

Lisa Cowan  
46 Cornwall Road  
Manchester  
M43 7PR

21 October 2025

Dear Lisa,

I am writing to confirm that we have received your application for Scotland's Redress Scheme. Your application reference number is : APP207967.

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 volumes of redress applications received, the time taken to have applications assigned to a case worker is taking longer than we would like. Whilst we cannot provide a timescale for how long it may take to have your application assigned to a case worker, it may be helpful to be aware that we are currently assigning applications that were received in February 2025.

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:

- Part 1 (further information)
- Certified ID – information sheet included
- Name Change documentation
- Care records – information sheet included
- Supporting documentation
- Bank statement

**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**

In Part 1 of the application form there is some important information missing.

#### **Nominated beneficiary**

Under section 5 of the application (question 22) you have provided details of a beneficiary you wish to nominate, along with your legal representative's email address. We require at least two ways of contacting them direct. Please provide their own phone number or email address.

#### **Terminal Illness**

You have provided some information under section 4 of the application regarding terminal illness. **Please could you contact us immediately to confirm your health status in order that we can prioritise your application appropriately.**

If you have a terminal illness, Scotland's Redress Scheme will prioritise your application. You can choose to provide evidence of your illness using a copy of your DS1500 or BASRiS document. Please do not send the original.

If you do not have a DS1500 or BASRiS form, you can provide:

- a medical reference number
- the details of a health practitioner who can confirm your diagnosis

Please see page 15 of the "Help to Apply" guidance.

#### **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.

### **Part 3 Application**

## **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 attached an information sheet regarding the types of identification required by the scheme and how to get them certified.

## **Certified Name Change Documents**

If your name has changed you will need to show evidence of this. Examples of this can include marriage, divorce or adoption certificates. These need to be **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. I also enclose information sheet regarding the different ways to access care records.

## **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.

## **Further help and support**

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](mailto: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