

EXPLANATORY NOTE – CONTROL WEAKNESSES

The control weaknesses identified in 2016 relate to the obtaining of receipts post payment. In order to protect confidentiality for survivors, cheques are issued by a third-party company and cannot be traced back to Caranua. In the majority of applications these cheques are then sent to the survivor who will give them directly to the supplier of the approved service. Caranua asks that the survivor provides receipts to us in all instances however we are reliant on survivors to provide us with copies of the receipts.

A more robust filing and follow up system for these receipts has been implemented since this issue was identified. However, as Caranua operate on a person-centred basis, there is a balancing act required to prevent undue burden on survivors while operating subject to audit.

SEAI NOTE

In relation to the phased work agreement entered into by the Board during 2017 with the Sustainable Energy Authority of Ireland, the Board decided not to proceed with the panels of preferred suppliers. This was following feedback from survivors, who indicated that they would prefer to select their own suppliers.