

A reference guide with information to help you complete your application for Scotland's Redress Scheme

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# Scotland's Redress Scheme

## Help to apply

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# Scotland's Redress Scheme

## Help to apply

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## How to use “Help to apply”

This is the “Help to apply” guidance for Scotland’s Redress Scheme. It is a reference guide and gives supporting information to help you complete your application.

It also contains details about:

- why the application form has certain questions
- which supporting documents you need to submit with your application
- how to access further help and support

## Information and support

Each section of the application form has further information in “Help to apply”.

The information in this document will help:

- answer questions you might have
- complete the application form

If you need further support, please contact a case worker on:

- **Telephone:** 0808 175 0808 (freephone)
- **International:** +44 131 297 6500  
Lines are open Monday to Thursday, from 10am to 4pm (except Scottish public holidays)
- **Email:** [apply@redress-scheme.scot](mailto:apply@redress-scheme.scot)

## Other documents you might find helpful

In addition to “Help to apply”, there are other documents you might find useful.

### Summary of options

This document explains your rights under Scotland’s Redress Scheme.

You can find it on [gov.scot/redress](https://www.gov.scot/redress). You will also receive a copy of it when you submit your application and when you receive your determination letter.

### Assessment framework

If you are applying for an individually assessed payment, this document will be used by Redress Scotland to decide which level of payment you might be offered.

You do not need to use it to complete your application, but it is available on [gov.scot/redress](https://www.gov.scot/redress). Please be aware that it contains graphic descriptions of abuse.

## People involved in a Scotland's Redress Scheme application

Any information you put on your application form will be kept confidential. Only the people who need to will see it.

These are the people and organisations who will be involved in your application.

### Scotland's Redress Scheme

Scotland's Redress Scheme is a scheme run by Scottish Government and Redress Scotland. Case workers from Scotland's Redress Scheme are responsible for communicating with applicants.

### Redress Scotland

Redress Scotland is an independent organisation.

A Redress Scotland panel will review your application and make a decision on your redress offer. They are made up of people from different professional backgrounds and experiences.

### Case worker

A case worker works for Scottish Government on behalf of Scotland's Redress Scheme. Your case worker will communicate with you throughout your application. They can help with questions about:

- how to complete an application form
- what documents to provide
- where to get support

## People you can choose to be involved in your application

### Solicitor

A solicitor can help you:

- complete your application form
- decide whether to sign a waiver to receive a payment (you can read more about the waiver on page 8)

Scotland's Redress Scheme will pay for a solicitor to help you with this process. Find out more on page 9.

### Someone to help you with your application

You can choose someone you trust to help you with your application. You can also choose if you want Scotland's Redress Scheme to communicate with them about your application. For more information read page 12 of this guidance.

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# People involved in a Scotland's Redress Scheme application continued

## People you can choose to be involved in your application continued

### Nominated beneficiary

You can choose to appoint a "nominated beneficiary" for your application.

A nominated beneficiary is a person of your choice. If you die before your application has been decided, the nominated beneficiary may:

- be invited to complete the application process
- receive any financial redress in your place

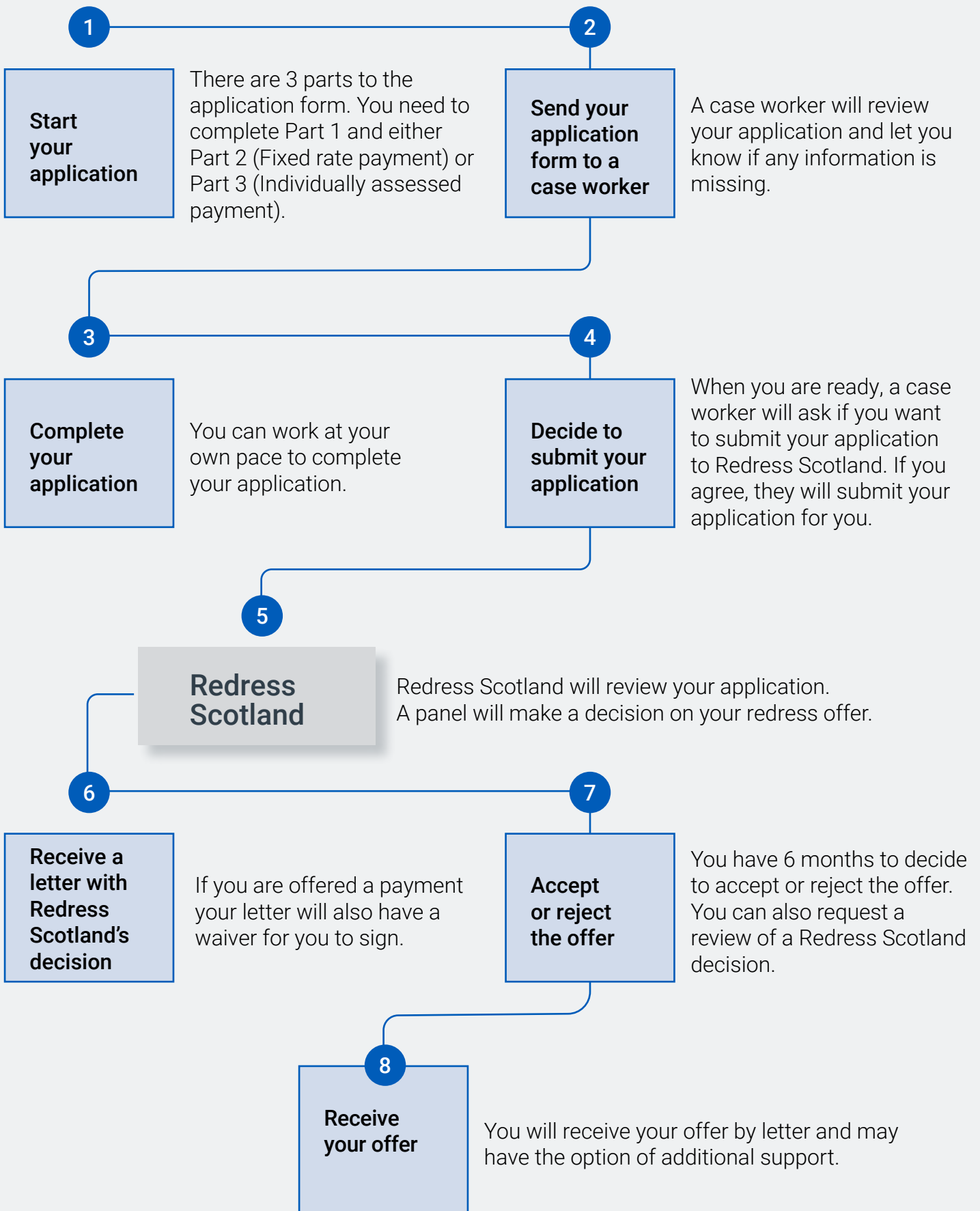
If your nominated beneficiary is invited to continue your application, they will:

- be able to see the information you provided in your application
- in some cases, need to provide further information about your application
- receive your application decision
- receive any money you would have been entitled to
- be able to request a review of the application decision, if they choose to

If you want to nominate someone you should read page 17 of this guidance.

# How the application process works

If you are applying for Scotland's Redress Scheme, here are the key steps involved in your application.



## Help completing the form

If you need information about Scotland's Redress Scheme in another format or language please contact a case worker.

You can ask someone to help you complete this form. This may be a friend or family member, a support worker, or a solicitor.

You can also contact a case worker with any questions about your application, or if you need help finding support. You can contact them:

- **Telephone:** 0808 175 0808 (freephone)
- **International:** +44 131 297 6500  
Lines are open Monday to Thursday, from 10am to 4pm (except Scottish public holidays)
- **Email:** [apply@redress-scheme.scot](mailto:apply@redress-scheme.scot)

## How a solicitor can help you with your application

You can appoint a solicitor to support you through your Scotland's Redress Scheme application.

A solicitor can help you throughout the application process. If you receive a payment offer it will come with a legal document called a "waiver".

If you receive a payment offer you are strongly encouraged to talk through your options, and signing the waiver, with a solicitor.

## Waivers and the contributor list

If you are offered a payment and want to accept it, you will be asked to sign a waiver. You must sign and return the waiver to receive the payment.

The waiver is a legal document. It has important consequences on your rights to raise or continue civil court action related to your abuse.

The waiver asks you to agree that you will not start or continue any civil court action about abuse that is:

- eligible under Scotland's Redress Scheme, and
- directed at the Scottish Government and organisations that financially contribute to the scheme and are on the contributor list you are sent

## Contributor list

Organisations are included on the contributor list if they have agreed to make a financial contribution to Scotland's Redress Scheme. Because the contributor list can change over time, you will be sent a copy of the list as it was the day Redress Scotland made a decision on your application.

## Help completing the form continued

### Finding a solicitor

You can learn more about finding a solicitor in Scotland on the Law Society of Scotland website ([lawscot.org.uk](http://lawscot.org.uk))

### Solicitor's fees

Scotland's Redress Scheme will pay legal fees directly to your solicitor. This is available to all applicants and is not means tested.

You or your solicitor can find out more information on available fees by:

- contacting a case worker
- reading the statutory guidance on [gov.scot/redress](http://gov.scot/redress)

You should check your solicitor will work for the fees available. They should request payment directly from Scotland's Redress Scheme. Information about the fees and payment is available on [gov.scot/redress](http://gov.scot/redress)

Even though the fees are paid by Scotland's Redress Scheme, your solicitor is independent. They will work for you and not for Scotland's Redress Scheme.

### Applying if you do not live in the UK

If you do not live in the UK you should read the "Guidance for international applicants". This explains what might be different for you around:

- the identity documents you need
- verifying records and other documents
- expenses
- support available to you

# Guidance for completing Part 1

Find out more about the different types of redress payments on page 19.

## Part 1

You must complete Part 1 of the form. This has questions about your:

- personal details
- eligibility for the scheme

Once you have completed Part 1, you can choose what to do next. You may want to submit Part 1 while you work on the rest of the application. You can also continue on to Part 2 or Part 3 and send in your whole application when it is complete.

You can work through your application at your own pace.

## Section 1: Personal details

This section has questions about your personal details. This information is used to:

- start your application process
- confirm your identity

If you do not want to receive post at your home address, or do not have a permanent home address, you can use question 7 in Section 2 to give a correspondence address instead of your home address.

## Section 2: Contacting you

This section has questions about:

- how you want to be contacted
- if you would like to appoint someone to support you with your application

Scotland's Redress Scheme needs at least one way of contacting you. You can choose to give your:

- email
- telephone number
- home address
- correspondence address, if you do not want letters going to your home

**>> continues on the next page**

Email and telephone are the fastest options and may help your application progress more quickly. You can choose as many ways of contacting you as you like.

Scotland's Redress Scheme will need to write to you at certain points in your application (question 9), for example with:

- information about your payment offer
- a legal waiver

You can also choose if you want this information in a format or language other than English (question 10).

If you need a BSL version:

Telephone: Use the contactSCOTLAND-BSL service to phone 0808 175 0808. Please see <https://contactscotland-bsl.org/> for information on how to use the service.

Email: [apply@redress-scheme.scot](mailto:apply@redress-scheme.scot)

You should add a correspondence address at question 9 if you:

- do not have a permanent address where you can receive letters
- want to use a different address from the one you live at
- want all correspondence sent to a solicitor

### Help and support completing an application form

You might want someone to support you through your application. This can be a formal relationship (if you have appointed a solicitor) or an informal relationship (with a friend or family member, support worker or someone else you trust).

By taking on this responsibility, this person can:

- answer calls, emails, or letters regarding questions about your application
- respond on your behalf
- give you legal advice throughout the application (if they are a solicitor)

This person cannot:

- sign the waiver for you
- make a decision about your application

You can only choose one person to answer questions about your application for you.

You can read more about appointing a solicitor on page 8.

## Application form **Part 1** [Section 2: continued](#)

If you choose someone, Scotland's Redress Scheme can contact them by telephone or email to ask for more information about your application. Your case worker will still write to you by letter or email with information about Redress Scotland's decision on your application.

If you decide to add someone at a later date, please contact your case worker.

## Application form **Part 1** [Section 3: Confirming your identity](#)

This section asks how you would like to confirm your identity. This information is needed to confirm who you are.

### [Documents you need to provide](#)

You will need to prove who you are. You must do this by providing a certified copy of one of these documents:

- passport
- full or provisional driving licence (with a photo)
- European Economic Area (EEA) national identity card
- biometric residence permit (BRP)

You should only send certified copies of your documents. Do not send originals. The copies will not be returned to you.

### [If you do not have these documents](#)

If you do not have these documents you will need to send certified copies of:

- one document from [List 1](#)
- one document from [List 2](#)

#### [List 1](#)

- full version of your birth certificate
- marriage or civil partnership certificate
- UK driving licence without a photo (paper version)
- National Entitlement Card (Scotland only)
- identity photo card with PASS logo (this includes a Young Scot card)
- HM Forces ID card

#### [List 2](#)

- official letter from a medical professional (for example the NHS or your doctor)
- utility bill from the last 3 months
- official letter from a financial institution (for example your bank)

[>> continues on the next page](#)

**If you do not have these documents continued**

- tenancy agreement (UK only)
- mortgage statement (UK only)
- letter from HMRC or DWP (UK only)
- council tax statement (UK only)
- P45 or P60 (UK only)
- homeless registration letter from a local authority (UK only)

You should only send certified copies of your documents. Do not send originals. The copies will not be returned to you.

If you do not have any of these you should contact a case worker.

International applicants should read the “Guidance for international applicants” for information on certifying documents.

**Certifying documents**

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

- genuine
- related to you

**Certifying documents using the Post Office**

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>

To use this service you will need to:

1. make a copy of the document or documents you want certified
2. complete a form on the Post Office website
3. bring your original documents, copies, and form to the Post Office branch

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.

**Certifying documents if you cannot use the Post Office**

If you cannot use the Post Office service you will need to 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:

- doctor, dentist, nurse or midwife
- solicitor, lawyer or judge
- teaching professional

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## Application form **Part 1** Section 3: continued

### Certifying documents if you cannot use the Post Office continued

- member of a parliament or national assembly
- elected councillor (UK only)
- chartered accountant (UK only)
- social worker (UK only)

You will need to bring 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

### Fees for requesting or certifying documents

You may 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. You can get this form:

- by contacting a case worker
- on [mygov.scot/redress](https://mygov.scot/redress)

## Application form **Part 1** Section 4: If you have a terminal illness (optional)

This section asks if you have a terminal illness and would like your application to be prioritised.

If you have a terminal illness, Scotland's Redress Scheme will prioritise your application. This means they will review your application and come to a decision as quickly as possible.

If you do not have a terminal illness, leave this section blank and go to Section 5.

### Providing evidence

A DS1500 form is available to people in the UK who are not expected to live longer than 6 months.

A BASRiS form is a Scottish form available to people with a terminal illness.

**>> continues on the next page**

You can choose to provide evidence of your illness using a copy of your DS1500 or BASRiS document. Please do not send the original.

### Applicants without a DS1500 or BASRiS form

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

A NHS number is a medical reference number. A CHI (Community Health Index) is a reference number for people living in Scotland. If you have one of these numbers, it can help verify your medical status. You may have another type of medical reference number, if you live outside the UK.

The health practitioner can be can be a:

- general practitioner (GP)
- hospital or hospice consultant or specialist
- specialist nurse (for example a MacMillan nurse or Motor Neurone Disease nurse)
- district nurse or a senior general practice nurse

### Contacting your healthcare professional

If you would like to verify your illness through your healthcare professional you must:

- agree to Scotland's Redress Scheme contacting your healthcare professional to confirm you have a terminal illness
- provide their contact details

Scotland's Redress Scheme will write to your chosen healthcare professional. They will ask them to confirm:

- your basic personal details
- you have a terminal illness

Your healthcare professional will be asked:

"Does the patient have an advanced, progressive and incurable condition, which may be associated with other conditions and which could include severe frailty, with indicators of deterioration, where death will be an inevitable consequence of that condition?"

The healthcare professional will be given a form to complete and return to Scotland's Redress Scheme. They will not be given any information about your redress application.

## Application form **Part 1** **Section 5: If you are nominating a beneficiary (optional)**

This section asks if you would like to nominate a beneficiary. This information is needed to confirm:

- if you would like to nominate a person
- how Scotland's Redress Scheme can get in touch with them, if needed

You can choose to appoint a "nominated beneficiary" for your application.

A nominated beneficiary is a person of your choice. If you die before your application has been decided, the nominated beneficiary may:

- be invited to complete the application process on your behalf
- receive any financial redress on your behalf

If you die before your application is complete, Scotland's Redress Scheme will need to be formally notified. This will include seeing proof of your death (for example a death certificate).

If you have nominated a beneficiary, Redress Scotland will decide if that person can take over your application. In some cases they may decide it is not appropriate, for example if your application was missing important information.

If your nominated beneficiary is invited to continue your application, they will:

- be able to see the information you provided in your application
- in some cases, need to provide further information about your application
- receive your application decision
- receive any money you would have been entitled to
- be able to request a review of the application decision, if they choose to

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### Who can be a nominated beneficiary

A nominated beneficiary can be anyone you choose. However it is up to Redress Scotland to decide if your nominated beneficiary can take your application forward. When they make this decision they will look at several things, including:

- how far along your application is – if some important information is still missing it may not be possible for someone else to take over
- if the nominated beneficiary has certain criminal convictions which mean they must provide additional information

### Convictions for serious criminal offences

Your nominated beneficiary must let Scotland's Redress Scheme know if they have:

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

If they have a conviction for one of these offenses, the case worker will let them know what additional information to provide.

This information will be sent to Redress Scotland. They will decide if your nominated beneficiary is able to continue your application.

### Nominating someone at a later date

You can nominate a beneficiary at any time during your application process. If you decide to do it at a later point, or you want to change your nominated beneficiary, contact your case worker.

### Information about your nominated beneficiary

If you nominate a beneficiary, you will need to give two ways of contacting them. This is so Scotland's Redress Scheme can contact them if you die before your application is complete, or before you receive a payment.

The information about your nominated beneficiary will be kept by Scotland's Redress Scheme. It will be deleted:

- when Scotland's Redress Scheme ends
- if the applicant asks for it to be deleted

The nominated beneficiary will only be contacted if Scotland's Redress Scheme is formally notified that you have died.

## Application form **Part 1** [Section 6: Type of redress payment](#)

This section asks you to choose which type of redress payment you want to apply for. This information is used by your case worker to help assist you with your application.

You can now choose if you want to apply for either:

- a fixed rate payment of £10,000
- or
- an individually assessed payment of up to £100,000

Which application you choose will depend on your circumstances but both may offer:

- a payment
- an apology from the Scottish Government and help to receive an apology from others
- emotional support

If you apply for and receive a fixed rate payment, you can apply later for an individually assessed payment. The fixed rate payment amount would be deducted from any further payment you were offered.

For both types of application you will need to:

- complete Part 1 of the application form
- provide a supporting document that shows you were in a care in Scotland before 1 December 2004

### [Differences between the applications](#)

A fixed rate payment applicant can receive a single payment of £10,000.

An individually assessed payment applicant can receive a single payment of up to £100,000.

Both types of application ask you to provide a statement about your experience of abuse. There are some differences though.

[>> continues on the next page](#)

### Fixed rate payment applications

For a fixed rate payment application you can write as much or as little as you like in your statement, as long as you meet the minimum requirements (see page 30). You do not have to provide a document that supports your statement of abuse.

In Part 1, Section 7 you only need to name one care setting you were abused in. You can name more if you want to. You will need to provide one document that shows you were in a care setting you name. You do not need to provide a document for more than one care setting.

See page 33 for more information about documents and the individually assessed payment application.

### Individually assessed payment applications

For an individually assessed payment application you should give as much information as possible in your statement. You will also need to provide documents that support your statement of abuse.

In Part 1, Section 7 you should name each care setting you were abused in. You will need to provide a document that shows you were in each care setting you name.

In Part 3, you are asked for more information about your abuse. The application form asks you to provide a statement about each care setting where you were abused. Alternatively, you can:

- submit a previous statement (for example, a statement given to the police)
- write your statement in another format that is better suited to you

Either way, you should provide the following information in your statement:

- when you were abused
- which care setting you were living in at the time
- what type of abuse you experienced
- who was involved in your abuse (for example, peers or a member of staff)
- any other relevant factors (you can find out more about “relevant factors” on page 36)

For individually assessed payment applications, Redress Scotland uses an “Assessment Framework” to decide which level of payment you might be offered.

You can read this document on [gov.scot/redress](https://www.gov.scot/redress). Please be aware that it has graphic descriptions of abuse.

## Section 7: Care settings you were living in when you were abused as a child in Scotland

This section asks about where and when you:

- were in care
- were abused

This information is used to confirm your eligibility for Scotland's Redress Scheme.

To apply to Scotland's Redress Scheme you will have to show you were abused:

- while living in a relevant care setting
- in Scotland
- as a child (when you were 17 years old or younger)
- before 1 December 2004

### Types and meanings of abuse

Abuse can mean many different things. Scotland's Redress Scheme includes:

- physical abuse
- sexual abuse
- emotional abuse
- neglect

There are specific definitions for what these mean in Scotland's Redress Scheme. You can find these on [gov.scot/redress](https://gov.scot/redress). Please be aware they have graphic descriptions of abuse.

### Relevant care settings

Scotland's Redress Scheme only covers certain care settings.

These are known as "relevant care settings" and include:

- children's homes
- "List D" or approved schools
- penal institutions, including young offenders' institutions and borstals
- residential care facilities (including hospitals) which provided long-term residential accommodation
- school hostels and some other accommodation provided for a child to go to school
- secure accommodation
- boarded out
- foster care

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### Relevant care settings continued

There might be other settings that are relevant, depending on your circumstances. You can see a full list of relevant settings on [gov.scot/redress](https://www.gov.scot/redress). If you are not sure if you were living in a relevant care setting, please contact a case worker.

### Listing your care settings

In this part of the application, you will need to give:

- the name or location of the care setting or carer (its official name if it was a care home or, if you do not know this, the name you knew it by)
- the type of care setting it was
- when you were abused (this may be a specific date or date range, or the whole time you were there)

If you cannot remember exact information, please give any details you can that might help identify a care setting or date.

### Fixed rate payment applicants

For a fixed rate payment application you only need to name one care setting you were abused in. You can name more if you want to. You will need to provide one document that shows you were in a care setting you name. You do not need to provide a document for more than one care setting.

### Individually assessed payment applicants

For an individually assessed payment application you should name each care setting you were abused in. You will need to provide a document that shows you were in each care setting you name, or as many as you can. You will also need to provide documents that support your statement of abuse.

### Supporting documents

You will need to provide supporting documents that show you were:

- living in a relevant care setting
- before 1 December 2004
- when you were a child (17 years or younger)

If you are applying for a fixed rate payment you need to provide one document that shows you were in a care setting you name. You do not need to provide a document for more than one care setting.

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### Supporting documents continued

If you are applying for an individually assessed payment you will need to provide a document that shows you were in each care setting you name, or as many as you can.

It may be difficult to find records that show you were in care. This list has some examples but you may be able to use other documents too. If you need help please contact your case worker.

Examples of documents you can use include:

- a care record from the care provider, for example an entry in a register or a log book (these may be held by the care provider or local authority archivists)
- records from the local authority (council) including social work and education or school records
- school records that show your address in care
- a baptism record that show your address in care
- court or police records that show your address in care
- GP, dentist or other health records

The document should show the date or time period you were in care. If your document does not have this information, please speak to your case worker.

Please send a copy of the document – do not send the original. This does not have to be a certified copy.

You can find further information about these documents in the statutory guidance on [gov.scot/redress](https://www.gov.scot/redress)

### Name changes

You may have a different name now from the name used when you were in care as a child. This may be because:

- your name was recorded differently when you were a child
- your name was changed as a child
- you changed your name when you got married or divorced
- you changed your name legally

Please read page 14 for information on certifying documents.

If your name has changed you will need to show evidence of this. Examples of evidence might be a certified copy of your:

- marriage or divorce certificate
- adoption certificate
- statutory declaration
- extract, with your name, from the National Records of Scotland
- deed poll

## Section 8: Factors that may impact your redress payment

This section asks questions about relevant payments and certain criminal convictions. This information is used to see if:

- any deductions have to be made to your payment amount
- more information is needed to decide whether you can receive payment

### Relevant payments

If you have received a “relevant” payment related to abuse you experienced, this will be deducted from your redress payment.

For example, if you received an Advance Payment Scheme payment of £10,000 you can apply for an individually assessed payment. Redress Scotland might decide to offer you £40,000. The £10,000 you already received would be deducted and your final payment offer would be £30,000.

Only some types of payments are “relevant”. These include:

- Criminal Injuries Compensation Authority (CICA) payments related to your abuse
- court awarded damages or an out of court settlement related to your abuse in the relevant care setting
- Advance Payment Scheme payments

You can still apply to Scotland’s Redress Scheme if you have received a relevant payment. You can apply for:

- an individually assessed payment
- a fixed rate payment if your previous payment was less than £10,000
- a fixed rate payment if your previous payment was more than £10,000 – you will not receive any payment but can access an apology and the offer of emotional support

Please contact a case worker for more information about how to do this.

**>> continues on the next page**

### [Previous applicants to the Advance Payment Scheme](#)

If you have already applied to the Advance Payment Scheme and received a payment, you can still apply to Scotland's Redress Scheme.

If you apply to Scotland's Redress Scheme, the amount you already received will be deducted from any payment you are offered. This means you can apply for:

- a fixed rate payment where you will not receive any money but can receive an apology and the offer of emotional support – please contact a case worker to discuss how to do this
- an individually assessed payment – any payment you are offered will have £10,000 deducted to account for the Advance Payment Scheme payment

Even if you do not receive a payment, you can still receive an apology and offer of emotional support.

### [Convictions for serious criminal offences](#)

You must let Scotland's Redress Scheme know if you have:

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

You do not need to include information about any other convictions.

If you have a conviction for one of these offences, your case worker will let you know what additional information you need to provide. This information will be sent to Redress Scotland. They will decide if you are "precluded" from (or unable to receive) financial redress.

If they decide you are not able to receive financial redress, you can still receive the other elements of Scotland's Redress Scheme.

These are:

- an apology from the Scottish Government and help to receive an apology from others
- the offer of emotional support

Scotland's Redress Scheme carry out checks on criminal offences. Your case worker will let you know if you need to provide any additional information.

## Section 9: Bank account details

This section asks for your bank account information. This information is used to make any payment you are offered and may be used to help identify you.

If you are offered and accept a redress payment, the money will be paid into your bank account. The bank account must be in your name.

### If you do not have a bank account

You do not need to have a bank account before you submit your application. If you do not have a bank account please:

- leave this section blank
- contact a case worker for information

## Section 10: Declaration and privacy notice

This section asks you to:

- read Scotland's Redress Scheme privacy notice
- sign a declaration

This information is used to confirm that:

- you understand how your information is shared and kept
- the information you provided is true and accurate, to the best of your knowledge

Please read the privacy notice for Scotland's Redress Scheme. This explains how your information is stored and shared and your information rights. The privacy notice is available on [mygov.scot/redress](https://mygov.scot/redress).

You should then read the declaration. If you agree with all of the points you should sign and date the form.

If you have any questions, please contact a case worker or your solicitor (if you have one).

## Application form **Part 1** [End of Part 1: Next steps](#)

This is the end of Part 1. You can now choose what to do next.

You can send Part 1 now, using the pre-paid envelope (if you do not have an envelope you can request one from a case worker).

You will be contacted by a case worker to:

- let you know your application has been received
- give you a reference number

Or, if you are ready you can continue to the next part of the application. Please go to:

- Part 2 if you are applying for a fixed rate payment
- Part 3 if you are applying for an individually assessed payment

Part 2 and Part 3 ask questions about your experiences of abuse in care. If you need support you can speak to a case worker who can refer you to further help.

## Guidance for completing Part 2

## Part 2

If you are applying for a fixed rate payment you must complete Part 2 of the form. This has questions about your abuse.

### Your statement of abuse

#### Writing your statement of abuse

There is no right way to write your statement, and everyone will approach this differently. You can write it in whatever way makes sense to you.

There are no wrong answers. If Redress Scotland needs more or different information, your case worker will get in touch with you and let you know.

Remember to take care of yourself while you are writing this. You do not have to do it all at once. Make sure you have support or know where to access it if you need to.

#### Handwriting or typing

You can handwrite or type your response. Use as much or as little space as you need. Do not worry about fitting your statement into the space on the form. You can attach pages or printouts.

If you are writing by hand, please be as clear as possible. If your case worker cannot read what you have written, they will get in touch with you.

#### Using your preferred language

Please write in a way that is most comfortable for you.

You can write your statement in your preferred language, or submit a BSL statement by video if you are a BSL user.

If you need a BSL version:

Telephone: Use the contactSCOTLAND-BSL service to phone 0808 175 0808. Please see <https://contactscotland-bsl.org/> for information on how to use the service.

Email: [apply@redress-scheme.scot](mailto:apply@redress-scheme.scot)

If you write in a language other than English, it will be translated. The translator will not see your name or contact details.

### Adding information to your statement of abuse

You may find that once you have written your statement, you remember more information or details. You do not have to include every detail of your abuse but if there is information you want Redress Scotland to know, you can add to your statement.

### Before you post or email your application

If you have not sent your application, you can change your earlier statement or add a further statement. If you are adding a further statement, just write "Further Information" at the top of the page.

### After you have posted your application

If you have already sent your application and you want to add to it, contact your case worker.

### Previous statements

You may already have given a statement about your abuse, for example to the police. If you have this, you can attach it to your application. You may not need to write a new statement but you should check carefully to make sure you have given all the information that is asked for.

### How Redress Scotland will look at your statement

Redress Scotland will look at your statement against the definitions of abuse used by Scotland's Redress Scheme. They will check that the abuse in your statement meets at least one of these definitions and that it took place in a relevant care setting.

You can find the definitions of abuse and a list of relevant care settings on [gov.scot/redress](https://gov.scot/redress)

Please be aware that the definitions have graphic descriptions of abuse.

### Please remember:

- there are no wrong answers - if Redress Scotland needs more or different information, your case worker will get in touch with you and let you know
- use as much or as little space as you need to give your information - you can continue on additional pages if you want to

## Guidance for completing Part 3

## Part 3

If you are applying for an individually assessed payment you must complete Part 3 of the form. This has questions about your abuse.

## Your statement of abuse

### Writing your statement of abuse

There is no right way to write your statement, and everyone will approach this differently. You can write it in whatever way makes sense to you.

There are no wrong answers. If Redress Scotland needs more or different information, your case worker will get in touch with you and let you know.

Remember to take care of yourself while you are writing this. You do not have to do it all at once. Make sure you have support or know where to access it if you need to.

### Handwriting or typing

You can handwrite or type your response. Use as much or as little space as you need. Do not worry about fitting your statement into the space on the form. You can attach pages or printouts.

If you are writing by hand, please be as clear as possible. If your case worker cannot read what you have written, they will get in touch with you.

### Using your preferred language

Please write in a way that is most comfortable for you.

You can write your statement in your preferred language, or submit a BSL statement by video if you are a BSL user.

If you need a BSL version:

Telephone: Use the contactSCOTLAND-BSL service to phone 0808 175 0808. Please see <https://contactscotland-bsl.org/> for information on how to use the service.

Email: [apply@redress-scheme.scot](mailto:apply@redress-scheme.scot)

If you write in a language other than English, it will be translated. The translator will not see your name or contact details.

## Application form **Part 3** [Your statement of abuse continued](#)

### [Adding information to your statement of abuse](#)

You may find that once you have written your statement, you remember more information or details. You do not have to include every detail of your abuse but if there is information you want Redress Scotland to know, you can add to your statement.

### [Before you post or email your application](#)

If you have not sent your application, you can change your earlier statement or add a further statement. If you are adding a further statement, just write "Further Information" at the top of the page.

### [After you have posted your application](#)

If you have already sent your application and you want to add to it, contact your case worker.

### [Previous statements](#)

You may already have given a statement about your abuse, for example to the police. If you have this, you can attach it to your application. You may not need to write a new statement but you should check carefully to make sure you have given all the information that is asked for.

### [Documents to support your individually assessed payment application](#)

For an individually assessed payment you are asked to provide a statement about your abuse.

You will also need to provide one or more pieces of information, or evidence, that support your statement of abuse. You do not have to have one document for each care setting, but you should try and provide as much evidence as possible.

These documents should be copied where possible and submitted with your application forms.

You may find that one document gives all the information you want to include, and that is enough. Or, you may want to provide several different documents. If you have any questions about what to provide, or you are not able to find any documents, please contact a case worker.

**>> [continues on the next page](#)**

### Documents to support your individually assessed payment application continued

Some examples of documents include:

- medical, social care or school records from the time you were in care
- medical records from after you were in care that include reference to a physical, psychological or psychiatric harm from your time in care
- evidence of a physical injury or psychological or psychiatric harm
- medical, psychiatric or psychological assessments related to your abuse in care
- previous reports or disclosures to the police or to others
- previous statements or evidence given in other proceedings (for example in court)
- statements from other people, for example someone who witnessed your abuse or knew about your abuse at the time
- criminal convictions of anyone who abused you or was responsible for your abuse

This list has some examples of documents you might be able to find, but there may be other things you can use. If you are struggling to find evidence, please contact a case worker.

You are encouraged to find as much information as possible related to your time in care and your abuse, but it may be difficult in some cases. Scotland's Redress Scheme is aware of the challenges in finding documents and will take a flexible approach.

For more information about documents, please read the "Statutory guidance" on [gov.scot/redress](https://www.gov.scot/redress)

**>> continues on the next page**

## Application form **Part 3** Your statement of abuse continued

### How Redress Scotland will look at your statement

Redress Scotland will use the "Assessment framework" to help them make a decision about your application.

This document has guidance about how a Redress Scotland panel will look at your statement and consider the nature, severity, frequency and duration of abuse.

By considering these, Redress Scotland can decide what level of payment to offer you.

The "Assessment framework" is available on [gov.scot/redress](https://gov.scot/redress). Please be aware that it has graphic descriptions of abuse.

**>> continues on the next page**

### What to include in your statement of abuse

It will also help Redress Scotland to know more about your particular circumstances and experiences.

### Relevant factors

You may have addressed some of this information already in your application but if you think it is not covered elsewhere you might want to include:

- your length of time in care
- your age at the time of the abuse
- your relationship to the abuser or abusers
- the number of abusers
- the number of relevant care settings you were abused in
- the combination or accumulation of different types of abuse
- if you had any personal circumstances or protected characteristics (for example, race, religion or disability) that may be related to your abuse
- if you were treated differently from other children in the care setting at the same time
- the response to any disclosure of abuse you made at the time, including a lack of action and punishment for the disclosure
- anything about the care setting itself, for example if it was isolating, impersonal, or had a harsh day to day routine
- if you were separated from siblings or family without contact

Redress Scotland will use the information you give to consider the nature, severity, frequency and duration of your abuse. They will look at your statement and the “Assessment framework” to decide a level of redress payment.

#### Please remember:

- there are no wrong answers - if Redress Scotland needs more or different information, your case worker will get in touch with you and let you know
- use as much or as little space as you need to give your information - you can continue on additional pages if you want to