

STREAMLINED WITNESS STATEMENT INTERVIEW TEMPLATE

Application to the Scottish Redress Scheme | Target interview time: 45-60 minutes

How to keep the call within one hour: Prefill dates, placements and record-based information before the call. Ask the short core questions first. Only use the detailed prompt bank where the client identifies that type of harm. Do not read every example aloud. Where the same pattern occurred at more than one institution, record what was the same and ask only what was different. At 55 minutes, finish the current incident, complete the welfare check and record any follow-up action rather than rushing sensitive evidence.

Suggested time plan

Stage	Target time	Approach
Opening and consent	3 minutes	Confirm welfare, control of the meeting and consent.
Background and entry into care	7 minutes	Ask once for the whole statement, not for each placement.
Chronology	5 minutes	Confirm the prefilled placement list and correct any gaps.
Placements and harm	25-30 minutes	Use one compact placement sheet per institution; relevant prompts only.
Impact, support and evidence	10-12 minutes	Ask once across the whole life course.
Reason for applying and close	3-5 minutes	Final information and welfare check.

Client and application details - prefill before the call

Question / prompt	Response / notes
Applicant full name	Angelalsabella Cross
Date of birth	22nd May 1967
Current address	44 Woodburn Bank Dalkeith EH22 2EY
Application reference	APP639700
Statement taker / interviewer	Leah Pearson - Claims Handle
Date and method of meeting	31st July 2026 - 14:00
Legal representative / organisation	MMA Legal
Known support needs or adjustments	N/A

1. Opening and consent

Suggested opening: You are in control of this meeting. You may take a break, skip a question or ask me to reword anything. Some questions may be upsetting because they concern your time in care and its impact.

Question / prompt	Response / notes
Are you comfortable and happy to continue today?	Yes
Do you need anyone with you, a break or any other adjustment?	No
Do you understand the purpose of the statement and agree that it may be used for your Scottish Redress application and supporting evidence?	Yes

2. Personal background and entry into care

Question / prompt	Response / notes
Where did you grow up, and who lived with you before care?	Ferry Road, Inverness - Lived with grandmother before care and stayed round mothers night before taken into care
What was home life like before care? Include any family, health, education or social work difficulties that are relevant.	Good life with granny, school was fine, I went to work with granny. Granny had health issues, had a dog and a double bed. I had a good lifestyle. Home cooking.
How did you come to enter care, who made the decision, and were you told why?	Police at mothers house. In the bedroom with 2 brothers sleeping next to Angus. Woke up, got dressed and next remembered in a big house. The doctor came and examined me. Not told why, just the police took me. We never knew where mum was.
Did you have siblings, and were you separated from any of them?	Brothers got taken away into foster care. I was separated from them. 2 brothers angus and robert. 2 years younger, angus youngest. Brothers kept together.
How old were you when you first entered care, and how did you feel at the time?	I think it was 10/11. I was still in primary school. I was frightened. I had no clothes, people watched me getting bathed. I didn't know what was going on.
Is there anything important about your childhood health, learning needs, vulnerability or name history that should be recorded?	The only thing that happened to me was an eye and ear operation. I had a squint and hearing aids. I was knocked by a bus when i was 6 and caused a significant head injury.

3. Care placement chronology - confirm rather than rebuild on the call

Efficiency rule: Use records to prefill this table. Read the list back to the client and ask whether anything is missing or incorrect. A return home may be included where it helps explain the sequence.

No.	Care setting / institution	Location	Approx. dates / age	Placing authority	Notes / source
1	Entered care	Inverness	1969 - 2+	Highland Council	Through psychology reports; severe physical and emotional abuse by mother. Court custody battle, adopted dad abused me. I didn't know I was adopted.
2	Rosedene	Inverness	7th June 1979 12 Left: 29th June 1981	Highland Council	Confirmed by Highland Council institutional register

No.	Care setting / institution	Location	Approx. dates / age	Placing authority	Notes / source
3	Hawthornbrae Children's Home	Edinburgh	15th March 1982	Highland Council	Reasons recorded as lack of parental care and breakdown of home placement.
4	Fostered	Inverness	15th August 1983	Highland Council	Recorded the day after a self-poisoning entry.
5	Demitted to adopted father and stepmother	Inverness	5th September 1983 Stayed for 2 weeks	Highland Council	Supervision terminated; record states she decided to live with her father.
6	Returned Hawthornbrae	Edinburgh	September 1983	Highland Council	Later correspondence refers to her return and readmission in September.
7	Left care for temporary Accommodation - Hostel Stopover	Edinburgh	January 1984 16	Highland Council	Placement considered no longer appropriate; suitable alternative accommodation was not guaranteed.

4. Compact placement sheet - complete one per institution

Placement interview rule: Aim for 5-7 minutes per institution. Start with the combined harm question. Tick the relevant categories and use only the matching prompts on the next page. Obtain one clear example per relevant type, plus the most serious incident if different.

Question / prompt	Response / notes
Institution name, location, approximate dates / age and who placed you there	Canaenlodge Children's Home - Morningside 1978 1 year - highland council
What type of setting was it, and how long were you there?	Assessment Centre - they had nowhere else to put me 1 year
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	In a room with other people. Anyone could come in. No privacy. Lots of fights and things like that. You got what food you were given. There was no choice. I'm still going to the same school. I got 2 buses to school, no one took me. I never got any clothes, just the clothes I took care. We had to share a bath. No privacy, we had soap and a tooth brush. They watched us in the bath. I had no family contact.
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	The treatment was fine but i was always on guard, some of the children were big and violent. I hid in my room most of the time. No punishments. You just couldn't leave other than for school.
Did anything happen there that you now consider abuse, neglect or harmful? ☐ Sexual ☐ Physical ☐ Emotional ☐ Neglect ☐ Other	No

Question / prompt	Response / notes
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	n/a
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	n/a
How often did this happen, over what period, and did it change or become worse?	n/a
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	n/a
Did anyone witness it, know about it, or experience something similar?	n/a
Did you tell anyone or try to get help? What response did you receive? If not, why not?	No, I only had my social worker.
What was different at this placement compared with the others?	It was for naughty/angry kids. Staff restrained kids

5. Conditional harm prompt bank - use only when relevant

Trauma-informed use: These are prompts, not a script. Ask the category heading first. Use examples only if the client needs help understanding the question. Do not ask for graphic detail that is unnecessary to explain what occurred.

Category	Use only where the client identifies this type of harm
Sexual abuse	Unwanted sexual touching or exposure; sexual comments/images; being made to watch; pressure or force to take part; attempted or actual penetration/oral activity/masturbation; photography or filming; grooming, gifts, threats or secrecy; number of people involved and approximate frequency/duration.
Physical abuse	Hitting, slapping, punching, kicking, shaking, throwing, restraint, locking in, exposure to cold or water, denial of food or toilet access, or use of an object. Record injuries/pain and whether treatment was provided, needed, hidden or ignored.
Emotional abuse	Threats, humiliation, blame, name-calling, isolation, different treatment, denial of family contact, being made to feel powerless or unwanted, or being forced to witness the abuse or humiliation of others.
Neglect	Inadequate or withheld food, clothing, warmth, hygiene, supervision, safety, medical care, education or emotional support; unsafe confinement; or failure to protect from bullying, violence, sexual harm, older children or unsafe adults.

Placement interview rule: Aim for 5-7 minutes per institution. Start with the combined harm question. Tick the relevant categories and use only the matching prompts on the next page. Obtain one clear example per relevant type, plus the most serious incident if different.

Question / prompt	Response / notes
Institution name, location, approximate dates / age and who placed you there	Rosdene - 7th June 1979 12 Left: 29th June 1981 - highland council
What type of setting was it, and how long were you there?	Children's Home - 2 years My brothers were there for 1 night and left i was alone
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	Daily life- there were shared rooms, i stayed in a room with 9 other people. We had breakfast with the staff, i still had to get a bus to school but with the others who lived there. Bathing i was watched. I couldn't see my mother. My granny came to see me but i couldn't see her even though i lived with her. They gave me clothes when i arrived. I had to ask for clothes, they didn't fit me but i had no choice. Food was whatever they gave you. If you didn't like it they had nothing else.

Question / prompt	Response / notes
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	There was no punishments - This was my happy home. It was in Inverness near my family. I felt safe here because it was near home.
Did anything happen there that you now consider abuse, neglect or harmful? [] Sexual [] Physical [] Emotional [] Neglect [] Other	n/a
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	n/a
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	n/a
How often did this happen, over what period, and did it change or become worse?	n/a
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	I used to wet the bed because of everything that happened and my trauma. They helped me clean it and comforted me
Did anyone witness it, know about it, or experience something similar?	n/a
Did you tell anyone or try to get help? What response did you receive? If not, why not?	n/a
What was different at this placement compared with the others?	My granny came every night to see me. I was allowed to see her. I felt safe to be able to see my granny. I got to know what was happening

Placement interview rule: Aim for 5-7 minutes per institution. Start with the combined harm question. Tick the relevant categories and use only the matching prompts on the next page. Obtain one clear example per relevant type, plus the most serious incident if different.

Question / prompt	Response / notes
Institution name, location, approximate dates / age and who placed you there	Hawthornbrae Children's Home - 15th March 1982 Highland Council
What type of setting was it, and how long were you there?	Children's home 4 years on and off Church of Scotland home
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	I had to go to church. Pray at the table. I got moved to a different school. I had no contact with any of my family. The only one who took me out was my adopted dad's dad. I didn't like the routines. I had clothes, I had a grant once a month. I could only get the basics. The food was the same. Whatever you got you had. There was only one meal a day. I turned 15 and got £15 to make my own tea. No one showed me how to budget or cook. I learned by myself. They had toiletries. Everything was shared and open. The staff would watch us bathe. I couldn't see my family. Phone calls were rare. I felt like i was in a detention centre
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	Some of the staff liked me and some didn't. They blamed me for stuff. They said it was a feisty wee thing. I was argumentative. I learned not to be a grass - I would take the punishment for other people. Punishments - grounded, i didn't get my pocket money. I wouldn't get my weekly treat. The other children were alright. They always thought I was the ringleader. I had an attitude and would answer back. I had lots of problems missing my family.
Did anything happen there that you now consider abuse, neglect or harmful? [y] Sexual [] Physical [] Emotional [y] Neglect [y] Other	They made me wash a blind boy Mature every morning. He couldn't see me but I could see him. I was just a wee girl. My adopted dad phoned them and told them to tell me not to walk near his road or talk to my brothers. It was the only road I could walk up to get to school. They enjoyed telling me I couldn't see my

Question / prompt	Response / notes
	brothers. They could have refused but they didn't. They would stop phone calls if I was bad. They said it was upsetting because i missed them. My mum would send cards but i never received anything. I think they hid them.
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	Robert - I washed him, he was older than me, mature down there and I was only young. I asked not to, I didn't want to but I had no choice. Joan didn't like me, she argued with me for everything and i argued back and got every punishment. She was older, she didn't want to hear what i had to say. I couldn't be happy or show happiness. She singled me out. Every other kid went away on the weekend. I was the only one left.
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	In the bathrooms, every single day - monday to friday he went away on the weekend. Before school, first thing in the morning. No staff helped or watched. I was left to it.
How often did this happen, over what period, and did it change or become worse?	Daily monday to friday for years while i was there.
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	I didn't like the fact he was hairy, it made me very uncomfortable. They put sexuality onto me at a young age. I used to wet the bed because of everything that happened and my trauma. I had no comfort. I changed my sheets myself and had to wash it myself. I was embarrassed, no staff comfort. Said i was to big to be wetting the bed. Shame for wetting the bed. My behavior changed in here because i was punished quite a lot.
Did anyone witness it, know about it, or experience something similar?	Everybody knew I had to do it. The kids laughed at me.
Did you tell anyone or try to get help? What response did you receive? If not, why not?	Staff would punish me if I did not do it. They loved punishing me.
What was different at this placement compared with the others?	I could go see my friends, the only good thing. This was the worst one. I got more punishments.

Placement interview rule: Aim for 5-7 minutes per institution. Start with the combined harm question. Tick the relevant categories and use only the matching prompts on the next page. Obtain one clear example per relevant type, plus the most serious incident if different.

Question / prompt	Response / notes
Institution name, location, approximate dates / age and who placed you there	Left care for temporary Accommodation - Hostel Stopover Edinburgh council social work department 1984
What type of setting was it, and how long were you there?	Hostel - Keyworker there 6 months maybe less - i cant really remember i didnt like it. If i didnt return i risked losing my placement
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	I had to do everything myself
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	The keyworker was fine. She tried to get me into another home but i didn't want to
Did anything happen there that you now consider abuse, neglect or harmful? ☐ Sexual ☐ Physical ☐ Emotional ☐ Neglect ☐ Other	n/a
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	n/a

Question / prompt	Response / notes
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	n/a
How often did this happen, over what period, and did it change or become worse?	n/a
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	I used to wet the bed because of everything that happened and my trauma. Stopped when i left the care system.
Did anyone witness it, know about it, or experience something similar?	n/a
Did you tell anyone or try to get help? What response did you receive? If not, why not?	n/a
What was different at this placement compared with the others?	I was shown my room and that was it. You had to get and do everything on your own. There were always different people in and out. I never felt safe. You don't know anyone.

6. People involved, reporting and institutional knowledge - ask once after all placements

Question / prompt	Response / notes
Across all placements, who were the main people responsible? Record names, nicknames, roles, descriptions or identifying details.	Hawthornbrae, my mental health deteriorated here. I wanted to end my life. Joan, a worker.
Were other children affected, and did you witness abuse or harm to anyone else?	No, I watched some kids be removed by police. I remember Tommy got taken away, he was crying. I dont know why they took him or where.
Why do you believe staff or the institution knew, or should have known, what was happening?	They took me from Inverness to Edinburgh where they knew my dad didn't want me and took me closer to him. I was isolated. Social work knew they didn't want me. They enjoyed watching me cry while they told me I couldn't speak to my brothers.
Were complaints discouraged, ignored or punished? Were you moved, threatened or disbelieved?	I was punished if I didn't want to wash Robert or do something. I wanted the staff to like me to give me a better day but it didn't work like that. I was moved a few times if i was arguing with staff i was never violent but they said they didn't want me there. I would apologise but they told me it was last chance. I had nowhere else i just wanted a home.
Have you ever reported the abuse to police, an inquiry, a professional or any authority? What happened?	No - I was in a home, i thought it was normal. I told social workers i didnt like it but they said it wasnt gonna happen

7. Movement between placements and leaving care

Question / prompt	Response / notes
Why did you move between placements, and were the reasons explained?	Yes - argumentative
Did you run away, refuse to return or ask to be moved? What happened?	Yes, i ran away from Rosedene with a girl called sharron bruce. We wanted to see our family. The police took us to the station where my mum was locked up and took us back home. The police would tell me i would end up ike my mum. They showed me her behind bars to try and frighten me. Sharron is dead now. Her mum was the same.
When and at what age did you leave care, and what were your circumstances afterwards?	I left care at 16, they wanted me out and accused me of stealing from Robert's Christmas money. They used this to move me. They wanted me gone. They got the Police to search and take me out. They were screaming at me the next thing the social workers took me. After care i didn't know where my mum was, my Granny died a few years after leaving care.

8. Impact - ask once for the whole experience

Efficiency rule: Avoid repeating separate impact questions for each institution. Ask how the combined experience affected the client, then identify any placement or incident that had a particular effect.

Question / prompt	Response / notes
How did the experience affect you at the time: safety, trust, confidence, sleep, behaviour, education, relationships or ability to speak up?	I wasn't good at school because I was moved so much. It affected me getting a job without proper education. Everyone let me down so I could not trust anyone. I am a people pleaser, I want everyone to like me.
How has it affected your mental health, including anxiety, depression, trauma symptoms, panic, flashbacks, nightmares, self-harm or suicidal thoughts?	Anxiety - propranolol I could not leave the house. Depression - used to be tramadol
How has it affected physical health, sleep, pain, alcohol or substance use?	I have nightmares from my childhood experiences. High blood pressure Never turned to drugs or alcohol I watched my mum be an alcoholic
How has it affected relationships, parenting, friendships, intimacy, trust or isolation?	I picked wrong relationships, abusive relationships. I always went for people with emotional problems so I could feel comfortable to be around. Affected my parenting, they watched me cry a lot. Friendships truthfully goodbye is normal. I am not used to people being around. I am used to being abandoned. I don't feel I can have anything good in my life.
How has it affected education, work, confidence, opportunities, finances, housing or day-to-day stability?	Definitely - I've never had a job, my job was looking after my kids. I had to learn to manage everything myself
Are there triggers, places, smells, authority figures, institutions or situations you avoid?	Social workers - I panic when they are around me. I have to make sure someone else can talk to them. I have panic attacks, I can't trust them. They lie a lot.
What impact has this had on your life overall, and what do you think may have been different if it had not happened?	I lost my confidence, the ability to trust. I question anything anyone says, I always believe there is an issue. People being kind worries me. I don't like people knowing I was in care. I don't like talking about my parents. I think I would have had a happy life at my granny's. I would have been around my family. I don't know where my family lives. I can't find any of my aunts or cousins. My brothers went into the army. We still speak but we aren't as close

9. Support and treatment

Question / prompt	Response / notes
Have you received counselling, therapy, mental health, addiction, GP, hospital or other professional support?	No, the GP thinks I need it. GP gave me a leaflet
Have you been diagnosed with any relevant condition, and have you taken any related medication?	Anxiety and Depression Medication - yes, Back pain could be related to anxiety from trauma
Are you receiving support now? If you delayed seeking help, what made it difficult?	Medication and physiotherapy

10. Evidence and supporting information

Question / prompt	Response / notes
What records may support the statement: care, social work, school, medical, police, counselling, prison/probation, benefits or other records?	yes
Are there records of injuries, running away, behaviour or school changes, self-harm, substance use, complaints, moves or family contact issues?	yes

Question / prompt	Response / notes
Are there letters, photographs, reports, inquiry evidence, apologies, decisions or previous correspondence?	yes
Could any sibling, former resident, relative, friend, partner or professional provide a supporting statement?	Yes - Kevin Spenders (live together, 13 years) 07939490848 tuesday afternoon
Are records missing or incomplete, and has an evidence bundle already been obtained?	n/a

11. Previous claims, applications or payments

Question / prompt	Response / notes
Have you previously made any civil claim, criminal injuries claim, Redress application, complaint, police report, inquiry statement or claim to another scheme about this abuse?	No
Did you receive any payment, apology, settlement or decision, or sign any waiver/discharge? Do you have copies?	No

12. Reason for applying

Question / prompt	Response / notes
Why are you applying to the Scottish Redress Scheme, and what would you like to come from telling your story?	I want them to educate the social work department. Even if they are good or bad a child only sees the good in a family. Keeping things like letters from them to me is a death. I was isolated, very isolated. I was a person, I wasn't a robot, I had feelings and felt like they thought I didn't. I was just a number not a person.
What would acknowledgement mean to you?	I want them to experience the pain I went through. I want them to say I was a person. I have lost memories. I have a blank space where my family should be and can't tell my kids. I don't know if I can accept an apology now, they can't justify what they did to me. They took my life, I never had a life.
Is there anything else you want Redress Scotland to understand about what happened or the harm you have lived with?	No - i was a human I'm annoyed they never checked how i was, i went somewhere they clearly didn't want me. My adopted dad did not want me. I have never felt wanted.

13. Closing and welfare check

Question / prompt	Response / notes
Is there anything important we have not covered, or wording you want handled carefully?	No - everything is in evidence.
How are you feeling after discussing this, and do you feel safe to end the call?	It opened a lot of doors, I am used to it. I have my partner and kids, I feel safe.
Is there someone you can contact for support, or would you like support service details?	I have my partner, he knows everything. I have no secrets
Have the next steps been explained?	Yes

Back-office drafting checklist - not asked aloud

Check	Completed
Statement is in the client's own words where possible.	[]
Chronology and each relevant institution are clear.	[]

Check	Completed
Relevant abuse/neglect types are identified without unnecessary repetition.	[]
At least one clear example and the most serious incident are recorded.	[]
Frequency, duration, people involved, witnesses and reporting are addressed.	[]
Immediate and long-term impact are addressed once across the whole statement.	[]
Evidence, previous claims/payments and memory gaps are recorded.	[]
Client has reviewed amendments and signed the statement of truth.	[]

Statement of truth / declaration

I believe that the facts stated in this witness statement are true to the best of my knowledge and recollection.

Signed	Name	Date