

9th May 2017

Ms. Margaret Falsey,
Committee Secretariat
Committee of Public Accounts
Leinster House
Kildare Street
Dublin 2.

Dear Ms. Falsey,

Thank you for your email as received on the 25th April 2017.

Please find enclosed further information that was requested by the Committee during the course of the Committee's examination of the Caranua Financial Statements 2014 and 2015 which are highlighted in your letter.

I have provided the information in a separate document, together with requested supporting documentation in an Appendix to the document. I am also enclosing copies of our Application Packs which are given to each person who applies to us, for the information of the Committee.

Please do not hesitate to contact me if you require any clarification or additional information with regard to any of these or other issues of interest to the Committee.

I would like to take this opportunity to thank the Committee for its interest in the work of Caranua and for your assistance.

Yours sincerely



MARY HIGGINS
Chief Executive Officer

| | |
|---|-----------|
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**INFORMATION FROM CARANUA IN RESPONSE TO REQUEST FROM THE
PUBLIC ACCOUNTS COMMITTEE ON 13th APRIL 2017**

**1. A note on the Towards Healing organisation with information on
whether survivors were made aware of its funding by religious orders**

Towards Healing provides a face to face and telephone counselling service in Ireland and other parts of the world to people who experienced abuse in institutions in Ireland managed by religious congregations on behalf of the State, clerical sexual abuse and to others impacted by such abuse. This service is funded exclusively with funds from religious institutions and Catholic dioceses in Ireland.

Caranua aims to improve the quality of life of people who apply to us. We are conscious that counselling and other therapies are important in helping people to deal with, process and recover from, adverse childhood experiences and these are included in the range of services that we can consider providing support for. We are aware that some people require ongoing counselling to support them to manage their day to day lives, others can manage their lives very well and require counselling as and when needed and others may have need for only temporary therapeutic interventions.

Our approach to paying for counselling services is that we, in the first instance, advise anyone who applies for support of the availability of counselling, free of charge, from Immigrant Counselling and Psychotherapy (ICAP), National Counselling Service and Connect which are all funded by the State; and Towards Healing. We do explain about the services, their origins and the sources of funding for them, although in practice the majority of our applicants are already familiar with these services before they come to us.

We encourage applicants to use these services as they are free and as far as we are aware, will be into the future. Caranua is a limited fund with a limited time span and we try not to create dependence on services that may not be available once we are gone.

Where, for some reason, it is not possible for an applicant to avail of these services we can and do, consider paying for alternative therapy services.

In the course of conversations with applicants, we will explain the background to any services that we are advising about. With regard to our making payments in respect of people who have reached the 80 session cap with Towards Healing, and have already been in contact with counsellors who are paid by Towards Healing for some time. The counsellors are independent of Towards Healing and contracted to provide specific services, not employed directly.

Unlike other counselling services, Towards Healing introduced a cap on the number of free counselling sessions that an individual could avail of. This cap was set at 80 sessions and is subject to clinical assessment of continuing need. Towards Healing then approached Caranua to enter into an arrangement whereby a person who had reached this cap and required further treatment, could apply to Caranua for support.

This matter was considered by the Board over a number of meetings during 2014 and a number of meetings were also held between the Chair and CEO of both Towards Healing and Caranua (19th March, 5th June and 15th July). The concern that the cap had been introduced in order to avail of funding through Caranua and that this payment from Caranua for services to Towards Healing would, in effect, be a subsidy from one fund supported by Catholic bodies to another, was raised and considered by the Board.

A decision, in principle, to enter into an agreement with Towards Healing was made by the Board at its meeting on 19th June. The Board was not in favour of a “block grant” to Towards Healing, but the payment for services provided by Towards Healing in respect of individuals. In taking this decision, the Board was of the view that this arrangement would help to ensure the continuation of services to those who had been clinically assessed as needing those services, with a therapist they had a relationship with, while at the same time removing the necessity for individual applicants to provide Caranua with quotes and receipts, thereby reducing a burden on them and reducing administration for Caranua.

A Memorandum of Understanding (MOU) between Towards Healing and Caranua was signed in October 2014 (and is attached for information). This sets out the terms of the agreement and the arrangements for presentation to Caranua by individuals for counselling services with Towards Healing. For its part, Towards Healing would make an assessment of each individual as they neared the cap and advise any who they considered should continue with counselling to apply to Caranua. For its part, Caranua would consider applications and approve applications for individuals. Towards Healing would then invoice Caranua for the approved counselling in respect of each individual and these invoices would be paid in due course. In keeping with the MOU and to facilitate efficiency, Towards Healing submitted invoices in batches.

Some difficulties have emerged in the course of time relating to the submission of invoices in respect of individuals for whom Caranua has not approved payments in advance. Where this has been identified, invoices have not been paid. Correspondence has been sent to Towards Healing and meetings held with representatives from the organisation and Caranua in order to resolve these difficulties and at the moment are ongoing. To date, Caranua has paid €94,648.50 to Towards Healing in respect of 59 individuals.

| | Towards Healing | Total Value |
|--------------------|----------------------------|--------------------|
| | Value | |
| 2015 | €87,263.50 | €87,263.50 |
| 2016 | €7,385.00 | €7,385.00 |
| Grand Total | €94,648.50 | €94,648.50 |

2. A breakdown of the budget for travel and subsistence 2017

Caranua travel and subsistence is paid to staff and Board members according to the rates directed by the Department of Public Expnediture and Reform. Members of the Board are entitled to claim for subsistence and travel to and from Board meetings and other formal events. Members of staff incur such costs in the course of their work, particularly in travel to meetings with survivor support groups and other

relevant organisations and outreach events organised by Caranua for applicants and potential applicants in Ireland and the UK. An outreach programme is approved by the Board each year.

At its meeting of 15th December 2016, the Board reviewed the Outreach and Communications programme and gave approval that it be continued for 2017. The Board subsequently approved the Administration Budget for 2017 at its meeting of 23rd March 2017 that included the following Travel and Subsistence budgets for Board and Staff:

Table 1: Caranua travel and subsistence budget 2017

| Type | Category | 2013 | 2014 | 2015 | Draft | 2016 | 2017 | 2018 | 2019 | Total |
|----------------|--|------------|------------|------------|------------|------------|------------|------------|-------------|-------------|
| | | Audited | Audited | Audited | | Estimate | Estimate | Estimate | | |
| Administration | Travel and subsistence - Staff and CEO | € (6,377) | € (12,296) | € (23,137) | € (16,866) | € (18,000) | € (18,000) | € (18,000) | € (18,000) | € (112,676) |
| Administration | Travel and subsistence - Board members | € (10,337) | € (11,774) | € (26,058) | € (25,484) | € (20,000) | € (20,000) | € (15,000) | € (128,653) | |

3. A note on the amount of agency staff employed and the cost associated with these employees

It is important to note that the level of staff and the grade of those staff is set by the Departments of Education and Skills and Public Expenditure and Reform. These terms were set prior to the establishment of Caranua, at 10 full time equivalent staff. These included three staff that were inherited from the Education Finance Board.

Caranua began accepting applications in January 2014. At that time just five of its staff were in place, with recruitment in train for the balance. In the meantime, three extra temporary staff were brought in to help to prepare for our opening. The volume of applications received in the initial months and the nature of the interactions with applicants was overwhelming for the resources that were in place at the time.

In order to continue to operate at a reasonable level of service, approval was received from both Departments to take on additional staff through an agency in

June 2014 and the number approved was later increased. Following the completion of the external organisation review by Mazars, approval was received to recruit staff to bring it up to a complement of 24.6 staff.

This recruitment was carried out during the second quarter of 2016 and staff were recruited on specified purpose contracts. About half of the staff who were recruited through this process had been working with Caranua as agency staff so it was possible to retain much of their skill and expertise.

The use of agency staff, while a good stop gap, is problematic for a number of reasons. It is expensive; agency staff are, by definition, usually seeking full-time employment and when such becomes available they leave, leading to high turn-over and loss of skill and expertise and a significant disruption to the relationships that we aim to build with our applicants.

The number and spend on agency staff 2014-2017 is shown below

| | |
|-----------------|---------------|
| Total spend | €2,017,745.62 |
| Number of staff | 28.3 FTE |

4. A list of the internal and external audit reports and the costs associated with each

The Committee requested information and the cost of all internal and external audits carried out for Caranua. It also referred to the organisation review which was carried out by Mazars and while this is not an audit as such, the information on the purpose and cost of this is included here. As a State Agency, Caranua is also subject to external audit by the C&AG at a total cost of €43,834 from 2013-2016.

| Purpose | Company | Cost € |
|---|----------------------------------|--|
| Review of organisation, including all activities, processes, staffing structure, governance and incidental issues. Completed in late 2015 with a number of recommendations made to improve | Mazars, following tender process | €36,066.42 (€24,666.42 organisation review; |

| | | |
|---|----------------------------------|----------------------------------|
| processes, employ a Director of Finance, put in place an internal audit function and increase staff to a compliment of 24.6. All recommendations have been implemented or otherwise absorbed into work plans. | | €11,400.00 governance review) |
| Internal audit, as recommended by organisation review and as required by the Code of Practice of Governance of State Bodies. | Capita, following tender process | €11,550.00 |

5. A note on the rent to be paid per annum for the forthcoming move of premises

Since its establishment in April 2013, Caranua has occupied office space in a building shared with other Agencies under the aegis of the Department of Education and Skills. From the outset of our occupation it was made clear that we would be required to find alternative premises. A number of attempts to do so, both through the OPW and through commercial properties, have proven to be unsuccessful, due to a number of factors, including an unwillingness by the Board to use the Fund for rent.

In 2016, we received notice that the lease on our current offices had been terminated by the OPW and alternative premises were sourced. Caranua must pay the full cost of the building and these costs are set out here:

Table 2: Cost of rent

New premises rent for 1 year

| | |
|----------------|-----------------|
| Rent | (€188,589) |
| incl VAT | €231,965 |
| Service Charge | €31,431 |
| Parking spaces | €9,000 |
| | €272,396 |

6. A note on the liaison officers, the terms of their appointment and a breakdown by local authority

Caranua requested relevant public bodies in Ireland to appoint Liaison Officers in accordance with Section 24 of the Residential Institutions Statutory Fund Act, 2012. Given that the scope of our services is limited to health, education and housing, requests were made in 2013 to the Education Training Boards (ETB), local authorities (through the City and County Management Association) and the HSE. Caranua requested that the Liaison Officers would be at a level in the organisation that would be able to make decisions. The ETB appointed Adult Education Organisers and the local authorities' Housing Officers, Housing Welfare Officers or Senior Executive of Administrative Officers.

A full list of each Liaison Officer and contact details was supplied and provided to each member of Caranua staff to facilitate communication and a Memorandum of Understanding (MOU) was prepared by Caranua and provided to each Liaison Officer. Each of these is attached.

The arrangement with the HSE was slightly different, due to the fact that the range of services that Caranua could consider in the area of health and wellbeing was so diverse. Michele Taite, Programme Manager of the National Hepatitis C Programme was appointed as Liaison to Caranua. The provisions for health services in the Residential Institutions Statutory Fund Act, 2012 were taken from the Health Amendment Act, 1996 which provides the basis for the Hepatitis C Programme.

Having a named individual in an organisation to work with in relation to individual cases has been helpful to Caranua, particularly at the early stages of our responding to applications. However, the number of people who are interested in education is very small and contact with ETB officers in relation to individual applications has been minimal. In the local authorities, personnel tend to move from one department to another so that named individuals are subject to change. This has not created a problem in relation to individual applications as the responsible officer is always responsive to requests for information or other support.

The work of Caranua is not confined to health, housing and education and while we have maintained a strong focus on developing relationships with appointed health and housing staff, we have also developed strong working relationships with other government departments and public services such as the Department of Social Protection, Citizens Information Services, Money Advice and Budgeting Services, community based health services, Local Development Companies, Family Support Services, Mental Health and Addiction services and counselling services.

We have maintained a strategic focus in terms of relationships with health, education and housing bodies. Most of our applicants are in the Dublin area and many of these are local authority tenants. We have presented information on our work to the Dublin Local Authority Disability Managers and Dublin City Council Housing Department has provided information to Caranua staff. This contact ensures that understanding and co-operation is built and communication is straightforward.

The ETBI have made presentations to Caranua staff, as have other education bodies, such as Aontas on further education and community education opportunities. In 2014, we organised a project with the HSE through which 60 applicants received a comprehensive dental assessment and treatment plan. This provided an idea of the level of dental health among the population, which was very poor and of the need for sedation for many to undergo treatment and helped to inform our decision making in relation to applications for dental treatment.

As a result of this project, the HSE committed to providing Caranua applicants with a Dental Treatment Services Card which would ensure that they would receive the range of services that were available prior to the cuts that came into effect in 2010. In 2016 the HSE appointed a high level group to liaise with us, comprised of national leads for mental health, public health nursing, general practitioners and dentists. This provides a forum for feedback, troubleshooting and taking a more strategic approach to the ongoing needs of survivors.

These relationships continue to be of importance to us in our work with individual applicants and will become more important in the coming years, as we work to

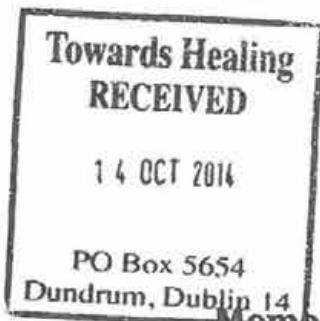
ensure that staff in these services become trauma informed so that they can recognise, understand and respond to the needs of survivors in the future.

7. A note on the Board Meeting held in April 2016, including minutes and presentations, at which the financial position of the organisation was discussed

A sub-committee of the Board was established in February 2016 to review the operation of the Fund and to make recommendations to the Board on any changes that should be made to the services, criteria, limits and guidelines. This followed on from consideration by the Board of the expenditure of the Fund and concerns that the Fund could not be distributed equitably if current patterns of expenditure continued. The sub-committee comprised the Chair of the Audit and Risk Committee and two of the survivors on the Board. The presentation made to the Board by the sub-committee in April 2016 is attached to the submission together with the minutes of that meeting which are also available on the Caranua website.

APPENDIX

- 1. MOU between Towards Healing and Caranua.**
- 2. A note on the payments, by year, made to Towards Healing.**
- 3. List of Liaison Officers for local authorities and Education Training Boards**
- 4. Minutes and presentations in respect of Caranua Board Meeting April 2016**



Memorandum of Understanding

12 APR 2017

between Caranua and Towards Healing in relation to clients of Towards Healing who receive in excess of eighty counselling sessions.

1. General

Caranua and Towards Healing, acting through the Framework contained in this M.O.U., will support the counselling needs of those clients of Towards Healing, who are eligible for support from Caranua and who have received eighty counselling sessions from Towards Healing

2. Eligible clients

- 2.1 Clients of Towards Healing who are deemed to be eligible for support from Caranua are those who have experienced abuse in Institutions in Ireland which were operated by the eighteen Religious Congregations specified and who have received settlements from the Redress Board.
- 2.2 In addition, an eligible client is one who has received eighty counselling sessions from Towards Healing and whose further counselling needs, above eighty sessions, have been assessed as being clinically appropriate by the Independent Review Panel, established by Towards Healing to assess the counselling needs of such clients, over eighty sessions.

3. Process to link eligible Towards Healing clients with Caranua

- 3.1 Both Caranua and Towards Healing are bound by the provisions of the Data Protection Acts and the process of linking eligible clients must take full account of such provisions.
- 3.2 Taking such provisions into account, as well as the applications procedures of Caranua, Towards Healing will inform each eligible client, as soon as he/she reaches sixty six counselling sessions, that they should apply to Caranua for support from Caranua, subject to the Independent Review Group recommending that additional sessions, above eighty, are required in individual cases.
- 3.3 In the event that the Independent Review Panel recommends that additional sessions, over eighty, are clinically appropriate in individual

cases, Towards Healing will provide the eligible client with a copy of the Independent Review Panels Report on their case, and the client will forward this to Caranua, as part of their application for support.

- 3.4 The Report of the Independent Review Panel will provide the basis for the level of support to be provided by Caranua in each individual case.
- 3.5 Subject to the receiving of consent of individual clients, Towards Healing may apply, to Caranua, on behalf of the client(s), for support for their therapy, in excess of eighty counselling sessions.

4. Purpose of the Memorandum of Understanding

- 4.1 Under this M.O.U, Caranua and Towards Healing will work together, to facilitate the support of Caranua for the clients of Towards Healing, who are deemed to be eligible for support from Caranua and whose counselling needs, over eighty sessions, have been assessed by the Independent Review Panel mentioned in Section 3.2 above.
- 4.2 Under the M.O.U, the process outlined in Section 3 above, will be followed.
- 4.3 In the case of clients who are approved for support, by Caranua, under the process set out in Section 3, Towards Healing will continue to pay the therapists involved and will submit an invoice, to Caranua, at the end of each quarter, in respect of the costs incurred in respect of the approved clients. Caranua agrees to pay the costs involved by the end of the month following the submission of the quarterly invoice by Towards Healing.

12 APR 2017

5. Clients currently in receipt of more than 80 counselling sessions.

These eligible clients, who are currently in receipt of more than eighty sessions, will be provided for as a priority under a bloc mechanism to be followed in the context of the provisions of this M.O.U.

6. Assessing the wider needs of clients who are eligible for support from Caranua

- 6.1 Caranua and Towards Healing are committed to assessing and meeting, as appropriate, the wider needs of survivors of Institutional abuse, towards ensuring than an holistic approach to supporting such survivors is implemented.
- 6.2 Towards this end, on the nomination of Caranua, a specialist in the assessment of the wider needs of survivors will be appointed to the Independent Review Panel.

- 6.3 In addition, the Towards Healing Advocacy Service will continue to work with clients, the Review Panel and with Caranua to assess, identify and facilitate the meeting of these wider needs.

7. Liaison arrangements

Both Caranua and Towards Healing will designate a member of staff to act as liaison persons in relation to the implementation of the M.O.U.

8. Process to address the role of the Therapists of eligible clients.

- 8.1 As soon as an eligible client reaches sixty six sessions, Towards Healing will inform their therapist that the client is being advised to make an application to Caranua for further support, should the Independent Review Panel recommend that this is clinically appropriate.
- 8.2 In the event that the client requires additional support, beyond eighty sessions, the therapist will be reimbursed on the basis of the sessional fee payable by Towards Healing, in respect of the individual clients

9. Review of the Memorandum of Understanding

This document will be reviewed routinely, on a joint basis by Caranua and Towards Healing, in the light of its operation.

Signed:

Many Higgins
On behalf of Caranua

Michael Goss
On behalf of Towards Healing

Date: 13/10/14

Date: 8/10/2016

12 APR 2017

| Row Labels | Sum of Amount Approved | Column Labels |
|--------------------|------------------------|----------------|
| | Towards Healing | Grand Total |
| CASE-0024 | 1820 | 1820 |
| CASE-0053 | 2240 | 2240 |
| CASE-0057 | 2030 | 2030 |
| CASE-0073 | 1015 | 1015 |
| CASE-0083 | 3780 | 3780 |
| CASE-0140 | 665 | 665 |
| CASE-0142 | 1540 | 1540 |
| CASE-0276 | 3780 | 3780 |
| CASE-0303 | 1050 | 1050 |
| CASE-0372 | 1680 | 1680 |
| CASE-0386 | 2310 | 2310 |
| CASE-0450 | 350 | 350 |
| CASE-0456 | 2310 | 2310 |
| CASE-0479 | 1190 | 1190 |
| CASE-0498 | 2240 | 2240 |
| CASE-0501 | 350 | 350 |
| CASE-0502 | 2240 | 2240 |
| CASE-0530 | 2590 | 2590 |
| CASE-0532 | 1260 | 1260 |
| CASE-0549 | 595 | 595 |
| CASE-0550 | 840 | 840 |
| CASE-0569 | 1120 | 1120 |
| CASE-0699 | 700 | 700 |
| CASE-0713 | 1645 | 1645 |
| CASE-0740 | 70 | 70 |
| CASE-0759 | 1855 | 1855 |
| CASE-0890 | 1190 | 1190 |
| CASE-0912 | 1470 | 1470 |
| CASE-0931 | 2345 | 2345 |
| CASE-0938 | 1190 | 1190 |
| CASE-1007 | 2240 | 2240 |
| CASE-1009 | 2988 | 2988 |
| CASE-1010 | 3780 | 3780 |
| CASE-1208 | 2730 | 2730 |
| CASE-1225 | 1120 | 1120 |
| CASE-1235 | 910 | 910 |
| CASE-1256 | 1120 | 1120 |
| CASE-1293 | 140 | 140 |
| CASE-1454 | 1435 | 1435 |
| CASE-1608 | 2240 | 2240 |
| CASE-1745 | 1610 | 1610 |
| CASE-1834 | 2170 | 2170 |
| CASE-2059 | 2450 | 2450 |
| CASE-2194 | 1820 | 1820 |
| CASE-2253 | 1400 | 1400 |
| CASE-2259 | 700 | 700 |
| CASE-2263 | 210 | 210 |
| CASE-2299 | 2240 | 2240 |
| CASE-2364 | 3010 | 3010 |
| CASE-2675 | 2310 | 2310 |
| CASE-2725 | 3215.5 | 3215.5 |
| CASE-2836 | 1890 | 1890 |
| CASE-3031 | 70 | 70 |
| CASE-3295 | 420 | 420 |
| CASE-4188 | 2520 | 2520 |
| CASE-4232 | 840 | 840 |
| CASE-4935 | 1610 | 1610 |
| Grand Total | 94648.5 | 94648.5 |

| Service Provider Name: Organisation Name | Invoice / Receipt Number | Amount Approved |
|---|---------------------------------|------------------------|
| Towards Healing | TH00074 | 840 |
| Towards Healing | TH00056 | 350 |
| Towards Healing | 00089 pin 13385 | 1890 |
| Towards Healing | 00071 pin 13385 | 630 |
| Towards Healing | 00007 | 595 |
| Towards Healing | TH00005 | 700 |
| Towards Healing | TH00010, 00009 | 1680 |
| Towards Healing | TH00207 | 350 |
| Towards Healing | 00001 | 560 |
| Towards Healing | 00002 | 910 |
| Towards Healing | 00013 | 1015 |
| Towards Healing | 00012 | 350 |
| Towards Healing | 00011 | 560 |
| Towards Healing | 00021 and CR 00099 | 560 |
| Towards Healing | 00014 and 00092 | 770 |
| Towards Healing | TH 00020 | 1330 |
| | 00018 for €490 but CR 00096 | |
| Towards Healing | for €490 | 490 |
| Towards Healing | 00016 and CR 00094 | 140 |
| Towards Healing | 00046 | 1750 |
| Towards Healing | 00052 | 2288 |
| Towards Healing | 00041 | 840 |
| Towards Healing | TH 00051 | 1820 |
| Towards Healing | TH 00035 | 910 |
| Towards Healing | 00034 | 1190 |
| Towards Healing | 00049 | 1645 |
| Towards Healing | 00049 | 1470 |
| Towards Healing | 00039 | 1050 |
| Towards Healing | 00044/45 | 3780 |
| Towards Healing | 00044/28 | 1120 |
| Towards Healing | TH 00043 | 1820 |
| Towards Healing | TH 00038 | 2170 |
| Towards Healing | Invoice TH 00050 | 1050 |
| Towards Healing | 00026 and CR 00104 | 350 |
| Towards Healing | Invoice TH 00033 | 840 |
| Towards Healing | 00019 | 1306 |
| Towards Healing | 00019 | 1909.5 |
| Towards Healing | TH00053 | 280 |
| Towards Healing | TH00032 | 770 |
| Towards Healing | TH00048 | 1470 |
| Towards Healing | TH 00030 | 840 |
| Towards Healing | TH 00036 | 700 |
| Towards Healing | TH 00025 | 420 |
| Towards Healing | TH 00024 | 770 |
| Towards Healing | TH00031/TH00047 | 3780 |

| | | |
|-----------------|-------------|------|
| Towards Healing | 00054 | 70 |
| Towards Healing | TH 00060 | 140 |
| Towards Healing | 00085 | 1470 |
| Towards Healing | 00067 | 560 |
| Towards Healing | TH 00078 | 525 |
| Towards Healing | 00080 | 70 |
| Towards Healing | 00086 | 1015 |
| Towards Healing | 00068 | 420 |
| Towards Healing | 00065 | 630 |
| Towards Healing | 00083 | 1680 |
| Towards Healing | 00079 | 210 |
| Towards Healing | 0069/87 | 1400 |
| Towards Healing | 00059/00077 | 910 |
| Towards Healing | 00066/84 | 1540 |
| Towards Healing | 00058/76 | 1120 |
| Towards Healing | 00037 | 3780 |
| Towards Healing | 00144 | 1645 |
| Towards Healing | 00127 | 700 |
| Towards Healing | 130 | 490 |
| Towards Healing | 147 | 700 |
| Towards Healing | 00156 | 700 |
| Towards Healing | 00123 | 210 |
| Towards Healing | 00140 | 980 |
| Towards Healing | TH00122 | 140 |
| Towards Healing | TH00139 | 210 |
| Towards Healing | 00136 | 420 |
| Towards Healing | 00153 | 1260 |
| Towards Healing | 00131 | 910 |
| Towards Healing | 00148 | 1330 |
| Towards Healing | TH 00129 | 980 |
| Towards Healing | TH 00146 | 1260 |
| Towards Healing | 00106/00143 | 2240 |
| Towards Healing | 00155 | 1120 |
| Towards Healing | TH 00133 | 840 |
| Towards Healing | TH 00150 | 1470 |
| Towards Healing | TH 00135 | 910 |
| Towards Healing | TH 00152 | 1540 |
| Towards Healing | 00142 | 945 |
| Towards Healing | 0125 | 665 |
| Towards Healing | th00238 | 735 |
| Towards Healing | 00169 | 350 |
| Towards Healing | 00228 | 1120 |
| Towards Healing | 234 | 840 |
| Towards Healing | th00219 | 280 |
| Towards Healing | th00172 | 1470 |
| Towards Healing | th00218 | 1330 |

| | | |
|-----------------|-----------------|-----|
| Towards Healing | Invoice TH00165 | 420 |
| Towards Healing | Invoice TH00179 | 840 |

BOARD MEETING 22nd April 2016**River Lee Hotel Cork****MINUTES**

Present: David O'Callaghan, David Lane, Tom Daly, Austin Currie, Damian Casey, Katherine Finn, Rosemary Adaser, Frances Harrington, Phyllis Morgan

Attended: Mary Higgins (CEO), Siobhan Kane (Communications & Engagement), Lucy Kenny (minute taker)

| Item | Action | Discussion | Position |
|--|--|---|-----------------|
| 1. Apologies | No apologies | | |
| 2. Minutes 18/02/16 | Proposed by Tom Daly and seconded by Austin Currie | To be noted that the Board met on December 17 th 2015 to discuss criteria for services | Minutes adopted |
| 3. Action points arising from meeting of 18/02/16 | <p>Letter to be sent to DES highlighting urgency of our accessing new premises</p> <p>Report on cheque cancellations</p> <p>2015 Annual Report</p> | <p>Letter not issued as we have been informed by OPW there are no suitable premises available.</p> <p>Paper prepared, item for inclusion on agenda</p> <p>No observations received from DES to date</p> | Ongoing |

4. Matters Arising**4.1 Offices Premises**

Suitable, accessible office space has been sourced within the city centre, further negotiation regarding the lease to be conducted with the landlord. Relocation costs have been included in the projected operational costs.

Alternative premises may also be available within the city centre via Dublin City Council, CEO will investigate further.

Chair requested preparation of business case to justify relocation expenditure. Document should include full costs including fit out and contingency costs. Evidence of non-renewal of lease of current premises should also be included. This information will be presented to Department of Education & Skills for discussion with the CEO and Chair.

4.2 *Recruitment*

Mazars conducting the competition for recruitment. Vacancies advertised on website, all queries to be directed to Mazars. Closing date for applications 5th may 2016.

Director of Services and Head of Finance & Corporate Affairs will be the primary lead posts to be filled.

The Chair recommended a representative from Department of Education & Skills and an independent person is included on the interview panel.

5. *Report on Applications*

The content of this report is to the end of March 2016. The number of individuals awaiting assessment is 471. These figures suggest an 8 month delay between applicants returning the Application Form Part 2 and receiving an assessment call.

Difficulties extrapolating accurate data from these figures are due to a skills deficit within the organisation which prevents us from conducting an indepth analysis on statistics presented.

Analysis of status of Application Part 2's received in August and September 2015 to be presented to Board at next meeting.

5.1 *Report on Cheque Cancellations*

An analysis of cheque cancellations and reissues was presented. Health and Housing represent the most frequent incidences of cheque cancellation and reissue. Contributory factors accounting for these incidences are confusion amongst applicants as to whom payment should be made where the service provider is employed/sub-contracted by a larger organisation and error on behalf of Application Advisors in issuing payments in the wrong currency. Application Advisors to clarify with applicants to whom payments are to be made and exercise greater care where payments are made in different currencies.

6. *CEO & Implementation of Mazars Reports*

6.1 *Mazars Recommendations*

Mazars will work with the Board on Strategic Planning

6.2 *HSE Pilot Project - Health*

It was agreed in principal to collaborate with the HSE to provide holistic interventions to prevent institutional care in later life. However before an agreement is made to enter into a pilot project in a designated area, the Board will need a more detailed proposal from the HSE.

6.3 S.E.A.I – Housing

The preference is to have preferred suppliers for housing needs. This will relieve applicants of the necessity to acquire quotes etc., It was agreed that we could go to tender for preferred suppliers. Proposed by David O'Callaghan, seconded by Tom Daly.

6.4 Communications

Dublin Outreach Event

Siobhan Kane gave a brief report on the Dublin outreach event. It was felt there was a higher level of aggression from survivors directed towards the CEO than at previous outreach events. The Chair recommended we review the situation after the outreach events in Cork and Galway.

Meeting of Chair, Board Member with Michael O'Brien - DES

Frances Harrington gave a report on the meeting with the Chair, Michael O'Brien and other survivors which took place in the Department of Education & Skills. The meeting concerned survivor's issues regarding their applications. It was agreed a standard letter is to be drafted for the Chair, to inform applicants the Board has no remit or decision making role in relation to individual applications.

Meeting of Caranua and Aislinn Centre

Siobhan Kane and the CEO met with the Aislinn Centre. The meeting was very constructive, our processes were outlined and it is intended to meet with the Aislinn Centre again in September to maintain a good working relationship.

7. Report of Audit & Risk Sub-committee

Report of the Audit & Risk sub-committee showing breakdown of expenditure from year to year was given by Damian Casey. The Protected Disclosures (Whistleblowing) Policy & Procedure and the Policy on Acceptable Documents for Processing Service Payments were reviewed and accepted by the Audit & Risk Committee.

8. For Information

8.1 Tenders & Contracts

No new tenders or contracts during this period

8.2 Parliamentary Questions & Correspondence

No P.Q.'s submitted, it was noted that previous P.Q.'s were becoming very specific with regard to the range of awards and amounts paid to individuals.

Correspondence was received from Towards Healing requesting a meeting to review the Memorandum of Understanding with Caranua.

The article in the Examiner Newspaper concerning Caranua was circulated

9. Annual Report 2015

The draft Annual Report 2015 has been prepared, no observations have been received from the Department of Education & Skills to date. The Annual Report 2015 will be presented to the Board before publishing.

10. Presentation by Sub-Committee on Limits & Criteria

10.1 Targets Limits & Criteria

The sub-committee presented their findings on proposals for targets, limits and criteria. The service has been broadened to include white goods which will allow those living in rental accommodation to avail of items within the household package. A contribution towards funeral costs will also be included. It will be necessary to consider preferred suppliers for funeral costs in order to avail of economy of scale. Funeral expenses will not be available retrospectively. The Department of Education & Skills are in favour of the additions but recommended legal advice be sought regarding funeral expenses. Advice has been sought from Byrne & Wallace Solicitors, a response is pending.

The proposed overall financial limit to be applied is €15,000 per person, distributed over the existing services Health/Housing/Education. This limit is applicable from June 1st 2016. Therefore applications received from June 1st 2016 will come under the new limits

Current applicants whose needs have not yet been assessed will be offered the option to select the new regime.

Where a need is expressed which is not included in the services on offer, the Application Advisor will explore this issue with the applicant and assess if advocacy is required e.g., linking in with existing services.

The key message in communicating the changes to our service is to be one of having listened to survivors recommendations and in order that the fund be equitable and sustainable these changes are being implemented.

10.2 Revised Guidelines and Application for Services booklet

Revised Guidelines and Application for Services booklets were presented highlighting the new financial limit and how this limit is distributed over the range of services.

The Chair thanked the sub-committee for their work and proposed the Guidelines, Application for Services booklet and limit be accepted. This was seconded by Tom Daly. The new limits will be applied from June 1st 2016.

An evaluation of how our service has improved quality of life for survivors is to be commissioned. It was recommended we supply a breakdown of how monies were spent e.g., bathrooms, heating, etc.,

11. A.O.B.

A new laptop was provided for Frances Harrington for board use.

12. Next Meeting

The next Board meeting will take place on **May 31st 2016**, this meeting will be given over to Strategic Planning.

Caranua

Presentation from
Sub committee on criteria,
limits and guidelines

Board meeting 22nd April 2016



Presentation overview

- Role of sub committee
- Summary of recommendations
- Key principles
- Evidence for recommendations
- Equity and sustainability
- Services, form and guidelines
- Communicating changes
- Next steps/implementation

Role of sub committee

- Appointed at meeting of Board on 18th February
- Members Damian, Frances and Rosemary
- Purpose to consider and make recommendations to the Board on 22nd April on criteria, limits and guidelines

Summary of recommendations

1. Target of 6100 applicants (50% of potential still living)
2. New services in addition to existing
3. Services “packaged” with indicative limits
4. Flexibility to meet needs
5. Upper limit of €15000 (no flexibility)
6. Clearer format for guidelines and application form
7. Implementation date of 1st June

Key principles

1. Fair, equitable and sustainable Fund
2. Based on survivor need and feedback, and other evidence
3. Addressing difficulties identified with current criteria and Guidelines
4. In keeping with legislation and good financial and service practices

Evidence for recommendations

- Caranua experience of applications and payments
- Feedback from applicants, organisation reviews, audits
- Amount left in Fund and potential number of applicants
- The RISF Act, 2012 and views of DES
- Legal opinion

Equity and sustainability

- Fund will not be equitable or sustainable if current patterns of payment continue
- Paid €45 million to 3000 applicants
- The longer people in system, the higher the value of services they receive
- Currently no limits so hard to manage and control this

Consensus on the figures.....

| | >€15k+ | <€15k >€8k | <€8k >€0k | Total |
|---|---------------------|--|------------|--|
| Number of Applicants (Open & Completed) | 1,270 | 589 | 1,135 | 2,995 |
| Value of services paid to date | 34,782,726 | 6,749,516 | 3,902,291 | 45,434,532 |
| Fund required to reach limit - existing applicants | - | 2,085,484 | 13,122,709 | 15,208,194 |
| Fund required to reach limit - new applicants | | 6,100 target - 2,995 applicants paid = 3,105 | | 46,575,000 |
| | | Total Fund required to meet target applications = 6,100 | | 61,783,194 |
| Limit € | €15k | €14.4k | | Caranua operation budget required 2016-18 <u>5,500,000</u> |
| Target applications | 6,100 | 6,100 | | Total Fund required to meet all expenditure 67,283,194 |
| Fund Required for max limit | 67,283,194 | 64,617,586 | | Balance in Fund (€110m - €45m exp) <u>64,616,865</u> |
| Surplus / (Shortfall) | (-2,666,328) | (-720) | | Surplus / (Shortfall) (-2,666,328) |

Services, form and guidelines

- Existing services continue to be available
- Guidelines shorter, clearer and form “terms and conditions”
- Application form simpler and smaller, with graphic presentation of information
- Questions on housing and medical card and permission to verify

New services added

We have listened to feedback from Survivors who have received services and based on what we have heard, the following proposals are being made:

- Survivors have raised the need for additional services to be added
- It is proposed that based on this feedback we add to what is available
- No services have been removed from what is available up to now
- The conversations with Application Advisors will remain a very important part of the process for Survivors
- Flexibility will remain a key feature in the application process, and there will be flexible interpretation of the services that are covered, where need dictates this

New services added

Based upon requests from Survivors in rental accommodation, we know there is little housing support that could be provided to those in rented accommodation – so we have added white goods to the list of services Survivors can apply for

Soft furnishings, painting and decorating are frequently requested by Survivors, their inclusion is a direct response to that need

| Household Goods | |
|---|--|
| <input type="checkbox"/> White goods (fridge, dishwasher, washing machine, cooker) | <input type="checkbox"/> Soft furnishings & floor covering (curtains, blinds, carpet, lino) |
| | <input type="checkbox"/> Painting and decoration |
| Limit: €2,000 | |
| CONDITIONS: Caranua preferred supplier or invoice. | |

New services added

We have heard people are worried about leaving funeral cost debts after they have passed away – so Survivors can apply to get their funeral costs paid for

Funeral packages can be bought in advance and inflation proofed

Funeral costs can vary largely – prices range from €1,500 to €13,000 depending on location and type of funeral (cremation, burial in areas such as London etc)

€5,000 will provide for good package in most areas

Help towards funeral costs



Contribution to funeral costs of applicant, payable in advance.

Limit: €5000

CONDITIONS: Application from eligible applicant only.
Caranua preferred supplier or quotation or invoice.

New services added

Survivors have told us reconnecting with family members and with their home place is important

Telling their story is another important thing that has been requested – the most usual request for this is in the form of book publishing

| | | |
|--------------------------|----------------------------------|--|
| <input type="checkbox"/> | Connecting with family and place | Payment for one round trip, up to value of €500 to connect with family members or place of significance such as birth or institution. Evidence of relationship needed. |
| <input type="checkbox"/> | Telling your story | Caranua will organise events for survivors to recount their experiences and will consider supporting writing, video and publication, subject to Caranua conditions and limit of €1500. |
| Limit: €2000 | | |

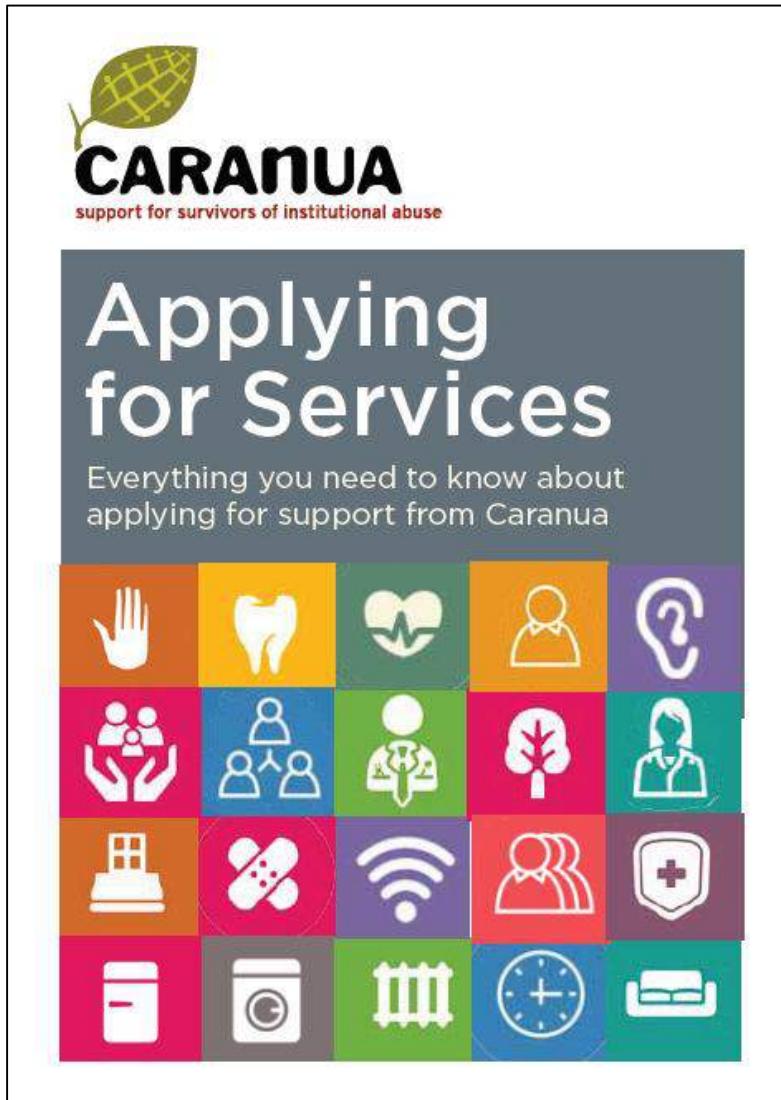
Made the application process more user-friendly

We understand our application process can be overwhelming

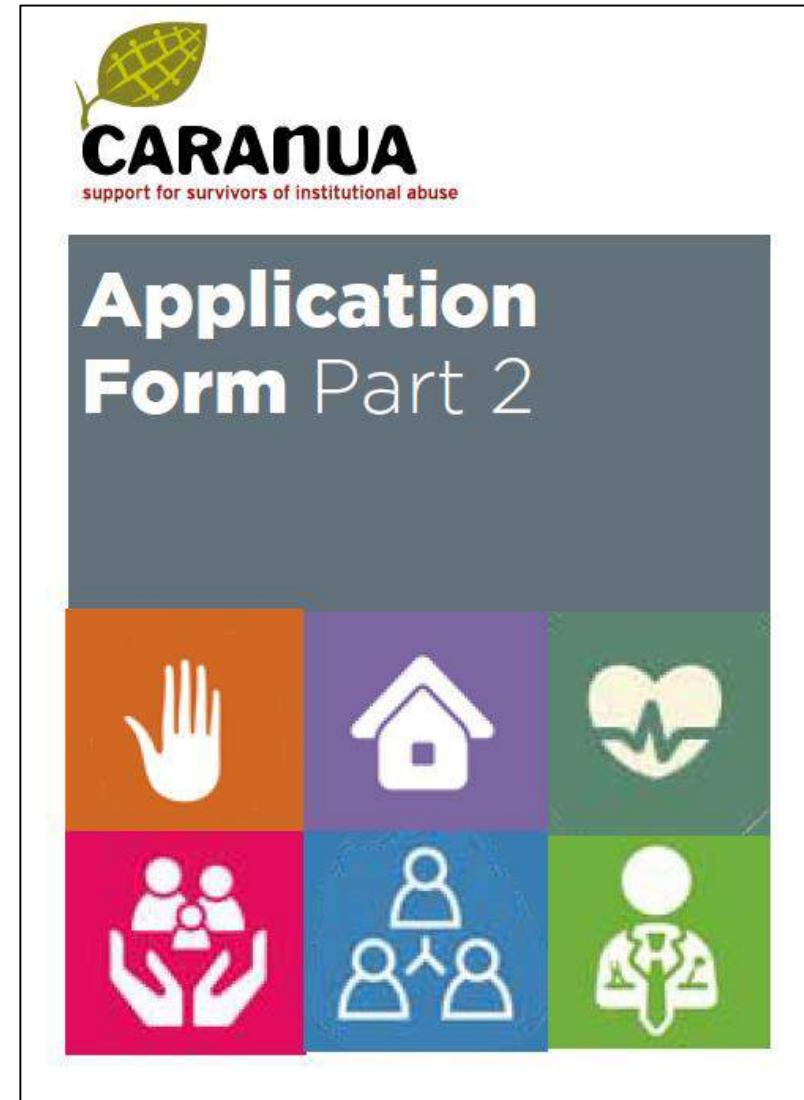
It is important to us that our publications are accessible

We have changed our publications to make the layout easier to understand

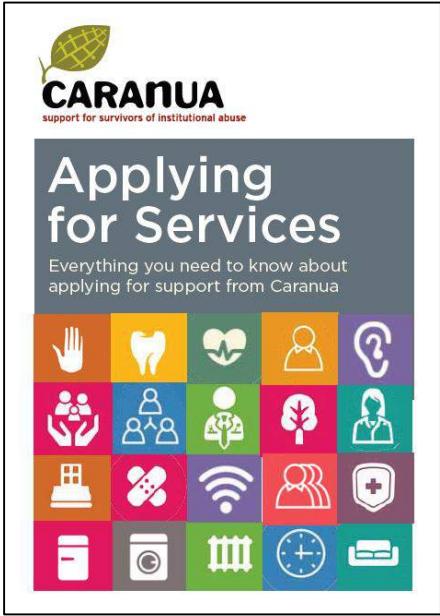
Made the application process more user-friendly



Applying for Services and
Application Form Part 2
remain two separate booklets



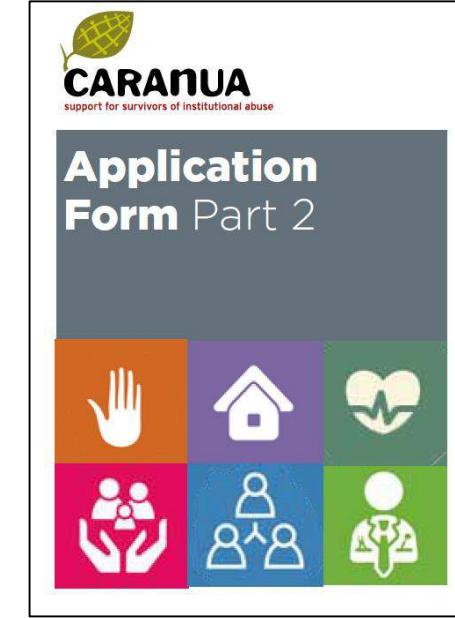
Made the application process more user-friendly



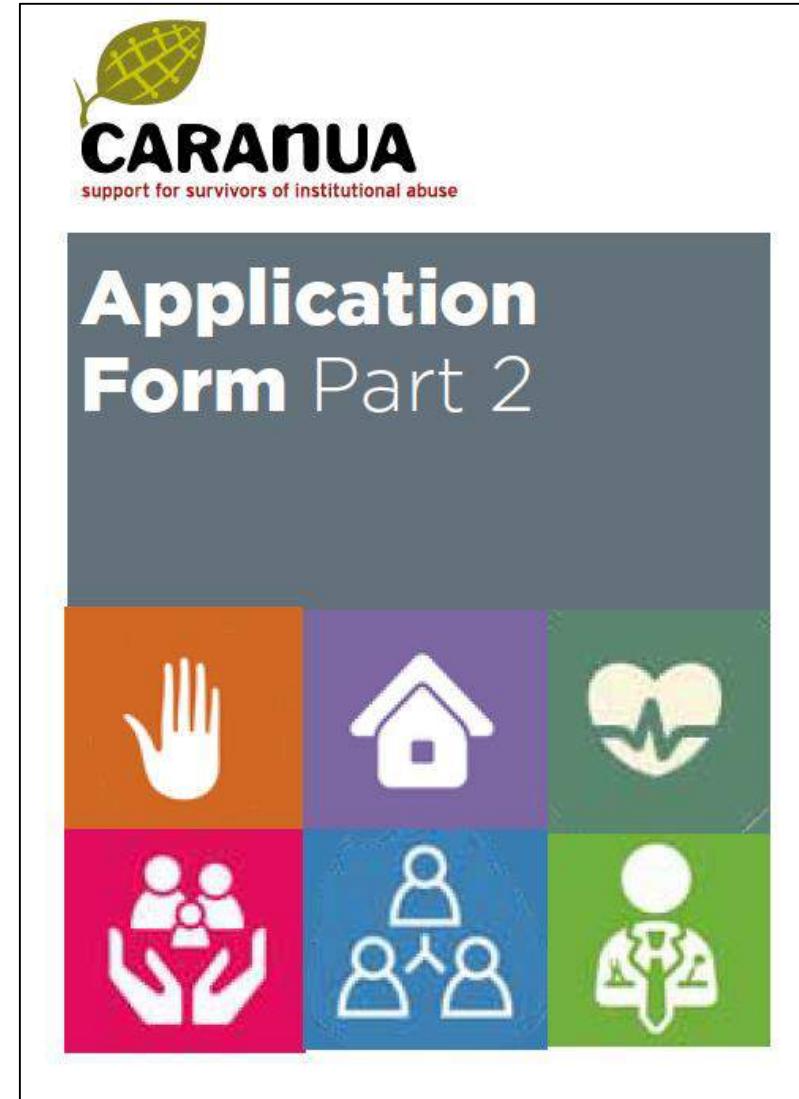
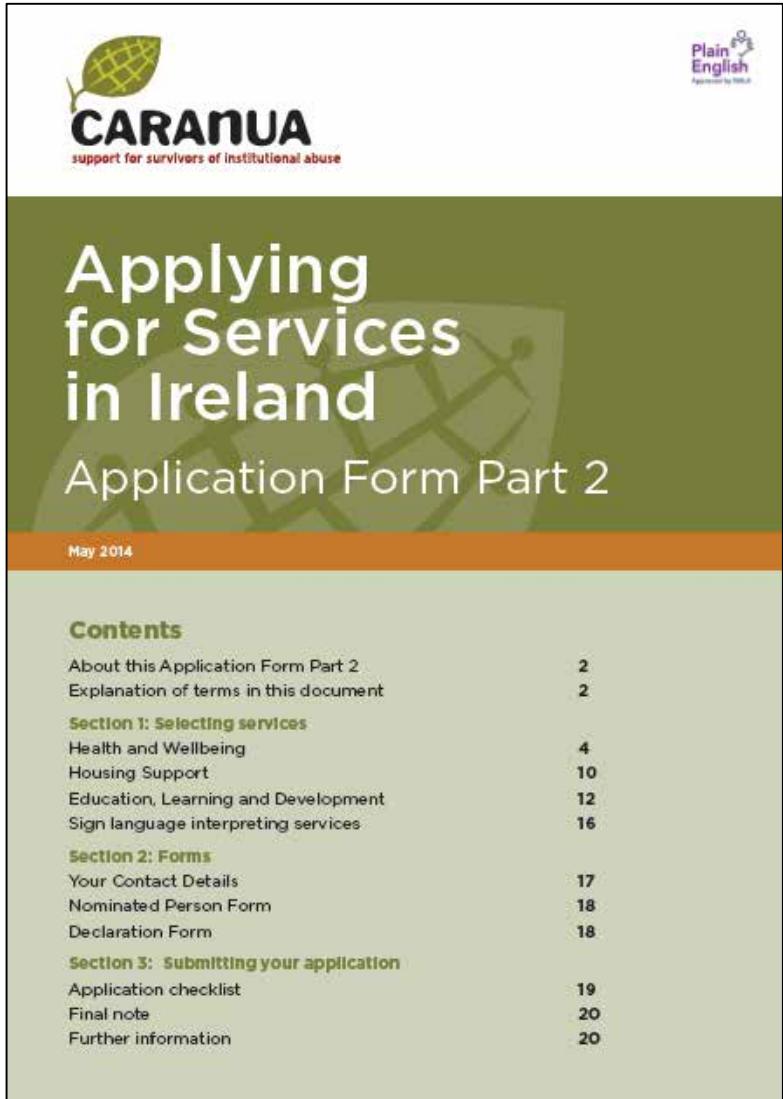
Plain English

Strong colours

Smaller in size



Easier to navigate and easier to understand



Headings focussed on what the survivor wants to achieve by receiving services:

Housing Support
See page 13 in the Guidelines for more information on this part of the Application Form.

We will pay for personal care and support services, home improvements and minor repairs to your home recommended by a professional, such as a public health nurse or occupational therapist. The recommendation must set out why the work is necessary and how much it will cost. We can arrange for and pay for assessments and recommendations, so if you don't have one, please talk to your Application Advisor.

We can also provide information, advice and other assistance in relation to your housing situation and options.

Home improvements and extensions

In this section, put an 'X' beside the services that you wish to apply for. You can apply for as many as you need. As a first step in assessing your application for any of these items, we will contact your local council or health service to make sure that you get everything you are entitled to from them.

| Home Improvements, extensions and aids | Mark 'X' if needed |
|--|--------------------|
| Accessible bathroom | |
| Insulation | |
| Draught proofing | |
| Replacement doors | |
| Replacement windows | |
| Heating system | |
| Other extension | |
| Ramps | |
| Grab rails | |
| Stair lift | |
| Car adaptation | |
| Wheelchair | |
| Walking aid | |
| Assistive technologies | |
| Orthopaedic chairs and beds | |

| Home security and safety | Mark 'X' if needed |
|--------------------------|--------------------|
| Personal alarm | |
| House alarm | |
| Locks and bolts | |

'Keeping warm'

'Staying at home'

Housing support

We aim to support you to stay in your home and that you are safe, warm and secure there. We can consider supporting the items listed here, provided that they meet the conditions here and those in the leaflet "Applying for Services".

Please tick the items you wish to apply for

Keeping Warm

| | |
|--|--|
| <input type="checkbox"/> Insulation | <input type="checkbox"/> Draught proofing |
| <input type="checkbox"/> Heating systems | <input type="checkbox"/> Replacement windows and doors |

Limit: € 8,000

CONDITIONS: Caranua preferred supplier or professional recommendation, including evidence of need, invoice or quote and receipt from approved supplier. Tax relief and public grants must be claimed and will be deducted from the amount we will pay.

Staying at home

| | |
|--|---|
| <input type="checkbox"/> Aids (ex: ramps, grab rails, stair lifts) | <input type="checkbox"/> Assistive Technologies |
| <input type="checkbox"/> Home help and Tenancy support | <input type="checkbox"/> Accessible bathroom |

Limit: €5,000

CONDITIONS: Caranua preferred supplier or evidence of need, professional recommendation and invoice/quote and receipt. Tax relief and public grants must be claimed and will be deducted from the amount we will pay.

Home Security

| | |
|--|---------------------------------------|
| <input type="checkbox"/> Locks | <input type="checkbox"/> House alarms |
| <input type="checkbox"/> Personal alarms | |

Limit: € 800

CONDITIONS: Caranua preferred supplier. Or quote, invoice and receipt from approved supplier. Tax relief and public grants must be claimed and will be deducted from the amount we will pay.

Household Goods

| | |
|--|---|
| <input type="checkbox"/> White goods (fridge, dishwasher, washing machine, cooker) | <input type="checkbox"/> Soft furnishings & floor covering (curtains, blinds, carpet, lino) |
| | <input type="checkbox"/> Painting and decoration |

Limit: €2,000

CONDITIONS: Caranua preferred supplier or invoice.


Housing Support
 See page 13 in the Guidelines for more information on this part of the Application Form.

We will pay for personal care and support services, home improvements and minor repairs to your home recommended by a professional, such as a public health nurse or occupational therapist. The recommendation must set out why the work is necessary and how much it will cost. We can arrange for and pay for assessments and recommendations, so if you don't have one, please talk to your Application Advisor.

We can also provide information, advice and other assistance in relation to your housing situation and options.

Home improvements and extensions

In this section, put an 'X' beside the services that you wish to apply for. You can apply for as many as you need. As a first step in assessing your application for any of these items, we will contact your local council or health service to make sure that you get everything you are entitled to from them.

| Home Improvements, extensions and aids | Mark 'X' if needed |
|--|--------------------|
| Accessible bathroom | |
| Insulation | |
| Draught proofing | |
| Replacement doors | |
| Replacement windows | |
| Heating system | |
| Other extension | |
| Ramps | |
| Grab rails | |
| Stair lift | |
| Car adaptation | |
| Wheelchair | |
| Walking aid | |
| Assistive technologies | |
| Orthopaedic chairs and beds | |

| Home security and safety | Mark 'X' if needed |
|--------------------------|--------------------|
| Personal alarm | |
| House alarm | |
| Locks and bolts | |




Housing support

We aim to support you to stay in your home and that you are safe, warm and secure there. We can consider supporting the items listed here, provided that they meet the conditions here and those in the leaflet "Applying for Services".

Please tick the items you wish to apply for

| Keeping Warm | | Staying at home | |
|---|--|--|---|
| <input type="checkbox"/> Insulation | <input type="checkbox"/> Draught proofing | <input type="checkbox"/> Aids (ex: ramps, grab rails, stair lifts) | <input type="checkbox"/> Assistive Technologies |
| <input type="checkbox"/> Heating systems | <input type="checkbox"/> Replacement windows and doors | <input type="checkbox"/> Home help and Tenancy support | <input type="checkbox"/> Accessible bathroom |
| Limit: € 8,000 | | Limit: € 5,000 | |
| CONDITIONS: Caranua preferred supplier or evidence of need, professional recommendation and invoice/quote and receipt. Tax relief and public grants must be claimed and will be deducted from the amount we will pay. | | | |
| Home Security | | Household Goods | |
| <input type="checkbox"/> Locks | <input type="checkbox"/> House alarms | <input type="checkbox"/> White goods (fridge, dishwasher, washing machine, cooker) | <input type="checkbox"/> Soft furnishings & floor covering (curtains, blinds, carpet, lino) |
| <input type="checkbox"/> Personal alarms | | <input type="checkbox"/> Painting and decoration | |
| Limit: € 800 | | Limit: € 2,000 | |
| CONDITIONS: Caranua preferred supplier. Or quote, invoice and receipt from approved supplier. Tax relief and public grants must be claimed and will be deducted from the amount we will pay. | | | |
| CONDITIONS: Caranua preferred supplier or invoice. | | | |



Health and Wellbeing

See page 10 in the Guidelines for more information on this part of the Application Form.

We can provide you with information and advice on health services that you are entitled to, and can help you to get those services. We can also pay for health care, treatment and for social and other activities that will help to keep you healthy, active and connected. Please note that we are not able to pay for private consultations, tests or treatments, or for services that you have got before you apply to us.

Health care and treatment

In this section, put an 'X' beside the services that you want to apply for. You can apply for as many services as you need. For all of these services we will need a report from a relevant professional such as a doctor, an occupational therapist, an audiologist, an optician, a dentist or a therapist. If you don't already have a report, your Application Advisor can help you to get one, and we will cover any costs.

Eyes and sight Mark 'X' if needed

Eye test

Eye glasses

Surgery

Treatment

Ears and hearing Mark 'X' if needed

Hearing test

Hearing aid

Surgery

Treatment

Teeth and dental Mark 'X' if needed

Dental assessment

Fillings

Extractions

Scaling

Cleaning

Crowns

Bridges

Dentures

Feet and footwear Mark 'X' if needed

Chiropody assessment

Chiropody sessions

Surgery

Orthotics

Orthopaedic footwear

Doctor (GP) Mark 'X' if needed

Doctor visits

Health screening

Immunisation

Hospital treatment Mark 'X' if needed

Consultation

Outpatient treatment

In patient treatment

Nursing Mark 'X' if needed

Home nursing

Other nursing

Occupational therapy Mark 'X' if needed

Assessment

Therapy sessions

Physiotherapy Mark 'X' if needed

Assessment

Therapy sessions

Speech therapy Mark 'X' if needed

Assessment

Therapy sessions

Alternative therapy Mark 'X' if needed

Osteopathy

Rheumatology

Acupuncture

Physical therapy

Massage

Counselling Mark 'X' if needed

Assessment

Sessions



Health and wellbeing

We aim to support you to be physically and mentally well, and socially active and connected and that you get the right service for your needs. We can consider supporting the items listed here, provided that they meet the conditions here and those in the leaflet "Applying for Services".



Please tick the items you wish to apply for

Teeth and Dental

- Assessment, cleaning, filling, extractions, bridges, dentures, root canal.

Limit: €5000

CONDITIONS: Assessment and treatment plan with cost per item, recommended by Caranua approved dentist. Tax relief, health insurance and medical card benefits must be claimed.

Eyes and Vision

- Eye tests, spectacle frames and lenses

Limit: two sets of glasses, up to €600

CONDITIONS: Assessment and treatment plan from Caranua approved Ophthalmologist, Optician or specialist. Tax relief, health insurance and medical card benefits must be claimed.

Feet and Footwear

- Assessment, orthotics, footwear recommended by approved physiotherapist or orthotist.

Limit: €800

CONDITIONS: Assessment and treatment plan with cost per item from Caranua approved provider, following referral from GP or physiotherapist. Tax relief, health insurance and medical card benefits must be claimed.

Ears and Hearing

- Hearing tests, assessments equipment and treatment recommended by approved audiologist

Limit: €2000

Conditions: Assessment and treatment plan with cost per item from Caranua approved provider

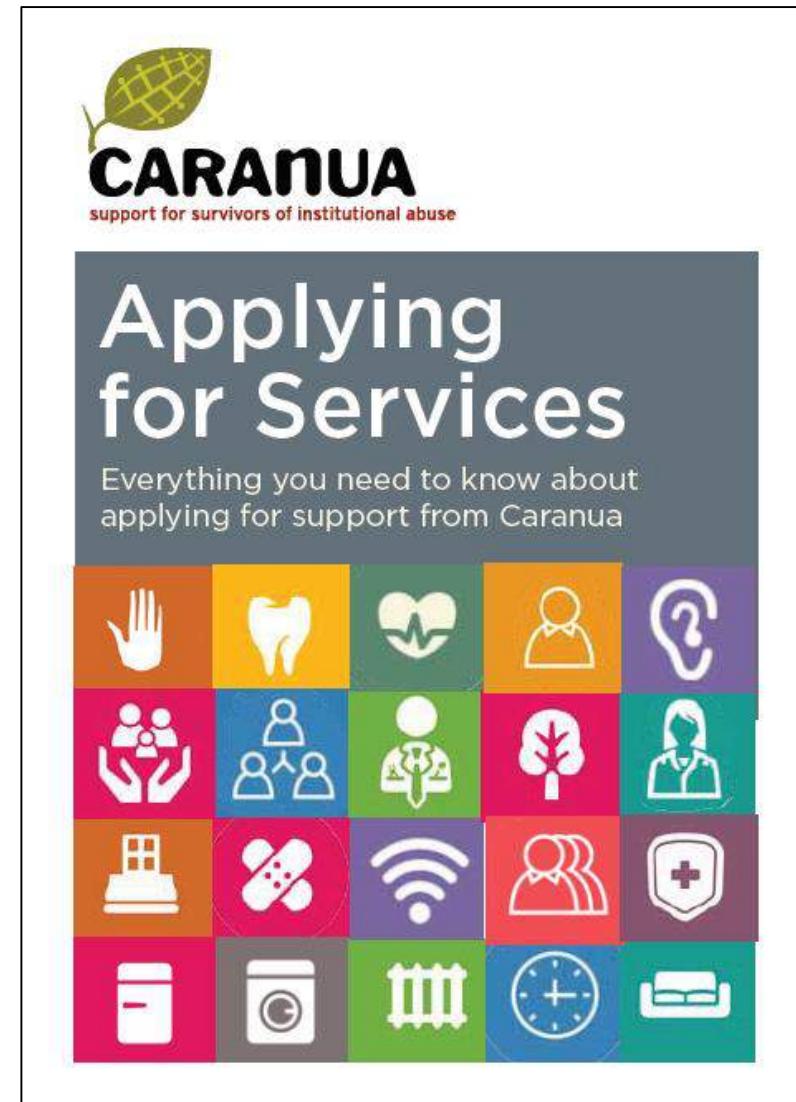
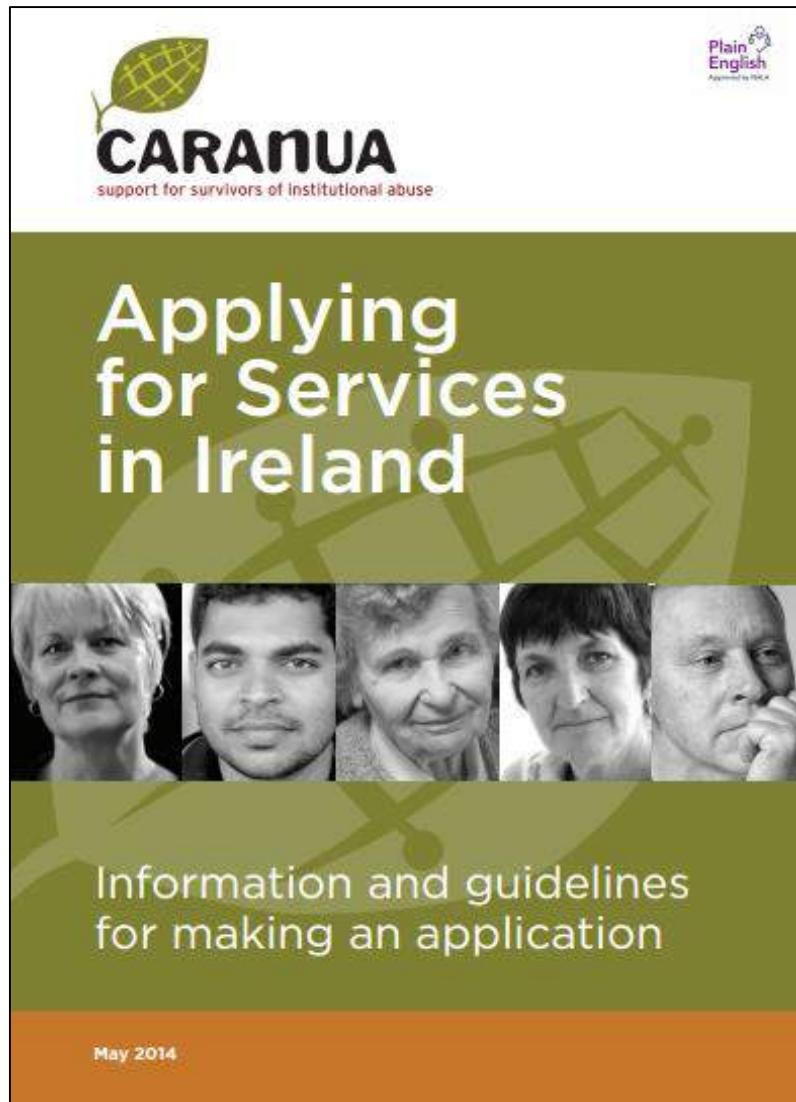
Application Form includes an example of how the personal limit could be used

Your €15,000 Personal Limit

HOW IT MIGHT BE USED

Jim decided to use his limit in this way. You may have different needs and want to opt for a different combination of services. You do not have to apply for something in each section, just for what you think you need. Your advisor can help you to decide.





Applying for Services

Everything you need to know about applying for support from Caranua

- The criteria
- What we need from you
- Making an application
- How we make decisions
- How you can appeal against a decision not to give you something
- How payments are made and conditions of payment



Criteria, terms & conditions

The following criteria, rules and conditions apply to every application and payment.

Eligibility

Only people who have been verified as eligible to apply to Caranua for services can make an application. If you have not received a letter stating this, please do not use the application form because we will not be able to process it.

Limits

- There is an overall maximum limit of €15,000 for each person. This cannot be exceeded.
- There is flexibility around the guide limits set out in the *Apply for Services* form.

Services

- Only services, treatment or activities that are listed in the *Applying for Services* form can be considered
- We can only pay for services, treatments or activities that we have approved in advance
- Where required, your application must include an assessment of need and recommendation by a public health nurse, occupational therapist, engineer, builder or other relevant professional. *Where there is a Caranua preferred supplier there is no need for a separate recommendation.*

Quotes, invoices and receipts must be typed on official paper and contain:

- Your name, address and telephone number
- The supplier's name, address, contact details, VAT registration number, membership of relevant trade or professional organisation
- An itemised description of the work to be undertaken
- Information on the materials to be used
- A statement as to why the work is necessary
- Be within three months of the date of issue.

Evidence of tenancy or ownership

We need evidence that you are the legal tenant or owner of the property the proposed work is to be carried out on, and that this is your sole residence. This can be in the form of property deeds, an official letter from a landlord, rent receipts or rent book, or evidence of property tax or rates payment.

Permission from landlord

- If you are renting, you must have written permission from your landlord (council, housing association) to carry out repairs or improvements.
- We cannot pay for structural repairs if you are renting from a private landlord.



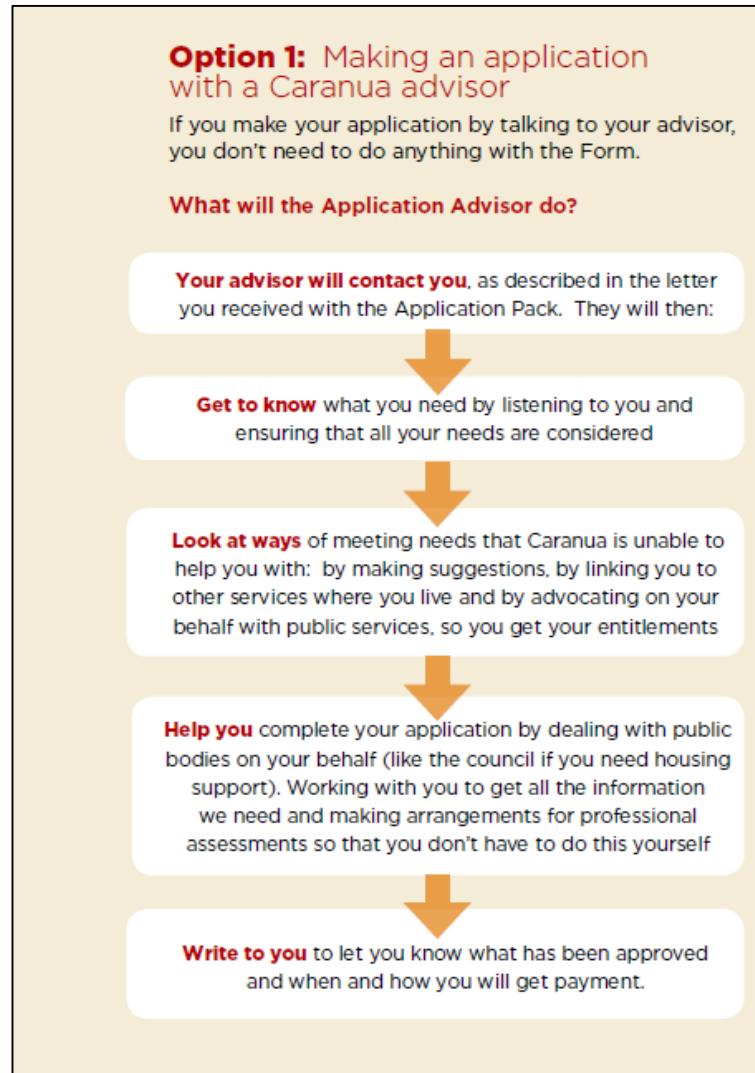
Making an application

Making an application for Services

We aim to ensure that making an application is as easy as possible and that your application is successful. There are two ways to make an application.

Option 1: Do not send us back the *Application for Services* form, and an advisor will contact you by phone to take your application.

Option 2: Complete the *Application for Services* form yourself and send it back to us, if you don't want to go through an advisor.



Option 2: Making an application by yourself

If you wish to make an application yourself, without talking to an advisor, you should:

Read "*Applying for assistance: Everything you need to know about applying for support from Caranua*" so that you understand how many quotes you need to send and what needs to be in them

Think about what you want to apply for.

You may need to choose between things so you don't go over the €15,000 limit. You don't have to take something from every package, just the things that you need

Tick the relevant box in the Applying for Services form
Get all the quotes, professional recommendations and other information that you need. Make sure that they comply with the conditions set out in this leaflet

Sign the declaration and return the form to us using the pre paid envelope in your Application Pack, together with quotes, professional recommendations and other supporting information

What happens when we receive your application?

We'll write to you and let you know that we have received your application within 10 working days of receiving it. Where possible, we will also give you an indication of when your application will be reviewed.

How is it reviewed?

First it will be checked to see if you have included all the information that we need. If there is information missing, your application will put into a queue and an advisor will contact you.

What will the advisor do?

The advisor will talk to you about your application and help you with any information that is missing from it. Once we receive this information, the application will be assessed and a decision made.

How is an application assessed?

Whether you send your application directly yourself or you make an application through an advisor, it will be assessed by an advisor using the following check list.

Services

- Are the services included in the Services Application leaflet?
- Are the services relevant and appropriate to your needs, taking account of your age, health and other circumstances, and its likely impact on your quality of life and wellbeing?

Communicating changes

Key messages

What's changed? We have:

- Added new services that you can apply for
- Made the application process more user-friendly
- Ensured the Fund is sustainable for future applicants

| Audience | Information needed | Tools |
|----------------------------|--|--|
| Existing applicants | <ul style="list-style-type: none"> • Rationale and reasons for change • How it affects existing applicants | <ul style="list-style-type: none"> • Website • Verbal and email communication with staff |
| Future applicants | <ul style="list-style-type: none"> • Rationale and reasons for change • How it will affect future applicants • What will process be | <ul style="list-style-type: none"> • Website • Guidelines and application form • Verbal and email communication from staff |
| Board | <ul style="list-style-type: none"> • Rationale and reasons for change • Key messages to communicate | <ul style="list-style-type: none"> • Document outlining messages and FAQs aimed at existing and future applicants |
| Staff | <ul style="list-style-type: none"> • Rationale and reasons for change • Key messages to communicate | <ul style="list-style-type: none"> • Document outlining messages and FAQs aimed at existing and future applicants |
| Politicians | <ul style="list-style-type: none"> • Rationale and reasons for change • What will impact be in short term and long-term | <ul style="list-style-type: none"> • Website • Verbal and email communication with staff • Targeted FAQs • Sample case studies |
| Dept. of Education | <ul style="list-style-type: none"> • Rationale and reasons for change • What will impact be in short term and long-term | <ul style="list-style-type: none"> • Website • Verbal and email communication with staff • Targeted FAQs • Sample case studies |
| Media | <ul style="list-style-type: none"> • Rationale and reasons for change • Sample case studies of applicants pre and post change | <ul style="list-style-type: none"> • Website • Verbal and email communication with staff • Targeted FAQs • Sample case studies |



Next Steps/Implementation

| Action | Date |
|---|---|
| Finalise the process (clarify process, start date and issue of offering choice) | 22 nd April Board meeting |
| Finalise materials (Guidelines, application form, communications tools) | 2 nd -3 rd week May |
| Prepare staff (training, information materials, skills development) | May to early June |
| Adjust internal systems to support implementation | May to mid June |
| Design and finalise reports (need to track differences, meet specific Board needs) | May |