

## Obtaining a document confirming you were resident in a relevant care setting

Scotland's Redress Scheme requires applicants to provide a document confirming they were resident in a relevant care setting. The Scottish Government does not have direct access to this information but can provide support to applicants to access them.

As 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 documents that show you were in care. Examples of documents you can use include:

- a letter from a local authority archivist confirming that you appear in their records as being resident in an relevant care setting as a child;
- 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; or
- GP, dentist or other health records.

This list has some examples but you may be able to use other documents too.

Please send a copy of the document – do not send the original.

## How to obtain supporting information?

You would normally be able to get a document showing you were resident in a relevant care setting by asking the organisation that was responsible for the care setting you were in, or the organisation responsible for your care. You can contact us to help you to work out who this might be.

You would then usually make a Subject Access Request to get this information by filling out a form on the organisations website or emailing the relevant email address asking for this.

You can ask for all the information an organisation holds about you. However, this doesn't mean you will get all the information they have about you. An organisation can sometimes refuse to provide you with all or some of the information.

It might also mean you get a lot of information back that you don't need for your redress application. If you ask for all information, you could obtain things like council tax records which are unlikely to be of use to you.

When submitting a Subject Access Request, be as specific as possible. Letting them know your request is in relation to an application for redress, and the type of application, may help them to prioritise your request.

Despite their best efforts to respond to Subject Access Requests quickly, some local authorities are experiencing high volumes and it may take them significantly longer than other record holders to respond to your request.

The information commissioner's office has a template service for submitting subject access requests which can be accessed via their website <https://ico.org.uk/for-the-public/make-a-subject-access-request/>.

In some cases, we are able to directly request this information for you. We will let you know if we are able to do this in your case.

## Support available

Our [Redress Support Service](#) offers personalised support for applicants throughout their redress journey. This includes connections with specialist support organisations such as WellBeing Scotland or Birthlink who can help you access your records and supporting documents. They will submit the Subject Access Request on your behalf and provide a full summary of searches and results which will be share with you.

Please contact us if you would like to access this service so a referral can be made on your behalf.

A solicitor can also help you to complete a Subject Access Request as well as provide further support and legal advice. You do not need a solicitor to apply to Scotland's Redress Scheme.

Scotland's Redress Scheme will pay legal fees directly to your solicitor in relation to your application. This is available to all applicants and is not means tested. You should check your solicitor will work for the fees available.