

Scotland's
**Redress
Scheme**

Application
form
Part 1

Scotland's Redress Scheme Survivor application form **Part 1**



Scottish Government
Riaghaltas na h-Alba
gov.scot

Scotland's Redress Scheme

Survivor application form

Part 1

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About this form

This application form is for Scotland's Redress Scheme.

Scotland's Redress Scheme is for survivors of historical child abuse in relevant care settings in Scotland. This scheme covers:

- physical abuse
- sexual abuse
- emotional abuse
- neglect

The purpose of the scheme is to acknowledge and provide recognition of the harm done by this abuse.

Getting started

While you are filling in your application, you can refer to the "Help to apply" guidance for further information.

If you need to speak to someone with questions about the form, there are case workers to support you.

A case worker works for the 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

You can also read more about the different people and organisations involved in Scotland's Redress Scheme in the "Help to apply" guidance.

Help completing the form and getting legal advice

You can ask someone to help you complete this form. This could be a:

- friend or family member
- someone you trust
- solicitor

Everyone who applies to Scotland's Redress Scheme will be allocated a case worker to help them through the application process. You can contact a case worker by:

- **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

Case workers can refer applicants to our dedicated redress support service. This offers practical assistance with applications as well as non-specialist emotional support.

The Redress Emotional Support Helpline provides listening ear support to those who need it while applying, or to those who are thinking about applying for redress. This is available on 0800 211 8403.

Getting legal advice

It is your choice and right to appoint a solicitor to support you through the application process.

Scotland's Redress Scheme offer to pay set legal fees to a solicitor. Solicitors can alternatively make their own fee arrangements with you. You should carefully read the terms of business they send you and clarify whether you will be asked to pay any fees.

Section 1: Personal details

In some cases your name or date of birth may have changed or be unclear.

Please give the name and date of birth which appear on your official documents.

Your case worker wants to address you in a way you are comfortable with. Some people might like to be called by a formal name, like Mr Smith or Mrs Jones. Others might prefer the case worker uses their first name.

Please provide your details

Q1 | First name

Carol

Q2 | Surname

Austin

Q3 | Date of birth

11 | D | 09 | M | 1967 | Y | Y | Y

Q4 | When a case worker contacts you, how would you like to be addressed?
(For example, "Steve" or "Mr Smith".)

Carol

Q5 | Home address

Flat 7, 7 Grosvenor Road
Scarborough
North Yorkshire
YO11 2LZ

Q6 | Country

United Kingdom

Q7 | Postcode/Zipcode/Eircode

YO11 2LZ

Section 1: continued

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
- your name was changed by adoption
- you legally changed your name when you got married or divorced
- you legally changed your name by deed poll

Name changes

Q8 | When you were in care, were you known by a different name from the one you now use?

☐

Yes

☒

No

Q9 | If “Yes”, what name or names were you known by?

Q10 | Have you legally changed your name at any time (for example by deed poll or because you got married)?

☐

Yes

☒

No

Q11 | If “Yes”, what name or names have you used?

You may need to provide evidence if you have legally changed your name. Examples of evidence include a certified copy of your:

- marriage or divorce certificate
- adoption certificate
- deed poll

Your case worker will contact you to discuss this further.

Section 2: Contacting you

Scotland's Redress Scheme will only ever contact you by phone, email or letter. We do not use Whatsapp and will never ask you for bank details over the phone.

Q12 | Are you happy for people working for Scotland's Redress Scheme to contact you directly about your application?

☐ Yes ☒ No

If Yes, please provide your details below.

Email

Telephone (include any dialling codes)

Q13 | How would you like to receive updates on your application? (you can tick more than one option)

- ☐ Phone call (number provided in Q12)
- ☐ Email (email address in Q12)
- ☐ Letter to you at home address (provided in Q5)
- ☐ Letter to you at correspondence address
- ☐ Through mandated representative
- ☒ Through solicitor

Correspondence address, if different from home address

Country

Postcode/Zipcode/Eircode

You should add a correspondence address if you:

- do not have a permanent address where you can receive letters
- want to use a different address from where you live

>> Section 2 continues on the next page

Section 2: continued

Q14 | If a determination is reached on your application, how do you want the determination letter to be sent to you? (you can tick more than one option)

- ☐ Letter to you at home address (provided in Q5)
- ☐ Letter to you at correspondence address (provided in Q13)
- ☒ Letter to solicitor (details provided in Q17)
- ☐ Letter to mandated representative (details provided in Q19)

Q15 | Would you like to be contacted or receive correspondence in a different format or language? Please tick the box of any other format you would like:

- ☐ British Sign Language video call
- ☐ braille
- ☐ large print
- ☐ audio
- ☐ other language

☒ not applicable

>> Section 2 continues on the next page

Section 2: continued

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).

A solicitor can help you:

- answer calls, emails, or letters regarding your application
- respond to questions
- give you legal advice throughout the application

A solicitor cannot sign the waiver for you but they can give you advice on your options if you receive a payment offer.

Appointing a solicitor - a legal representative

Q16 | Have you appointed a solicitor?

- ☒ Yes (please provide their details at Q17)
- ☐ No >> continue to Q18

Q17 | If you ticked "Yes" to Q16, please provide their details below

Full Name

INS Law

Solicitor's firm

INS Law

Telephone

+441618880834

Email

casemanagement@inslaw.co.uk

Section 2: continued

Appointing someone else to help you answer questions - a mandated representative

You can also ask someone you trust to support you with your application,
for example a:

- friend or family member
- support worker

By taking on this responsibility, this person can help you:

- answer calls, emails, or letters about your application
- respond to questions

This person cannot:

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

Q18 | Would you like to appoint someone (not a solicitor) to help you to complete an application?

☐ Yes (please complete their details below)

☒ No >> [go to Section 3](#)

Q19 | If you ticked “Yes” to Q18, please provide their details below

Full Name

Who is this person?
(For example, friend, or support worker)

Telephone

Email

If you appoint another person to help you then case workers from Scottish Government and Redress Scotland staff may contact this person.

If you have a legally appointed representative, like a Power of Attorney or a Guardian, then please contact us to receive a different application form.

Section 3: If you have a terminal illness (optional)

Please complete this section if you have a terminal illness and your application will be prioritised.

If this does not apply to you, please tick no to having a terminal illness and do not fill out any other information. You can go to Section 5.

Q20 | Do you have a terminal illness?

☐ Yes

☒ No

Q21 | If yes, do you agree to Scotland's Redress Scheme contacting your chosen healthcare professional to confirm that you have a terminal illness?

☐ Yes

☒ No

Please provide contact details for your healthcare professional

Name of healthcare professional

Place of work (for example the name of the hospital, health board, hospice)

Address of place of work (for example a hospital, health board, hospice)

Healthcare professional's email address

Healthcare professional's telephone number

If you are not terminally ill then please do not answer this question or provide information about your healthcare professional.

Your chosen healthcare professional will be given a form to complete and return to the redress scheme. They will not be given any information about your redress application.

Alternatively, you can provide us with a copy of a SR1, DS1500 or BASRiS form to provide evidence of your terminal illness. Your case worker will discuss this with you.

Section 4: If you are nominating a beneficiary (optional)

You can choose to appoint one “nominated beneficiary” for your application.

A nominated beneficiary is a person of your choice. If you die during the application process, the nominated beneficiary **may**:

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

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
- need to provide further information about your application, in some cases
- 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

They will also have to declare if they have any relevant convictions for serious criminal offences.

You can nominate a beneficiary or change your beneficiary at any time during your application process. Please contact your case worker to do this.

Your nominated beneficiary will only be contacted if the redress scheme is formally notified that you have passed away.

>> Section 4 continues on the next page

Section 4: continued

Q22 | Do you want to nominate a beneficiary?

☒ Yes

☐ No

If "Yes", please provide their name, date of birth and at least 2 ways of contacting them:

Name of nominated beneficiary

Louise McCaffery

Their date of birth

27 | D | 07 | M | 1985 | Y | Y | Y

Their address

1 The Glebe

Thornhill

Stirling

Their telephone number

07504802919

Their email address

Section 5: Type of application

It is up to you to decide whether to apply for a fixed rate or individually assessed payment. This will depend on your circumstances but both applications may offer:

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

For both types of application you will need to:

- meet the eligibility criteria
- complete Part 1 of the application form
- provide a statement of abuse detailing what happened to you

The main difference in application types is that an individually assessed payment requires as much information as possible about the abuse you suffered. You will be asked to write a statement for all settings you were abused in.

For an individually assessed payment application you will also need to provide a document or documents that support your statement of abuse whereas for a fixed rate payment application you do not.

Q23 | At this time, do you want to apply for?

- ☐ A fixed rate payment of £10,000
- ☒ An individually assessed payment of up to £100,000

Section 6: Care settings you were living in when you were abused as a child in Scotland

If you cannot remember exact information, do not worry. Please give any details you can and your case worker will help you.

- Q24 |** Please list any care settings you were living in when you were abused. You should only list the relevant care settings where you were abused:
- as a child (when you were 17 years old or younger)
 - before 1 December 2004
 - in Scotland

Please list the care settings you were living in when you were abused. You may have one or more care settings. There is space for 4 care settings here. If you need more space you can make a copy of this page, or continue on a blank page.

Care setting 1

Name (its official name if it was a care home or, if you do not know this, the name you knew it by)

Calder House

Location

Blantyre

Address of where were you living before you were placed in this setting or council area if you are unsure

Any information you have on why you were placed in this setting

Type of care setting

- ☐ Children's home ☐ Penal institution
- ☐ A residential care facility e.g. long term hospital treatment
- ☐ school-related accommodation
- ☐ secure accommodation
- ☐ foster care
- ☐ boarded out
- ☒ Not sure

Approximate date or date range (this may be a specific date or date range, or the whole time you were there)

1982

- ☒ this was a setting I was abused in and I want Redress Scotland to consider this setting as part of my application

Section 6: continued

Please list the care settings you were living in when you were abused. You may have one or more care settings. There is space for 4 care settings here. If you need more space you can make a copy of this page, or continue on a blank page.

Care setting 2

Name (its official name if it was a care home or, if you do not know this, the name you knew it by)

Location

Address of where were you living before you were placed in this setting or council area if you are unsure

Any information you have on why you were placed in this setting

Type of care setting

- ☐ Children's home ☐ Penal institution
- ☐ A residential care facility e.g. long term hospital treatment
- ☐ school-related accommodation
- ☐ secure accommodation
- ☐ foster care
- ☐ boarded out
- ☒ Not sure

Approximate date or date range (this may be a specific date or date range, or the whole time you were there)

- ☒ this was a setting I was abused in and I want Redress Scotland to consider this setting as part of my application

Section 6: continued

Please list the care settings you were living in when you were abused. You may have one or more care settings. There is space for 4 care settings here. If you need more space you can make a copy of this page, or continue on a blank page.

Care setting 3

Name (its official name if it was a care home or, if you do not know this, the name you knew it by)

Location

Address of where were you living before you were placed in this setting or council area if you are unsure

Any information you have on why you were placed in this setting

Type of care setting

- ☐ Children's home ☐ Penal institution
- ☐ A residential care facility e.g. long term hospital treatment
- ☐ school-related accommodation
- ☐ secure accommodation
- ☐ foster care
- ☐ boarded out
- ☒ Not sure

Approximate date or date range (this may be a specific date or date range, or the whole time you were there)

- ☒ this was a setting I was abused in and I want Redress Scotland to consider this setting as part of my application

Section 6: continued

Please list the care settings you were living in when you were abused. You may have one or more care settings. There is space for 4 care settings here. If you need more space you can make a copy of this page, or continue on a blank page.

Care setting 4

Name (its official name if it was a care home or, if you do not know this, the name you knew it by)

Location

Address of where were you living before you were placed in this setting or council area if you are unsure

Any information you have on why you were placed in this setting

Type of care setting

- ☐ Children's home ☐ Penal institution
- ☐ A residential care facility e.g. long term hospital treatment
- ☐ school-related accommodation
- ☐ secure accommodation
- ☐ foster care
- ☐ boarded out
- ☒ Not sure

Approximate date or date range (this may be a specific date or date range, or the whole time you were there)

- ☒ this was a setting I was abused in and I want Redress Scotland to consider this setting as part of my application

>> Section 6 continues on the next page

Section 6: continued

You can read more about documents required in the “Help to Apply” guidance.

Documents showing you were in care

You will need to provide a document, or documents, to show you were resident in a relevant care setting. You do not need to do this straight away.

If you are applying for a fixed rate payment, you should provide one document that shows you were living in a relevant care setting.

If you are applying for an individually assessed payment, you should provide documents that show you were in all of the care settings you listed above.

Q25 | How would you like to provide a document or documents showing you were in a relevant care setting?

- ☐ I have provided them with this form
- ☐ I need help to find them – I consent to a referral to the support service who will contact me directly.
- ☒ I will send them at a later date

Section 7: Factors that may impact your redress payment

This section has questions about relevant payments and relevant criminal convictions for serious offences. 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 a payment

Payments

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

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
- previous payments from Scotland’s Redress Scheme
- previous payment in relation to ‘slopping out’ in prison

Q26 | Have you received a relevant payment?

☐ Yes

☒ No (continue to Q30)

☐ Not sure
(if you tick this a case worker will contact you)

If “Yes”, please provide details

Q27 | When did you get this payment?

Q28 | What organisation paid this to you?

This should only include the money you received after any legal fees were deducted.

Q29 | How much money did you receive?

>> Section 6 continues on the next page

Section 7: continued

Convictions for serious criminal offences

You will need to disclose if you have certain types of criminal convictions for serious offences. This applies if you have:

- a criminal conviction for rape or murder
- a criminal conviction for a violent or sexual offence which has resulted in imprisonment of five years or more.

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.

Q30 | Do you have a criminal conviction for one of these offences?

- ☐ Yes
- ☒ No
- ☐ Not sure

If you ticked “Yes” or “Not sure” a case worker will contact you for more information and to help you with next steps.

Section 8: Bank account details

If you accept a payment offer, the payment will go into your bank account. The bank account must be in your name.

If this is not a UK bank account, you will need to provide additional information.

Please see "Guidance for international applicants" on <https://www.mygov.scot/redress-application-forms-and-guidance> for more information.

Bank account details

Bank Name

Name on account

Sort code

Account number

If applicable

Building society or credit union reference number

International applicants only

Bank Identifier Code (BIC) or SWIFT code

International applicants only

Clearing code

International applicants only

International Bank Account Number (IBAN)

Section 9: 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 on previous relevant payments or relevant criminal convictions changes, I must let my case worker know.

I confirm that any documents I have provided in support of my application are related to me, 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 understand that money may be taken back from me if I'm paid too much due to an error in processing my application or an error in paying me.

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

A rectangular box containing a handwritten signature in black ink.

Date

24/08/2026

Application
form
Part 1

Next steps

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

- submit Part 1 to Scottish Government
- continue to Part 2 (your statement of abuse)

You do not need to submit your forms all at once.

If you are submitting Part 1 now

You can do this by post or by email.

By post

Please submit your application form and any relevant documents to:

Redress
PO Box 24209
EDINBURGH
EH7 9GT

If you would like a pre-paid envelope to submit your application, 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

Online

Please submit your application and any relevant documents by email at **apply@redress-scheme.scot**
or by using our document upload service

https://upload.redress-scheme.scot/evidence_submission

If you are ready you can continue to the next part of the application. This will ask questions about your abuse in care. If you need support there are options available. Please contact a case worker for more information.

Checklist of documents required

You do not need to send these documents to us along with your form, you can send these later. Case workers can also refer to the support service who can help you to get these documents. You should only send copies of documents and not original documents. Copies cannot be returned.

Documents required for a Fixed Rate Payment application

In addition to Parts 1 and 2 being filled out we need:

- ☐ Documents related to any name change (if relevant)
- ☐ Documents showing you were resident in a relevant care setting
- ☐ A bank statement

Documents required for an Individually Assessed Payment application

In addition to Parts 1 and 2 being filled out we need:

- ☐ Documents related to any name change (if relevant)
- ☐ Documents showing you were resident in a relevant care setting
- ☐ A document supporting your statement of abuse e.g. a statement from a family member who you have told about the abuse you suffered or medical records containing information related to the abuse you suffered
- ☐ A bank statement

For both types of application you will also need to prove who you are. There are two possible routes to complete this.

- Verification through an online platform called ScotAccount; or
- Verification of your ID documents by a listed professional person.

You will receive further information on this.

Certificate of Authenticity

Fintrixor — electronic signature record



Certificate ID	01M0SW00WAA275689FCXMFQ7R9
Document ID	01M0SVRZCS5YC8TF89HHZZGF1V
SHA-256 Document Hash	2fe0b54b09af4b6feae3955c1e2dfcc0c6bebd44598720641b3d7de23531d2d9
Recipient Name	Miss Carol Ann Austin
Recipient Email	carol.austin2021@gmail.com
Signing Timestamp (UTC)	2026-08-24 12:30:16
IP Address	2.96.228.104
Browser	Chrome on Android

Signing Consent & Review

Document opened	2026-08-24 12:26:54 UTC
Document reviewed (scrolled through)	2026-08-24 12:29:59 UTC
Consent confirmed	2026-08-24 12:30:16 UTC from 2.96.228.104

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	2026-08-24 12:26:26	45.145.101.64	Unknown browser
Document sent to recipient	2026-08-24 12:26:33	45.145.101.64	Unknown browser
Document opened by recipient	2026-08-24 12:26:54	2.96.228.104	Chrome
Document opened by recipient	2026-08-24 12:28:36	2.96.228.104	Chrome
Document opened by recipient	2026-08-24 12:28:37	2.96.228.104	Chrome
Document reviewed (scrolled through)	2026-08-24 12:29:59	2.96.228.104	Chrome
Legally-binding consent confirmed	2026-08-24 12:30:16	2.96.228.104	Chrome
Document signed	2026-08-24 12:30:16	2.96.228.104	Chrome

Verify this certificate at <https://esign.fintrixor.co.uk/verify/01M0SW00WAA275689FCXMFQ7R9>