



# CARANUA

support for survivors of institutional abuse

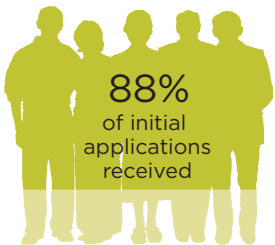
## Key Facts 2014-16

### Applicants

**5,637** Initial Applications received

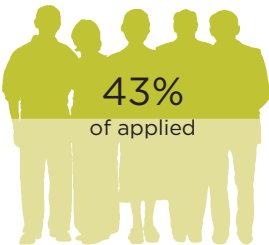
Eligible for services

**4,987**



In Process

**1,979**



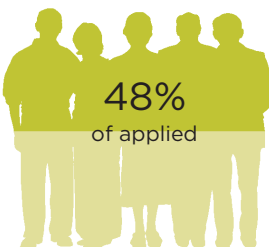
Applied for services

**4,624**



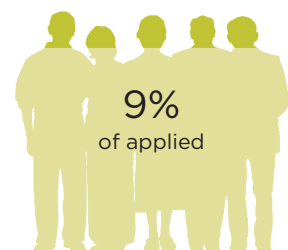
Completed

**2,219**



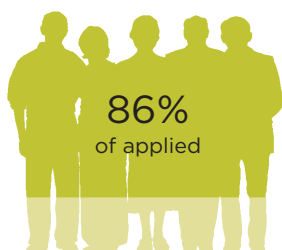
Waiting

**426**



Received Payments

**3,981**



### Freephone



Telephone calls answered

**94,599**

Telephone calls made

**69,252**

Average number of calls for each application

**30**

Post



2015-16

**49,494**

Complaints

**154**

Staff

Advisors

**12**

Average number of applications for each advisor

**165**

Full time staff

**24.6**

Appeals

Unsuccessful applications

**591**

Appeal Decisions

**163**

Caranua decisions overturned

**10**

Spend

Number of payments made

**31,729**

Average 8 payments each  
Average value **€14,000**

**€56.3** million

Spend on Applicants

**€3.7** million

Spend on Administration