



# How to apply for redress if you have suffered abuse in care



## Easy Read



# The redress scheme in Scotland



If you have suffered **abuse in care** you could get money from the Scottish Government.

**Abuse** means when one person hurts or treats another person badly.

The money is called **redress**.



Being **in care** means a child or young person has lived with and been cared for by someone other than their family at some point in their life

This could be in:



- a children's home
- a foster home
- schools including **residential** schools where pupils live there
- a **young offender's institution** – this is a prison for young people aged 16 to 21



You could also get an **apology** from the Scottish Government.



An **apology** means saying sorry for something that has happened.

A redress scheme has been set up to help you make a claim.

## How to apply for redress



The Scottish Government casework team and Redress Scotland work together on Scotland's redress scheme.

You can apply for redress using a Scottish Government website.



You can find the website by clicking on this link: [gov.scot](http://gov.scot)

The website is not run by Redress Scotland.



Everyone who applies for redress in Scotland is treated fairly and in the same way.



If you need help at any stage, you can ask for a **case worker** to help you.

A **case worker** is a person who will help you with your application for redress.

Applying for redress in Scotland is broken down into lots of different parts called **steps**.



Some of these steps are dealt with by the Scottish Government and some are dealt with by Redress Scotland.

Steps 1 to 4 are dealt with by the Scottish Government.

## Step 1: Start your application

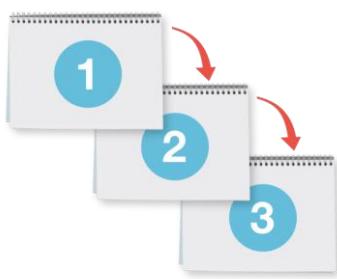


The application form has different parts to complete.

Everyone must complete Part 1.

You must also complete:

- Part 2 – if you are making a Fixed Rate Payment
- or Part 3 – if you are making an:
  - Individually Assessed Payment
  - a Next of Kin application



A **solicitor** can give you legal advice about making an application.

A **solicitor** is a type of lawyer.

## Step 2: Send your application form to the Scottish Government



You can send your application form to the Scottish Government at any point.

A case worker will check your application and let you know if any information is missing.

## Step 3: Complete your application



When you have completed your application your case worker will:

- check it again
- ask if you are ready for them to send your application to Redress Scotland

## Step 4 - Decide if you want to send your application to Redress Scotland



You do not have to go ahead with your application if you change your mind.

If you want to go ahead with your application your case worker will send it to Redress Scotland for you.

Steps 5 to 8 are handled by Redress Scotland.

## Step 5: Redress Scotland get your application



When Redress Scotland get your application from Scottish Government you will be sent a letter that tells you how long you have to wait until your application is seen by a **panel**.



A **panel** is a group of two or three people who meet to discuss your application.

The people are called panel members.



Some applications are given **priority** because of the health or age of the survivor making the application.

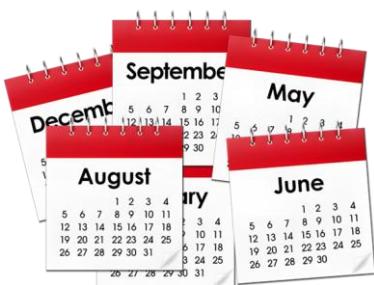
This means they are looked at on the first panel day that is available.



Redress Scotland checks that your application does not have anything missing that the panel need to make a decision.



You can add information to your application at any point of the process, including when your application is with Redress Scotland.



You can ask where your application is in the application queue by using the contact details on page 14 of this document.



When your application is at the top of the queue Redress Scotland will send you a letter to let you know that your application has been given to a panel.

## Step 6: The panel make a decision



The panel meet online to discuss your application and documents.



The panel can ask your Scottish Government Case Worker if they think any information has been missed out.



If your application is a Fixed Rate Payment or Next of Kin application you will have 2 panel members.



If your application is an Individually Assessed Payment or other type of application then you will have 3 panel members.



The panel members will discuss your application and decide on:

- **financial redress** – this means you will be offered money
- or a **deny decision** – this means that nothing more will happen
- or to ask for more information



The panel members will write a letter to you to explain what decision they have made.

## Step 7: What happens if the panel decide to ask for more information



If the panel need more information they will ask you for this by writing a letter to your case worker.

## Step 8: The panel sends the decision to the Scottish Government

The panel write a letter saying what they have decided.



Redress Scotland send the decision letter to your case worker.

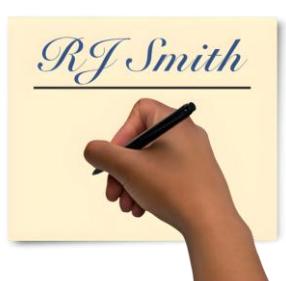
Steps 9 to 11 are handled by the Scottish Government.

## Step 9: Get a letter with the decision



The Scottish Government will send you the decision letter from Redress Scotland.

If you are offered financial redress you will also get a **legal waiver** to sign.



The **legal waiver** is a document that says you agree not to take legal action about your abuse in the future.



A solicitor can give you legal advice about the waiver.

## Step 10: Say yes or no to the offer



You have 6 months to decide if you want to accept the offer.



You can also ask for a **review** of the application decision.

A **review** is when a new panel looks again at the decision to see if it is right or if it needs to change



Your case worker can tell you more about the review process.

## Step 11: Get your payment and get support



You will get a letter of offer from the Scottish Government and you may get an offer of extra support and an apology.

## How to contact us if you have any questions



If you have any questions about any part of the application process you can:

- email: [enquiries@redress.scot](mailto:enquiries@redress.scot)
- phone our General Enquiries Line at: 0300 244 9090
- write to: Redress Scotland, PO Box 27177, Glasgow G2 9NL

