

Margaret Ewing
48 Friarscourt Avenue
Glasgow
Glasgow City
G13 2EL

Monday 29 June 2026

Dear Margaret,

My name is Abbie and I am the case worker assigned to your application to Scotland's Redress Scheme. I will be responsible for reviewing your application and keeping you updated throughout the process.

I have further reviewed your application and thank you for the documents received to date. I outline below the further information required to progress your application. Please let me know how often you would like me to contact you to discuss progress

Information required

Part 1 Application – Nominated Beneficiary

Within your Part 1 application, Question 22 was not fully completed. This question asks whether you wish to nominate a beneficiary.

If you would like to proceed with nominating a beneficiary, please provide the following details:

- Full name
- Date of birth
- Home address
- Telephone number
- Email address

Part 3 Application – Care Setting

Thank you for sharing that you were placed in a Quarriers home in Bridge of Weir between 1968 and 1974. We understand that recalling details from this time may not be easy and we appreciate the information you have already provided.

To help us identify the specific care setting, it would be helpful if you are able to share any further details you may remember. For example, the name of the home,

the type of establishment or anything you recall about its location or surroundings. Even small details can sometimes assist us in narrowing this down. However, please do not worry if you are unable to provide any more information. We will do our best to identify the setting using your care records once they are received.

Part 3 Application - Statement

I note that you have already provided a short statement describing your experiences. I appreciate that writing about this may have been very difficult and may have involved revisiting a challenging time in your life, so thank you for sharing this with us.

To help avoid any follow up or clarification requests from the Redress Scotland panel, you may wish to consider providing a more detailed account of your experiences. The panel will often consider the nature, frequency and severity of what occurred and including this information can help give them a fuller understanding and may reduce the likelihood of delays.

However, I fully understand that this can be very difficult to write about. Please only provide any additional information if you feel comfortable doing so. There is no obligation to add further detail if you don't feel comfortable doing so.

If it would be helpful, we can arrange access to our support service that can offer practical support, including helping you to structure or write your statement.

Reason for placement

To support your Redress application, we are seeking to understand the circumstances surrounding your initial placement into care. We appreciate this may be difficult to talk about and you may not have this information, so please only share what you feel comfortable with.

Relevant Serious Convictions

You indicated "No" in Section 8 in response to the question regarding relevant serious convictions. As part of our standard process, we are required to reconfirm this information with all applicants before an application is submitted to Redress Scotland.

If you do not have a relevant serious conviction, you can simply confirm this to us either verbally or in writing then no further action is required for this section.

If you do have a conviction for a serious criminal offence, either:

- A conviction for rape or murder
- Received a sentence of imprisonment of 5 years or more for a relevant violent or sexual offence

You will need to provide a full criminal record. You can access your police records by making a subject access request to obtain this information from Police Scotland. There is guidance about how to do this on the Police Scotland website (scotland.police.uk)

Bank Details & Statement

In order to ensure any payment is only received by applicants we will require your bank details and a bank statement to confirm your account. We do not need to see any transactions, simply your name, address, sort code and account number. If you have any questions regarding this, please do not hesitate to contact me.

Certified ID

This information is needed to confirm who you are.
You must do this by providing a certified copy of your identification documents.

I have attached an information sheet regarding the types of identification required by the scheme and how to get them certified.

Care Records

For individually assessed payment applications, you need to provide one document to show you were in the care of each relevant care setting you mention in your application.
Please see the “Help to Apply” guidance.

Supporting Documents

For individually assessed payment applications, you need to provide at least one document that supports your statement of abuse.
You can read more about documents you can use in the “Help to Apply” guidance.

Support Service

We have a support service who can provide practical support with the application, emotional support through the process and support to access records.
If you would like to access support from our support service, please let me know.

Summary

In summary, to progress your application we require:

- Part 1 – Nominated Beneficiary Details
- Part 3 – Care Setting
- Part 3 – Statement
- Reason for Placement
- Relevant Serious Convictions (written confirmation confirming whether you have a relevant serious conviction)
- Bank Statement
- Certified ID
- Care Records
- Supporting Documentation

If you have any questions about the contents of this letter, require additional copies of application forms, or require any further support concerning your application, please don't hesitate to contact me.

My direct email address is: abbie.205@redress-scheme.scot

Alternatively, you can use the contact details below to get in touch.

Telephone – 0808 175 0808 (Freephone) + 44 131 297 6500 (international)

Lines are open Monday to Thursday, from 10am to 4pm (except Scottish public holidays)

There is an answering machine at other times, and if you leave a message we will get back to you as soon as we can.

Email – apply@redress-scheme.scot

Post – Redress, PO Box 24209, EDINBURGH EH7 9GT

You can also contact the Redress Emotional Support Helpline on 0800 211 8403 where you can leave a message and someone will get back to you as soon as possible.

Kind Regards

Abbie
Case Worker
Scotland's Redress Scheme