

Mr William Riddicks
13 Cunningham Place
Ayr
KA7 3HZ

10th August 2026

Dear William,

RE: Redress Scotland Application – Aiker Legal Ltd

Thank you for taking my call on Friday. I am writing to confirm the details discussed and outline the next steps in support of your Redress Scotland application.

You have confirmed that you received, read and signed all of our client care / terms of business documents and fully understand as outlined the services we will provide. You also confirmed that:

- You understand you may apply for redress without a solicitor.
- You understand you may instruct a solicitor who participates in the Scottish Government legal fees scheme.
- You understand we do not operate under the Scottish Government legal fees scheme.
- You understand this a private agreement and our legal fees will be requested from you only when you have received your Redress award.
- You freely and voluntarily choose to instruct us without pressure or obligation.

You are now seeking to have your experience formally acknowledged through the redress process.

From our discussion, I understand that you were placed in care approx. age 10. This was decided through a children's panel with Ayrshire County Council Social Services. You recalled being placed in:

- **Kirkland Park House Residential Care Establishment, Darvel, Ayrshire (also known as Ayrshire Council Children's Home, Robertson Gardens, Darvel) – aged approx. 10 years old for approx. 3 weeks**
- **Burnside Residential Assessment Centre, Dundee - aged approx. 11/12 until 16 for approx. 4/5 yrs**

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 the following:

- Client details and signed documents authorising us to act on your behalf
- A copy of your passport for photographic ID
- A personal statement document relating to your time in care
- Your preferred method of communication is WhatsApp but we may also telephone or email you, and post correspondence to you when required. You have no accessibility needs
- A copy of your current Council Tax bill for proof of your address

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

- **Helen's date of birth and full address with postcode**
- **A brief message stating why a supporting statement cannot be provided. If you could please send this to me via an email or WhatsApp message.**

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 a clear photo/screenshot, or downloaded copy, of a recent Bank statement showing the following:

- **Account holder name (you must be the account holder or a joint account holder)**
- **Address**
- **Bank name**
- **Sort code**
- **Account number**

This can be sent to me in the WhatsApp chat or attached to an email.

We've begun the process of reaching out for subject access records – Data Protection to the relevant authorities, agencies, care institution/charities, NHS, school, police records / court records to gather information to support the completion and submission of your application to Redress Scotland.

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

Once we've received 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.

Please advise us straight away if there are any changes to your personal details, such as the following, so we can continue to contact you and keep your records updated for application purposes:

- **Name / Address**
- **Contact details such as email address or phone numbers**
- **Bank details**

If you have any questions, or would like to speak with us further, please don't hesitate to contact us on our main office number 0203 004 6549, or you can email us at support@aikerlegal.org . You can also send a message via WhatsApp / text to 07984 815011. Please note, we are unable to accept phone calls on this mobile number.

We are here to support you every step of the way.

Yours sincerely,



Deanna Bradshaw

Aiker Legal Support Team