

Scotland's Redress Scheme

Application form **Part 3**

For individually assessed payment applicants

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Section 1: Personal details

This information will be used to join together Part 1 and Part 3 of your application forms.

Name

Jacqueline Queen

Date of birth

Day 28

Month 05

Year 1984

The next section asks you to write your statement of abuse.

Section 2: Your statement of abuse

Please refer to page 32 of the “Help to apply” guidance when filling in this form.

Please make sure that whatever way you provide your statement, you include all the information Redress Scotland needs to make a decision. You can find out more on page 35 of “Help to apply”.

You may find that writing this brings up feelings or memories. If you need support you can speak to a case worker who can refer you to further help:

- **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

Providing your statement of abuse

In Part 1, you will have provided information about any relevant care settings you were abused in.

In Part 3, you need to provide a statement about your abuse. You can choose how you want to provide your statement. You can complete Q1, Q2, Q3 and Q4. Or you can:

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

How to complete this section

You may have been abused in one relevant care setting, or in several different ones.

For this part of the application form, please provide a statement about each care setting you were abused in.

For example, if you were abused in 3 relevant care settings, please provide 3 statements.

You can do this in any order that makes sense to you.

There are pages for 4 care settings included in this form. If you need more copies, you can:

- contact a case worker
- make a copy yourself
- print additional pages from mygov.scot/redress

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
- do not worry about your spelling
- use as much or as little space as you need to give your information - you can continue on additional pages if you want to

Your statement for Care setting 1

Please read page 32 of the “Help to apply” guidance before you begin.

In Part 1, you will have already provided information about the care settings you were abused in. By providing this information here, your case worker can join together the name of the care setting with your statement of abuse.

Q1 | What is the name or location of the relevant care setting you were abused in?

(For example, the name of the care home, or the city or region where you lived in foster care or while boarded out).

bathgate childrens home

Do not worry if you are uncertain about dates or time. Please provide your best estimate.

Q2 | When were you abused?
For example: a single date, an age, or an approximate time or time range.

1997-1999

You do not have to provide names, if you cannot remember or do not feel comfortable doing so. If you do provide a name it will be passed to Police Scotland.

Q3 | Who was involved in your abuse?
For example: a member of staff, a peer or someone outside the care setting.

The information you provide will be used by Redress Scotland to make a decision about your application. Redress Scotland will use the “Assessment framework” to help them do this, available on [gov.scot](https://www.gov.scot). Please be aware that it contains graphic descriptions of abuse.

Q4 | On the next page, please provide as much information as you can about:

- the abuse you experienced while living in this care setting
- what life was like for you during this time
- how the people responsible for your care and welfare failed to carry out that duty (within or beyond your care setting)

You can continue on additional pages if you need to.

Please read page 36 of “Help to apply” to find out more about what information you may want to include.

I was placed in Bathgate after being taken from Uphall. I was there for quite some time. I was told that I was mature for my age and they took advantage of that. They would call me in to deal with the other children, and forced me to care for them, even though I was still a child myself.

There was a member of staff called Andy. He would take me out to buy clothes, but instead of it feeling like a normal shopping trip, he would sexualise me and make comments about my body. I found this very uncomfortable. He was also one of the members of staff who would drive me places and, while driving, he would stroke my legs. I did not feel safe around him, and his behaviour towards me was completely inappropriate.

There was another member of staff called Gus. I always thought of him as a gentle giant. He never personally did anything inappropriate to me, but I think he fell under the pressure of the other staff members. I remember Andy lying and saying that I had been making comments about my body and asking questions like "Do I have a bum in this?". He would then speak about me sexually. Gus agreed that I looked good. I do not know what he was thinking or why he agreed. I remember feeling confused and let down because he was someone I believed was different from the others.

There was also a female member of staff, possibly a trainee, who was present on one of these occasions. I remember thinking to myself that if anything ever came out about what was happening to me, there would at least be someone else who had seen it. Throughout my time there, and still to this day, I found myself constantly looking for witnesses. I was always aware that something could happen to me, and I wanted there to be someone else present who could confirm what had happened if I ever needed to tell anyone.

There was a member of staff called Matt. He took me to a Children's Hearing once and stroked my leg, he always making sexual gestures towards me.

On 26 May, the police came to the children's home and arrested me. I had the same name as my mum, and there was no way I could have passed as an adult., but they took me anyway. On my 15th birthday, I was taken to court. No one came with me apart from Matt. I was sentenced to two years in a Young Offenders Institution, and I served the full two years.

Your statement for Care setting 2

Please read page 32 of the “Help to apply” guidance before you begin.

In Part 1, you will have already provided information about the care settings you were abused in. By providing this information here, your case worker can join together the name of the care setting with your statement of abuse.

Q1 | What is the name or location of the relevant care setting you were abused in?

(For example, the name of the care home, or the city or region where you lived in foster care or while boarded out).

Glasgow Social Services

Do not worry if you are uncertain about dates or time. Please provide your best estimate.

Q2 | When were you abused?

For example: a single date, an age, or an approximate time or time range.

1984-2002

You do not have to provide names, if you cannot remember or do not feel comfortable doing so. If you do provide a name it will be passed to Police Scotland.

Q3 | Who was involved in your abuse?

For example: a member of staff, a peer or someone outside the care setting.

The information you provide will be used by Redress Scotland to make a decision about your application. Redress Scotland will use the “Assessment framework” to help them do this, available on [gov.scot](https://www.gov.scot). Please be aware that it contains graphic descriptions of abuse.

Q4 | On the next page, please provide as much information as you can about:

- the abuse you experienced while living in this care setting
- what life was like for you during this time
- how the people responsible for your care and welfare failed to carry out that duty (within or beyond your care setting)

You can continue on additional pages if you need to.

Please read page 36 of “Help to apply” to find out more about what information you may want to include.

Social Services initially tried placing me in foster care, but they removed me from the foster placement and took me to live with my grandmother instead.

Whilst I was under the care of my grandmother, I was sexually abused by her friends. I remember one of them. I was in bed when he started touching me. He put his hands up my top and down my trousers. and started assaulting me. I remember thinking, "The next person that comes upstairs, I'm running." But I froze. I couldn't move. When he eventually lay back down beside me, I ran. My auntie came running in with my grandmother and started asking me what had happened. I remember them saying, "Why are you saying things like that?" I think she was confused and didn't know what to believe. My auntie's partner said he was going to "do him in." My grandmother stopped him and left the man sleeping in my bed. I remember feeling like nothing had been done to protect me.

Social Services knew about what had happened. I didn't want to tell them, but I eventually did. My social worker at the time was John Sheldon. He was not a nice man. I later found out that he had treated multiple families the way he treated me. He was eventually sacked, and I was given a new social worker called Angus Baxter.

When I told John what had happened, he believed my grandmother instead. She told him that she couldn't control me, but it was because of what had happened to me. I don't think he knew what to do with me.

Another family friend offered to take me in, but I believed the same thing would happen there too, so I didn't feel safe with that option.

Eventually, I was given a choice between living with my mum or my grandmother. Even though everything that had happened to me at my mum's house had been difficult, I still felt it was a better option than living with my grandmother.

While I was living with my mum, my mum's best friend's son did the same thing to me. Andrew then sent me back to my grandmother's house. Everytime something bad happened with one, the system would put me back with the other. I was sent backwards and forwards between my mum's and my grandmother's until I was eventually placed in St Mary's.

I also have a memory of being taken to hospital and having an internal examination. I think someone believed I might have been pregnant. I don't know when this happened or exactly why I was taken there. I have no memory of the events leading up to it. Looking back, it makes me think there may have been other occasions when I was abused that I simply cannot remember.

Your statement for Care setting 3

Please read page 32 of the “Help to apply” guidance before you begin.

In Part 1, you will have already provided information about the care settings you were abused in. By providing this information here, your case worker can join together the name of the care setting with your statement of abuse.

Q1 | What is the name or location of the relevant care setting you were abused in?

(For example, the name of the care home, or the city or region where you lived in foster care or while boarded out).

St Marys Kenmure

Do not worry if you are uncertain about dates or time. Please provide your best estimate.

Q2 | When were you abused?

For example: a single date, an age, or an approximate time or time range.

1990's

You do not have to provide names, if you cannot remember or do not feel comfortable doing so. If you do provide a name it will be passed to Police Scotland.

Q3 | Who was involved in your abuse?

For example: a member of staff, a peer or someone outside the care setting.

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Q4 | On the next page, please provide as much information as you can about:

- the abuse you experienced while living in this care setting
- what life was like for you during this time
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You can continue on additional pages if you need to.

Please read page 36 of “Help to apply” to find out more about what information you may want to include.

Secure Unit

I was taken to court and spent two years in young offenders due to things my mother did. We had the same name and they mistook me for her. She was a drug dealer and there was issued surrounding heroin. She used me to hide the drugs constantly. When she was caught, I remember her saying "take the blame, you're only a child, you'll get away with it". I told the police that it was mine because I didn't want my mum to go to prison. I was only a child, and all I wanted was my mum. I then went to a secure unit. I believe the authorities should have investigated what had happened and the circumstances surrounding it. Instead, they accepted what they had been told and sent me to the secure unit without properly looking into the situation.

Once again, I was given a lot of responsibility due to my maturity, but looking back, I feel that this responsibility was used to keep me quiet and make me compliant. Again, I was still only a child. I remember it was divided into different units: Yellow, Green and Blue. I was placed in the Yellow unit. I was the only girl there, and I was housed with boys who had committed sexual offences. I did not think this was appropriate, and I felt frightened being placed in that environment. One of the boys said to me, "What would you do if I dragged you into the toilet and did what I wanted to you?" I remember feeling scared and vulnerable after hearing comments like that.

The staff told me that the boys would listen to me, so they expected me to go back downstairs and speak to them or manage their behaviour. This should never have been my responsibility. I was only a child myself, and I was already frightened because of the things that had been said to me and the environment I had been placed in.

I was scared to go back because of the way some of the boys treated me. Another boy, who had one arm like a stump with these small fingers, said to me, "What would you do if... don't you think you'd like it if I used these on you? I know a lot of girls would." The comments were sexual in nature and made me feel intimidated and unsafe. Instead of protecting me, I felt that the staff placed expectations on me to manage situations that should have been dealt with by adults. I did not feel that my safety or wellbeing was being properly considered.

I then got to leave, I wasn't safe at home with grandmother. The social worker still insisted I returned home to her. They would threaten me about stuff if I left. I ended up homeless because of it.

Your statement for Care setting 4

Please read page 32 of the “Help to apply” guidance before you begin.

In Part 1, you will have already provided information about the care settings you were abused in. By providing this information here, your case worker can join together the name of the care setting with your statement of abuse.

Q1 | What is the name or location of the relevant care setting you were abused in?

(For example, the name of the care home, or the city or region where you lived in foster care or while boarded out).

Glasgow Social Services

Do not worry if you are uncertain about dates or time. Please provide your best estimate.

Q2 | When were you abused?

For example: a single date, an age, or an approximate time or time range.

1984-2002

You do not have to provide names, if you cannot remember or do not feel comfortable doing so. If you do provide a name it will be passed to Police Scotland.

Q3 | Who was involved in your abuse?

For example: a member of staff, a peer or someone outside the care setting.

The information you provide will be used by Redress Scotland to make a decision about your application. Redress Scotland will use the “Assessment framework” to help them do this, available on [gov.scot](https://www.gov.scot). Please be aware that it contains graphic descriptions of abuse.

Q4 | On the next page, please provide as much information as you can about:

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As I got older, I realised there was more to what had happened than I could actually remember.

My mum came to me once and told me that the abuse hadn't just happened once. She said it had happened multiple times and that there had been different people involved. She even named them. Hearing that was shocking. What I struggle with is that, even though she knew, she did nothing to help me or protect me. When my mum later told me there had been multiple perpetrators, it made me feel that people could do whatever they wanted to me and nothing would happen to them anyway. I found that incredibly difficult to understand. After that, I stopped talking about what had happened to me. I felt like there was no point.

Social workers knew about what had happened to me. Despite that, I was repeatedly placed back with my grandmother. Looking back, I do not feel that I was protected, even though professionals were aware of the abuse and the concerns about my situation.

My grandmother could be manipulative at times. I had worked very hard to rebuild my relationship with her, but hearing her say those things brought everything back. It made me feel as though what had happened to me had been dismissed or forgotten. What I have never been able to understand is that after he hurt me for the first time, my grandmother still allowed him to put me to bed the following night. Looking back, I struggle to understand why she allowed me to be alone with him again after what had already happened. That has stayed with me ever since.

Do you want help
with this section?

If you want help before sending in the form, you can:

- read page 32 of the "Help to apply" guidance
- contact a case worker

The next section has questions about your supporting documents.

Section 3: Supporting documents

Please provide any supporting documents you have related to your abuse in care.

You can find out more about these types of documents on page 33 of the “Help to apply” guidance.

In some cases, it may be difficult to find supporting documents. To help with this part of the application, you can:

- include supporting documents when you send this part of the form, if you already have them
- send in your form without any supporting documents – your case worker will get in touch with you and have a conversation about what you can provide

Please tick which option you have chosen:

- ☒ I am including supporting documents with my form
- ☒ I am not including supporting documents
(if you tick this, a case worker will contact you)
- ☒ I am collecting my documents and will submit them a later date

Do you want help
with this section?

If you want help before sending in the form, you can:

- read page 33 of the “Help to apply” guidance
- contact a case worker

The next section has a declaration you must sign and details about how your information is kept and shared.

Section 4: Declaration and privacy notice

In this section, you must sign your form.

For information about how Scotland's Redress Scheme will record and protect your personal information, please read the Privacy Notice for Scotland's Redress Scheme. You can find this on mygov.scot/redress.

Before you send your application you must agree to these statements:

I confirm that the details and information I have given in this application form are true and accurate to the best of my knowledge and belief.

I understand that I must notify Scotland's Redress Scheme of changes in my circumstances that may affect my application.

I confirm that if any of the information I gave in Part 1, Section 8 (related to previous payments and convictions) changes, I must let my case worker know.

I confirm that any documents I have provided in support of my application are genuine and any copy is a true copy of the original. I understand that if I provide a document which is not genuine, I may be subject to court proceedings.

I understand that if I give false or misleading information in support of my application or make a fraudulent application I may:

- be subject to court proceedings
- have to re-pay any money I was not entitled to

I confirm I have read and understood the Privacy Notice for Scotland's Redress Scheme which explains how the information I provide will be lawfully used and stored.

Your signature

Aline A E Queen aka M.

Date

20/07/2026

Next steps

This is the end of Part 3. You do not need to submit your forms all at once. Once you are ready, you can submit your forms by email.

Afterwards, a case worker will contact you to confirm:

- they have received your application
- if they have any follow up questions
- next steps

By email

Please submit your application and any relevant documents to:

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

If you would like to contact a case worker

Please use these details to contact a case worker:

- **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)

Certificate of Authenticity

Fintrixor — electronic signature record



Certificate ID	01KXZRCZJ3VYW4HJJBMJ14MJC4
Document ID	01KXZQJ0J8MMEK33CN8TWHXENW
SHA-256 Document Hash	99ab85a0c3275da04e03e4875dbd0922c05d3df1d07af410fe7e14031b1b05fc
Recipient Name	Miss Jacqueline Queen
Recipient Email	jacquiq84@gmail.com
Signing Timestamp (UTC)	2026-07-20 12:35:47
IP Address	31.51.169.234
Browser	Chrome on Android

Signing Consent & Review

Document opened	2026-07-20 12:26:44 UTC
Document reviewed (scrolled through)	2026-07-20 12:31:09 UTC
Consent confirmed	2026-07-20 12:35:47 UTC from 31.51.169.234

Statement confirmed: "I confirm that my electronic signature is legally binding and has the same legal effect as a handwritten signature."

Audit Trail

Event	Timestamp (UTC)	IP Address	Browser
Document created	2026-07-20 12:21:04	45.145.101.64	Unknown browser
Document sent to recipient	2026-07-20 12:22:14	45.145.101.64	Unknown browser
Document opened by recipient	2026-07-20 12:26:44	31.51.169.234	Chrome
Document opened by recipient	2026-07-20 12:28:11	31.51.169.234	Chrome
Document reviewed (scrolled through)	2026-07-20 12:31:09	31.51.169.234	Chrome
Legally-binding consent confirmed	2026-07-20 12:35:47	31.51.169.234	Chrome
Document signed	2026-07-20 12:35:47	31.51.169.234	Chrome

Verify this certificate at <https://esign.fintrixor.co.uk/verify/01KXZRCZJ3VYW4HJJBMJ14MJC4>