

Michael Knight
0/1
16 Girvan Street
Glasgow
G33 2DP

Sunday 24th August 2025

Dear Michael,

I am writing to confirm that we have received your application for Scotland's Redress Scheme. Your application reference number is : APP516517

Your application will be assigned to a designated case worker who will be responsible for working on your application and will be a point of contact throughout the process.

Please note that due to the high volume of applications received we cannot currently provide a timescale for allocation of a case worker. We would like to reassure you that we are working hard to ensure your application will be assigned at the earliest opportunity.

You can continue to provide further information to the scheme in order to progress your application. You can also contact the team if you wish to discuss your application. They are here to help and answer any questions you may have.

We have reviewed the documents provided to date, and provide a summary of the further information required below.

In summary:

- Certified ID – information sheet included
- Care records – information sheet included
- Supporting documentation
- Bank details

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 contact us on the details below.



Further Information

We are enclosing a copy of the Summary of Options guidance, and a flow chart providing information about the application process, which we send to all applicants.

We provide some further information about the documentation required to progress your application below:

Part 1 Application

You have completed Part 1 of the application fully, thank you.

Some information inside was missed however, could you please confirm if;

- You have had any relevant payments

Serious Convictions

You have not ticked any box in Section 8 regarding relevant serious convictions if you have a conviction for a serious criminal offence, either:

- A conviction for rape or murder
- Received a sentence of imprisonment of 5 years or more for a relevant violent or sexual offence

If you are unsure about whether an offence would be included as a relevant serious convictions please contact us.

You will need to provide a full criminal record. You can access your police records by making a subject access request to obtain this information from Police Scotland. There is guidance about how to do this on the Police Scotland website (scotland.police.uk)

Bank Statement

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

This information is needed to confirm who you are. You must do this by providing a certified copy of your identification documents.

I have enclosed/attached an information sheet regarding the types of identification required by the scheme and how to get them certified.

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.

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.

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 get in contact with us.

Telephone

0808 175 0808 (freephone)

Lines are open Monday to Thursday from 10am to 4pm, excluding 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** directly on 0800 211 8403 where you can leave a message and someone will get back to you as soon as possible.

Kind regards

Scotland's Redress Scheme

Confirming your identity as part of Scotland's Redress Scheme

Documents you need to provide

You will need to prove who you are. You must do this by providing a certified copy of identification documents. You should only send certified copies of your documents. Please do not send originals. The copies will not be returned to you.

One document from this List Below
UK PhotoCard Driving license (full or provisional)
UK signed Passport
EEA National Identity Card
Biometric Residence Permit (UK)

OR

Two documents – one from each list below	
List One	List Two
UK Birth Certificate (full version)	Utility bill (dated within last 3 months)
UK Marriage or Civil Partnership Certificate	Tenancy agreement (no time limit)
Full paper UK driving licence (non-photocard)	Mortgage statement (no time limit)
National Entitlement card	Official letter from a financial institution
Identity Photocard with PASS logo	HMRC letter regarding tax, child benefit, tax credits etc
Young Scot Card with PASS logo	DWP letter regarding benefits/pension
HM Forces ID card (UK)	Council Tax statement
	Official letter from NHS or medical professional
	P45 or P60
	Homeless registration letter from local authority

Getting identification certified

Your ID document needs to be “certified”. This means that someone checks the document to make sure it is:

- genuine; and
- related to you.

Some Post Office branches can certify documents for you. This service has a fee. You can find the current fees and your nearest branch on the Post Office document certification site: <https://www.postoffice.co.uk/identity/document-certification>.

The Post Office clerk will review and certify the documents. You will not need to give any details about the service you are applying for, or why you need the documents certified.

You can also have your document certified by an appropriate person. Only certain people can certify your documents. This person must be on a public list or register and have one of the following jobs:

UK Applicants (all relevant persons must be visible on a public register)
Doctors, Dentists, Nurses or Midwives
Legal Professionals (solicitors/lawyers/judges)
Member of a UK Parliament or Assembly, or a Councillor
Chartered Accountant
Social Worker
Teaching Professional

You will need to give them a copy of your document and the original.

The person certifying your document will need to:

1. review the copy and the original
2. write on the copy "Certified to be a true copy of the original seen by me"
3. sign and date the copy and print their name under the signature
4. write their occupation, address and telephone number on the copy

You will be able to get your expenses for the cost of requesting or certifying documents. Please keep any receipts and complete a Scotland's Redress Scheme expenses form.

Flowchart of redress application process

Scotland's
**Redress
Scheme**

Key: **Scottish Government**
Redress Scotland

