

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	Lewis James Duncan
Date of birth	22 Oct 1984
Current address	Sandrigg Farm Cottage, Annan Road, Dumfries, DG1 3SF
Application reference	APP614318
Statement taker / interviewer	Leah Pearson - Claims Handler
Date and method of meeting	14/08/2026 @ 14:20 - telephone
Legal representative / organisation	MMA Legal Ltd
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, yes

2. Personal background and entry into care

Question / prompt	Response / notes
Where did you grow up, and who lived with you before care?	Grew up in Paisley with mum Caroline Duncan and abusive partner George Wilson. House.
What was home life like before care? Include any family, health, education or social work difficulties that are relevant.	Homecooked meals, well presented mum took control. Clean. Didn't and still don't get along with mother
How did you come to enter care, who made the decision, and were you told why?	1994/95 when they split up. Went out of 'parental control' beat by mums partner. Didn't go to school. Skipped school, mum used a breakfast bowl thrown at face, stitches in face and social care took me. Aware of why, told me out of parental control but was abused they didn't want to admit it. Been to police about it, i wasn't believed
Did you have siblings, and were you separated from any of them?	Yes, 6 1 blood brother 2 half blood sisters 2 half blood brothers. Separated when into care.
How old were you when you first entered care, and how did you feel at the time?	11/12 - i didn't know any difference, I just got put somewhere and left. I was a quiet boy, i didn't know any of it.
Is there anything important about your childhood health, learning needs, vulnerability or name history that should be recorded?	Learning disabilities, illiterate. Can't read or write.

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
1	Newfield Assessment Centre	Mayfield Paisley	09/1997 - 08/1998	North Ayrshire Council	Problems with attendance at school
2	Kibble Education Centre	Troon	22/08/1998 - 2000	North Ayrshire Council	Transferred here for full-time care
3	Stepfather	Troon	17/01/2000	North Ayrshire Council	John Davidson Cameron - get along well.

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	
What type of setting was it, and how long were you there?	
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	
Did anything happen there that you now consider abuse, neglect or harmful? ☐ Sexual ☐ Physical ☐ Emotional ☐ Neglect ☐ Other	
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?	

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	Newfield Assessment Centre 09/1997
What type of setting was it, and how long were you there?	Residential, resource centre. 24 hour lockdown Meant to be 6-8 weeks, turned into 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, locked door, bed-sink in room and chest of drawers. Up at 7, washed fed and escorted to in house school back to unit and locked in. 4 to a class, teachers didn't give a shit. Food was alright cant complain. No clothing to begin with waited 9 weeks for contact with stepdad. Shared bathrooms, 2 shared between 12 toiletries provided weekly. Contact with family made me spend time with them on regular basis.
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	I was lucky one of the boys in school before there was known to me. Took a day before i found him in my unit. Scary for a 12 year old. Staff were alright because i was quiet never got restrained. Wouldnt get out on biweekly excursions. Lose weekly allowance if you didnt comply. Locked in bedrooms.
Did anything happen there that you now consider abuse, neglect or harmful? ☐ Sexual ☐ Physical ☐ Emotional ☐ Neglect ☐ Other	Bullying from other kids not so much staff Camping excursions there was a knife incident with another child.
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?	Told police what i saw here
What was different at this placement compared with the others?	The lockdown. It was like a secure unit. No fences but it would be locked down. I felt unsafe a few times. Staff are only helpful if they saw bullying. You wouldn't tell staff because you'd just shut down.

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 Education Centre 22/08/1998
What type of setting was it, and how long were you there?	Borstal - first under 15 to be put here. Residential school in one campus. 2.5 years
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	Shared double room with another boy nearly 17 terry. Big house, 10 to a wing and 2 wings in one unit. 8 units over 200 kids. Was boys only. Up in the morning set room shower breakfast school. Escorted over campus. Didnt do schoolwork here because f the violenc. Ended up going separate doing maintenance with maintenance team. Got

Question / prompt	Response / notes
	joinery and landscaping qualifications instead of school work. Food was alright onsite kitchen facility with chefs. High end jail food. Provided with clothing grants. Picked own clothes. Toiletries provided, cash and carry to shop with allowance for this. Contact with family was allowed mainly stepdad not so much mum. Still got evening excursions with stepdad.
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	Being the youngest was good for me because they all knew so i got slightly taken under their wing. Rules set. Lose finances or access to outings. Isolated if restrained or a menace. I got isolated to keep me away from incidents. Felt shit locked in a room for any amount of time. Nothing but a sofa, wooden fabricy unit like a waiting room, always checked on.
Did anything happen there that you now consider abuse, neglect or harmful? ☐ Sexual ☐ Physical ☒ Emotional ☒ Neglect ☐ Other	Neglect - if an incident happened it gave others a the possibility to get away with more such as bullying. I got beaten black and blue by a boxer staff stood and watched for 2-3 minutes before intervening. Got police involvement and medical help.
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	Some kids had harmed people with knives
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	I got restrained once and i was black and blue covered in carpet burns on my face. I tried to escape because i wanted out we were sick of being escorted everywhere. I just wanted some freedom. 5 staff on top of me while kicking and screaming. The more you try to resist the more piles on top. After calming down they bring a staff member you get on with to smooth it over. You get your punishment after. I lost both money and outing privileges. Pressure points, called the one below adams apple the 'hamster' disabled you straight away you couldn't breath. I would shake it off. 2000 onwards ive self harmed, sliced my arms.
How often did this happen, over what period, and did it change or become worse?	One time. I learned my lesson after that
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	Lots of sleep problems Fear of it happening again Shut down o them im not involved
Did anyone witness it, know about it, or experience something similar?	Other children witnessed it happening 24 other kids munro center
Did you tell anyone or try to get help? What response did you receive? If not, why not?	Told stepdad - he did a lot of restraints in the home he worked in. he said fucking act like a cunt get treated one.
What was different at this placement compared with the others?	A bit more freedom and the older members of the school

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.	My mum and her partner - this is what started it all
Were other children affected, and did you witness abuse or harm to anyone else?	I witnessed plenty of people being restrained and flung about. Fights lots of bits and pieces
Why do you believe staff or the institution knew, or should have known, what was happening?	Because they were told enough. Everybody was telling them.
Were complaints discouraged, ignored or punished? Were you moved, threatened or disbelieved?	Yes a lot of complaints i made were brushed under carpet 'that didnt happen' everytime i said what my mums partner did i was ignored. Removed from home several times before care into police custody and released back to mum i told police i was being abused
Have you ever reported the abuse to police, an inquiry, a professional or any authority? What happened?	Police, plenty of times and social work. Wasnt taken seriously.

7. Movement between placements and leaving care

Question / prompt	Response / notes
Why did you move between placements, and were the reasons explained?	Moved because the assessment centre shouldn't have held me for 12 months only 6-8 weeks. While assessing me they tried to put me somewhere worse. Nothing explained just 'pack your stuff your getting moved' no warning given told on the day.
Did you run away, refuse to return or ask to be moved? What happened?	Attempted to run away. Ran away numerous times. Newfield 2 days jumped trains until caught. Kibble just hour or so. Getting brought back by police. Tackled few times trying to escape kibble in the back fields. Lost 2 weekends in newfield
When and at what age did you leave care, and what were your circumstances afterwards?	Left care at 16 - tried to reassociate into community but moved in with stepdad. Put out the door and dropped home. There was no aftercare or any help.

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?	Serious abandonment issues first time into a tescos i shriveled up People scared me Couldn't bring myself to leave the house Sleep is one of them. It's on and off and then i took drink and drugs to block everything out
How has it affected your mental health, including anxiety, depression, trauma symptoms, panic, flashbacks, nightmares, self-harm or suicidal thoughts?	Medically signed off 5 years Tried to seek help in my 20's nhs said nothing they can do suck it up and get on with it PTSD Suicide attempts Nightares Flashbacks Depression Anxiety
How has it affected physical health, sleep, pain, alcohol or substance use?	Drinking and drugs High functioning alcoholic 23 years Buckfast 6 bottles a day easily drink of choice Recreational drugs, nothing hardcore just coke, ecstasy

Question / prompt	Response / notes
	Cannabis now and then
How has it affected relationships, parenting, friendships, intimacy, trust or isolation?	Cant really keep a relationship, volatile and violent due to rink and drugs Lost my kids, business marriage I've got a good partner Barbara but she doesn't get an awful lot, no interest I'd rather get pissed. I speak to about 3 folk used to have hundreds of friends but got no time for them. My close friend went thru similar so it helps both of us lee green Trust - i dont trust anyone not even family Isolate myself if im not out working.
How has it affected education, work, confidence, opportunities, finances, housing or day-to-day stability?	Lost my business because it was too stressful. Bad breakdown about 6 years ago. Have no confidence at all, when im at home or work im okay but in public always watching out. Spend everything i make. Day-to-day, my partner prompts me to eat or appointments. Effected everything all around
Are there triggers, places, smells, authority figures, institutions or situations you avoid?	Police is a big trigger because they come for me. Im not violent person but because of the domestics and mental health they come combat handed and try throw me about. Fine when they realise im not a threat. Dont like hospitals because i was in for childcare injuries. Tend to stay out of public. Sends anxiety through the roof. Dont like meeting new people thats a big one
What impact has this had on your life overall, and what do you think may have been different if it had not happened?	Screwed my life, no education didnt help. No gcse's the year of the fuck up. Got standard grades but didnt sit any. 1998/99 bare minimum. Life would have been better, half decent job, bought house.

9. Support and treatment

Question / prompt	Response / notes
Have you received counselling, therapy, mental health, addiction, GP, hospital or other professional support?	Yes, multiple years for multiple things. Drug addiction help Suicide attempt GP NHS Counsellors. Probation counsellor mental health.
Have you been diagnosed with any relevant condition, and have you taken any related medication?	PTSD Depression and anxiety alcoholism Last medication to do with liver but nothing to help me get off alcohol. Suicide attempt - tried to hang, 3 times overdoses, sliced wrist up last time.
Are you receiving support now? If you delayed seeking help, what made it difficult?	Havent seen doctor in about 6 months so id say no. I decided not to because they give me a hard time for still drinking NHS 24/7 for mental health assessment

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

Question / prompt	Response / notes
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?	Because 1 i shouldnt have been in there thats the bottom line 2 i was prompted by friends for similar reasons. I'd like to see other people get help instead of being pushed out of the door and on the way. We just got fired out the door. Open their eyes and realise the way they operate clearly hasn't worked. There are better ways to deal with things.
What would acknowledgement mean to you?	Means i can put it to bed once and for all and start trying to move on. Instead of trying blocking it out. Would make me feel better.
Is there anything else you want Redress Scotland to understand about what happened or the harm you have lived with?	I just think the system could have worked better. They put people into places they didn't need to be, that's the bottom line. Lots getting brushed under the carpet. My social worker was friends with my dad. There has to be a fine line between you telling a staff member to fuck off and being restrained. There's another way. Things could be run better. Having help when you get released, that makes or break.

13. Closing and welfare check

Question / prompt	Response / notes
Is there anything important we have not covered, or wording you want handled carefully?	No i think we covered everything
How are you feeling after discussing this, and do you feel safe to end the call?	I feel anxious but ill speak to my partner to occupy my mind.
Is there someone you can contact for support, or would you like support service details?	My partner is here and can phone step dad.
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 .	[]

Check	Completed
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