

# 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**

Susan Murray

**Date of birth**

Day

11

Month

11

Year

1975

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](mailto: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](https://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).

Netherthird Children's Home, East Ayreshire

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.

1986-1987

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 only there for a short period, but it felt like being in a maximum security prison. From the moment I arrived, I was locked in my room so I couldn't go out at all. That was my reality all day, every day. I wasn't allowed to leave my room for anything other than the bare minimum, and the isolation became overwhelming. It drove me to the edge mentally. Being shut away like that, with no freedom and no contact, made me feel trapped in a way that is hard to describe.

I wasn't allowed to play outside, and I wasn't allowed to see anyone, even on weekends. I remember hearing other people outside, playing and living their lives, while I was kept inside my room as if I had done something wrong. It made me feel forgotten and punished, even though I hadn't done anything to deserve it. The loneliness and the sense of being cut off from everyone else were incredibly painful.

The lack of freedom and the constant confinement had a huge emotional impact on me. It made me feel small, powerless, and completely isolated. I felt like I didn't matter, like my needs or feelings weren't important to anyone. Being locked away like that, day after day, changed the way I saw myself and the world around me. It created a deep sense of fear and mistrust that has stayed with me.

Even though my time there was short, the experience left a lasting mark on me. The isolation, the lack of human contact, and the feeling of being trapped affected me mentally in ways I am still dealing with. It wasn't just being confined physically — it was the emotional impact of being shut away, ignored, and denied any sense of normal childhood life. Those memories have stayed with me, and they continue to affect me to this day.

## 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).

Coylton children's home south ayrshire

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.

1987-1993

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.

## Your statement for Care setting 2 continued

My time in Coylton was horrific. There was one occasion when one of the students set a fire, and instead of handling the situation safely or appropriately, the staff stripped us all naked and locked us in our rooms so we couldn't go anywhere. I remember feeling terrified, confused, and completely humiliated. It was as though we were being punished for something we had no control over, and the way they treated us made me feel less than human. That moment has stayed with me because of how exposed and powerless I felt.

The physical abuse was constant. They would hit me and "restrain" me, but it was never just restraining. It was painful, aggressive, and frightening. I was hurt more than once, and over time it became something I almost expected. There was no sense of safety — only the fear of when it would happen again. The way they handled us was not about control or protection; it was about intimidation and punishment. It left me feeling scared, small, and completely alone.

I was also a witness to other children being abused all the time. The boys, especially, seemed to get it even worse. I remember seeing them being beaten until they were black and blue. Watching that happen to others was deeply distressing. It made the environment feel even more dangerous because it showed me that no one was safe. Seeing other children suffer like that left a lasting emotional mark on me, because I knew exactly how it felt and I couldn't help them.

I was also witness to one of the boys being sexually abused. That memory has never left me. Even though it didn't happen to me directly in that moment, witnessing it was traumatic. It added another layer of fear and helplessness to everything I was already experiencing. It showed me just how unsafe we all were.

All of this had a huge mental impact on me. It has made me much more timid and nervous later in life. The fear, the humiliation, and the constant threat of abuse shaped the way I saw myself and the world around me. These experiences didn't end when I left Coylton — they followed me into adulthood. I have still not fully recovered from what happened there, and the emotional effects continue to stay with me.

## 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).

The good Sheppard, Glasgow

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.

1994-1995

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.

## Your statement for Care setting 3 continued

I was made to get down on my knees and scrub the floors simply because I was a day pupil. It felt degrading and humiliating, and I remember feeling as though I was being punished for something completely out of my control. It was made very clear to me that I was treated differently from the others, and that difference was used against me.

They would lock me up in a small, dingy room, and the feeling of being shut away like that was frightening. The room itself felt cold and unwelcoming, and being kept there made me feel isolated and powerless. I remember the fear of not knowing how long I would be left there or what would happen next. It created a constant sense of anxiety that stayed with me long after I left.

They were very mean to me. They would shout at me, scream at me, and hit me. The mistreatment felt relentless. It wasn't just physical — it was emotional and psychological as well. Every time they raised their voices or laid their hands on me, it reinforced the message that I didn't belong and that I wasn't safe. I felt constantly on edge, waiting for the next outburst or punishment.

A big part of the way they treated me was because I was not a Christian. They made that very clear. I was treated differently because of my religious beliefs, and it made me feel singled out and targeted. Instead of being supported or understood, I was judged and punished for something that should never have mattered. That discrimination left a deep emotional impact on me. It made me feel small, unwanted, and ashamed of who I was.

All of these experiences combined had a lasting effect on me. The shouting, the hitting, the isolation, and the discrimination shaped the way I saw myself and the world around me. Even now, I still carry the emotional weight of how I was treated. The fear, the humiliation, and the sense of being "othered" have stayed with me, and they continue to affect me in ways I am still trying to work through.

## 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).

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.

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.

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](https://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**

**Date**

## 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)