

Linda Connor
55 Millfield
Bedlington
Northumberland
NE22 5DY

Monday, 20th April 2026

Dear Linda

My name is Anne and I will be part of a small team of case workers responsible for working on your application and communicating with you.

Following on from the first assessment letter we sent you on 26/01/2026, I have further reviewed your application and thank you for the documents received to date. I outline below the further information required to progress your application. Please let me know how often you would like me to contact you to discuss progress.

Information required

Part 1 Application

In Part 1 of the application form there is some important information missing. Please see page 15 of the "Help to Apply" guidance.

Bank Details

You did not complete your bank details in Part 1. In order to ensure any payment is only received by applicants we will require a bank statement to confirm your account. We do not need to see any transactions, simply your name, address, sort code and account number.

Nominated Beneficiary

You have advised that you wish to nominate a beneficiary (Claire McGee). Can you give us an address and telephone number / email address for this person.



Part 3 Application

Thank you for sending in Part 3 application form. The name on this application is Lisa Park although it has been signed by you. (Please see attached). Can you please amend the name to yours at the start of the form.

You have advised you were in the following care settings in Part 1 and Part 3:

Redhall House, approx. 1957 – 1958

Aberlour orphanage – approx. 1958 – 1963

Hopeman House, approx. 1963 – 1964

You have only given a statement referring to your time in, “the orphanage” but have not mentioned all three settings. Can you confirm you were abused in all these care settings and let us know in as much detail as possible, what happened to you when you were there. As you are applying for an individually assessed application, Redress Scotland need to know as much information as possible so they can award you the appropriate payment level.

If you can provide some additional information on which orphanage you were in with Aberlour, that would be really helpful as there were several settings all over Scotland.

Certified ID

You have provided a copy of your Driving Licence which is an appropriate identification document, however the scheme requires this to be certified.

Certified Name Change Documents

You have advised in Part 1 that your name was Miss Linda Margrett Mulvey. If your name has changed you will need to show evidence of this. Examples of this can include marriage, divorce or adoption certificates. These need to be certified. Please see page 23 of the “Help to Apply” guidance.

Care Records

For individually assessed payment applications, you need to provide one document to show you were in the care of each relevant care setting you mention in your application.

Please see page 22 of the “Help to Apply” guidance.

Supporting Documents

For individually assessed payment applications, you need to provide at least one document that supports your statement of abuse.

You can read more about documents you can use on page 33 of the “Help to Apply” guidance.

Support Service

We have a support service who can provide emotional support through the process. If you would like to access support from our support service, please let me know.

Summary

In summary: in order to progress your application we will require:

- Part 1 – Bank Statement and nominated beneficiary contact details
- Part 3 – please send in correct name and advise care settings to be included
- Certified ID
- Name Change documentation
- Care records
- Supporting documentation

If you have any questions about the contents of this letter, require additional copies of application forms, or require any further support concerning your application, please don't hesitate to contact me.

I am available in the office every day except, Tuesdays when I work from home therefore cannot take telephone calls, however one of my fellow case workers would be able to assist you with any questions.

My direct email address is: anne.34@redress-scheme.scot

Alternatively you can use the contact details below to get in touch.

Telephone – 0808 175 0808 (Freephone) + 44 131 297 6500 (international)
Lines are open Monday to Thursday, from 10am to 4pm (except Scottish public holidays)

There is an answering machine at other times, and if you leave a message we will get back to you as soon as we can.

Email – apply@redress-scheme.scot

Post – Redress, PO Box 24209, EDINBURGH EH7 9GT

You can also contact the Redress Emotional Support Helpline on 0800 211 8403 where you can leave a message and someone will get back to you as soon as possible.

Kind Regards



Anne Wood
Case worker
Scotland's Redress Scheme