

STREAMLINED WITNESS STATEMENT INTERVIEW TEMPLATE

Application to the Scottish Redress Scheme | Target interview time: 45-60 minutes

How to keep the call within one hour: Prefill dates, placements and record-based information before the call. Ask the short core questions first. Only use the detailed prompt bank where the client identifies that type of harm. Do not read every example aloud. Where the same pattern occurred at more than one institution, record what was the same and ask only what was different. At 55 minutes, finish the current incident, complete the welfare check and record any follow-up action rather than rushing sensitive evidence.

Suggested time plan

Stage	Target time	Approach
Opening and consent	3 minutes	Confirm welfare, control of the meeting and consent.
Background and entry into care	7 minutes	Ask once for the whole statement, not for each placement.
Chronology	5 minutes	Confirm the prefilled placement list and correct any gaps.
Placements and harm	25-30 minutes	Use one compact placement sheet per institution; relevant prompts only.
Impact, support and evidence	10-12 minutes	Ask once across the whole life course.
Reason for applying and close	3-5 minutes	Final information and welfare check.

Client and application details - prefill before the call

Question / prompt	Response / notes
Applicant full name	Patrick bishop
Date of birth	10 may 1982
Current address	23 Tannahill Grove, Paisley, PA3 1EH
Application reference	APP017149
Statement taker / interviewer	Leah Pearson - Claims handler
Date and method of meeting	18/08 - phonecall
Legal representative / organisation	MMA Legal
Known support needs or adjustments	n/a

1. Opening and consent

Suggested opening: You are in control of this meeting. You may take a break, skip a question or ask me to reword anything. Some questions may be upsetting because they concern your time in care and its impact.

Question / prompt	Response / notes
Are you comfortable and happy to continue today?	yes
Do you need anyone with you, a break or any other adjustment?	no
Do you understand the purpose of the statement and agree that it may be used for your Scottish Redress application and supporting evidence?	yes

2. Personal background and entry into care

Question / prompt	Response / notes
Where did you grow up, and who lived with you before care?	Lived with mum before care and gran before care both on and off. Flat, shared bedroom my brothers.
What was home life like before care? Include any family, health, education or social work difficulties that are relevant.	Mum is alcoholic. Primary school, hardly there. Father in and out of jail. Didn't do high school.
How did you come to enter care, who made the decision, and were you told why?	Gran died when I was 12 mum was alcoholic. Mum put us into a boys home. Not told but knew.
Did you have siblings, and were you separated from any of them?	6 siblings. 3 brothers 3 sisters. Middle child Separated from all. Brother Kevin Beech Avenue together.
How old were you when you first entered care, and how did you feel at the time?	10 - i never really thought about how i felt i just missed my siblings and sad because my gran died. Very close with my gran, she was always there she had cancer.
Is there anything important about your childhood health, learning needs, vulnerability or name history that should be recorded?	No ADHD

3. Care placement chronology - confirm rather than rebuild on the call

Efficiency rule: Use records to prefill this table. Read the list back to the client and ask whether anything is missing or incorrect. A return home may be included where it helps explain the sequence.

No.	Care setting / institution	Location	Approx. dates / age	Placing authority	Notes / source
	Gryffe Children's Home		12/02/1992		
	Beech Avenue Children's Home		26/04/1994		
	Newfield Resource Centre - Campsie Unit		17/06/1994		

No.	Care setting / institution	Location	Approx. dates / age	Placing authority	Notes / source
	Balrossie School -residential unit		09/12/1994		
	Kibble Residential Establishment / Edge North		26/06/1997		

4. Compact placement sheet - complete one per institution

Placement interview rule: Aim for 5-7 minutes per institution. Start with the combined harm question. Tick the relevant categories and use only the matching prompts on the next page. Obtain one clear example per relevant type, plus the most serious incident if different.

Question / prompt	Response / notes
Institution name, location, approximate dates / age and who placed you there	Gryffe Children's Home 12/02/1992
What type of setting was it, and how long were you there?	Big house and a small house. I was in a big house.
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	2 floors. Long at the back. I went to school. No contact with mum. Can't remember that long ago.
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	Some were alright and some not alright. Always mixture. Thrown and locked in a room.
Did anything happen there that you now consider abuse, neglect or harmful? ☐ Sexual ☐ Physical ☐ Emotional ☐ Neglect ☐ Other	Getting locked in a room - grabbed and thrown about by physical abuse. You feel bad. It was like a prison. Bruiss when grabbed and hit.
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	Only a few staff members. Always get ones that were alright, some were arseholes and some should have been in jail.
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	Wet the bed. Certain staff would change the sheets
How often did this happen, over what period, and did it change or become worse?	Regular occurrence. Same thing. You always knew. No food or water. Given dinner in a room not with other people. No toilet.
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	Had to go to the toilet in your pants or on the floor. Wet the bed, used to run away because of fear. Never get a full night's sleep. Sometimes you wish for ... never gonna happen.
Did anyone witness it, know about it, or experience something similar?	Many people . too young to remember
Did you tell anyone or try to get help? What response did you receive? If not, why not?	Told nice staff, dint get believed.
What was different at this placement compared with the others?	One of the worst ones.

5. Conditional harm prompt bank - use only when relevant

Trauma-informed use: These are prompts, not a script. Ask the category heading first. Use examples only if the client needs help understanding the question. Do not ask for graphic detail that is unnecessary to explain what occurred.

Category	Use only where the client identifies this type of harm
Sexual abuse	Unwanted sexual touching or exposure; sexual comments/images; being made to watch; pressure or force to take part; attempted or actual penetration/oral activity/masturbation; photography or filming; grooming, gifts, threats or secrecy; number of people involved and approximate frequency/duration.
Physical abuse	Hitting, slapping, punching, kicking, shaking, throwing, restraint, locking in, exposure to cold or water, denial of food or toilet access, or use of an object. Record injuries/pain and whether treatment was provided, needed, hidden or ignored.
Emotional abuse	Threats, humiliation, blame, name-calling, isolation, different treatment, denial of family contact, being made to feel powerless or unwanted, or being forced to witness the abuse or humiliation of others.
Neglect	Inadequate or withheld food, clothing, warmth, hygiene, supervision, safety, medical care, education or emotional support; unsafe confinement; or failure to protect from bullying, violence, sexual harm, older children or unsafe adults.

Placement interview rule: Aim for 5-7 minutes per institution. Start with the combined harm question. Tick the relevant categories and use only the matching prompts on the next page. Obtain one clear example per relevant type, plus the most serious incident if different.

Question / prompt	Response / notes
Institution name, location, approximate dates / age and who placed you there	Beech Avenue Children's Home 26/04/1994
What type of setting was it, and how long were you there?	2 Houses knocked into one. 2 floors, 2 years
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	bedroom top floor. Own bedroom. 10 people in the home. Shared toilets. Couple in the top and bottom. Food was alright, cant remember much. Still went to school. Eat together at the table. No new clothing. No contact
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	Staff were alright. Children were okay: elizabeth, sharron, kevin youngest brother
Did anything happen there that you now consider abuse, neglect or harmful? ☐ Sexual ☐ Physical ☐ Emotional ☐ Neglect ☐ Other	no
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	
How often did this happen, over what period, and did it change or become worse?	
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	
Did anyone witness it, know about it, or experience something similar?	
Did you tell anyone or try to get help? What response did you receive? If not, why not?	
What was different at this placement compared with the others?	Best one - staff actually pretty nice mr rankin owned a fruiterers

Placement interview rule: Aim for 5-7 minutes per institution. Start with the combined harm question. Tick the relevant categories and use only the matching prompts on the next page. Obtain one clear example per relevant type, plus the most serious incident if different.

Question / prompt	Response / notes
Institution name, location, approximate dates / age and who placed you there	Newfield Resource Centre - Campsie Unit 17/06/1994
What type of setting was it, and how long were you there?	6 months Units 4-5 units. Residential for boys and girls. 6+ to a unit Campsie and south units
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	Like a house. My own bedroom. Shared bathroom. Shared baths. Food was okay from what I can remember. No contact
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	The staff were half and half. Children were a mix. Take to your room and hit you. Throw you in your room.
Did anything happen there that you now consider abuse, neglect or harmful? ☐ Sexual ☐ Physical ☐ Emotional ☐ Neglect ☐ Other	Never told me to go shower. Physical abuse - hurt battered thrown in your room left. Isolated.
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	Staff
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	In a private bit of the unit. The staff he grabbed me, threw me in my room. He wacked me with his hand, actually punched me in the face left a bruise then locked in my room. Left for a good fe hours. Staff let me out and i told them he wacked me but he said i fell so they believed him.
How often did this happen, over what period, and did it change or become worse?	Couple of times. Same everytime n same people
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	Bed wetting, sleep problems, fear, pain and injury. Wet the bad, some staff would help and some would leave e to deal with it.
Did anyone witness it, know about it, or experience something similar?	Happened yo a few people in there. You saw it happening and others saw it happening to me.
Did you tell anyone or try to get help? What response did you receive? If not, why not?	Yes told other staff members but when you are that young no one believes you
What was different at this placement compared with the others?	I couldnt take it. I didnt like it at all.

Placement interview rule: Aim for 5-7 minutes per institution. Start with the combined harm question. Tick the relevant categories and use only the matching prompts on the next page. Obtain one clear example per relevant type, plus the most serious incident if different.

Question / prompt	Response / notes
Institution name, location, approximate dates / age and who placed you there	Balrossie School -residential unit 09/12/1994
What type of setting was it, and how long were you there?	Residential d listed school. 5 houses. 1 year 11 months
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	Dormitories - shared with 4. 1 big shared bathroom shared between 30 of us. Just showers. Still did school as it was in the place. Food was actually quite good. Breakfast in dorm, canteen for lunch and dinner in unit. Given options at lunch time. Went shopping with the staff for the food for supper and tea
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	Staff were half and half. Some were very nice and some arseholes. Chidren was a mix. 4 in my room we got on, you got no choice.

Question / prompt	Response / notes
	Rules, not to remember. Punishments - locked in room, hit you throw you about
Did anything happen there that you now consider abuse, neglect or harmful? ☐ Sexual ☐ Physical ☐ Emotional ☐ Neglect ☐ Other	Physical and neglect Hit you Throw you about Lock you in your room
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	Staff and teachers
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	I was in the shower and refusing to go to school. Staff member bounced my head off the shower tiles. Derek. Told me i would get a lash (wash). Grabbed me by the throat. Only had pj bottoms on they were blue just plain blue. Bruising, i had a shower and went to school. I didnt want to deal with him again he was evil.
How often did this happen, over what period, and did it change or become worse?	Every now and then. Changed staff. Different staff did this.
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	All. hated the place Wet the bed, had to fix it yourself. Some comforted some didnt.
Did anyone witness it, know about it, or experience something similar?	Staff: good ones - jimmy williams very nice man. Thomas shutty. Bad ones - derek, charles long, thomas mcallum. Famous for hitting people. They hit me. 2 main ones
Did you tell anyone or try to get help? What response did you receive? If not, why not?	Yes - no one believes when you tell on the head teachers. Got knocked because the teachers
What was different at this placement compared with the others?	I only liked the food. Im glad its shut

Placement interview rule: Aim for 5-7 minutes per institution. Start with the combined harm question. Tick the relevant categories and use only the matching prompts on the next page. Obtain one clear example per relevant type, plus the most serious incident if different.

Question / prompt	Response / notes
Institution name, location, approximate dates / age and who placed you there	Kibble Residential Establishment / Edge North 26/06/1997
What type of setting was it, and how long were you there?	Boys residential school - over 1 year
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	Own room. Units 4 separate ones. Had to wake up at 7am, shower, breakfast and get ready for school. Own clothing. Provided a clothing grant. Buy clothes i wanted as long as it wsnt football clothes. Food was nice, given options and they were good choice. Ate meals together in the unit canteen. School was okay only 6 to a class. Sometimes my mum phoned but she was drunk so i told staff not to answer. Good go and see my gran
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	Staff - half and half but most were okay. Children were the same like some dont like some. Relaxed with rules. No punishments
Did anything happen there that you now consider abuse, neglect or harmful? ☐ Sexual ☐ Physical ☐ Emotional ☐ Neglect ☐ Other	no
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	no

Question / prompt	Response / notes
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	no
How often did this happen, over what period, and did it change or become worse?	no
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	Bed wetting easing off because i felt safer.change it yourself i liked a lot of the staff. Sleep was alright. First few months but eventually fine.
Did anyone witness it, know about it, or experience something similar?	no
Did you tell anyone or try to get help? What response did you receive? If not, why not?	no
What was different at this placement compared with the others?	Best place - I felt safe for the first time in a long time. It wasn't what people made it out to be.

6. People involved, reporting and institutional knowledge - ask once after all placements

Question / prompt	Response / notes
Across all placements, who were the main people responsible? Record names, nicknames, roles, descriptions or identifying details.	derek, charles long, thomas mcallum
Were other children affected, and did you witness abuse or harm to anyone else?	Yes. witnessed abuse to a few people in homes. You witness a lot being young in homes.
Why do you believe staff or the institution knew, or should have known, what was happening?	I think a few homes the local authority knew but couldn't prove it. I know Balrossie was under investigation.
Were complaints discouraged, ignored or punished? Were you moved, threatened or disbelieved?	Ignored. Threatened with discipline
Have you ever reported the abuse to police, an inquiry, a professional or any authority? What happened?	No

7. Movement between placements and leaving care

Question / prompt	Response / notes
Why did you move between placements, and were the reasons explained?	Never explained they just moved me and I didn't like being moved so much. You couldn't settle
Did you run away, refuse to return or ask to be moved? What happened?	Ran away quite a few times. Balrossie 5 of us ran away in your pjs, hopped on a train to Glasgow and Glasgow to Fergusley to my aunties house. Police caught and returned us. I just didn't like it and hated it.
When and at what age did you leave care, and what were your circumstances afterwards?	16/17 years old - I went to my gran for 2 months and then got my own house. No support. I think you should have been supported after leaving just nothing.

8. Impact - ask once for the whole experience

Efficiency rule: Avoid repeating separate impact questions for each institution. Ask how the combined experience affected the client, then identify any placement or incident that had a particular effect.

Question / prompt	Response / notes
How did the experience affect you at the time: safety, trust, confidence, sleep, behaviour, education, relationships or ability to speak up?	All - sticks with you mentally it's always in your brain. That's why I drink so I can't think. One of these things you want to forget but you can't
How has it affected your mental health, including anxiety, depression, trauma symptoms, panic, flashbacks, nightmares, self-harm or suicidal thoughts?	Flashbacks, nightmares, panic That's the main thing people don't understand. Suicidal thoughts
How has it affected physical health, sleep, pain, alcohol or substance use?	Alcohol dependant - it's my painkiller Damaged my stomach lining get medicine for this Never took drugs or thought about I take sleeping tablets
How has it affected relationships, parenting, friendships, intimacy, trust or isolation?	I don't really have relationships and haven't got many friends because I don't trust anyone I'm a loner I don't tell anyone much but it does affect you. Better keeping things to yourself. I keep to myself, I don't go out much I'm not a socialiser Rather sit in the house than speak to people Confidence is low at times I think care homes should be shut

Question / prompt	Response / notes
How has it affected education, work, confidence, opportunities, finances, housing or day-to-day stability?	Effected them all. Dont work im on disability. Sticks with you.
Are there triggers, places, smells, authority figures, institutions or situations you avoid?	I dont like private places like councils, i dont even like my doctors because theres lots of people. I avoid contact with people because of what i went through and the aftermath.
What impact has this had on your life overall, and what do you think may have been different if it had not happened?	Ive not got a life to be honest with you. My life is a loner i keep myself to myself. I dont want to socialize. I dont know, maybe i wouldve had a career or a family. A more normal life.

9. Support and treatment

Question / prompt	Response / notes
Have you received counselling, therapy, mental health, addiction, GP, hospital or other professional support?	No - keep it to myself
Have you been diagnosed with any relevant condition, and have you taken any related medication?	Sleep tablets Amitriptyline salabastin Co-codamol Lanzaprazole welltrican
Are you receiving support now? If you delayed seeking help, what made it difficult?	No

10. Evidence and supporting information

Question / prompt	Response / notes
What records may support the statement: care, social work, school, medical, police, counselling, prison/probation, benefits or other records?	n/a
Are there records of injuries, running away, behaviour or school changes, self-harm, substance use, complaints, moves or family contact issues?	n/a
Are there letters, photographs, reports, inquiry evidence, apologies, decisions or previous correspondence?	n/a
Could any sibling, former resident, relative, friend, partner or professional provide a supporting statement?	no
Are records missing or incomplete, and has an evidence bundle already been obtained?	n/a

11. Previous claims, applications or payments

Question / prompt	Response / notes
Have you previously made any civil claim, criminal injuries claim, Redress application, complaint, police report, inquiry statement or claim to another scheme about this abuse?	no
Did you receive any payment, apology, settlement or decision, or sign any waiver/discharge? Do you have copies?	no

12. Reason for applying

Question / prompt	Response / notes
Why are you applying to the Scottish Redress Scheme, and what would you like to come from telling your story?	Id like them to accept responsibility for not doing enough to help young people in care. Theyve done nothing to help. I want them to know what happened and it to stop being ignored. Its in the past present an future. Its in your head.not something you can ignore. Its people's memories
What would acknowledgement mean to you?	It would mean a lot for an apology. The homes should have been monitored more closely. The scottish government should take responsibility. Compensation and an apology is not enough something should have been done back then. Governments dont care about the public, that's all it is.
Is there anything else you want Redress Scotland to understand about what happened or the harm you have lived with?	I want them to fully understand what happened and for it not to happen again. Compensation is not enough. Money doesn't bring back your youth or your future. Your future is fucked. Dealt with years ago

13. Closing and welfare check

Question / prompt	Response / notes
Is there anything important we have not covered, or wording you want handled carefully?	No, no
How are you feeling after discussing this, and do you feel safe to end the call?	Alright, yes
Is there someone you can contact for support, or would you like support service details?	Good pal
Have the next steps been explained?	yes

Back-office drafting checklist - not asked aloud

Check	Completed
Statement is in the client's own words where possible.	☐
Chronology and each relevant institution are clear.	☐
Relevant abuse/neglect types are identified without unnecessary repetition.	☐
At least one clear example and the most serious incident are recorded.	☐
Frequency, duration, people involved, witnesses and reporting are addressed.	☐
Immediate and long-term impact are addressed once across the whole statement.	☐
Evidence, previous claims/payments and memory gaps are recorded.	☐
Client has reviewed amendments and signed the statement of truth.	☐

Statement of truth / declaration

I believe that the facts stated in this witness statement are true to the best of my knowledge and recollection.

Signed	Name	Date