



Committee of Public Accounts

Briefing Note

Thursday 17th October 2019

1. Introduction

The Residential Institutions Statutory Fund Board (Caranua) is responsible for the management of a limited Fund of €110 million to improve the quality of life of individuals who as children experienced abuse and neglect in institutions managed by religious congregations on behalf of the Irish State; and who have received awards from the Residential Institutions Redress Board, the Irish courts or direct settlement with a congregation.

The role of Caranua is to address the current needs of eligible Survivors and improve their wellbeing, by providing funding supports for approved services in the areas of housing, health, education and socially active and connected, that are not readily available through public bodies.

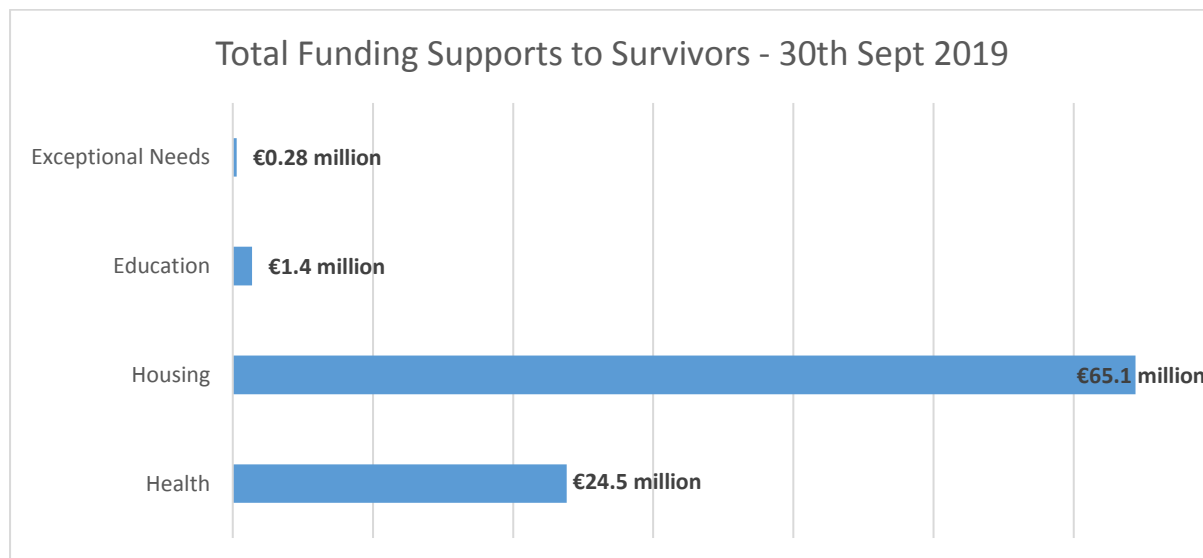
To date the Fund has received €108.3 million from the religious congregations and €1.38 million in interest. A total Fund of €111,381,921 will have been made available. The remaining contribution of €3,071,000 is scheduled to be transferred the Fund in full by December 2019.

Year	Amount paid into Fund	Cumulative amount
pre-2013	€ 41,314,845	€ 41,314,845
2013	€ 33,454,203	€ 74,769,048
2014	€ 5,543,040	€ 80,312,088
2015	€ 4,606,081	€ 84,918,169
2016	€ 11,194,081	€ 96,112,250
2017	€ 4,911,034	€ 101,023,284
2018	€ 1,987,637	€ 103,010,921
2019	€ 5,300,000	€ 108,310,921

Caranua commenced accepting applications in January 2014. Since then Caranua has received applications from 6,543 individuals, of these 5,987 were Survivors who were eligible to apply for funding supports. By 30th September 2019, Caranua has provided funding supports payments of €91,321,901 to 5,695 Survivors of institutional abuse on 54,145 applications.

The Residential Institutions Statutory Fund Act 2012 sets out that all operational costs must be met from the Fund. The Board of Caranua and management have worked determinedly to

minimise operational costs and continue to do so during the wind down phase. To the 30th September, €11,535,310 has been spent in operation of the Fund.



Fund Spend Per Category 2017	€
Health	€ 3,698,402
Housing	€ 10,774,524
Social Active	€ 136,186
Education	€ 255,711
Exceptional Needs	€ 57,010
Total Fund spend	€ 14,921,833

Fund Spend Per Category 2018	€
Health	€ 3,444,042
Housing	€ 10,083,220
Education	€ 58,375
Exceptional Needs	€ 68,447
Social Active* incl in Health figure	
Total Fund spend	€ 13,654,084

Administration	€ 2,094,987
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Administration	€ 2,461,496
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Fund Spend Per Category 2019	€
Health	3,932,628
Housing	7,792,314
Education	106,713
Exceptional Needs	47,974
Social Active *incl in Health Figure	
Total Fund Spend	11,879,629
Administration	1,479,882

Further information on the breakdown of these fund category's by sub category is provided in the appendices of this document.

As part of enhanced reporting we have improved accountability and transparency through monthly updates* on our website www.caranua.ie. Caranua's website has Board minutes, monthly updates on applications and spend, information on complaints & feedback from Survivors, our compliance with FOI and GDPR and other news are published regularly.

Draft Financial Accounts for 2018 have been adopted by the Board and are subject to audit by the Comptroller and Auditor General. Once the accounts have been approved and laid before the Houses of the Oireachtas, they will be published separately.

2. Cessation Planning and Wind down

In May 2018, the Board of Caranua made a decision to cease taking new or re-applications after 1st August 2018. This decision was made by taking into consideration the Department of Education and Skills Review on Eligibility, the expenditure of the fund to date, the number of applications from Survivors on hand and the estimation of future possible expenditure of the limited Fund provided to Caranua to support Survivors.

The wind down planning for Caranua involved the introduction of operational timelines which were planned in line with the expected receipt of the outstanding contributions. Caranua's aim is to ensure that Survivors with open applications receive equitable and fair access to funding supports before closure.

In May 2019, taking account of the diminished Fund available, Caranua introduced carefully planned timelines for each Survivor with an open application. Our process for informing the Survivor of their personalised timeline involved a mass undertaking to ensure a Survivor-centred approach. The Application Advisor team worked incredibly hard making nearly 1,600 phone calls to individual Survivors over a four-week period. The phone call ensured that the Survivor had an opportunity to discuss their outstanding needs and also a timeline date was given for receipt of their final paperwork & quotations in order to complete their application with Caranua before closure of the Fund. These calls were then followed up with an individual letter to each Survivor.

3. Engagement & Outreach work

In 2018, Caranua adopted a targeted approach to outreach events by focusing on a number of specific Survivor groups including, Survivors who required additional supports managing their application process and Survivors who had received limited or no funding supports.

This targeted approach has proven to have excellent results as Survivors are provided with an opportunity to discuss their application in person with their Application Advisor. These outreach events for Survivors in Ireland and the UK:

- provide an opportunity for Survivors whose preferred method of communication is in person;
- enable Survivors to link with Caranua staff in an informal setting;
- give Survivors an opportunity to share their experiences with Caranua staff;
- act as a social occasion giving Survivors an opportunity to meet each other and form supportive relationships.

In the last 18 months, Caranua has organised and facilitated the following outreach activities:

- Over 100 Survivors have opted to come to Caranua's offices for meetings with their Application Advisor;
- Monthly outreach sessions were held in the Deaf Village in Dublin (sign language interpreter provided);
- Caranua held an outreach day with deaf Survivors supported by the Cork Deaf Association;
- Targeted outreach day for deaf Survivors in Caranua's offices (sign language interpreter provided);
- Three outreach days were held in partnership with Survivor Support group; Right of Place in their offices in Cork, Limerick and Waterford;
- Three outreach days for Survivors supported by the Christine Buckley Centre for Education and Support (formerly The Aislinn Centre);
- A number of meetings also took place at Caranua's offices with representatives of the Residential Institutions Survivors Network;
- Caranua began working on a programme of outreach for Survivors in prison. Research for this programme involved meetings and engagement with Governors, Chaplains,

The Pathways Centre, The Prisoner Support Network and Irish Association for Social Inclusion Opportunities (IASIO) staff in a number of prisons. The aim of this programme is to give all Survivors in prison the opportunity to meet with Caranua staff.

Example of the benefits of outreach work

Caranua identified the need and established a project to enable us to support Survivors in prison who had applied to Caranua for services. This project was led by four dedicated Caranua staff members. At the commencement of this project Caranua identified that we had 51 open applications from Survivors who were in prison. Of these 19 Survivors had received some funding supports from Caranua and 32 Survivors had received zero funding.

In conjunction with the Irish Prison Services, Caranua attempted to engage with all Survivors in prison who had open applications. The outcome of the project to date is that of the 32 Survivors who had received zero funding supports, 10 prisoners have now had their needs assessed, addressed and their applications are now complete; 12 prisoners have received funding supports and are currently receiving support with their applications and 10 Survivors in prison are on zero funding and Caranua will be undertaking assessments with them

Since March 2019 Caranua has met with 21 Survivors in Portlaoise Prison, Midlands Prison, Mountjoy Prison, Arbour Hill Prison, Wheatfield Prison, Castlerea Prison and Cork Prison.

4. Engagement and Advocacy

Many Survivors contact Caranua regularly to have a person to speak to, they have no funding support requirements but are socially isolated. Research has shown that social isolation and loneliness are big risk factors for poor health particularly mental health.

Caranua has funded socially active and connected services to assist Survivor's link in with their local community, and to avoid social isolation.

We fund gym memberships, social clubs, classes, local travel, courses, family tracing and genealogy, connecting family and place.

We have assisted Survivors to tell the story of their personal experience via writing classes, book publishing and oral history recordings. Some Survivors have chosen to publish their stories but many choose to keep it as a personal record for themselves or their families.

As well as working with Survivor support groups and counselling services, Caranua engages with a number of organisations to try to ensure long-term linkages and social supports for Survivors.

- Caranua welcomed Survivor Support Groups and Counselling Services to meetings at our offices and in London to keep them informed about the cessation date, its implications and other work of Caranua.
- Caranua has recently partnered with Alone to identify and refer Survivors who may benefit from long-term supports and befriending services after the closure of Caranua.

The following are some of the services that Caranua staff have regular contact with in relation to Survivor's supports.

<ul style="list-style-type: none">• Age Action• Age UK• All supported housing associations i.e. HAIL, Cluid,• Alone• Barnardos• Brothers of Charity• Chime• Chrysalis Community Drug Project• Citizen Information Centres• Consultants/doctors/dentists• Cork Deaf Association• Crosscare• FLAC	<ul style="list-style-type: none">• Focus Ireland• Home Assist• Iveagh Trust• MABS• National Advocacy Service for People with Disabilities• National Rehabilitation Hospital• Pathways Centre• Peter McVerry Trust• Release Prison Partnership• Sage Advocacy Service• Simon Community• Treatment centres: i.e. Cuan Mhuire, Coolmine, Rutland
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Conference. 'Facing the future together – Ireland's lifelong responsibility to the Survivors of institutional abuse and commemoration of the State 20th anniversary of the state apology

Caranua was delighted to be part of the Christine Buckley Centre and friend's partnership of organisations working together on the conference and commemorations events to mark the 20th anniversary of the State apology and the 10th anniversary of the Ryan Report. The organisations involved were Caranua, Christine Buckley Centre, Barnardo's Origins, One in Four, HSE National Counselling Service, Right of Place Second Chance and Towards Healing. Both events were very successful and well attended. The committee expect to have a conference booklet & video available shortly.

Appendix 1 Sample tables of Funding Supports by service area

Sample of items provided under Housing Supports

	Number of Funding Supports made*
White goods & Furniture	12,575
Replacement Windows & doors	2,938
Carpets & Floor Covering	2,507
Heating Systems	2,285
Accessible Bathroom	1,582
House Alarm & Home Security	1,515
Painting and decoration	1,474
Orthopaedic Chairs and Beds	1,108
Home Repairs	1,101
Insulation of home	931
Garden Clearance/ maintenance	682
Other Housing Services	656
Garden Fencing	399
Assistive Technologies	383
House Clearance	380
Gutters and Pipes	368
Other Extension	362
Home Help	347
Garden Path or Steps	303
Roof Repairs	248
Professional Recommendation	94
Grab Rails	73
Wheelchair	73
Stair Lift	70
Personal Safety Alarm	67
Ramps	61
Draught Proofing	55
Tenancy Support	44
Walking Aid	34
Car Adaptation	7

*some funding support payments are for multiple items

Sample of services provided under Health Supports

	Number of Funding Supports made*
Dental	5,801
Eye tests & Glasses	3,299
Prescription medications	1,313
Funerals	1,227
Doctor Visits	1,152
Orthopaedic Footwear/ Orthotics	870
Physiotherapy	766
Chiropody	714
Ear treatments, Hearing tests & Aids	604
Medical Consultations	594
Other Health Services	494
Counselling	477
Occupational Assessments/ therapy	439
Outpatient Treatment	435
Massage therapy	288
Inpatient Treatments	262
Surgery	236
Acupuncture	165
Reflexology	158
Health Screening	99
Home Nursing	80
Osteopathy	69
Chiropractor	54
Pain Management	32
Sessions (Stress & Behaviour Management)	23
Speech therapy	9
Immunisation	7
Wigs	7
*some funding support payments are for multiple items	

Sample of services provided under Educational Supports

	Number of Funding Supports made*
Evening & Adult Education	797
Third Level	355
Private Third Level	219
Educational Support Grant	97
*some funding support payments are for multiple items	

Sample of services provided under Socially Active and Connected

	Number of Funding Supports made*
Club Membership	2105
Course / Class	899
Other Socially Active & Connected Service	676
Family Reunification - International travel - Plane	114
Family Reunification - Accommodation	108
Travel	93
Family Tracing & Geneology	44
Family Reunification - International travel - Boat	32
Family Reunification - National travel - Plane	29
Family Reunification - National travel - Bus	13
Family Reunification - National travel - Train	12
Family Reunification - International travel - Train	11
Telling Your Story - Publishing	11
Telling Your Story - Printing	5
Telling Your Story - Professional assistance with writing	5
*some funding support payments are for multiple items	

Appendix 2 Staffing Update October 2019

All Caranua staff are employed on specified or fixed term contracts. We have no staff on secondment from other State organisations or Departments.

Staffing Grades and number of positions 2019

No. of Staff	Position	Grade
1	CEO	Principal Officer
1	Director of Services	Assistant Principal
1	Director of Finance and Corporate Governance	Assistant Principal
1	Director of Communications and Engagement	Higher Executive Officer
1	Head of HR and Administration	Higher Executive Officer
9	Application Advisers	Executive Officer
2	Team Leaders	Higher Executive Officer
1	Finance Executive	Executive Officer
1	Finance Administrator	Clerical Officer
2	Quality, Compliance & Information Officer	Executive Officer
2	Administrative Assistants	Clerical Officer
1	Call Line Operator	Executive Officer

Appendix 3 Sample monthly website update

€91.3 million spent on services for Survivors

We publish regular updates on applications to Caranua and this one provides information to 30th September 2019.

We have now received:

Received Part 1 Applications from 6,546 applicants
Confirmed Eligibility for 6,041
Number of Survivors with current open applications 321
Number of Survivors awaiting assignment: 0
Number of Survivor's applications completed in 2019: 2,267

Current Status of Fund:

Caranua operate with within a limited fund of €110,000,000. To date Caranua have received funding of €106,510,921. There is €4,571,090 outstanding.

In May 2018, the Board of Caranua made a decision to cease taking new or repeat applications after 1st August 2018. This decision was made by considering the Department of Education and Skill's Review on Eligibility, the expenditure of the fund to date and the estimation of future possible expenditure of the limited Fund provided to Caranua to support Survivors.

As the fund is now nearing the end, Caranua are currently winding down operations. The aim is to minimise the operation costs of Caranua (which as per the legislation must be met from the Fund) and thereby maximising the remaining fund for Survivors. As there is no additional funding available to Caranua, we have to operate within the funding available and any continuation of operations beyond the planned wind-down date will have an impact on the funding supports available to Survivors. Caranua will not accept any additional paperwork after August 2019.

The length of the timeline given to a Survivor to complete their application depended on a number of areas, for example;

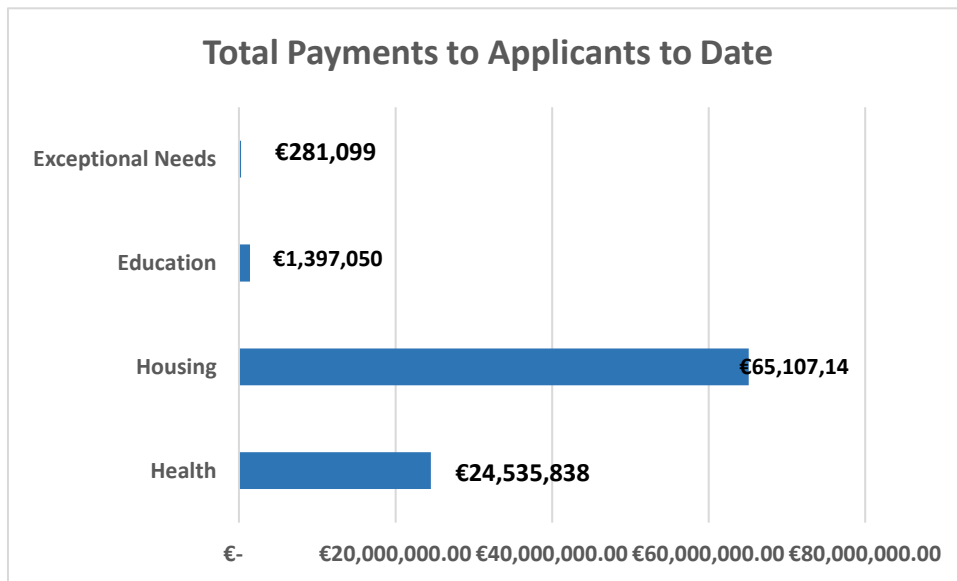
- How long had their application been open with Caranua
- The funding supports received to date?
- The ability of the individual Survivor to manage their application process.

Payments and Spend to end of September 2019

To the end of September 2019 €91.3 million had been spent on funding supports for Survivors and €11.5 million on operational costs. This gives an overall expenditure of €103.6 million.

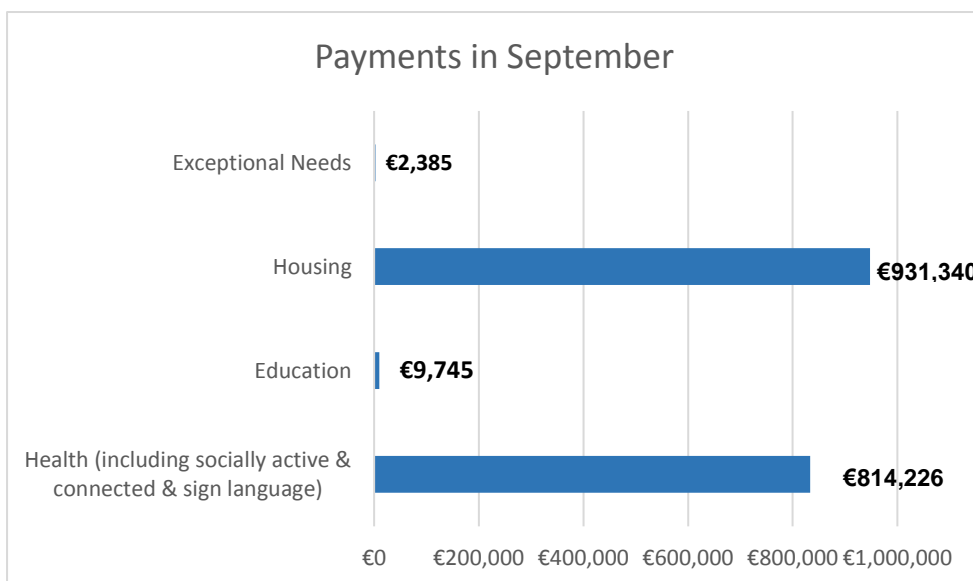
Since 2014 Caranua has made funding supports payments on 54,154 applications for Survivors and 1,238 unsuccessful letters were sent when either the request for funding support was refused or eligibility was not proven.

Applications Value by Category Type	Cumulative
Health	€24,535,838
Housing	€65,107,914
Education	€1,397,050
Exceptional Needs	€281,099
Grand Total	€91,321,901

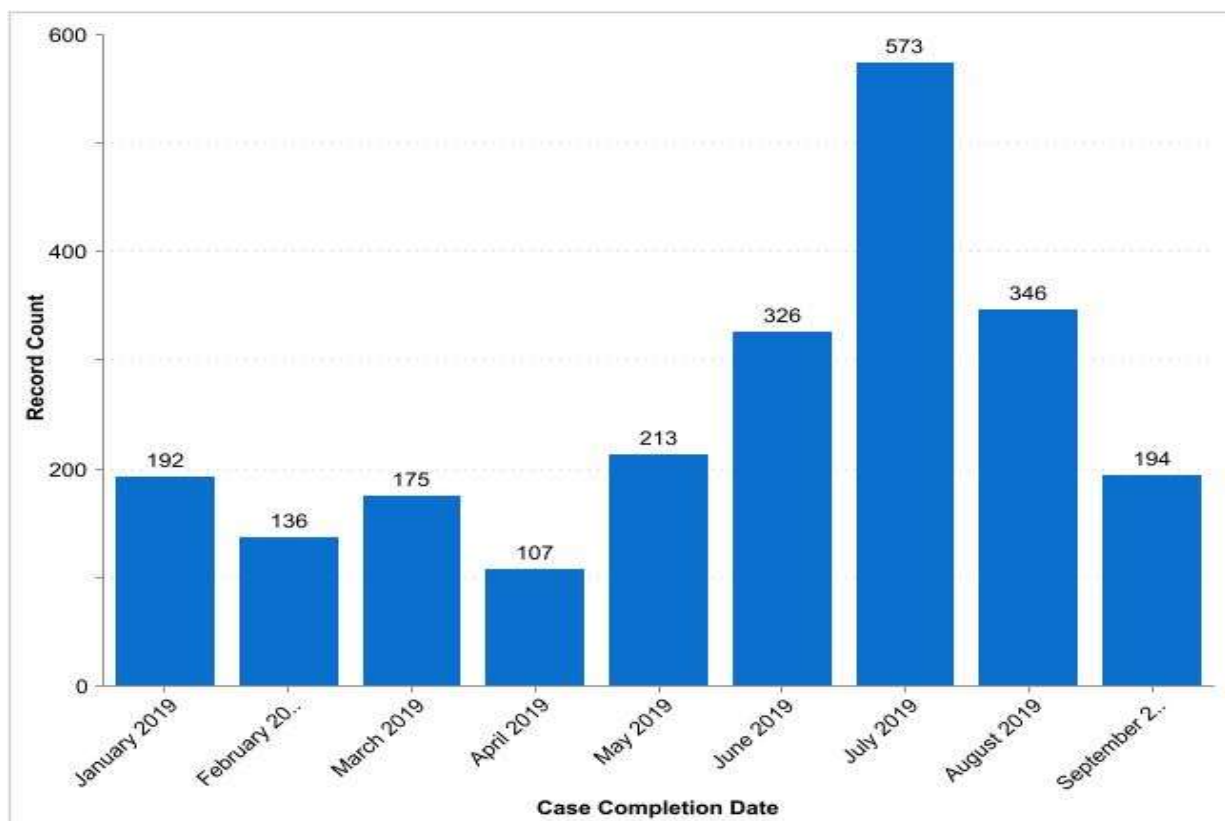


September information funding supports

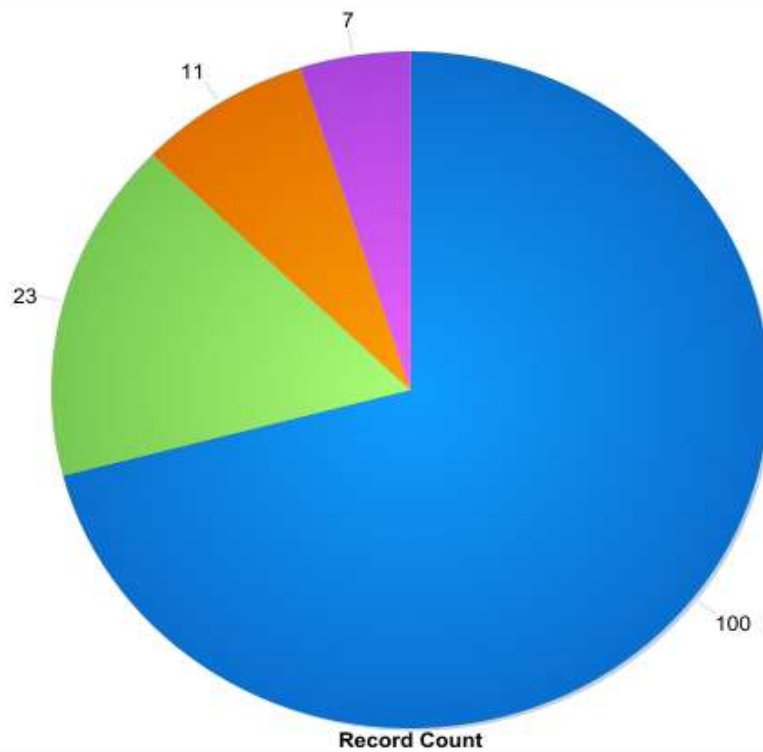
In September 475 Survivors received 881 funding support payments and 6 unsuccessful letters were sent.



Completions 2019

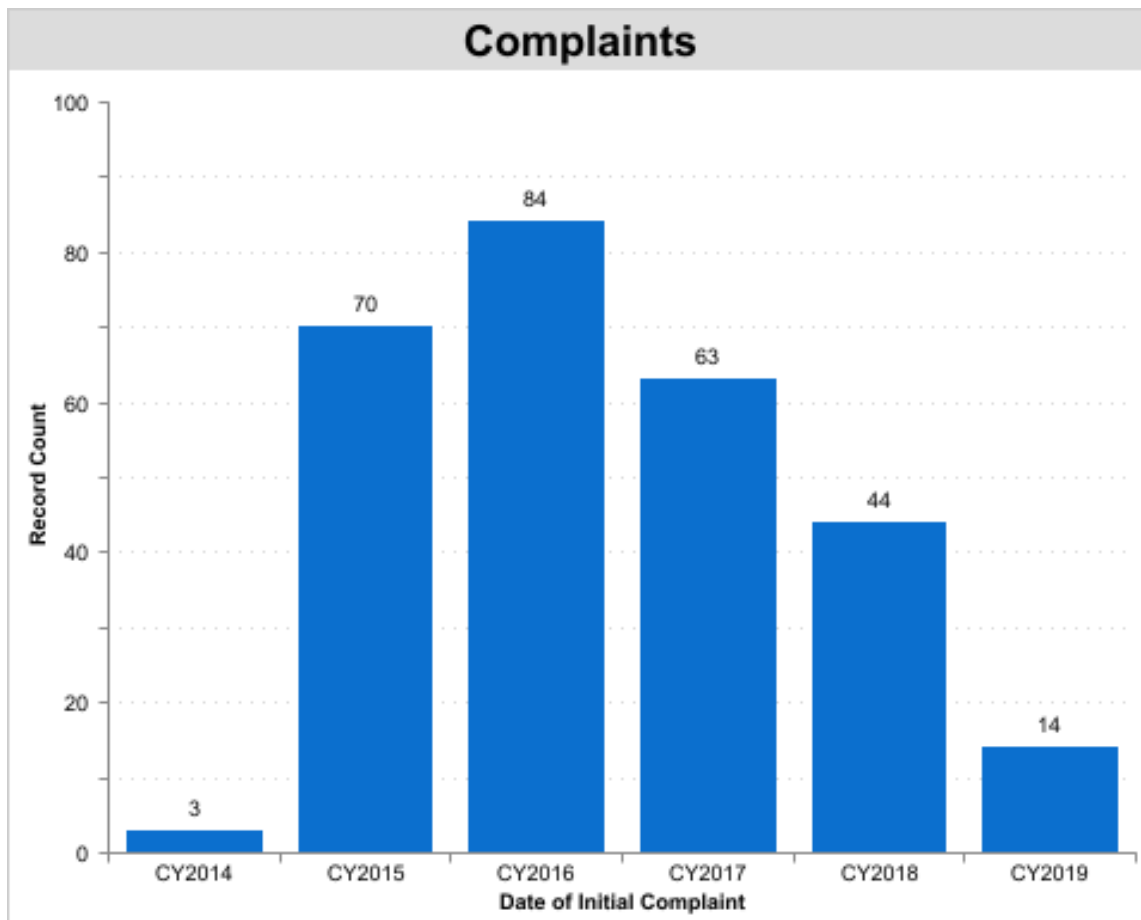


Appeals Decisions made 2019



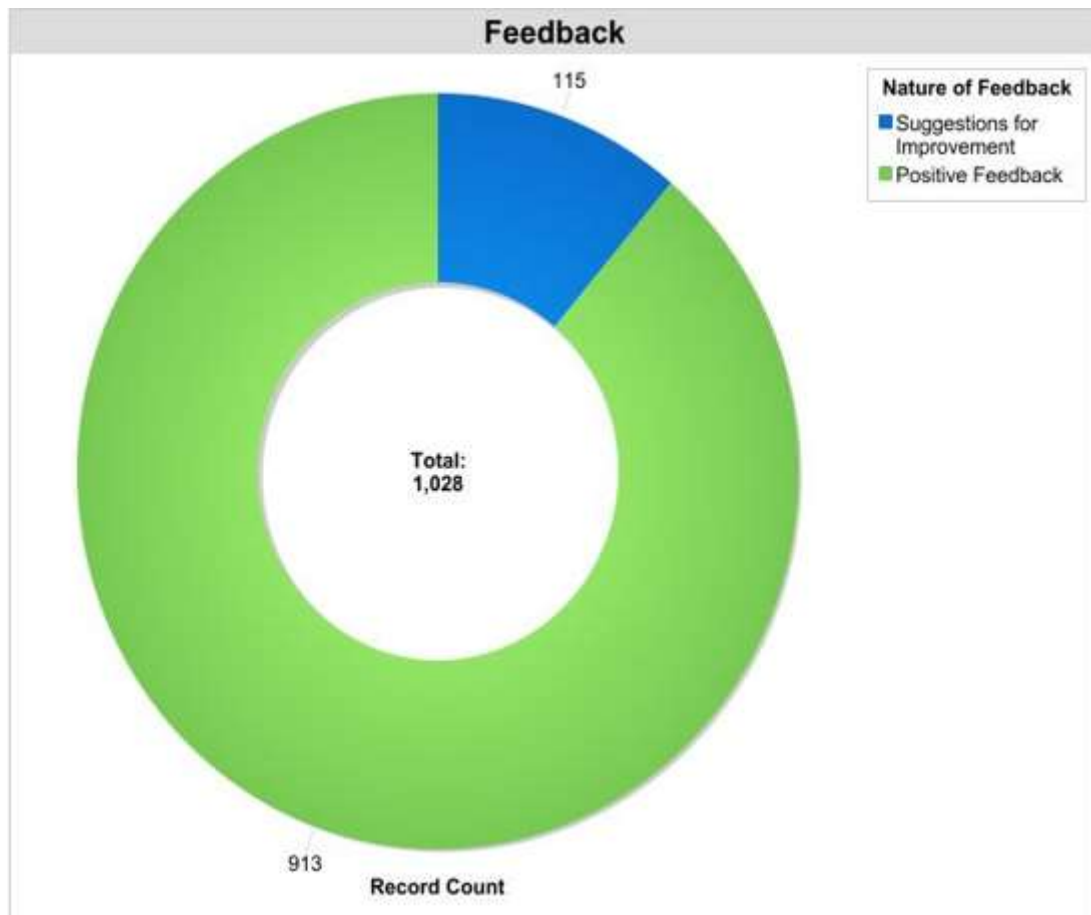
	Reason	Appeals Office Decision	Record Count	Date of Appeal			Grand Total
				CY2017	CY2018	CY2019	
<input type="checkbox"/>	Criteria	Uphold Caranua's Decision	Record Count	1	11	31	43
		Overturn Caranua's Decision	Record Count	0	5	17	22
		Agree; Caranua Overturn Own Decision	Record Count	0	1	8	9
		Refer matter back to the Decision Maker	Record Count	0	0	2	2
		Part Upheld/ Part Overturned	Record Count	0	1	0	1
		Part Upheld/ Part Referred Back	Record Count	0	1	0	1
		Appeal Withdrawn	Record Count	0	0	1	1
		Subtotal	Record Count	1	19	59	79
<input type="checkbox"/>	Exceptional need	Uphold Caranua's Decision	Record Count	0	1	4	5
		Subtotal	Record Count	0	1	4	5
<input type="checkbox"/>	Eligibility	Uphold Caranua's Decision	Record Count	0	7	45	52
		Overturn Caranua's Decision	Record Count	0	0	1	1
		Agree; Caranua Overturn Own Decision	Record Count	0	0	2	2
		Refer matter back to the Decision Maker	Record Count	0	0	1	1
		Appeal Discontinued	Record Count	0	1	0	1
		Subtotal	Record Count	0	8	49	57
Grand Total			Record Count	1	28	112	141

Complaints 2014 – 2019



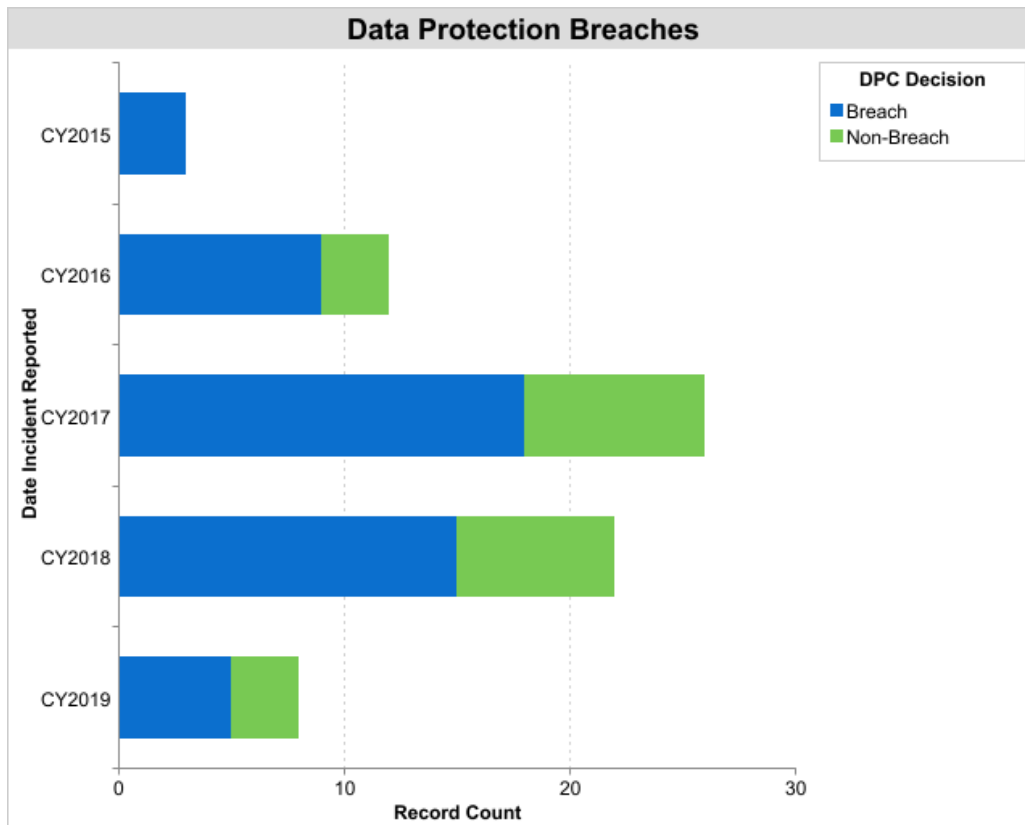
			Stage			Grand Total
	Date of Initial Complaint		Stage 1	Stage 2	Stage 3	
<input type="checkbox"/>	CY2014	Sum of Total Unique Contacts	2	1	0	3
		Record Count	2	1	0	3
<input type="checkbox"/>	CY2015	Sum of Total Unique Contacts	37	26	2	61
		Record Count	41	27	2	70
<input type="checkbox"/>	CY2016	Sum of Total Unique Contacts	51	24	3	74
		Record Count	56	25	3	84
<input type="checkbox"/>	CY2017	Sum of Total Unique Contacts	37	18	4	54
		Record Count	39	20	4	63
<input type="checkbox"/>	CY2018	Sum of Total Unique Contacts	31	6	1	36
		Record Count	37	6	1	44
<input type="checkbox"/>	CY2019	Sum of Total Unique Contacts	12	2	0	14
		Record Count	12	2	0	14
Grand Total		Sum of Total Unique Contacts	156	69	10	210
		Record Count	187	81	10	278

Feedback received 2014-2019

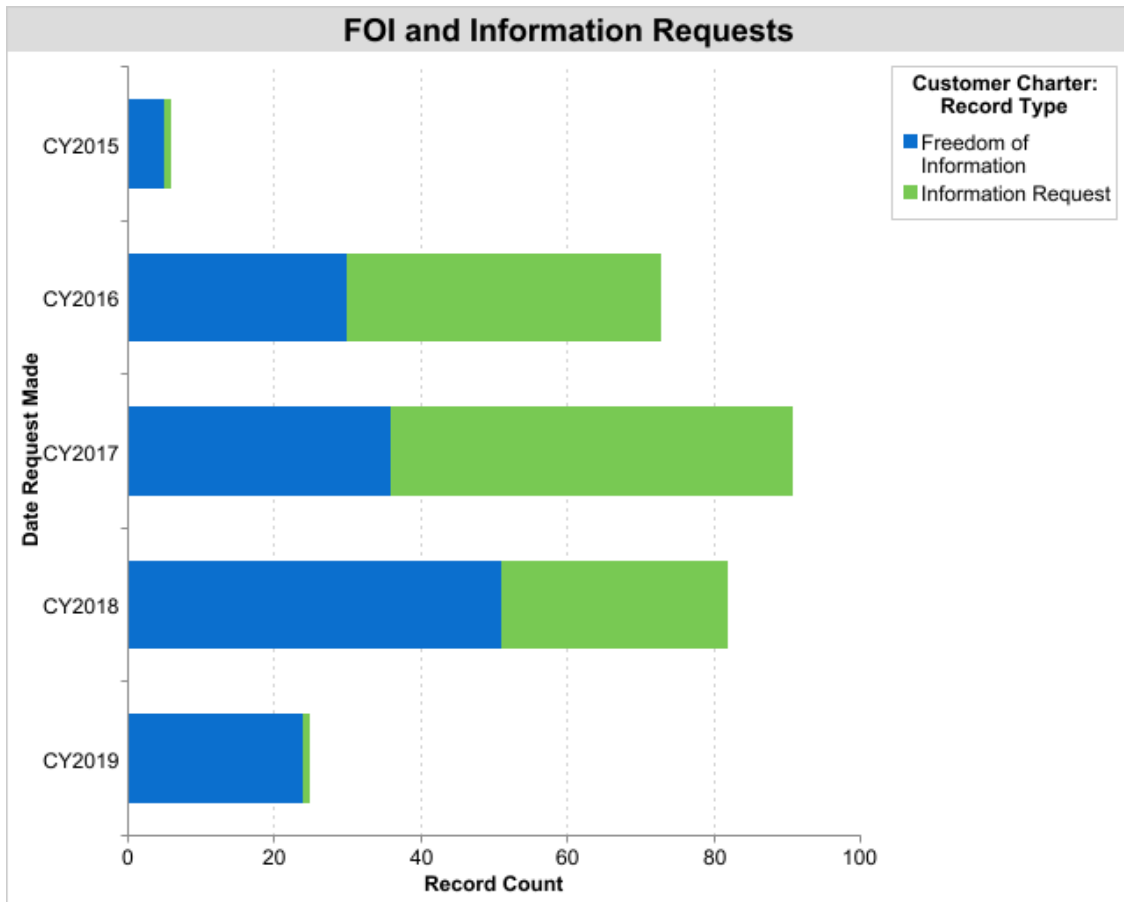


		Date Feedback Received						Grand Total	
	Nature of Feedback		CY2014	CY2015	CY2016	CY2017	CY2018	CY2019	
<input type="checkbox"/>	Suggestions for Improvement	Record Count	0	11	53	40	9	2	115
<input type="checkbox"/>	Positive Feedback	Record Count	1	3	72	378	328	131	913
Grand Total		Record Count	1	14	125	418	337	133	1,028

Data Protection 2015 – 2019



Date Incident Reported	Data Protection Commission Decision		Grand Total
	Breach	Non-Breach	
CY2015	3	0	3
CY2016	9	3	12
CY2017	18	8	26
CY2018	15	7	22
CY2019	5	3	8
Grand Total	50	21	71



Date Request Made	Contact Record Type	Customer Charter: Record Type		Grand Total
		Freedom of Information	Information Request	
CY2015	Survivor	5	1	6
	Subtotal	5	1	6
CY2016	Survivor	23	40	63
	Other Contacts	7	3	10
	Subtotal	30	43	73
CY2017	Survivor	20	52	72
	Other Contacts	16	3	19
	Subtotal	36	55	91
CY2018	Survivor	13	20	33
	Other Contacts	38	11	49
	Subtotal	51	31	82
CY2019	Survivor	24	0	24
	Other Contacts	0	1	1
	Subtotal	24	1	25
Grand Total		146	131	277