions are made by the Redress Project Board and progress is made, the FAQs will be updated in a timely fashion to reflect developments so that the information provided below is an accurate summary of the status of the project.

There is not yet any confirmation of when the Scheme will be available to eligible applicants but please be assured that significant progress is being made, especially given the complexities involved, and more information will be made available once a firm timeline is known.

If you have any comments about the FAQs, please email the project team: redress@churchofengland.org

About the Redress Scheme

Background to the Church of England's Redress Scheme.

What is the Church of England National Redress Scheme?

The purpose of the Redress Scheme is to demonstrate in tangible and practical ways that the Church is truly sorry for its past failings relating to safeguarding and to help victims and survivors move towards rebuilding their lives.

People eligible to receive redress may be offered a financial award as well as other forms of bespoke redress tailored to an eligible applicant's needs. This might include therapy, spiritual support and prayer, acknowledgment of wrongdoing, an apology and other forms of redress.

Survivors of Church-related abuse have been at the heart of the process to design the Scheme, and everyone involved is committed to ensuring the Scheme is as survivor-centred as possible.

Why is the Redress Scheme being set up??

Following the Church hearings at the Independent Inquiry into Child Sexual Abuse (IICSA) the Church committed itself to be more survivor-centred. This included making arrangements to provide redress, which was recommended in the final IICSA report into the Church of England and Church in Wales, published in October 2020 (see Recommendation 7).

Given the complexities of the Church's structure and our deep commitment to redress, the Church decided to develop a Redress Scheme specifically for people who have experienced abuse in the Church of England.

Statement on publication of IICSA report

Response to IICSA recommendations

While IICSA specifically reported on the sexual abuse of children, the Redress Scheme will offer redress to people who have, at any age, experienced an incident of physical, sexual, emotional or psychological abuse (including spiritual abuse), financial abuse, neglect or maltreatment.

Who is involved in its development??

The Redress Project Board has oversight of the development of the Scheme and is chaired by Bishop Philip Mounstephen. A fulltime Redress Project Team, employed by the Church of England, has day-to-day responsibility for the project. A Redress Survivor Working Group, made up of people with experience of Church-related abuse, meets regularly to discuss and provide insight to policy discussions.

Read a blog post from the Project Board Chair: [To survivors of Church-related abuse](#)

Two survivor representatives of the Survivor Working Group sit on the Project Board and take part in every policy discussion and vote on every decision. The Project Board is deeply grateful for the guidance the group provides and is clear that it cannot develop this area of work without their invaluable input.

The Scheme Administrator, [appointed by the Church](#) for its expertise and knowledge, is working to further develop the Scheme before launch.

The legislation that will underpin the Scheme requires successful passage through the Church and parliamentary legislative processes before the Scheme can open to applications. The earliest that the Redress (Abuse) Measure might be laid before General Synod for 'final consideration' is July 2025.

When will the Redress Scheme be available??

This is a complex Scheme to develop, and everybody involved in delivering the Redress Scheme is working hard to bring it to launch as soon as possible.

The Scheme infrastructure is now in place, but before the Scheme can open, the legislation that will underpin the Scheme requires successful passage through the Church and parliamentary legislative processes. The earliest that the *Redress (Abuse) Measure* might be laid before General Synod for 'final consideration' is July 2025.

The Scheme will be promoted widely once a launch date has been agreed.

How long will the scheme run for?

The Redress Scheme will operate for five years from the day it opens. The closing date for applications will be clearly publicised throughout the life of the Scheme.

Eligibility and Application

Information about the eligibility criteria and application process.

What are the application criteria?

The Redress Scheme is intended to provide redress to victims and survivors of Church-related abuse. To be eligible to apply for redress when the Scheme opens, you must have experienced one or more of these types of abuse or hurt:

- Physical abuse
- Sexual abuse
- Psychological abuse
- Emotional abuse
- Spiritual abuse
- Financial abuse
- Neglect

The abuse must have happened at least once when ALL of the following were true:

- The abuser had the authority to perform a role in the Church of England or you had reasonable grounds to believe they did.
- There was a strong link between that person's official duties in the Church of England and the abuse you experienced.

It doesn't matter:

- When or where the abuse happened
- Whether you were an adult or a child at the time of the abuse
- Whether you have reported the abuse or not
- Whether the abuser was convicted
- Whether the abuser has died

How do I apply?

When the Scheme opens, you can apply online via the Scheme website. Applicants will need to register an account via the online Scheme portal. Once you have registered you will be asked a series of questions and asked to provide details about what happened, such as dates, locations, and any supporting documents you might have. This information will form your application for redress. An application can also be made by completing a paper form, if preferred. Emotional and practical support will be available to you throughout the application process.

How do I submit an application?

When you've finished your application form, you'll be asked to sign a Declaration of Truth. This is a statement that confirms you believe all the events contained in your application to be true. After you have signed this, you will be able to submit the application electronically through the secure online portal, or by posting it to the Scheme Administrators if completing a paper form.

You can complete your application at your own pace. You will be able to save a partly completed application and come back to it. Once you've signed the declaration, you can submit your application and only then will the information be available to the Scheme Administrator to assess.

What if I don't have access to a computer? What if I can't use a computer?

The Scheme is designed to make the application process as accessible as possible to all. If you do not have access to a computer, support is available to help you

in completing and submitting your application. Applicants will also be able to submit a paper application form if preferred.□

Can someone help me complete the application?

Yes, someone can assist you in completing an application. This might be a friend, family member, solicitor, advocate, or support worker. If you wish for someone to help you, or apply on your behalf, you will be asked to provide this person's details at the start of the application process.

What happens if I change my mind and don't want to pursue my application?

You are free to withdraw your application at any point during the application process.

What 'standard of proof' will need to be satisfied??

Applicants to the Redress Scheme will have to confirm details of their experience so that it is clear to those assessing the application that the abuse was more likely than not to have occurred. This will ensure the Scheme is administered consistently and fairly and that successful applicants are awarded redress appropriate to their circumstances.

How do I know I am eligible?

To be eligible for redress from the Church of England, you must have experienced one or more of these types of abuse or hurt:

- Physical abuse
- Sexual abuse
- Psychological abuse
- Emotional abuse
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- Spiritual abuse
- Financial abuse
- Neglect

The abuse must have happened at least once when ALL of the following were true:

- The abuser had the authority to perform a role in the Church of England or you had reasonable grounds to believe they did.
- There was a strong link between that person's official duties in the Church of England and the abuse you experienced.

It doesn't matter:

- When or where the abuse happened
- Whether you were an adult or a child at the time of the abuse
- Whether you have reported the abuse or not
- Whether the abuser was convicted
- Whether the abuser has since died

What happens if I'm not eligible?

If it turns out that you're not eligible for the Scheme, this will be communicated to you using your preferred communication method. This decision will also be communicated to you in writing. The decision-making process will be clearly explained, and you may be signposted to alternative support resources. Page 5

What information do I need to provide in my application?

In your application you will be asked to provide some personal information including your name and address. This will help us confirm your identity and start the application process. Then you will be asked to describe what happened, in your own words. You can write as much or as little as you feel comfortable with.

Emotional support will be offered throughout the application process. If you need help completing the application, technical support will be available to assist you.

Is there a time limit to complete my application?

The scheme will be open for five years from the launch date, and the closing date for applications will be clearly publicised through the life of the Scheme.

Can I pause my application and come back to it?

Yes, the online application system allows you to save your progress at any point and return to your application at a later time.

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- ¹ However, you will be required to submit your application before the final application deadline ahead of the Scheme closure.

Who will I have day-to-day contact with?

You'll be assigned a dedicated team member who will be your primary point of contact throughout the application process.

How will you contact me?

The Scheme Administrator will communicate with you primarily through your preferred method of contact, whether that's email, phone, or post, or through someone you have nominated to support you with your application, such as a friend, family member, or advocate.

Formal decision will be communicated in writing so that you have a clear record of the outcome of your application, and to ensure transparency throughout the process.

How will you use and process my data?

The Project Board is committed to protecting your privacy while enabling effective information sharing. We're developing clear guidelines on how and with whom information will be shared. Your data will only be shared with those involved with or assisting in processing your application.

Full details about how the Redress Scheme will process data will be available in the Privacy Notice which will be published on the Scheme website at launch.

Why do you need my ID?

ID is required to verify your identity and ensure that redress is offered to the correct person. A list of accepted identity documents will be made clear to you during the application process.

What if I do not have the required ID, what do I do?

If you cannot confirm your ID using one of the accepted identity documents listed during the application process, you will be able to contact the Scheme Administrator to explore alternative ways for you to verify your identity.

Will I have to deal with the Church directly?

No, you will not have to deal with the Church directly during the application process. The Redress Scheme will be run and managed by an independent organisation, separate from the Church of England. You will not have to interact with the Church or Church personnel during the application process.¹ ■

1. Redress FAQs - The Church of England



www.churchofengland.org

If you choose to accept an offer of redress, you may wish to explore bespoke forms of redress suitable to you. This might include choosing to interact and engage with the Church in some way, for example through spiritual support, prayer, or a visit to a place of significance. However, should you explore this, any interaction with the Church will always be entirely your choice.

What happens if my application highlights a new safeguarding disclosure?

If an application includes a new disclosure, the Scheme Administrators will need to act to address this. Whilst they do this, your application will be paused. ¹ ■

Scheme Administrators may need to contact statutory organisations, the police or the Church to determine if there is a live safeguarding risk. The Scheme Administrator will notify you if this becomes necessary and discuss with you how to best ensure that this is done safely with your involvement.

Will I have contact with my abuser?

No, the Scheme Administrator will never ask you to speak with, contact or otherwise engage in any way with your abuser.

What happens if there are ongoing criminal proceedings involving an abuser?

Your application is likely to be paused until criminal proceedings have concluded.

Will my application be closed if there is a period of inactivity?

No, an application that has been started but not yet completed and submitted, will remain open on the Redress Scheme system. You will need to submit your application before the final deadline ahead of the Scheme closure. Only once your application has been submitted will the Scheme Administrator be able to access and assess the information.

Can I apply on behalf of a deceased survivor?

Yes, applications can be made on behalf of a deceased person.

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As the applicant, you will be asked to provide your personal details, as well as the personal details of the deceased on whose behalf it is you are applying. You will be asked a series of questions and asked to gather details about the deceased's experience, such as dates, locations, and any supporting documents you might have.

Can I stop and withdraw my application?

Yes, you can withdraw and securely delete your application at any point during the process.

Financial Awards

Information about the financial awards and how they are calculated. □

How much might I be awarded?

Financial awards will range from £5000 to £660,000. Any previous awards or settlements you have received will be taken into account and a deduction made to the financial award offered.

A financial award framework has been created to calculate financial awards consistently.

Who decides how much money I will receive?

An assessor will review each application and make decisions about the financial awards for each application based on an established financial award framework. Assessors are trained legal professionals who will review your application impartially and consistently according to the agreed framework.

How is an award calculated?

The award calculation will be based on a number of factors, including the severity and impact of the abuse.

A financial award framework has been created to calculate financial awards consistently. The framework calculates individual financial awards across four stages:

1. At stage one, an application is assessed according to the type of abuse experienced.
2. At stage two any aggravating factors detailed in the application are considered.
3. At stage three, an application is assessed regarding the impact the abuse has had on the applicant.
4. Finally, at stage four, in rare and exceptional circumstances where other significant factors cannot be accounted for adequately in the first three stages, an uplift of 20% may be applied.

Will my offer of redress be time-limited?

Yes. You will have up to six months to accept or decline any offer of a financial award or bespoke redress. You can also apply to appeal the offer of a financial award.

When will I receive an offer?

After your application has been carefully reviewed and assessed, and if you are eligible for redress, the Scheme Administrator will contact you via your preferred method of communication and write to confirm the offer. If you choose to accept the offer, money will be paid into the bank account provided. If you have already provided your bank details, this will help ensure there is no delay to the payment.

Can I claim for my loss of earnings?

No, the Redress Scheme does not account for loss of earnings. However, the impact of the abuse is a factor that will be considered when calculating a financial award. Every application will be assessed consistently and according to the financial award framework.

What is the maximum award I can receive under the Scheme?

Financial awards range from £5000 to £660,000, in rare and exceptional circumstances. Any previous awards or settlements may be taken into account before a final offer of a financial award is made. Every application will be assessed consistently and according to the financial award framework.

How will payment be made to me?

Payment will typically be made electronically into your nominated bank account.

How long does it take for the payment to reach me?

Once the redress offer has been made and accepted and all necessary arrangements are in place, payment will be made promptly. If you have already provided

your bank details, this will help the Scheme Administrators ensure there is no delay to the payment.

What happens if I lack capacity?

If you lack the mental or physical capacity to manage your finances, the Scheme Administrator can work with your solicitor or appointed decision-maker to ensure the financial award payment is managed appropriately.

Other Forms of Redress

Information about bespoke redress tailored to your needs.

What other forms of bespoke redress are available?

If you are eligible for redress, you may be offered other forms of redress tailored to your individual needs, including therapeutic support, a formal acknowledgment of the harm caused, and a personal apology. Additionally, if you wish, the Scheme Administrator may also be able to facilitate a meeting with a Church representative, a visit to a location of significance, personal prayer and blessing, and other forms of support.

When can I ask for individual forms of bespoke redress?

After you have submitted your application and it is confirmed that you are eligible for redress, you'll be assigned a team member who will be able to discuss with you the best ways to acknowledge your experience and support you moving forward.

Will I be offered psychological treatment/counselling?

Yes, if you are eligible for redress, and a medical assessment recommends this course of action to help you address the impacts of abuse on your mental health and wellbeing, you may be offered psychological treatment/counselling.

Can I have an apology?

Yes, if you are eligible for redress you will be able to request a personal apology. You can request for the apology to come from the Church body closely linked to where the abuse took place, or, if you prefer, you can request an apology from a different part of the Church. The team member assigned to help facilitate your bespoke redress will discuss your request with you.

Can I meet someone from the Church to discuss my abuse?

The Scheme Administrator can try to facilitate a meeting with a relevant Church representative if this is something you seek and wish to explore. The team member assigned to help facilitate your bespoke redress will discuss your request with you.

Can I meet my abuser?

No, the Scheme prioritises your safety and wellbeing and will not facilitate contact with your abuser.

Previous and Future Claims

Information about how previous or future claims may affect an application.

Can I apply if I have previously brought a successful civil claim? ?

Yes. A previous civil claim does not automatically disqualify you from applying for redress. However, previous awards or settlements may be taken into account before a final offer of a financial award is made.

Can I apply if I have an ongoing civil claim?

You may wish to discuss this with your solicitor. The Scheme will cover your legal fees up to a capped amount. The Law Society website can help you to find a solicitor: [Find a Solicitor - The Law Society](#)

Will my previous award be offset or deducted?

Yes, previous awards or settlements may be taken into account before a final offer of a financial award is made. This ensures fairness to all applicants and avoids any one person receiving a financial payment twice.

Can I apply if my previous civil claim was refused?

Yes, a previous refusal doesn't disqualify you from applying for redress the Church of England. Each application will be assessed consistently based on the information provided. □

Can I still bring a civil claim after my application is concluded?

No, if you choose to accept an offer of a financial award, the offer letter will include a Waiver. This is a request for you to agree not to bring a claim, if you have accepted a financial award from the Redress Scheme. By signing the Waiver, you are agreeing not to pursue legal action in the future. This will be clearly explained to you in the formal offer letter.

Can I apply if I have already had support from the Church of England's Interim Support Scheme (ISS) or diocese?

Yes, but any money you have received may be taken into account before a final financial award is offered to you. Money received for therapeutic support will not be deducted.

Medical Information

Information about what medical details you maybe asked to share to support your application.

Will I have to provide my medical records?

The Scheme Administrator may ask for your permission to access and review your medical records and history. This information will help the assessors understand more fully your circumstances and offer appropriate awards of redress. It may also be necessary to provide a copy of your medical records to an examining consultant psychiatrist to help the assessor understand how your experience has impacted you.

Will I have to be examined by a psychiatric expert?

An examination may be necessary to understand how your experience has impacted you and prescribe further support if necessary. However, this will not be a routine requirement for all eligible applicants. If this is required, this will be discussed this with you. Free emotional support will be available to help you through the process.

Can I see the medical report?

Yes. You will have access to any medical report carried out in support of your application. You will be able to discuss its contents with the team member assigned to support you and anyone who is supporting you,

What happens if I am not satisfied with my medical report?

If you have concerns about the medical report, a member of the Scheme Administrator team will be able to discuss this with you.

Do you have male and female examiners?

Yes, the Scheme Administrator will do its best too accommodate your request to be examined by a male or female expert, depending on the availability of suitable examiners.

What happens during the medical examination?

The medical examination will involve discussing your experiences with an experienced psychiatric expert. They will assess your future psychiatric support needs and the impact of the abuse on your mental health. The examiner will be able to explain the process to you and answer any questions you might have.

Who will pay for the medical expert's report?

The cost of the medical report will be covered by the Redress Scheme.

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