



INVITATION TO TENDER INDEPENDENT REVIEW OF THE IMPLEMENTATION OF NEW SERVICE CRITERIA

1. Introduction

Caranua is an independent State body established in 2013, by the Residential Institutions Statutory Fund Act, (RISF) 2012 to manage a Fund for survivors of institutional abuse. In June 2016 it introduced changes to its services and criteria and now wishes to contract an independent review of these changes and their implementation.

2. About Caranua

2.1 Background

The RISF Act sets out the broad parameters of the operation of the Fund, including making provision for an application and appeals process. Decisions in relation to the precise services to be approved and the rules for assessing applications are made by the Board, which is appointed by the Minister.

The Fund of €110 million that Caranua manages is donated by the religious congregations who managed the institutions for children. Funding and monitoring of standards and practice in institutions was that of the State and carried out by the Department of Education.

2.2 Applicants to Caranua

To be eligible to apply, survivors must have received an award of financial compensation through the Irish Courts, the Residential Institutions Redress Board of directly through settlement with religious congregations.

An estimated 15,000 individuals are eligible to apply. Roughly two thirds of these live in Ireland, one third in the UK, with a small percentage scattered around the world, with clusters in Australia, Canada and USA. The majority of applicants are aged over 60. Many have disabilities, poor physical and mental health, and low educational attainment as a direct result of their adverse childhood experiences.

Caranua began to accept applications in January 2014. To the end of June 2017 it had received just under 6,000 applications and spent over €60 million on services to applicants. Additional information on the services provided by Caranua and its approach to providing them is available on our website www.caranua.ie

2.3. Review of services and criteria 2016

In 2015 the Board began a review of its criteria and the range of services that it could support. The review arose from experience in responding to applications and feedback from applicants and survivor groups. The purpose of the review was to ensure that the Fund would be:

- Sustainable – available for everyone who is eligible to apply to it
- Equitable – distributed equitably among applicants
- Responsive – to the expressed needs of applicants
- Flexible – in its processes and responses to individual needs

2.4. Services

The services that Caranua can support are broadly defined in legislation and it is the responsibility of the Board to specify the range of services and the rules or criteria in relation to applications. These services, including the additions made from June 2016, are set out in Table 1.

Table 1: Approved services 2014-2016

Service area	Aim	Services include
Health and wellbeing	To support survivors to be physically and mentally well and socially active and connected.	Health services (screening, GP, consultants, eyes, teeth, feet and ears), alternative therapies, clubs, classes, health promotion, family tracing, counselling, local travel to classes and medical appointments, interpreting services for people who are deaf or hard of hearing. Additions to this area from 2016 are: funeral costs, connecting with family and place and “telling your story”.
Housing supports	To enable survivors to stay at home, safe, secure and warm and to prevent institutionalisation in later life.	Personal care and support, necessary home improvements and adaptations, security and house alarms, minor repairs, disability aids and equipment. Additions to this area from 2016 are household goods, including furniture, white goods, electrical goods and soft furnishings.
Learning, development and education	To encourage further education, skills and self development.	Fees for courses and education support grants for accredited courses.

2.5. Criteria

Criteria and terms and conditions provide a framework for the making and deciding on applications and relate to evidence of need, the bonafides of suppliers, limits and the range of services that can be supported, as follows:

- Some services, such as home improvements and medical interventions, must be based on evidence of need and a recommendation from a professional
- All service providers must be approved by Caranua and must be qualified, registered and tax compliant
- All quotes must comply with our published requirements and receipts or invoices must be provided
- Only services that are approved in advance can be supported

- All costs must be reasonable and limits apply to some services
- Under the 2016 criteria, an upper value limit of €15,000/£12,000 applies to each applicant.

3. Purpose and scope of independent review

The broad purpose of the review is to assess the success of the changes introduced in June 2016. Key questions for the review are:

- a) Were the changes made to the criteria and approved services appropriate given the objectives of Caranua, the known needs of survivors, the experience in processing applications and other matters of relevance?
- b) To what extent have the objectives of the changes been achieved?
- c) How satisfied are applicants with the changes? What are the views of other stakeholders including staff and survivor groups?
- d) Did applicants find the application materials easy to use?

Please note that assessing the financial sustainability of the Fund will be subject to a separate process.

4. Methodology, timeframe and budget

It is expected that the review will be based on desk research and consultation with stakeholders and that a final report will be issued no later than end October 2017. The budget is €10,000 to include VAT (if applicable) any costs associated with consultation and all other expenses.

5. Tender requirements

Proposals will be assessed according to the following criteria and scores:

Criterion	Maximum Score
Demonstration of an understanding of the project	20
Knowledge and understanding of the characteristics of applicants to Caranua	20
Approach and methodology to carrying out the project	10
A work plan, including number of days for each phase and dates for milestones	10
The skills, qualifications, experience of each person to work on the project, and the role of each person	20
A project budget including daily rates for each person to work on the project, VAT and expenses	20
	100

Proposals should be submitted by email by 5.00 p.m. Friday 28th July to:

laoise.barrett@caranua.ie