

**From:** Sam Morris | Aiker Legal  
**Sent:** 03 March 2026 10:09  
**To:** Stephen crawford  
**Subject:** Follow Up Email

Hi Stephen,

Thank you for speaking with me yesterday. I am writing to confirm the details you both discussed and outline the next steps in support of your Redress Scotland application.

We understand that you were placed in care at approximately 1 years old and was in and out of care until you turned 16. This was through Greenock Social Services. You are now seeking to have your experience formally acknowledged through the redress process. You recalled being placed in:

- Smyllum Park Children's Home, Lanarkshire at approx. age 8/9
- Nazareth House, Cardonald at approx. age 11/12 for 2 years
- Neil Street Children's Home, 41 Neil Street Greenock at approx. age 14/15
- Kibble at approx. age 15
- A residential home across the water from Greenock – possibly in Dunoon

We are here to support and assist you in preparing your application with care and dignity. Please note we cannot move forward unless you are actively engaged in the process. This means completing the necessary steps in the application process, responding to any follow-up requests and communications from our team.

We can confirm we are in receipt of copies:

- Client details and signed documents authorising us to act on your behalf
- A copy of your driving licence for photographic ID
- A statement documents or records relating to your time in care
- Your preferred method of communication (e.g., phone, email, post) and any accessibility needs

**To move forward, we kindly ask you to provide or confirm the following:**

As explained your bank details are needed for initial application submission to redress Scotland and will only be accepted in a specific format. Please provide the following as an electronic PDF document, or clear photo from a paper Bank statement, showing the following:

- **Account holder name (your name)**
- **Address**
- **Bank name**
- **Sort code**
- **Account number**

We do not need to see anything else from your statement apart from the details highlighted above, as this shows that you are the account holder. Please send the PDF document/photo to my email address or as a text message/WhatsApp message to 07984 815011.

I can now begin the process to reach out with SARs (subject access records – Data Protection) to the relevant authorities, agencies, care institution/charities, NHS and police records or court to gather information to support the completion and submission to Redress Scotland.

All information will be handled securely and in line with our data protection policies, including GDPR compliance.

Once we receive this information, we will begin assembling your application, including your care history timeline, supporting documentation, and survivor statement. We will ensure that all materials are reviewed with you before submission, and that you remain in control of the pace and content throughout.

### **WhatsApp video call**

As I explained during our call, we will need to arrange a day/time for a WhatsApp video call for us to certify your ID documents. I will be in touch at a later date when I have confirmed what form of ID you will need.

If you would like to speak to us further, or require any support with the above, please don't hesitate to contact us on 0203 004 6549 or via email at [support@aikerlegal.org](mailto:support@aikerlegal.org). We are here to support you every step of the way.


Kind regards,

Sam Morris  
Aiker Support

### **Aiker Support**



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