

# Scotland's Redress Scheme

## Application form **Part 1**

For all applicants

### Table of contents

About this form	page 2
Section 1: Personal details	page 4
Section 2: Contacting you	page 5
Section 3: Confirming your identity	page 9
Section 4: If you have a terminal illness (optional)	page 10
Section 5: If you are nominating a beneficiary (optional)	page 13
Section 6: Type of redress payment	page 15
Section 7: Care settings where you were living when you were abused as a child in Scotland	page 16
Section 8: Factors that may impact your redress payment	page 20
Section 9: Bank account details	page 22
Section 10: Declaration and privacy notice	page 23
Next steps	page 24

## About this form

This application form is for Scotland's Redress Scheme.

Scotland's Redress Scheme is for survivors of historical child abuse in relevant care settings in Scotland. This scheme covers:

- physical abuse
- sexual abuse
- emotional abuse
- neglect

The purpose of the scheme is to acknowledge and provide recognition of the harm done by this abuse.

### Getting started

While you are filling in your application, please refer to the "Help to apply" guidance. It will provide you with supporting information for each section.

If you need to speak to someone with questions about the form, there are case workers to support you.

A case worker works for the Scottish Government on behalf of Scotland's Redress Scheme. Your case worker will communicate with you throughout your application. They can help with questions about:

- how to complete an application form
- what documents to provide
- where to get support

You can also read more about the different people and organisations involved in Scotland's Redress Scheme on page 5 of the "Help to apply" guidance.

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## About this form continued

### Fixed rate payment and individually assessed payment

The form is in 3 parts. You must complete Part 1. You should then complete either:

- Part 2 if you are applying for a fixed rate payment  
or
- Part 3 if you are applying for an individually assessed payment

It is up to you to decide whether to apply for a fixed rate or individually assessed payment. This will depend on your circumstances but both applications may offer:

- a payment
- an apology from the Scottish Government and help to receive an apology from others
- emotional support

Please see page 19 of the “Help to apply” guidance for information on the difference between fixed rate and individually assessed payment applications.

### Help completing the form and getting legal advice

You can ask someone to help you complete this form. This could be a:

- friend or family member
- someone you trust
- solicitor

Everyone who applies to Scotland’s Redress Scheme will be allocated a case worker to help them through the application process. You can contact a case worker by:

- **Telephone:** 0808 175 0808 (freephone)
- **International:** +44 131 297 6500

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 a case worker will get back to you as soon as they can.**

- **Email:** [apply@redress-scheme.scot](mailto:apply@redress-scheme.scot)

A case worker can also refer you to support from another agency or organisation, if you need it.

### Getting legal advice

It is your choice and right to appoint a solicitor to support you through the application process.

Scotland’s Redress Scheme will pay the legal fees for a solicitor to help you do this. You should check your solicitor will work for the fees available.

You can find out about appointing a solicitor and fees on page 8 of the “Help to apply” guidance.

## Section 1: Personal details

This section has questions about your personal details, like your name, date of birth and address. This information is used to start your application process. You can select how you would like to be contacted in Section 2.

Please provide your details

Q1 | First name

Charlene

Q2 | Last name

Houston

Q3 | Date of birth

Day  Month  Year

Q4 | Home address

29 Grudie Street  
Glasgow

Q5 | Country

United Kingdom

Q6 | Postcode/Zipcode/Eircode

G34 9BL

In some cases your name or date of birth may have changed or be unclear.

Please give the name and date of birth you regularly use for official documents.

Do you want help with this section?

If you want help before sending in the form, you can:

- read page 11 of the "Help to apply" guidance
- contact a case worker

The next section has questions about your contact preferences and if you want to appoint someone to support you with your application.

## Section 2: Contacting you

This section has questions about:

- how you would like to be contacted
- if you would like to appoint someone to support you with your application

Your case worker will use this information to make sure you are contacted in a way that works best for you.

Please choose at least one way you would like to be contacted and provide contact details for any option you choose.

- Q7 | Your case worker will need to contact you about your application. This could include:**
- updates on your application status
  - questions about the information in your application

How would you like to be contacted?

Email

Telephone (include any dialling codes)

Letter to the home address (provided in Q4)

Letter to correspondence address

Correspondence address, if different from home address

43-59 Princes Street,  
Stockport

Country

United Kingdom

Postcode/Zipcode/Eircode

SK1 1RY

Video call for British Sign Language (BSL) users

You should add a correspondence address if you:

- do not have a permanent address where you can receive letters
- want to use a different address from where you live
- want all correspondence sent to a solicitor

**>> Section 2 continues on the next page**

## Section 2: continued

Your case worker wants to address you in a way you are comfortable with. Some people might like to be called by a formal name, like Mr Smith or Mrs Jones. Others might prefer the case worker uses their first name.

You can find out more about the legal waiver on page 8 of "Help to apply".

**Q8 |** When a case worker contacts you, how would you like to be addressed?  
(For example, "Steve" or "Mr Smith")

**Q9 |** Your case worker will also need to write to you by post, for example with:

- information about your payment offer
- a legal waiver

How would you like to receive this information?  
(Please select one)

- Letter (to home address provided in Q4)
- Letter (to correspondence address provided in Q7)

**Q10 |** Would you like to be contacted or receive correspondence in a different format or language? Please tick the box of any other format you would like:

- braille (English only)
- large print
- audio
- other language (please specify below)

not applicable

**>> Section 2 continues on the next page**

## Section 2: continued

You can only choose one person – either a solicitor or someone else you trust.

### Help and support completing an application form

You might want someone to support you through your application. This can be a formal relationship (if you have appointed a solicitor) or an informal relationship (with a friend or family member, support worker, or someone else you trust).

### Appointing a solicitor

A solicitor can help you:

- answer calls, emails, or letters regarding your application
- respond to questions
- give you legal advice throughout the application

A solicitor cannot sign the waiver for you but they can give you advice on your options if you receive a payment offer.

#### Q11 | Have you appointed a solicitor?

- Yes (please provide their details at Q13)
- No >> continue to Q12

### Appointing someone else to help you answer questions

You can ask someone you trust to support you with your application, for example a:

- friend or family member
- support worker

By taking on this responsibility, this person can help you:

- answer calls, emails, or letters about your application
- respond to questions

This person cannot:

- sign the waiver for you
- make a decision about your application

#### Q12 | Would you like to appoint someone (not a solicitor) to help you to complete an application?

- Yes (please complete their details at Q13)
- No >> [go to Section 3](#)

>> [Section 2 continues on the next page](#)

## Section 2: continued

Q13 | If you ticked “Yes” to Q11 or Q12, please provide their details below

First name

Matthew

Last name

Bell

Who is this person? (For example, solicitor, friend, or support worker)

Solicitor

Solicitor’s firm (if applicable)

MMA Legal Limited

Telephone

0161 532 3544

Email

casemanagement@mmalegal.co.uk

If you have chosen a solicitor, please enter their work address, telephone number and email (if you know it).

Do you want help with this section?

This could include help with the contact preference options. If you want help before sending in the form, you can:

- read page 11 of the “Help to apply” guidance
- contact a case worker

The next section has questions about how you would like to provide your identity documents.

## Section 3: Confirming your identity

Please read page 14 of the “Help to apply” guidance for information on certifying copies of documents.

Do not send original documents.

This can be a driver’s licence, passport, or another identification document.

Please see page 13 of the “Help to apply” guidance for more information.

This section asks how you would like to confirm your identity. This information is needed to confirm your name, date of birth and address.

For more information about confirming your identity and what documents you will need, please see page 13 of the “Help to apply” guidance.

**Q14 | Are you providing a document to confirm your identity with this form?**

Yes

**Please specify what document or documents you are sending**

No, I will send my document at a later date

No, I need help to find a document (if you tick this, a case worker will contact you)

Do you want help with this section?

This could include help with questions about providing documents. If you want help before sending in the form, you can:

- read page 13 of the “Help to apply” guidance
- contact a case worker

The next section is for applicants with a terminal illness. If you do not have a terminal illness, go to Section 5.

## Section 4: If you have a terminal illness (optional)

If you have a terminal illness your application will be prioritised. Please read page 15 of the “Help to apply” guidance for information on:

- the definition of terminal illness for Scotland’s Redress Scheme
- how to provide evidence of your illness

Please complete this section if you have a terminal illness and would like your application to be prioritised.

If this does not apply to you, please leave this section blank and go to Section 5.

### Advance Payment Scheme applicants

If you applied to the Advance Payment Scheme and already provided evidence of your terminal illness, you may be able to re-use that information.

Only answer Q15 and Q16 if you applied to the Advance Payment Scheme.

If you did not apply to the Advance Payment Scheme, go to Q17.

**Q15 | Did you apply to the Advance Payment Scheme on the grounds of terminal illness?**

- Yes
- No >> [go to Q17](#)

**Q16 | If “Yes”, do you give your permission to confirm your health status using information from your Advance Payment Scheme application?**

- Yes
- No

If you ticked “Yes” to Q15 and Q16 >>[go to Section 5](#).

**>> [Section 4 continues on the next page](#)**

## Section 4: continued

### Providing evidence of your terminal illness

You will need to provide evidence of your terminal illness. You can do this in one of two ways:

- using a medical certificate or document (available to some people in the UK)  
or
- through a healthcare professional

### Using a medical certificate or document

A DS1500 form is available to people in the UK who are not expected to live longer than six months.

A BASRiS form is a Scottish form available to people with a terminal illness.

If you do not have these forms, please go to Q18.

You only need to answer Q18 to Q21 if you do not have a DS1500 or BASRiS form.

**Q17 | Do you want to provide a copy of your DS1500 or BASRiS document?**

Yes, I am submitting this with my form

[>> go to Section 5](#)

No (continue to Q18)

### Through a healthcare professional

**Q18 | Do you agree to Scotland's Redress Scheme contacting your chosen healthcare professional to confirm that you have a terminal illness? (This will only be done if you choose to verify your terminal illness in this way.)**

Yes

No

**Q19 | Do you know your Community Health Index (CHI), NHS or other medical reference number?**

Yes

My number is

No/not applicable

[>> Section 4 continues on the next page](#)

## Section 4: continued

You only need to answer questions 18 to 21 if you do not have a DS1500 or BASRiS form.

**Q20 |** Which type of healthcare professional would you like Scotland's Redress Scheme to contact?

- a general practitioner (GP)
- a hospital or hospice consultant or specialist
- a specialist nurse (for example a MacMillan nurse or Motor Neurone Disease nurse)
- a district nurse or a senior general practice nurse

**Q21 |** Please provide contact details for your healthcare professional

Name of healthcare professional

Place of work (for example the name of the hospital, health board, hospice)

Address of place of work (for example a hospital, health board, hospice)

Healthcare professional's email address

Healthcare professional's telephone number

Do you want help with this section?

This could include help about these questions or what information to provide. If you want help before sending in the form, you can:

- read page 15 of the "Help to apply" guidance
- contact a case worker

The next section is optional and has questions about nominating a beneficiary.

## Section 5: If you are nominating a beneficiary (optional)

You can choose to appoint a “nominated beneficiary” for your application.

A nominated beneficiary is a person of your choice. If you die before your application has been decided, the nominated beneficiary may:

- be invited to complete the application process
- receive any financial redress in your place

If your nominated beneficiary is invited to continue your application, they will:

- be able to see the information you provided in your application
- need to provide further information about your application, in some cases
- receive your application decision
- receive any money you would have been entitled to
- be able to request a review of the application decision, if they choose to

They will also have to declare if they have any relevant convictions for serious criminal offences.

Page 17 of the “Help to apply” guidance has more information on:

- nominating a beneficiary
- who you can nominate
- relevant convictions for serious criminal offences

**>> Section 5 continues on the next page**

## Section 5: continued

Q22 | Do you want to nominate a beneficiary?

Yes

No

If “Yes”, please provide their name, date of birth and at least 2 ways of contacting them:

Name of nominated beneficiary

Kaysha Giblin

Their date of birth

Day  Month  Year

Their address

Their telephone number

Their email address

Do you want help  
with this section?

This could include help if you are not sure about nominating a beneficiary. If you want help before sending in the form, you can:

- read page 17 of the “Help to apply” guidance
- contact a case worker

The next section has a question about what type of redress payment you are applying for.

## Section 6: Type of redress payment

If you apply for a fixed rate payment now, you can still apply for an individually assessed payment later, if you want to. You can find more information on page 19 of the “Help to apply” guidance.

If you are applying for an individually assessed payment, you may need to provide more than one document. Please see page 33 of the “Help to apply” guidance.

You can find out more about the differences between the two types of payment on page 19 of the “Help to apply” guidance.

You can now choose if you want to apply for either a:

- fixed rate payment  
or
- individually assessed payment

Which one you choose will depend on your circumstances but both applications may offer:

- a payment
- an apology from the Scottish Government and help to receive an apology from others
- emotional support

For both types of application you will need to:

- meet the eligibility criteria
- complete Part 1 of the application form
- provide at least one supporting document that shows you were in a relevant care setting in Scotland before 1 December 2004

Both types of application ask you to provide a statement about your experience of abuse. There are some differences though.

### Fixed rate payment applications

For a fixed rate payment application you can write as much or as little as you like in your statement, as long as you meet the minimum requirements (see page 30 of the “Help to apply” guidance). You do not have to provide a document that supports your statement of abuse.

### Individually assessed payment applications

For an individually assessed payment application you should give as much information as possible. You will be asked to write a statement for any care setting you were abused in.

You will also need to provide documents that support your statement of abuse.

**Q23 | At this time, do you want to apply for a**

- fixed rate payment of £10,000?
- individually assessed payment of up to £100,000?

Do you want help with this section?

This could include help about the different types of payment. If you want help before sending in the form, you can:

- read page 19 of the “Help to apply” guidance
- contact a case worker

The next section has questions about where and when you were abused in care.

## Section 7: Care settings where you were living when you were abused as a child in Scotland

Please see page 21 of the "Help to apply" guidance for information on how to answer these questions.

In some cases, the abuse might have happened outside your care setting. In this part of the application form, you only need to list where you were living at the time.

Please list the care settings you were living in when you were abused. You may have one or more care settings. There is space for 4 care settings here. If you need more space, please continue on a blank document and attach it with your application.

For a fixed rate application you only need to name one care setting you were abused in.

This section asks about where and when you:

- were in care
- were abused

If you cannot remember exact information, do not worry. Please give any details you can and your case worker will help you.

**Q24 | Please list any care settings you were living in when you were abused.**

**You should only list the relevant care settings where you were abused:**

- as a child (when you were 17 years old or younger)
- before 1 December 2004
- in Scotland

### Care setting 1

**Name or location (its official name if it was a care home or, if you do not know this, the name you knew it by)**

Wallacewell Childrens Home 70 Wallacewell Quadrant, Glasgow G21 3PX

**Type of care setting**

Care Setting

**Approximate date or date range (this may be a specific date or date range, or the whole time you were there)**

2001 -2001

### Care setting 2

**Name or location (its official name if it was a care home or, if you do not know this, the name you knew it by)**

**Type of care setting**

**Approximate date or date range (this may be a specific date or date range, or the whole time you were there)**

## Section 7: continued

### Care setting 3

Name or location (its official name if it was a care home or, if you do not know this, the name you knew it by)

Type of care setting

Approximate date or date range (this may be a specific date or date range, or the whole time you were there)

### Care setting 4

Name or location (its official name if it was a care home or, if you do not know this, the name you knew it by)

Type of care setting

Approximate date or date range (this may be a specific date or date range, or the whole time you were there)

>> [Section 7 continues on the next page](#)

## Section 7: continued

Only answer Q25 and Q26 if you applied to the Advance Payment Scheme.

You can read more about supporting documents on page 22 of the "Help to apply" guidance.

You do not need to do this if you ticked yes to Q25 and Q26.

### Advance Payment Scheme applicants

If you applied to the Advance Payment Scheme, you may be able to use the information you already gave to confirm you were resident in a relevant care setting as a child in Scotland.

#### Q25 | Did you apply to the Advance Payment Scheme?

- Yes  No

#### Q26 | If "Yes", do you give your permission to confirm that you were resident in a relevant care setting as a child in Scotland?

- Yes  No

If you ticked "Yes" to Q25 and Q26 >> [go to question 28](#)

### Supporting documents

You will need to provide a supporting document, or documents, to show you were resident in a relevant care setting. You do not need to do this straight away.

If you are applying for a fixed rate payment, you should provide one document that shows you were in a care setting you listed in Q24.

If you are applying for an individually assessed payment, you should provide documents that show you were in the care settings you listed in Q24.

#### Q27 | How would you like to provide your supporting document or documents?

- I have provided them with this form
- I need help to find them  
(if you tick this a case worker will contact you)
- I will send them at a later date

### Name changes

You may have a different name now from the name used when you were in care as a child. This may be because:

- your name was recorded differently when you were a child
- your name was changed as a child
- you legally changed your name when you got married or divorced
- you legally changed your name by deed poll

>> [Section 7 \(Name changes\) continues on the next page](#)

## Section 7: continued

You can read more about name changes on page 23 of the “Help to apply” guidance.

### Name changes (continued from previous page)

**Q28 |** When you were in care, were you known by a different name from the one you now use?

- Yes  No

**Q29 |** If “Yes”, what name or names were you known by?

**Q30 |** Have you legally changed your name at any time (for example by deed poll or because you got married)?

- Yes  No

**Q31 |** If “Yes”, what name or names have you used?

You will need to provide evidence if you have legally changed your name. Examples of evidence include a certified copy of your:

- marriage or divorce certificate
- adoption certificate
- deed poll

**Q32 |** How would you like to provide your supporting document which shows your name change?

- I have provided a supporting document with this form
- I need help to find a supporting document (if you tick this a case worker will contact you)
- Not applicable

Do you want help with this section?

This could include questions about relevant care settings. If you want help before sending in the form, you can:

- read page 21 of the “Help to apply” guidance
- contact a case worker

The next section has questions about previous convictions or payments that might impact redress payments.

## Section 8: Factors that may impact your redress payment

This section has questions about relevant payments and convictions for serious offences. This information is used to see if:

- any deductions have to be made to your payment amount
- more information is needed to decide whether you can receive a payment

### Payments

If you have already received a “relevant” payment related to your abuse, this will be deducted from your redress payment.

Only some types of payments are “relevant”. These include:

- Criminal Injuries Compensation Authority (CICA) payments related to your abuse
- court awarded damages or an out of court settlement related to your abuse in the relevant care setting
- Advance Payment Scheme payments

**Q33 | Have you received a relevant payment?**

- Yes
- No (continue to Q37)
- Not sure  
(if you tick this a case worker will contact you)

If “Yes”, please provide details

**Q34 | When did you get this payment?**

Day  Month  Year

**Q35 | What organisation paid this to you?**

This should only include the money you received after any legal fees were deducted.

**Q36 | How much money did you receive?**

**>> Section 8 continues on the next page**

## Section 8: continued

### Convictions for serious criminal offences

You will need to disclose if you have certain types of convictions for serious offences. This applies if you have:

- a criminal conviction for rape or murder
- received a sentence of imprisonment of five years or more for a relevant violent or sexual offence

If you have a conviction for one of these offences, your case worker will let you know what additional information you need to provide. This information will be sent to Redress Scotland. They will decide if you are “precluded” from (or unable to receive) financial redress.

**Q37 | Do you have a criminal conviction for one of these offences?**

- Yes
- No
- Not sure

If you ticked “Yes” or “Not sure” a case worker will contact you for more information and to help you with next steps.

Do you want help with this section?

This could include questions about convictions or relevant payments. If you want help before sending in the form, you can:

- read page 24 of the “Help to apply” guidance
- contact a case worker

The next section has questions about your bank account details for any payments

## Section 9: Bank account details

If you accept a payment offer, the payment will go into your bank account. The bank account must be in your name.

If you do not have a bank account, please see page 26 of the “Help to apply” guidance.

If you are not in the UK, you will need to provide additional proof of your bank account.

Please see “Guidance for international applicants” for more information.

### Bank account details

#### Name on account

#### Sort code

#### Account number

If applicable

#### Building society or credit union reference number

International applicants only

#### Bank Identifier Code (BIC) or SWIFT code

International applicants only

#### Clearing code

International applicants only

#### International Bank Account Number (IBAN)

Do you want help with this section?

This could include questions about what information to provide here. If you want help before sending in the form, you can:

- read page 26 of the “Help to apply” guidance
- contact a case worker

The next section has a declaration you must sign and details about how your information is kept and shared.

## Section 10: Declaration and privacy notice

In this section, you must sign your form.

For information about how Scotland's Redress Scheme will record and protect your personal information, please read the Privacy Notice for Scotland's Redress Scheme. You can find this on [mygov.scot/redress](https://mygov.scot/redress)

**Before you send your application you must agree to these statements:**

I confirm that the details and information I have given in this application form are true and accurate to the best of my knowledge and belief.

I understand that I must notify Scotland's Redress Scheme of changes in my circumstances that may affect my application.

I confirm that if any of the information I gave in Part 1, Section 8 (related to previous payments and convictions) changes, I must let my case worker know.

I confirm that any documents I have provided in support of my application are genuine and any copy is a true copy of the original. I understand that if I provide a document which is not genuine, I may be subject to court proceedings.

I understand that if I give false or misleading information in support of my application or make a fraudulent application I may:

- be subject to court proceedings
- have to re-pay any money I was not entitled to

I confirm I have read and understood the Privacy Notice for Scotland's Redress Scheme which explains how the information I provide will be lawfully used and stored.

**Your signature**

Date · 

## Next steps

This is the end of Part 1. You can now choose what to do next. You can either:

- submit Part 1 to a case worker
- continue to either Part 2 or Part 3

You do not need to submit your forms all at once.

### If you are submitting Part 1 now

You can do this by email.

When you submit your form, you will be contacted by a case worker to:

- let you know your application has been received
- give you a reference number

### By email

Please submit your application and any relevant documents to:

[apply@redress-scheme.scot](mailto:apply@redress-scheme.scot)

If you are continuing to Part 2 or Part 3

If you are ready you can continue to the next part of the application.

Please go to:

- Part 2 if you are applying for a fixed rate payment  
or
- Part 3 if you are applying for an individually assessed payment

Part 2 and Part 3 ask questions about your abuse in care. If you need support there are options available. Please contact a case worker for more information.

### If you would like to contact a case worker

Please use these details to contact a case worker:

- **Telephone:** 0808 175 0808 (freephone)
- **International:** +44 131 297 6500

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 a case worker will get back to you as soon as they can.**

- **Email:** [apply@redress-scheme.scot](mailto:apply@redress-scheme.scot)

# Completion Certificate


Reference ID: 325591f6-f6d6-4c4b-8241-b7e14c5d666c

## Document Details

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## Signer Information

**Name:** Miss Charlene Houston  
**Email:** charlene.h87@yahoo.com  
**Telephone:** 07943002625  
**IP Address:** 2a0a:ef40:78f:c601:ad6a:aed4:26cb:ede7



Verified Electronic Signature

## Audit Trail

Action	Timestamp	IP Address
Created	2026-04-08 09:29:04	System
Document link sent to client by sms	2026-04-08 09:29:05	System
Document link sent to client by email	2026-04-08 09:29:05	System
Document link opened by client	2026-04-08 09:29:13	2a0a:ef40:78f:c601:ad6a:aed4:26cb:ede7
Document electronically signed	2026-04-08 09:29:53	2a0a:ef40:78f:c601:ad6a:aed4:26cb:ede7

## Security Verification

SHA-256 Checksum: 8b2800ac044dd92fd914f1f46137f94386ee7d58e6ee4634eee70d07d928d916

*This document is a legally binding record of the e-signature process.*