

James Sexton
1 Redwood Drive
Glasgow
Glasgow City
G21 4EA

Thursday 23rd April 2026

Dear James

My name is Marcus and I will be part of a small team of case workers responsible for working on your application and communicating with you.

Following on from the first assessment letter we sent you on 27th February 2026, 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

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 page 22 of the "Help to Apply" guidance.

Bank Details

You have provided your bank details, thank you. In order to ensure any payment is only received by applicants we will require 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

You have provided a copy of your driver license which is an appropriate identification document, however the scheme requires this to be certified. Please see enclosed/attached information sheet on how to certify documents.



Statement of Abuse

Thank you for the information you have provided so far. As you are applying for an Individually assessed application, Redress Scotland need to know as much information as possible to ensure they can award the correct amount to you. Can you please give us some more information about what happened to you in care

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 on page 33 of 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: in order to progress your application we will require:

- Part 1 – Nominated Beneficiary details
- Care records
- Bank Details
- Certified ID
- Statement of Abuse – more information
- 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.

I am available in the office every day except, Tuesdays when I work from home therefore cannot take telephone calls, however one of my fellow case workers would be able to assist you with any questions.

My direct email address is: marcus.206@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

Marcus
Case worker
Scotland's Redress Scheme