CARANUA

support for survivors of institutional abuse

Plain English
Approved by NALA

Applying for Services from the United Kingdom

Information and guidelines for making an application

June 2014

CARANUA

Applying for services from the United Kingdom:
Information and guidelines for making an application

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About these Guidelines

Welcome to the *Caranua Applying for Services from the United Kindom: Information and Guidelines for Making an Application.* This is the second edition of the Guidelines. Based on feedback on the first edition, published in January 2014, we have clarified some issues and put in more detailed information on making an application.

We use the word 'survivor' in this booklet to refer to people who were resident in institutions in Ireland as children and who experienced abuse.

What is in these Guidelines?

There are three sections. The first, General information, introduces Caranua and gives information about us. It explains:

- Who we are and what we do
- How we work
- What we can do for survivors
- What services we can pay for
- The general criteria for applying for services from us.

The second section, Approved services and criteria, explains what you can and cannot apply for under the categories of approved services. In these Guidelines we have brought together what was Health and Medical and Personal Wellbeing into one section called Health and Wellbeing, so there are now three areas:

- Health and Wellbeing
- Housing Support
- Education, Learning and Development.

The types of services are colour coded to help make these Guidelines easier to use:

- **Health and Wellbeing** is blue
- **Housing Support** is red
- **Education, Learning and Development** is amber.

The third section, Making an Application, explains the application process and covers information on:

- Thinking about applying
- Preparing your application
- Submitting your application
- Deciding your application.

The Application Form is a separate document. Please read these Guidelines when filling in the Form. They will clarify what you can apply for, and how to fill in and return the Form to us.

1. General information

What is Caranua?

Caranua – which means 'new friend' in Irish – is an independent State body set up for people who, as children, lived in institutions in Ireland, and who received awards through settlements, courts or the Residential Institutions Redress Board. The Caranua fund comes from religious congregations who have committed €110 million for survivors.

We operate under the Residential Institutions Statutory Fund Act, 2012 and are governed by a Board appointed by the Minister for Education and Skills. There are nine Board members, four of them survivors.

What do we do?

We exist to improve the lives of survivors, particularly those who are most in need. Our specific aims are to:

- Improve the wellbeing of survivors who are eligible for our services
- Make sure anyone using our services feels empowered, enabled and satisfied
- Build understanding of the effects of institutional abuse among policy makers, service providers and the public
- Help other service providers to recognise and respond effectively to the needs of survivors.

How do we go about our work?

We want to make a real difference to the lives of survivors. Our values will guide us in doing this. Our values are:

- We put the needs of survivors at the heart of everything we do
- We believe survivors are entitled to compassion, respect and dignity
- We respect and promote the right to privacy and confidentiality of anyone in contact with us
- We will be open, fair and flexible in our dealings
- We will be honest about what we can and cannot do
- We will ensure high quality in everything we do

- We will work together with public and voluntary bodies to make sure that survivors get services of real benefit, and that we make the best use of the fund
- We are impartial and offer equal access to anyone using our services.

What can we do for survivors?

We aim to improve the wellbeing of survivors. Wellbeing is about being physically and mentally well, being socially active, connected and self-fulfilled. If you are a survivor, we offer you a dedicated service to make sure that you get services and other opportunities to improve your wellbeing.

We will make public services more responsive to you. We will do this by advising you on your rights and options, and helping you to decide what it is that you need. We will also advocate for you and act as a broker with public services to make sure that services fit your needs. Where this is not possible, we will arrange for services to be delivered to you and will pay for those services.

What services can we pay for?

In general we will only pay for services that are not readily available to you from public bodies. We are here to add to services that are already available, not to replace them. Examples of what we can do are outlined in the following statements:

- We can arrange for comprehensive assessments of needs, and for the delivery of care and other services to meet those needs
- We can arrange for, and pay for, necessary medical consultations, screening or treatments not readily available through public services
- We can pay for better quality hearing aids or glasses than those you can get from the public health service
- We can pay for extra home help hours for you
- We can help pay for necessary improvements to your home

- We can pay for education, for social activities and for local travel to treatment or social activities.

Are there things we cannot pay for?

Yes, we cannot pay for services, activities or courses that:

- Are readily available to you from a public provider
- Have already been completed before you apply to us
- Are provided by bodies that are not qualified and accredited
- Are ongoing expenses such as rent or mortgages – or arrears of these
- Have not been recommended by a professional like a doctor, dentist or therapist where this is required.

How will we work in the UK?

Because we are an independent state body, we have a strong relationship with public bodies in Ireland. This means that they must work with us to make sure that the needs of people who apply to us are met. We don't have the same relationships outside of Ireland, but we will still make sure that your needs are met quickly and properly.

Will you get less if you're applying from outside Ireland?

No, we will make sure that you are not disadvantaged. For some services there are limits in Ireland. Similar limits will apply in the United Kingdom, converted to sterling rates. However, in assessing applications and applying limits, we will take into account local costs and the rates allowed by public bodies.

Why do you need evidence from a professional?

We want to be sure that the services you apply for are right for your needs, that your needs have been professionally assessed and that we are not giving you something that you are already entitled to.

Are all survivors eligible to apply?

No, only survivors who were resident in institutions and have received an award from the Residential Institutions Redress Board, settlements or the courts are eligible.

Will you be means tested?

No. If you are eligible you can apply for our services, within the limits and criteria, regardless of your means.

Are there limits on what you can apply for?

We aim to meet your needs so there is no limit on the number of services that you can apply for. There are limits though on how much we will pay for some services. Limits also apply to education and social activities. Limits are explained more fully in Section 2 – Approved services and criteria.

What about confidentiality?

Any information that you give to Caranua, for any purpose, will be treated in the strictest of confidence, and your information will never be shared or discussed with another person without your permission.

Will the services that we offer change?

Yes. We will listen to what you have to say about the services we offer and the application process. We will change things if it makes them simpler or more responsive to your needs – within the confines of our legislation. Any changes we make will be included in new editions of these Guidelines. They will also be notified directly to anyone on our mailing list and highlighted on our website – **www.caranua.ie.**

2. Approved services and criteria

Our application process will be focused on what your needs are, and how you want them to be met. At the same time, we have to be fair to all our applicants and must apply criteria. The Board of Caranua sets the approved services and the criteria for applying for them. In doing this, the Board takes account of the legislation, the needs of survivors and what services will best improve wellbeing.

Before you make an application for services, you will be appointed an Application Advisor who will talk directly to you about what services you can apply for. They will also provide any help you need in making an application, including dealing with public bodies to get services for you, and arranging and paying for any necessary professional recommendations or additional services.

In this section we explain what services you can apply for and why, what services you cannot apply for, and the criteria that will be used in assessing your application.

In cases of extreme hardship and other exceptional circumstances, these criteria may be set aside.

Health and Wellbeing

In paying for services in this section we aim to support you to be physically and mentally well and socially active. We will consider your application whether you are living in independent or supported housing, residential care or hospital.

There is no limit on the number of services that you can apply for, and we encourage you to apply for everything that is relevant to you. For some services, you will need a professional recommendation and we can arrange for and pay for this.

What can you apply for?

The following is the guide list of services that we can pay for. We may consider applications for services not on the list as long as they will improve your health and wellbeing and fit with the general criteria.

Being well physically and mentally:

- Hearing tests and other assessments, hearing aids and necessary treatment or surgery
- Eye tests and other assessments, spectacle frames, lenses and necessary treatment or surgery
- Dental assessment and treatment such as scaling, extractions, fillings, x-rays, dentures, crowns and bridges
- Chiropody and other services related to your feet including assessments and treatments such as pain management and nail surgery, orthotics and orthopaedic footwear
- GP services, including health screening, assessments and immunisation
- Psychological and psychiatric assessment and treatment, counselling and stress and behaviour management.
- Counselling will normally be provided by the National Counselling Service, Connect, Towards Healing and icap (Immigrant Counselling and Psychotherapy)

- Surgery and treatment in public hospitals
- Prescribed medicines not covered by public medical schemes
- Massage, physiotherapy, occupational therapy, speech therapy, complementary therapies such as reflexology, acupuncture, osteopathy, physical therapy and chiropractic.

Being socially active and connected:

- Clubs, classes and other activities (for example active retirement groups, exercise classes, learning groups, activities specially for survivors)
- Courses that promote healthy lifestyles such as eating well, being active, giving up smoking
- Travel to health screenings, assessments, treatment, classes and activities
- Family searching, tracing and genealogy. These will normally be provided by the Origins service run by Barnardos in Ireland
- Interpreting services for people who are deaf or hard of hearing to enable access and take up of screening, assessments, treatment and other services and activities.

What can you not apply for?

We will not be able to pay for:

- Treatment or services that have already been completed before you apply to us
- Treatment or services that have not been recommended by a professional such as a doctor, public health nurse or therapist
- Surgery, dentistry or other treatment that is purely cosmetic
- Private health insurance
- Prescription charges.

Criteria and limits

Some services need a professional recommendation:

- Where required, your application must be supported by a professional recommendation. We can arrange and pay for this for you.

Service providers must be approved:

- Caranua must approve all service providers. We will advise you on registered providers in your area
- Treatment and services cannot be provided by a close relative like your husband or wife, your child or your brother or sister.

Limits will apply:

- Financial limits will apply to services under 'Being well physically and mentally'. These will be in line with the rates applied by public health providers and private insurers
- There may be limits on the number of therapy or other treatments that we will pay for in any year. These will be in line with professional recommendations
- The maximum payment that will be allowed in any one year for all classes, courses and local travel under 'Being socially active and connected' is £1,000.

Housing Support

We aim to make sure that you can stay in your home and that you are safe, warm and secure there. We will pay for personal care and support services, home improvements and minor repairs.

You can apply for housing support no matter what type of accommodation you live in. It could be a house, an apartment or a caravan. It doesn't matter if you own it, have a mortgage on it or are renting it. It's your home and you're entitled to apply to us for assistance that will help you remain there in safety and comfort.

We also help with services that will allow you to move home if you are in hospital or other residential care.

What can you apply for?

The following is the guide list of services. We may consider applications for services not on the list so long as they help you to stay at home and fit with the criteria:

- Home help and tenancy support
- Locks, house alarms, personal alarms
- Disability aids and assistive technology such as ramps, grab rails, stair lifts, accessible bathrooms, wheelchairs, car adaptations
- House extensions necessary to enable you to stay in your home
- Insulation, draught proofing, replacement doors and windows, heating systems
- Garden clearing and minor repairs
- Interpreting services for people who are deaf so you can apply for and take up housing related services.

What can you not apply for?

We will not be able to pay for:

- Rent, mortgage, rates, service charges or arrears of any of these
- Redecoration and extensions that are not deemed necessary, new furniture, white goods (for example, washing machine, dishwasher, fridge) or carpets
- Payment for work to your home that has already been completed, or aids that you bought before you applied to us
- Structural work on private rented housing
- Disability aids or home improvements and extensions that are not based on an assessment by a health professional such as a doctor, public health nurse or occupational therapist.

Criteria and limits

Some services need a professional recommendation:

- If you are looking for home extensions, repairs, insulation or other improvements, you will need a professional assessment. We can arrange and pay for this for you.

Service providers must be approved:

- All providers and suppliers must be approved and we can advise you on registered providers in your area
- Work cannot be provided by a close relative such as husband or wife, child, brother or sister.

Limits will apply:

- Financial limits will apply to home improvements and aids, and will be in keeping with the fees and limits applied by public bodies such as local home improvement agencies and public health services
- In the case of ongoing services such as home help or tenancy support, limits may be placed on the number of hours or sessions that can be provided, based on professional recommendation.

Education, Learning and Development

We want to encourage you to take part in further education, skills and self-development courses. We can help with course fees and service charges for formal and informal courses, and costs such as travel and books.

What can you apply for?

We can pay towards:

- Fees for evening, adult education, literacy and other courses
- Fees and costs of participation in personal development and related courses
- Fees and other charges for second and third level courses in publicly funded institutes
- Fees and other charges in private institutions where courses are not available in publicly funded institutes
- The cost of travel, books and learning support.

What can you not apply for?

We will not be able to pay towards:

- Courses or classes that have already been completed
- Courses in private institutions where similar courses are available in public institutes
- Tuition, training, teaching or learning supports provided by a close relative like your husband or wife, your child or your brother or sister.

Criteria and limits

You must show evidence of fees and college place:

- You must show evidence – such as a letter from the college - that you've been offered a place on a course, or that you've been passed to move on to another course or level
- You must also show evidence of fees through an invoice or official letter from the college.

Providers must be approved:

- All colleges, tutors and teachers must be qualified and approved by us. We can advise you on approved providers in your area.

Limits will apply:

- We can only pay towards the current academic year of study
- The maximum amount of assistance for a third level course is £4,2000 in any one year
- The maximum amount of assistance towards adult education courses is £1,000 in any one year
- The limits for travel, books, extra tuition, and other learning supports is £1,000 for full-time study and £500 for part-time, including distance learning.

3: Making an application

Our key aim for the application process is to make sure that your application is successful and that it is as easy as possible for you. We will do this by:

- **Ensuring that our published information is freely available and accessible**
- **Offering choice in how applications can be made**
- **Offering direct one to one information, advice and other support to you on making an application**
- **Being flexible so that we can respond to your needs**
- **Arranging for and paying for professional assessments where these are required, so that you don't need to do this yourself**
- **Providing information to you on approved service providers in your area, so you can select a provider of your choice.**

This section explains how the application process works, how to make an application and how decisions on applications are made.

Steps in making an application

There are four steps in the application process. These are set out here. More detailed information is then provided in a question and answer format.

Step 1: Thinking about applying

- Fill in 'Application Form Part 1' and return it to us online, or by post
- If you are eligible we will look for evidence of identity. When we get this we will confirm in writing that you are eligible to apply
- If you are not eligible we will explain why, and advise you about how to appeal.

Step 2: Preparing to apply for services

- If you are confirmed as eligible, the next step is for a Caranua Application Advisor to contact you to discuss your needs and options
- You may be able to apply by telephone. If not, or if you prefer, your Application Advisor will send you an 'Application Form Part 2'
- If you require professional assessments and recommendations, the Application Advisor will arrange these for you, and Caranua can pay for them.

Step 3: Submitting your application

- If you apply using the 'Application Form Part 2', fill in the form and return it to us by using the stamped address envelope you received with the form
- You can nominate someone to make an application for you if you wish.

Step 4: Deciding your application

- We will acknowledge receipt of your Application Form Part 2 within 10 working days
- Your application will be assessed and a decision made. You will receive written confirmation of this
- We will advise you on how to appeal if you are unhappy with the decision.

Step 1: Thinking about applying

Who can apply?

To be eligible to apply you must have received a financial award through the Residential Institutions Redress Board, settlement or the courts. We are not able to help survivors who have not received a financial award, or family members of survivors.

How do you apply?

Only people who have been verified as eligible can apply. To do this you complete Application Form Part 1 and return it to us. You can get the forms from a number of places:

- They are on our website
- They will be posted to you on request from our office
- They are available in a number of places such as health services, family resource centres, community services, citizens information services and through survivor support groups
- We can advise you on where they are available in your local area.

What information do you need to give in Application Form Part 1?

We just need your name, address and date of birth, and the type of award you received. If you received a court award or settlement, we ask for a copy of the order. You do not need to send us your Redress papers.

How will you be verified as eligible?

We will first check that the information on your Application Form Part 1 is complete, and if not we will contact you.

With the full information, we will check that you are on the list of Redress awards. Or, if you sent a court or settlement order, we'll check this.

We will write to let you know if you are eligible, usually within 10 working days of receiving your Application Form Part 1. At the same time we will ask you to send us evidence of your identity. We need this to be sure that no one else is making an application in your name.

What is evidence of identity?

To establish your identity, we need you to send us a copy of an official document with your address on it, and a copy of an official document with your photograph on it. Examples of these are:

Photographic identification (only a photocopy is needed):

- Free travel pass
- Valid photo card driving licence or provisional driving licence
- Armed forces ID card
- Full passport.

Proof of address (only a photocopy is needed):

- Recent gas, electricity, telephone bill
- NHS medical card
- Inland Revenue tax demand or self assessment
- Benefits book, or original notification letter from Benefits Agency
- Current council or housing association rent card or tenancy agreement.

What happens if you are verified as eligible to apply?

Once we receive your verification of identity, we will be back in contact with you within 10 working days to confirm it has been received, and that you are fully verified as being eligible to apply to Caranua for help.

The next step is that you will be contacted by a Caranua Application Advisor by phone. More information on this is explained in the next section (Step 2: Preparing to apply for services).

What happens if you are not verified as eligible?

If it seems that you are not eligible, we will contact you to make sure that we are not missing information on your situation. If we are satisfied that there is no evidence that you are eligible, we will write to you to let you know this. At the same time, we will advise you that you can appeal this finding and explain how to go about this.

Step 2: Preparing to apply for services

The next step when you have been verified as eligible to apply, is that you will be contacted by a Caranua Application Advisor by phone. The Application Advisor will make sure that you get what you need as quickly and easily as possible.

What will the Application Advisor do?

Firstly, the Application Advisor will talk to you about your circumstances and needs, and what it is that you would like to apply for. If you know what you want, they can begin to process your application straight away, over the phone. If you're not sure what you want, or would like more time to think about it, the Application Advisor can help by discussing your options and can send you an Application Form Part 2.

Depending on your needs, the Application Advisor can make contact with other services to make sure you have what you're entitled to, and can arrange appointments and professional recommendations so that you don't have to do this yourself. If you would prefer to meet someone face to face to have these discussions, the Application Advisor can arrange this for you.

Why do you need a recommendation from a professional?

We want to be sure that the services you apply for are right for what you need, that your needs have been properly and professionally assessed, and that we are not giving you something that you are already entitled to.

How do you go about getting a professional recommendation?

You can arrange assessments yourself. For instance, if you want

to apply for dental treatment you could visit a dentist yourself and ask the dentist for an assessment of the work that needs to be done. The dentist can then give you a note on the work and you can send that as the professional recommendation with your application.

If you prefer, the Application Advisor can organise these for you so you don't have to. This can be more convenient for you, particularly if you want to apply for a number of services.

How many services can you apply for?

You can apply for a single service or a range of services. There is no limit.

Can someone else apply on your behalf?

Yes. You can nominate someone to apply for you. We have a form for you to do that – the Nominated Person Form. We will then deal with that person about your application.

Step 3: Submitting your application

Application Form Part 2 is a separate document. It will be sent to you once you have been assigned, and spoken with, an Application Advisor. If you are making an application using the Application Form Part 2, make sure you put in all the information you are asked for, otherwise there will be delays in dealing with your application.

What information must you give in Application Form Part 2?

Application Form Part 2 is in three sections. The first section is about the services you are applying for. You need to select the services that you want under each of the following three headings:

- Health and Wellbeing
- Housing Support
- Education, Learning and Development.

The second section contains a page where we ask for your contact details, and two forms. The Nominated Person Form can be used if you want to nominate someone to make an application on your behalf, and you must sign the Declaration Form to verify that the information you have given in the Application Form is correct.

The third section is a checklist, which will help you to make sure that you have applied for everything you need, and that you have replied to all the questions.

What do you need to send with Application Form Part 2?

If you're applying for health treatment services, a health appliance or home repairs and adaptations, we need a recommendation from a health professional or local authority and you should send this with your completed form.

What do you need to do when you complete Application Form Part 2?

Now all you need to do is to send the full form back to us in the stamped addressed envelope we sent you with the form. When we have received the form, we will make a copy of your application and send it to you so that you will have that to refer to, if you need it.

We will process your application as quickly as possible and will write to let you know our decision. Your Application Advisor may also contact you for additional information.

Will your information be confidential and safe?

Yes, any information that you give to Caranua, for any purpose, will be treated in the strictest of confidence, and your information will never be shared or discussed with another person without your permission.

Your information will be entered onto our case management system which allows us to store and manage all information related to your application in one place. This system is password protected and only designated members of staff can access it. Members of the Board do not have access to the system. The system is compliant with the International Safe Harbor Principles and is designed to prevent accidental damage or loss of data. It also complies with the EU Directive 95/46 EC on the Protection of Personal Data.

All our staff are professional and are required to take their responsibilities in relation to privacy and confidentiality seriously. They are also bound by our own confidentiality and data protection policies, by Sections 24 and 23 of the Residential Institutions Act and by the Data Protection Acts.

Step 4. Deciding your application

When you send your Application Form Part 2, what happens next?

We'll acknowledge receipt of your application within 10 working days. Your Carnaua Application Advisor may contact you for additional information and, with your permission, they may contact other agencies about your application. Next, the Application Advisor will review your application, before passing it on for decision to a senior member of staff who has not been involved in assessing your application.

Once a decision is made you'll be informed in writing about what services have been awarded to you and how they'll be delivered. The length of time this will take will vary depending on the range and number of services that you have applied for, but we will always respond as quickly as we can. Members of the Board are not involved in assessing or deciding your application.

How will payment be made?

We will normally deal directly with service providers and you don't have to worry about any administration. We'll arrange everything – including payments – with the providers. If for some reason we are unable to deal with a provider directly, we may reimburse you for services that you have paid for. This will only happen if it has been agreed in advance and on submission of valid receipts.

What if you're not happy with what you get?

If you have been deemed not eligible to apply or if you're not happy with the level of services we offer you, you can make an appeal.

What is the appeals process?

If you are unhappy with a decision, an appeal can be made to the independent Appeals Officer appointed by the Department of Education and Skills. When we write to let you know about your eligibility, or the services we have approved for you, we will also let you know about the appeals process and how to make an appeal.

Information on the appeals process is also available on **www.caranua.ie.**

The address for appeals is:

Caranua Appeals Officer,
Department of Education and Skills,
Cornamaddy,
Athlone,
Co Westmeath
Ireland

or by emailing **caranuaappeals@education.gov.ie**

Where can you get further information?

If you still have questions or would like further information, please contact Caranua:

Freephone from UK: 0808 234 1303 (Charges may apply from some mobile networks.)

Email: apply@caranua.ie

Fax: +353 1 874 5709

Freephone from Ireland: 1800 212477
From anywhere: +353 1 874 2277.

Please note that we are unable to provide a freephone outside Ireland and the United Kingdom, but if you call us we can call you back to reduce the cost of the call to you.

If you get through to our voicemail, please leave your number and let us know if it is OK to leave a message.

How to contact us

- PO Box 12477 Dublin 1
- Email: apply@caranua.ie
- Fax: +353 1 874 5709
- Freephone 1800 212477 (from Ireland)
  Freephone 0808 234 1303 (from UK)
  Charges may apply from some mobile networks
  Please note that we are unable to provide a freephone outside Ireland and the United Kingdom, but if you call us we can call you back to reduce the cost of the call to you.

  From anywhere: +353 1 874 2277

For more information

See our website www.caranua.ie