

Private and Confidential

25th June 2026

Elizabeth Murray
29 Rankine Place.
Johnstone
PA5 8AX

Dear Elizabeth,

Re: Aiker Legal Ltd – Redress Application

Thank you for speaking with me **on 25th June 2026**. I am writing to confirm the details we discussed. You have confirmed that you received and read all our client care and terms of business documents and fully understand as outlined the services we will provide to you. All these have been signed and agreed by you.

We also outline the next steps in support of your Redress Scotland application. 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 at approx. age **13/14** through to age 16 yrs. You were in care for Approx. 1986–1989 (age 13–16)

Your care was under **Renfrewshire Social Services**. You recalled being placed in:

Carsewood – 1986 age 13/14 - a **local authority children's home** in Howwood, Renfrewshire

Good Shepherd / Good Shepherd Centre, historically run by the **Good Shepherd Sisters** (religious order). A residential school at Age: 15/16

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:

- Your details and signed documents authorising us to act on your behalf
- A copy of your photographic identification **Passport**
- A personal statement relating to your time in care
- How you prefer to communicate (e.g., phone, email, post) and any accessibility needs
- Proof Of Address from the last 3 months – **Bank Statement (preferred)**
- **A copy of a bank statement**

You have nominated **Matthew Ross** as your beneficiary. Please ensure you inform us if their contact details change, or you wish to change to another person.

We have also included that; you would like for us to contact **Amanda Kerr** a friend who will be providing a support statement of your time in care. Please provide their details. You have confirmed that you are happy for us to contact them on your behalf.

We've begun the process of reaching out for subject access records – Data Protection to the relevant authorities, agencies, care institution/charities, NHS, school and police records or court 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 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.

Please advise us if there are any changes to your personal details, such as the following, so we can update your application records.

- Name / Address
- Contact details – email or phone
- Bank details

If you would like to speak with us further, or require any support with the above, please don't hesitate to contact us on 0203 004 6549, 07984 815011 (we are unable to accept incoming phone calls on this mobile number) or via email at support@aikerlegal.org . We are here to support you every step of the way.

Kind regards

Arnella Williams-Baker

Aiker Legal Support