



**CARANUA**

support for survivors of institutional abuse





# Caranua's Values

## **Survivors needs first:**

We put the needs of survivors at the heart of everything we do

## **Compassion and respect:**

We believe survivors are entitled to compassion, respect and dignity

## **Open and fair:**

We will be open and fair in our dealings

## **Confidentiality:**

We respect and promote the right to privacy and confidentiality of anyone in contact with us

## **Authenticity:**

We will be honest about what we can and cannot do

## **Equality:**

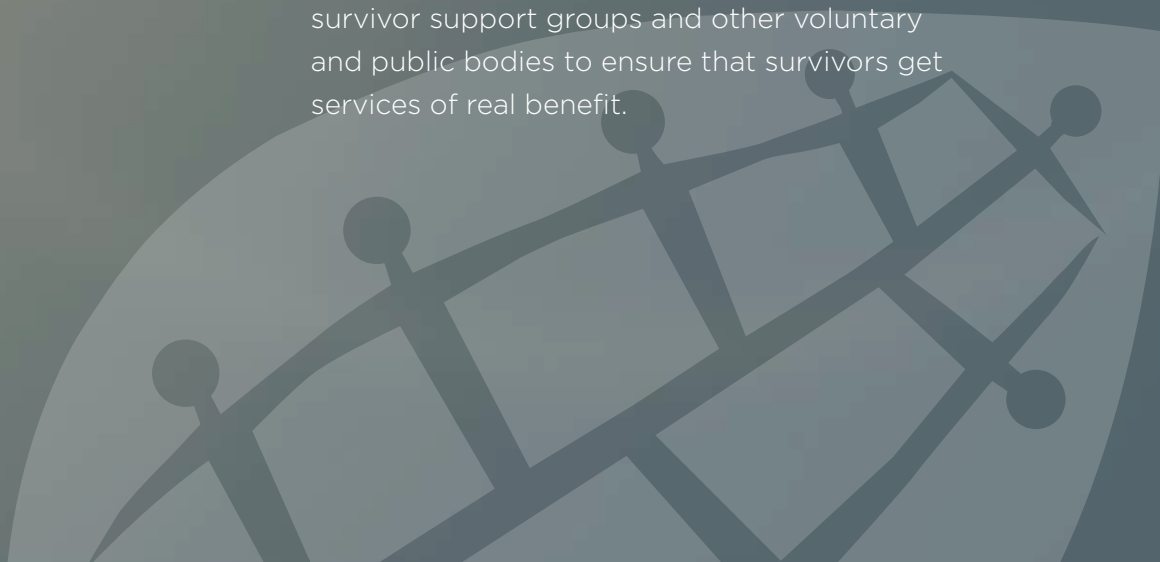
We are impartial and offer equal access to anyone using our services

## **Excellence:**

Caranua strives to achieve excellence and high quality in everything we do and make best use of the Fund

## **Partnership:**

Caranua works on building and maintaining relationships with key stakeholders including survivor support groups and other voluntary and public bodies to ensure that survivors get services of real benefit.



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“

My Advisor has been such a great help in understanding and supporting me. Helping me all the way through my application and making it easy for me to understand.

Not only that, but listening sometimes when I felt down, just talking helps to have a chat. So I thank him for all the help he has given me.



# Chairperson's Foreword

This is the fifth annual report of the Residential Institutions Statutory Fund, known as Caranua. The Fund provides supports to people who, as children, experienced abuse in institutions run on behalf of the State.

Caranua opened for applications in January 2014, and now has four years' experience responding to applications from survivors. As in previous years, our key objective for the year was to continue to attract and respond to applications from survivors and to make a positive impact on their lives. We have received over 6,000 applications and spent over €70 million on supports for survivors.

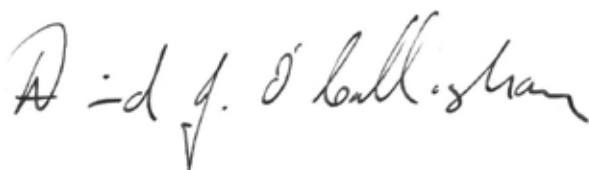
At the end of 2017, the revised criteria had been in operation for 18 months. This provided an opportunity to reflect on how effective the new criteria were in achieving the two main goals of the criteria review, namely better response to applicants' needs and ensuring the sustainability of the Fund. I am very pleased that 1,456 survivors chose to move from the old to the new criteria since June 2016; this is a very positive outcome.

During the year, Caranua appeared before both the Committee of Public Accounts and the Joint Oireachtas Committee on Education and Skills. In September we moved to new office accommodation following the expiration of the lease on the premises where we were previously located.

Under the Residential Institutions Statutory Fund Act, 2012 the term of the Board of Caranua is four years so the first term of the Board ended in March 2017. These Board members were instrumental in the setting up and development of Caranua and I would like to take this opportunity to thank and acknowledge the commitment and dedication of the outgoing Board.

On 29th May 2017, the Minister for Education and Skills, Richard Bruton T.D., announced the new appointments to the Board of Caranua, and I look forward to continuing to work with the new Board and to ensure Caranua's ongoing progression and its subsequent, managed wind-down.

Finally, I want to commend my fellow Board Members, the Executive and Staff of Caranua for the hard work and commitment to the welfare of survivors that they demonstrated during 2017.



David O'Callaghan  
Chairperson

## 2017 in Figures



PAYMENTS MADE  
TO SURVIVORS

**9,843**



PHONE CALLS TO  
MAIN CALL LINE

**56,012**



FIRST TIME  
APPLICATIONS  
FROM SURVIVORS

**477**

TOTAL SURVIVORS  
ASSIGNED IN 2017

**1,272**

APPLICATIONS  
COMPLETED

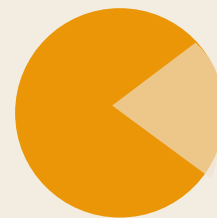
**871**

FIRST TIME  
APPLICATIONS  
FROM SURVIVORS  
ASSIGNED

**871**

SURVIVORS WITH OPEN  
APPLICATIONS  
AT END OF 2017

**2,225**



INITIAL **583**  
REPEAT **288**

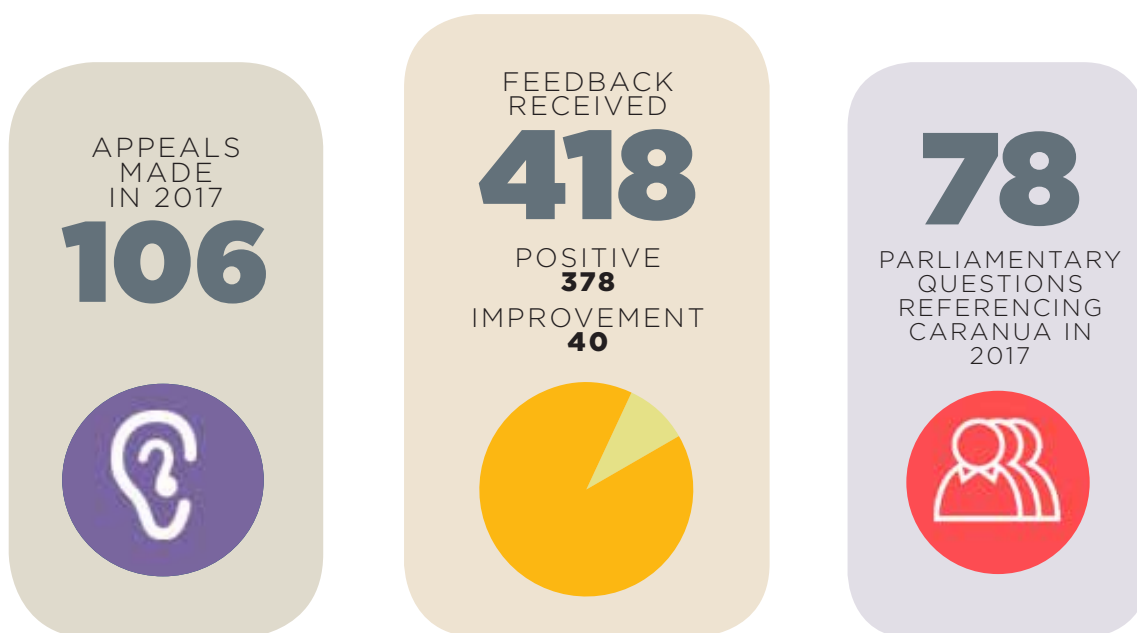
TRANSFERRED FROM  
2014-2016 GUIDELINES

**736**

SURVIVORS MAKING  
REPEAT APPLICANTS  
ASSIGNED

**401**





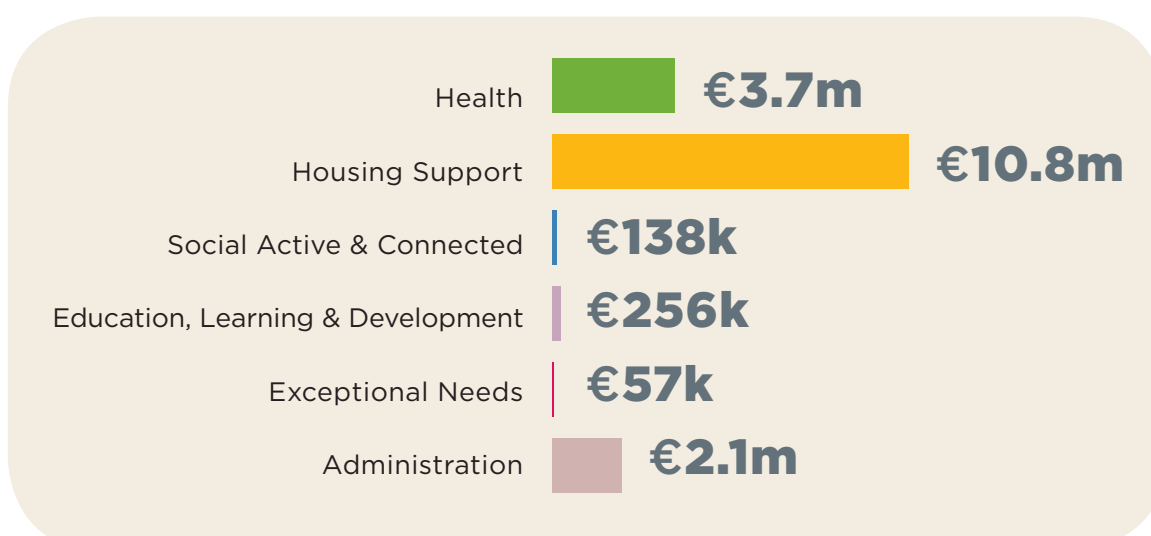
**63**  
COMPLAINTS MADE





POST RECEIVED  
**25,797**

## Fund spent per category in 2017\*

\*Proviso re: subject to audit by the Comptroller and Auditor General





Thank you so much for all you have done for me in the last 18 months. The help from Caranua has given me a new lease of life and made my existence a lot more bearable. I would encourage anybody who has been through the same childhood experience as me to apply to Caranua, as I have always been dealt with total respect and kindness.

## Case Study 1

**C**harlotte had applied to Caranua for funding before the guidelines were revised in June 2016. However, as she needed a new fridge-freezer and wanted to get her house painted, she decided to apply under the new system as her requirements wouldn't have been funded under the earlier

2014 guidelines. She knew the revised guidelines introduced a funding limit of €15,000, but decided her needs were addressed within that limit.

Charlotte also applied for health support. She received dental work including root canal therapy and new dentures. Charlotte suffers from arthritis and received

help from Caranua for podiatrist and physiotherapy sessions.

Charlotte is still working with her Advisor and is planning on taking Irish language classes to help her grandchildren with their homework.

# Introduction

Caranua was established under the Residential Institutions Statutory Fund Act, 2012, with a statutory Fund of €110 million. Under this legislation, to be eligible to apply for services from Caranua, survivors must have received financial redress through the Residential Institutions Redress Board, legal settlements or through the courts.

The role of Caranua is to manage this Fund to address the current needs of eligible survivors and improve their wellbeing, by paying for approved services in the areas of health, education and housing that are not readily available through public bodies. As per the RISF Act 2012, the remit of the Board of Caranua is to decide the range of services that can be approved and the criteria for assessing and deciding on applications. Caranua staff implement these decisions by assessing individual needs and applications, supporting survivors in making an application, making decisions on applications, by making payments and if necessary providing advocacy support to the survivor.

Caranua operates under the aegis of the Department of Education and Skills and has a Board of nine people, appointed by the Minister for Education and Skills. Four members are former residents of institutions. Caranua is here to improve the lives of survivors of institutional abuse. Survivors of institutional abuse experienced neglect and abuse as children, while they were in the care of the Irish State. We aim to work towards ensuring that the needs of the survivors who apply to Caranua are equitably met by providing supports in the areas of health, housing and education.

Since Caranua commenced taking applications from survivors in January 2014, we have received applications from 6,109 people of whom 5,546 have been deemed eligible to apply.

Draft accounts for 2017 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.

## Responding to applications

This section reports on applications and related activities, the survivors who applied and how the Fund was spent. The information is drawn from our customer relationship management system which is used to manage and record all work activities.

The length of time an application takes from assessment to completion varies,

depending on the situation of each survivor and the number and duration of interactions with them. For example, we require evidence of need through professional recommendations for some services such as medical interventions and housing adaptations. Other applications require no such assessment and are therefore quicker to process. The average number of calls in the course of an application is 30. Once a survivor has identified their needs and agreement is reached with a survivor on the services that Caranua can support, funding for those services is provided, and the application is complete. Priority is given to first time applicants, in particular those over the age of 70 years and those who have urgent medical needs.

### **Freephone and post**

Caranua operates a freephone service for callers from Ireland and the UK, operated by two staff. In 2017, 56,012 calls were made to Caranua and 25,797 items of post were received.

### **Number of Applications received**

In 2017, 477 survivors made a first-time application to Caranua. While this is lower than previous years, the numbers received on a monthly basis remained steady. By the end of 2017, we had received a total of 6,109 first-time applications. Following receipt of a first-time application we must verify that the survivor has received an award and confirm their identity and they are then eligible to apply for funding for support services. At the end of 2017, 5,546 (91%) survivors were eligible to apply for services, 126 (2%) were not eligible and 427 (7%) applications were still in progress or had not fully progressed through the application process.

We also received 280 applications from survivors who had previously received support funding from Caranua and whose applications had been completed. These are classed as a repeat application.

Eligibility Status	Gender	2014	2015	2016	2017	Total
<b>In Progress*</b>	Male	131	66	35	14	<b>246</b>
	Female	106	41	33	11	<b>191</b>
	<b>Subtotal</b>	237	107	68	25	<b>437</b>
<b>Ineligible</b>	Male	27	12	3	3	<b>45</b>
	Female	48	14	8	11	<b>81</b>
	<b>Subtotal</b>	75	26	11	14	<b>126</b>
<b>Eligible</b>	Male	1,941	669	311	271	<b>3,192</b>
	Female	1,568	425	194	167	<b>2,354</b>
	<b>Subtotal</b>	3,509	1,094	505	438	<b>5,546</b>
<b>Grand Total</b>		3,821	1,227	584	477	<b>6,109</b>

\*Caranua are awaiting additional information from survivor to verify eligibility

## Payments and expenditure

In 2017, we made over 10,000 payments to the value of €14.9 million. As in previous years, the highest area of spend is housing. This is not surprising, given the items that funding is requested for - such as accessible bathrooms, adaptations, heating systems, insulation, replacement doors and windows - are high cost. In supporting these items, we aim to ensure that survivors can continue to remain at home safe, secure and warm. We encourage survivors to think about the future and how appropriate their homes will be as they age. We support accessible bathrooms for anyone aged 65 or older and, where needed, pay for disability aids, adaptations and home help where these are not readily available from public bodies. Sometimes a survivor will have needs that require specialist assistance and we are then able to bring in the skills of social workers or occupational therapists to assess those needs and put in place a plan that we can then make a contribution to. From June 2016 we were able to pay for household goods such as furniture and white goods which are very popular, particularly for those survivors who rent rather than own their homes.



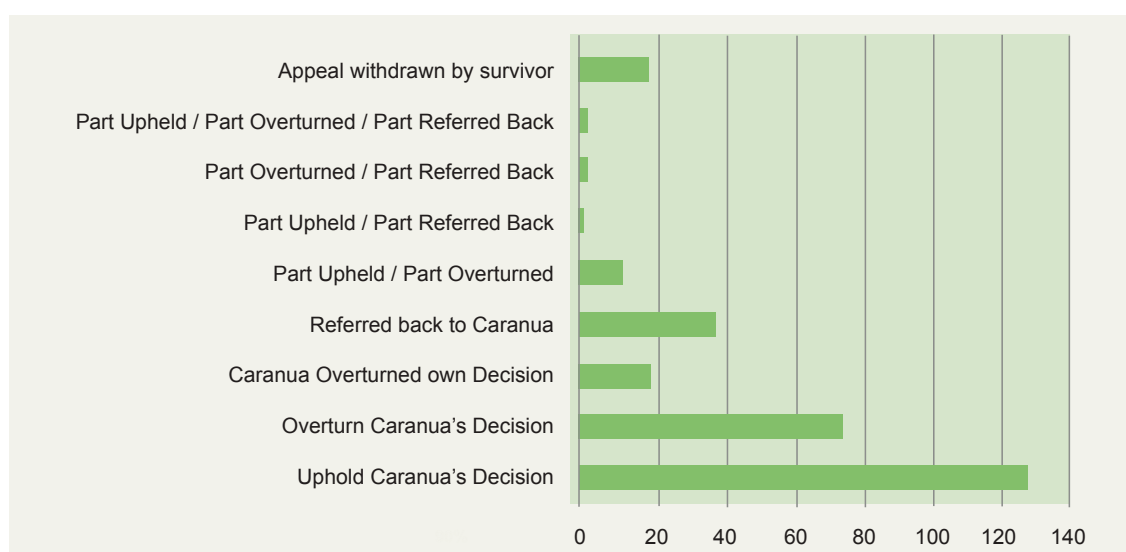
Funding Spend 2017*	
Housing Support	€10.8m
Health	€3.7m
Social Active & Connected	€138k
Education, Learning & Development	€256k
Exceptional Needs	€57k
Total	€14.95m


*\*subject to audit by the Comptroller and Auditor General*

### Applications that do not meet the criteria and appeals

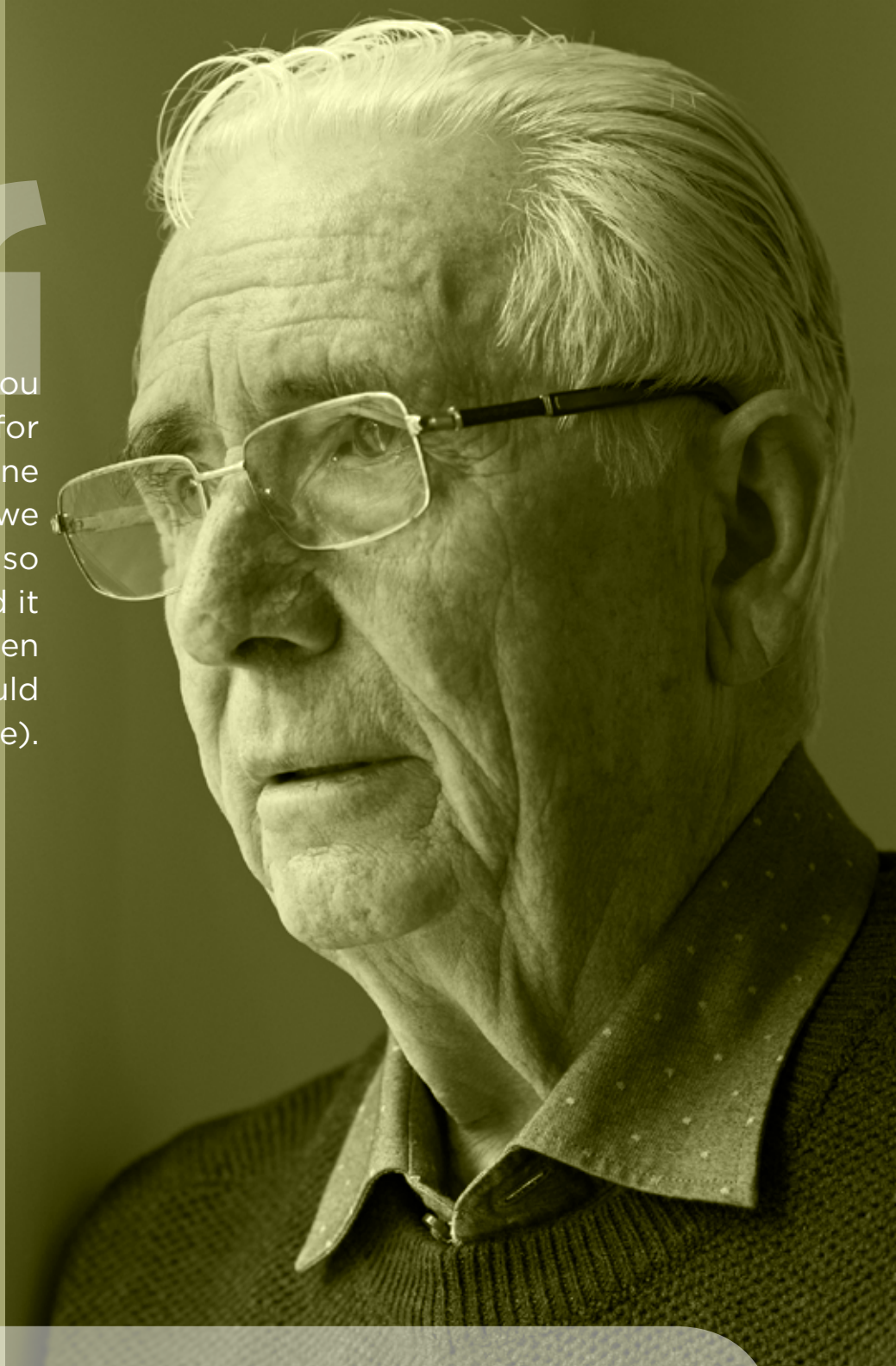
It is not possible to approve applications for funding for services that are not within our criteria or that do not meet other conditions such as funding structural works to a property which is not owned by the survivor. Where an application does not meet the criteria, it is open to a survivor to appeal this decision to an independent Appeals Officer who is appointed by the Minister for Education and Skills. Appeals Officers were appointed by the Minister in 2017. In 2017, 10,412 payments were approved and 488 payments were not approved. When a decision or payment has not been approved we write to the survivor explaining the reason for the decision and how, if they wish, they can appeal it. In 2017, 106 appeals were lodged with the Appeals Officers bringing the total number of appeals to 399.

### Appeal Decisions 2014-2017





Thank you  
so much for  
the telephone  
conversation we  
had earlier. It was so  
unexpected and it  
raised my spirits even  
further (if that could  
be possible).




## Case Study 2

**P**ETER originally applied under the 2014 guidelines. Once he found out about our new 2016 guidelines he was keen to opt in as they were more beneficial for him. He was living in a council house with his partner and son. The

house needed repairs and household goods and these services and items were now available with the new guidelines.

Peter applied for eye glasses, dental fees, white goods, furniture and redecoration in his home.

He was happy that Caranua funding would pay for work on the bathroom and, most importantly, the kitchen make-over. Peter said that had he received a single lump sum, he would have never upgraded his home the way he did with Caranua's help.



I was lucky enough to have a member of the family who spotted the advert for Caranua and got in touch with me.

I then sent a letter to them to ask what help they would be offering.

They gave me a list of what they were prepared to offer. Since then I have received so much it is hard to put a finger on any one thing except for the fact that I can now eat a nice piece of steak. Not only that, I can now see what I am eating.



## Case Study 3

**P**ATRICIA'S priority was getting her dental work done as she had very poor teeth and felt very embarrassed when smiling or eating in public. She was also in a lot of pain. There were a lot of challenges in this

application as the dental work was extensive. There were further challenges as there were international payments involved which delayed the application and Patricia was very frustrated with Caranua's process. Patricia has now

finished her dental work. She feels much more confident in public and is delighted that since her childhood this is the first time that she can smile in public.

# Strategic Plan 2017–2019

In 2017, Caranua published the organisation's Strategic Plan 2017–2019. The plan sets out Caranua's strategic direction from 2017–2019. During this time Caranua will continue to deliver a person-centred and needs-led service to survivors. It is intended that by the end of this strategy Caranua will have fully spent the Fund that it was provided with and therefore have wound down its operations. The principle objectives of the strategic plan are:

## **1 Enhance the quality, reach and impact of our services to survivors**

We will

- Deliver services that are supportive, empowering and effective
- Intensify our communications, engagement and outreach activities
- Diversify our delivery model to improve quality and reach
- Broker access to service for survivors, particularly those with complex needs

## **2 Build understanding and capacity to care**

We will

- Create opportunities for the experiences and views of survivors to be collected
- Develop and deliver a programme to build awareness and capacity to respond to survivor needs

## **3 Maximise organisation capability, accountability and effectiveness**

We will

- Further develop Caranua as a learning organisation
- Ensure consistent adherence to governance, standards and values
- Manage the orderly, controlled and timely wind down of Caranua



## Case Study 4

**D**AVID first applied to Caranua in late 2014. He began working with an Advisor on his application for services in mid-2015. David lives in rented accommodation in a rural town in Ireland. He has lived in his apartment for several years, and while it is in good repair, he would like new kitchen appliances and some painting to be done. He was told that this was not within the Caranua criteria, so he concentrated on his health and wellbeing needs. He worked with his Advisor to get new glasses, and a full health screening that showed that he would benefit from a hearing aid. He also began a computer class and started going to his local gym. In July 2016, David's Advisor contacted him to tell him that new guidelines have been introduced. A limit on the value of services of €15,000 has been introduced, but new services

are available to apply for, including white goods, funeral costs and family reunification. David chose to opt in.

David decided to have his apartment painted and the carpet changed to wooden floors. He also bought a new washing machine, fridge and cooker.

When David was first in touch with Caranua he mentioned that he would like to trace his brother, whom he hasn't seen since he was 16. Caranua put David in touch with Barnardos Origins, which helps survivors with tracing their family. David has recently found out that his brother is living in the UK and they have spoken on the phone several times. David's Advisor tells him that under the new guidelines, Caranua can support family reunification. David used the Caranua Fund to travel to the UK to meet with his brother.



# Strategic Plan at work

## 1

## Enhance the quality, reach and impact of our services to survivors

### **Deliver services that are supportive, empowering and effective**

Caranua's application process focuses on the needs of survivors, and falls under three main categories:

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

Since Caranua opened for applications in 2014 we have listened to feedback from survivors on the application process. Key gaps were identified in the services that were available, and this was a core part of the rationale for introducing new criteria in June 2016. In addition the patterns of expenditure clearly showed that if prevailing practices continued, the Fund would not be distributed fairly and would not be available for all eligible survivors to benefit from it.

It was also found that homeowners were benefitting disproportionately and that many survivors wanted services that were not available. As a result, the range of services was expanded and a limit on the value of services a survivor could receive was introduced. All services that were available under the old criteria are still available, but several new services were also included. These changes came into effect on 1<sup>st</sup> June 2016 and apply to all applications (new and repeat) received after that date.

All survivors who applied from June 2016 are automatically under the 'new' criteria. We have had a very positive response to the new guidelines, in particular under the areas of household goods and funeral costs. Survivors who are under the 'old' system can opt in to the new criteria if they choose. In 2017, 736 survivors chose to move from the old to the new guidelines, bringing the total since the introduction of the new guidelines to 1,456.

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 hearing impaired.  Additions to this area from 2016 are: funeral costs, connecting with family and place and “telling your story”.
Housing supports	To enable survivors to remain at home, safe, secure and warm and to prevent institutionalisation in later life.	Personal care and support, necessary home improvements and adaptations, home security and 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.

In 2017, Caranua commenced a project with the Sustainable Energy Authority of Ireland (SEAI). Under this project a number of survivors had full energy efficiency audits carried out on their homes. When the audit was complete, a report was compiled which identified required works under the below categories. If a property required upgrading, Caranua provided the funding supports needed and the SEAI contracted the work through their network, thereby removing the need for the survivor to get three quotes for this work.

- Attic – insulation and ventilation
- Walls – insulation and ventilation
- Boiler – replacement, including heating controls
- Windows and doors – replacement where inefficient

## Intensify our communications, engagement and outreach activities

Achieving our objectives is dependent on our creating awareness among survivors and working with external stakeholders. As legislation prevents our making contact with survivors who may be eligible to apply to Caranua for support funding, we are dependent on raising awareness through a variety of ways including holding outreach events, leaflets and posters media and word of mouth to reach potential applicants and working with stakeholder groups. We do this while always being conscious that under the legislation (the Residential Institutions Statutory Fund (RISF) Act), all administrative expenditure must also come out of the Fund.

### Outreach work

Outreach events continued throughout 2017. The targeted outreach programme carried out by Caranua staff aims to ensure people from harder to reach groups are supported to make applications to Caranua. The aims of the programme include:

- ensuring as many people as possible in the target group are aware of Caranua;
- building up knowledge within relevant external agencies of Caranua's processes;
- building up knowledge within the Caranua staff team of what support organisations are available in the given area, and what process and policies are relevant;
- the examination of innovative ways of supporting the target group.

There has been ongoing work within the programme areas and this will be continued in 2018, with a focus on those target groups which have seen lesser engagement. It is also envisioned that we will continue to liaise with the relevant agencies and organisations towards providing a better understanding for the agencies involved in supporting survivors into the future.

During 2017 Caranua had to move to alternative office accommodation following the expiration of the Office of Public Works (OPW) lease on the premises we were previously located in on North Frederick Street. This will allow face to face meetings to take place in Caranua when the OPW finalise the fit-out of the dedicated meeting space for survivors to meet face to face with their Advisors. Monthly face-to-face outreach sessions continue to be held the first Monday of

every month in the Deaf Village in Dublin. The office facilities are kindly supplied by the Dublin Northwest Citizens Information Service. This year has seen an increase in the number of survivors who have attended the Deaf Village outreach programme compared to 2016. Over the last six months of 2017 there was an increase in the number of survivors attending each outreach afternoon. Given the success of this outreach programme and due to the increase in the number of applicants attending, and resources allowing, we will be continuing the outreach in 2018.

Outreach days were also facilitated this year in the Christine Buckley Centre for Education and Support (formerly The Aislinn Centre). Caranua continue to liaise with the Christine Buckley Centre and Right of Place towards confirming further days of outreach.

Outreach events were also held in London and Birmingham, which facilitated survivors and potential applicants to meet with Caranua staff on a one-to-one basis.

We contacted the Survivor Support Groups in the UK (see below) and the Irish Embassy in London in respect of the two outreach events to liaise with them in helping Caranua identify survivors who they felt would benefit from a face to face meeting with an Advisor from Caranua.

Blooming Survivors

Compassion Matters

Coventry Irish Association

Department of Foreign Affairs

Disabled Survivors Support Network

ICAP

Irish Centre Birmingham

Irish Chaplaincy in Britain

Irish in Britain - Birmingham

Leeds Irish Health & Homes

Links Outreach

London Irish Centre

Mind Yourself UK

SOCA UK

The outreach days were a success and Caranua facilitated one to one meetings with 60 survivors over the two days. The response from survivors who attended the outreach days was very positive and this was confirmed to us during the two days and in the feedback we have received from the survivors who attended. This approach facilitated the reopening and completion of applications and positive engagement from survivors who were previously hard to reach or who found it hard to engage over the phone or via email.

The staff in Caranua must always be conscious that, as per the legislation that Caranua was established under, all expenditure by Caranua must come from the Fund, including all costs relating to all outreach events. However, it is important to Caranua that we continue these outreach events for survivors in the UK and Northern Ireland as these events

- Provide an opportunity for survivors who find it difficult to interact over the phone or via email;
- Enable survivors to link with Caranua staff in an informal setting;
- Give survivors an opportunity share their experiences with Caranua staff;
- Act as a social occasion as it gives survivors an opportunity to meet each other.

## **Diversify our delivery model to improve quality and reach**

It is notable that many applicants now coming forward are particularly vulnerable and need support not only from Caranua, but also from other State agencies. A key challenge for Caranua is how we use our limited staff resources to ensure that other State agencies recognise the individual needs of survivors of institutional abuse, and that we help create linkages into State structures that will support survivors in the long term.

## **Broker access to service for survivors, particularly those with complex needs**

An important part of our role at Caranua is to link survivors in with public services. Caranua is precluded from replicating public services, but we can enhance or supplement the services already available in line with the survivors needs at the time of their application. In order to achieve this, at times Caranua undertakes the role of an advocate for survivors. This role is important for us and each survivor who applies to Caranua. For Caranua it is important as it is in line with our values



to ensure that survivors who may be vulnerable in our society, are enabled to have their voices heard on issues that are important to them, that they can defend and safeguard their rights and have their views and wishes genuinely considered when decisions are being made about their lives.

Some examples of services that we have assisted with under the health section of the Fund are waiting lists within public hospitals for certain procedures. On occasions these waiting times can be up to 24 months plus and it may be a case that a survivor needs a scan or MRI before they can arrange an appointment with a consultant for the medical procedure that they required. We can assist with fast-tracking the process by supporting the survivor to pay for the scan required which can decrease their waiting time for a consultation prior to surgery. Other areas under health that we have assisted on are linkages with local mental health services. The pathways to this assistance can, at times, be confusing and daunting for someone if they have never sought assistance before or, if at the time of their application being open with us they are experiencing an acute mental health crisis. Again, waitlists and referral processes can be difficult. We have at times paid for a private psychiatric evaluation to enable mental health services to review the suitability of a particular service for a survivor. This has been a very productive process especially for survivors who do not necessarily fall into one category such as those with a dual diagnosis.

Through this advocacy approach we aim to assist survivors to express their views and concerns to outside agencies, have appropriate access and information to services that they may need to access, alongside defending their rights and responsibilities as citizens to enable survivors to explore choices and options. Caranua has provided extensive advocacy support through the survivor's Application Advisor. We have helped to access information under housing for example, in relation to Council grants, transfer of property, debt resolution and referrals to mortgage arrears services to name a few. We will work in conjunction with the survivor if a survivor does not feel able to carry out these tasks independently.

# 2

## Objective 2 - **Build Understanding and Capacity to Care**

### **Create opportunities for the experiences and views of survivors to be collected**

Survivors identified the importance of ensuring their experiences would not be forgotten, so 'Telling Your Story' was added to the revised guidelines in 2016. To date, eight survivors have chosen to avail of this service using various methods from writing or publishing a book, to making audio records of their story. Also, on occasion, survivors have been invited into Caranua to share their experiences with staff of both their time in an institution and the application process.

### **Develop & deliver a programme to build awareness and capacity to respond to survivor needs**

Engaging with stakeholders is a key part of Caranua's work, particularly through Survivor Support Groups. In 2017 meetings were held in Dublin and London to provide the groups with an update and briefing on our activities. In addition, one-to-one meetings were also held with several groups. We also work with, and try to make connections with, many other organisations that survivors come into contact with. Meetings were also held in 2017 with providers of counselling services.

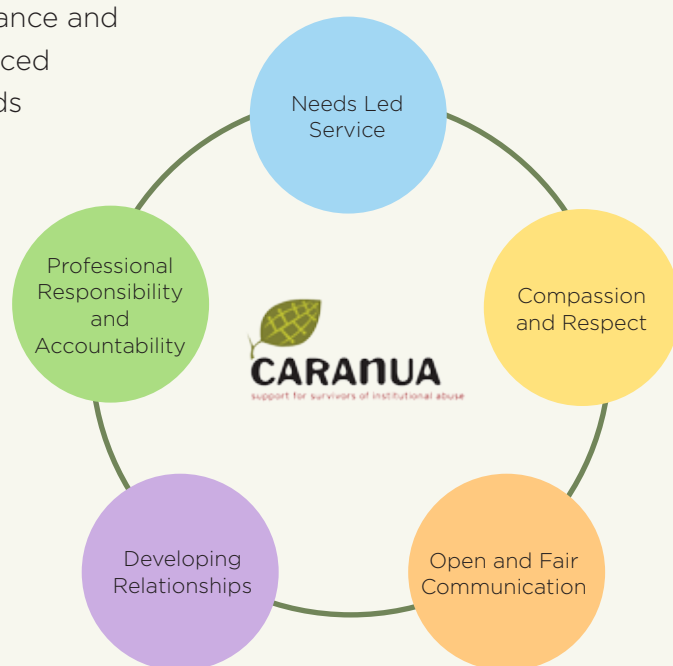
# 3 Objective 3 - Maximise organisation capability, accountability and effectiveness

## Further develop Caranua as a learning organisation

Ensuring that the staff team are recruited, supported and developed so that they are able to understand and respond to the needs of survivors, manage their work and self-care, and uphold the organisation values, through a programme of training, external group support, individual supervision, performance appraisal and staff meetings. As part of induction all staff are trained in Caranua's systems and procedures, skills development and information on a range of issues related to understanding institutionalisation, effects of trauma and the needs of survivors, self-care, and the range of services available to them from other agencies. In 2017, training and development was addressed with each member of staff through the staff supervision process. A combination of in-house learning, structured courses and one day seminars were delivered across a number of areas of relevance to the work of Caranua.

## Ensure consistent adherence to governance, standards and values

With the recruitment of the Quality, Compliance and Information Officers in 2016, work commenced on the development of our Quality Standards Framework. This work was completed in 2017 and five key principles were identified to foster a culture of quality and excellence in the work that we do to support survivors. In addition, we ensure continuous review of our policies and procedures to ensure we maintain a high quality of operational standards.



## **Manage the orderly, controlled and timely wind down of Caranua**

The Department of Education and Skills commenced a review of the eligibility to apply to Caranua. The draft terms of reference for the review can be found at <https://www.education.ie/en/Press-Events/Press-Releases/2017-Press-Releases/PR2017-15-01.html>.

## **Work under our Customer Service Charter**

As set out in our Customer Service Charter, Caranua aims to provide a responsive, friendly and professional support service. We also encourage feedback from survivors to help us improve our services.

The following is the work that has been done to ensure continuous improvement to our Customer Service Standards.

## **Clear and accessible information**

Caranua is committed to providing clear and accessible information. It is one of our core service standards and we want to make sure that information on our application process is widely available and easy to understand. All our application materials are in plain English, and we have an easy-to-read guide to applying to Caranua.

In January 2017, we launched a series of short information films on our website that explain the application process. The four films are subtitled and include sign language interpretation.

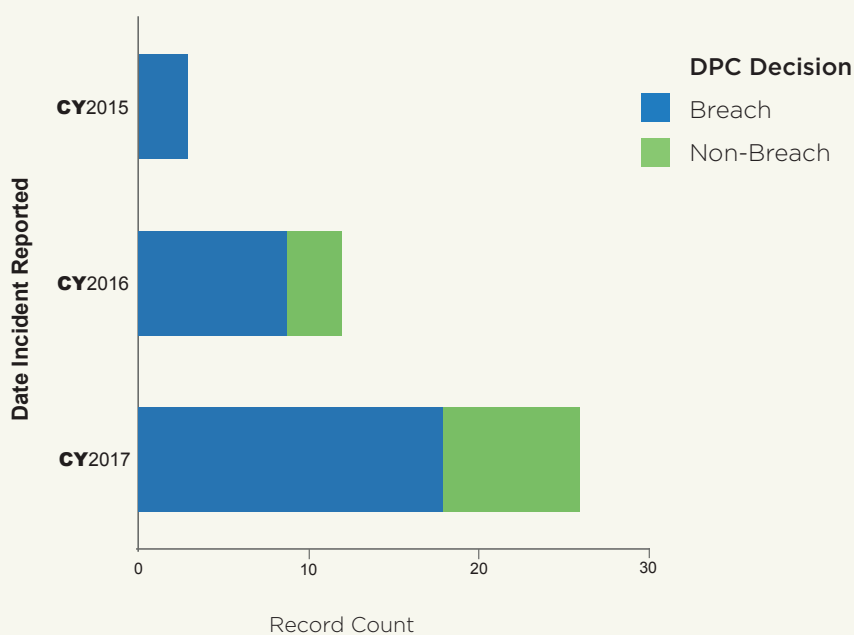
In 2017, our previous website host closed for business so we had to tender for a new provider. Following on from the tender process, and approval from the Department of Education and Skills the successful company was awarded the tender. With this in place, the website was reviewed and updated so it is easier to navigate, and important areas like accessible information and the Customer Service Charter are highlighted.

## **Protection of privacy & confidentiality**

Respecting the privacy and confidentiality of survivors is key to our role. We work hard to ensure that we do not disclose any information about a survivor with a third party without the survivor's written permission. We have a 'Permission to Share Form', for this purpose.

## Data Protection breaches

We are committed to protecting the right of everyone who contacts us to privacy and confidentiality. All staff are highly cognisant of their responsibilities under data protection, but sometimes errors are made. To ensure best practice we err on the side of caution when it comes to reporting breaches. There were 18 personal data breaches in 2017. In all cases the Office of the Data Protection Commissioner was informed, as was the individual whose confidentiality was inadvertently breached. Typical breaches were due to either human or administrative error. Caranua is committed to minimising breaches as much as possible, and the staff team undertake regular training and make appropriate process changes if issues arise. In addition, we commenced preparation to ensure our compliance under the General Data Protection Regulation (GDPR) which comes into force on the 25th May 2018.

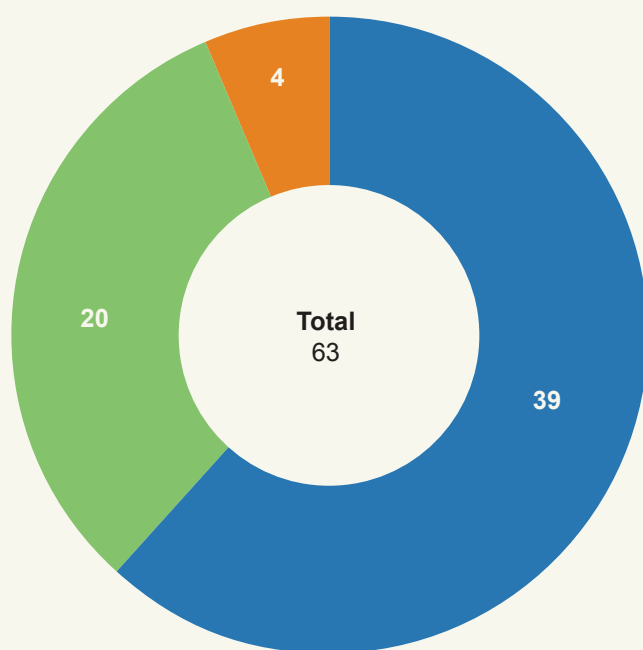


Date Incident Reported	Data Protection Commissioner Decision		Grand Total
	Breach	Non-Breach	
2015	3	0	3
2016	9	3	12
2017	18	8	26
Grand Total	30	11	41



## Complaints to Caranua

Our complaints procedure aims to address any complaints as close as possible to the point of the problem (stage 1). Where this is not possible, they are referred to a manager (stage 2) and where this is not successful, the matter is referred to an internal investigator (stage 3). Of the 63 formal complaints received in 2017, 39 were resolved at stage 1, 20 at stage 2, with just four going to stage 3. It is also open to someone to make a complaint about Caranua to the Ombudsman, four complaints were made in 2017, which brings the total complaints made since 2014 to 16.

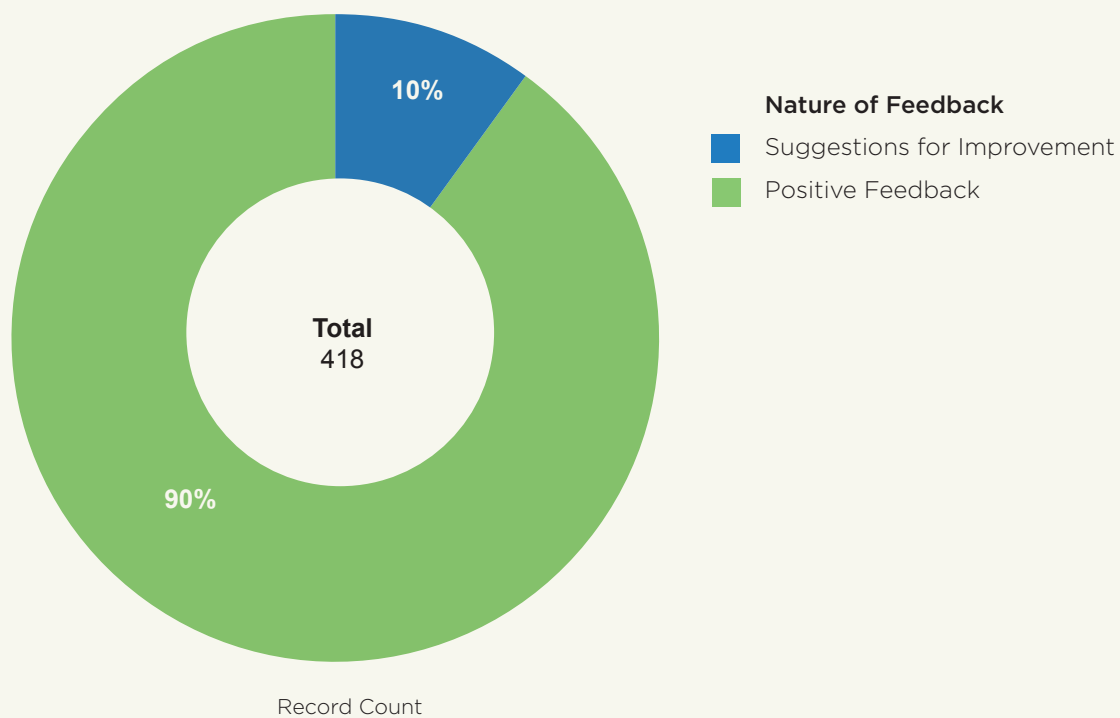


Record Count

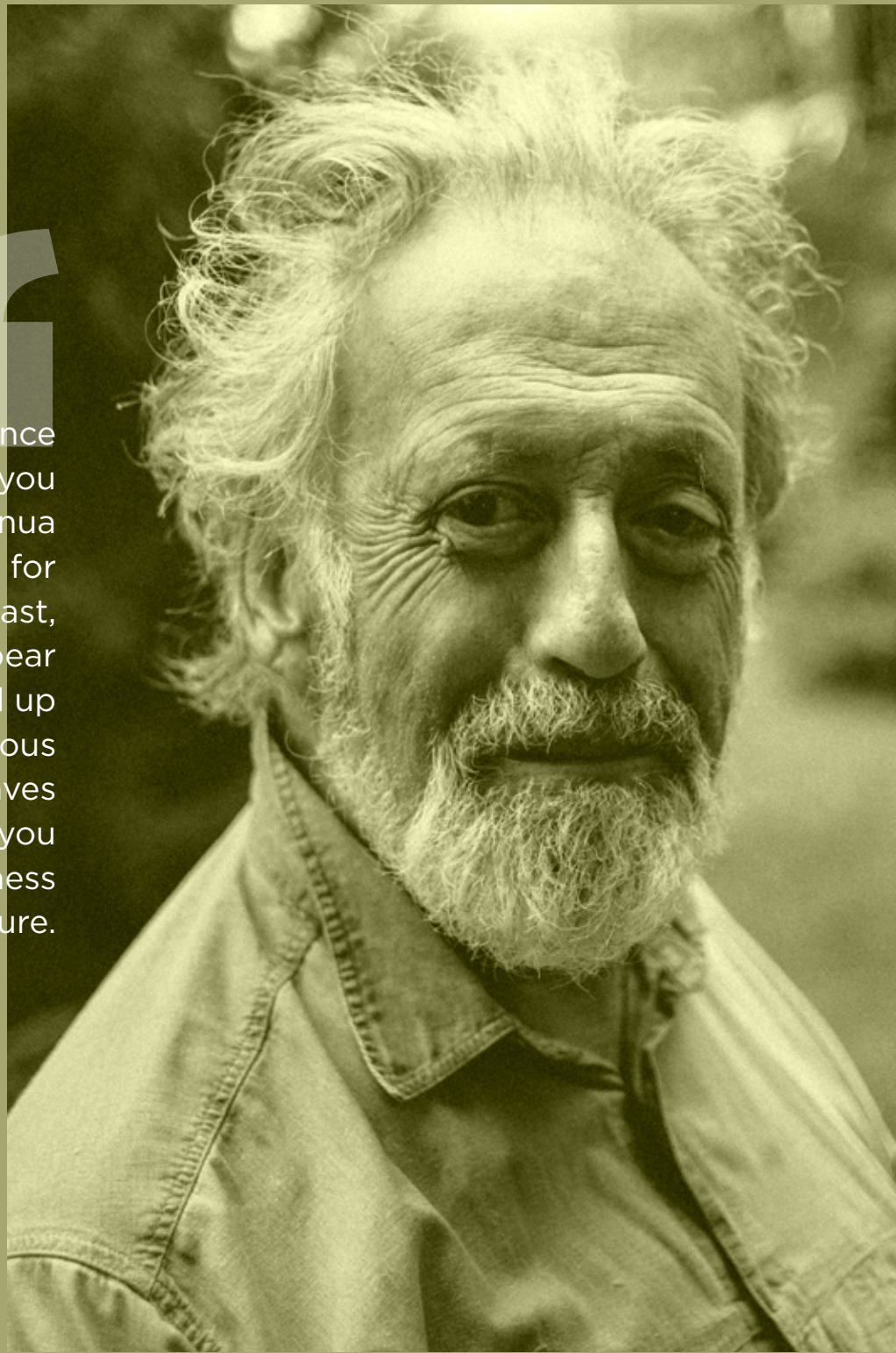
Date of Initial Complaint		Stage 1	Stage 2	Stage 3	Total
2014	Number of Individuals who made a complaint Total number of complaints	2 2	1 1	0 0	3 3
2015	Number of Individuals who made a complaint Total number of complaints	37 41	26 27	2 2	61 70
2016	Number of Individuals who made a complaint Total number of complaints	51 56	24 25	3 3	74 84
2017	Number of Individuals who made a complaint Total number of complaints	37 39	18 20	4 4	54 63
<b>Grand Total</b>	Number of Individuals who made a complaint Total number of complaints	119 138	63 73	9 9	171 220

## Feedback to Caranua

We welcome all feedback from survivors who apply to Caranua for support funding and in 2017, 418 survivors contacted Caranua with feedback on the service. In 90% of cases the feedback was in relation to their positive experience with Caranua. 10% of feedback was in relation to improvements to the service such as difficulty getting through on the telephone or delays in assignment to an Application Advisor. We have noted these suggestions and continue to look at ways of making improvements.



“Thanks once  
again for all you  
and Caranua  
have done for  
me in the past,  
and as I appear  
to have used up  
my generous  
allowance, it leaves  
me to wish you  
every happiness  
for the future.



# Governance Matters

## Introduction

As an independent State Body, Caranua is subject to the requirements of its founding legislation, other legislation and regulations, including Freedom of Information (FOI) and the Code of Practice for the Governance of State Boards. As an organisation, it is committed to working in a way that is professional, open, transparent and accountable. This section provides information on governance related activities and outputs in 2017, including compliance.

## Legislation and structure

The Residential Institutions Statutory Fund Act, 2012, the legislation that the Residential Institutions Statutory Fund (Caranua) was established under, sets out the governance and management structure of Caranua and the roles, remit and functions of the Board and Chief Executive Officer, the relationships with the Minister for Education and Skills and accountability to Committees of the Oireachtas.

The Minister for Education and Skills appoints the Chair and eight other members of the Board (four of whom must be survivors), approves the appointment of the Chief Executive, staff grades and numbers, all significant contracts and the criteria and services proposed by the Board.

As set out in the Residential Institutions Statutory Fund Act, 2012, the role and remit of the Board is to set strategy, hold the executive to account for the effective performance of their duties and be responsible for determining the range of services that Caranua will support, any financial limits that may apply, and deciding criteria for applications.

The Act also outlines arrangements relating to inviting, publicising and determining approved services and the criteria for decisions on applications. Decisions to approve or refuse applications has been delegated to the Chief Executive Officer, Director of Services and Application Advisors within strict financial limits.

While it is an independent body, Caranua has a strong relationship with officials in the Department of Education and Skills, particularly the Residential Institutions Redress Unit, which has oversight of initiatives for survivors of Irish institutions. The relationship with the Department of Education and Skills is subject to a three-year Performance Delivery Agreement (PDA). The Chief Executive Officer (CEO) is not a member of the Board but attends all Board meetings. The CEO is responsible for implementing strategy as agreed by the Board, leading and managing the organisation and its day to day operation. The CEO is accountable

to the Committee of Public Accounts and other Oireachtas Committees. The Chief Executive Officer salary for 2017 was €88,059 with €1,244 paid for vouched travel and subsistence.

## **The Board**

The term of the Board of Caranua is four years. As the 2013 – 2017 Board was appointed in March 2013, the first term of the Board ended in March 2017. The Board of Caranua is appointed by the Minister for Education and Skills. In February 2017, a notice seeking expressions of interest was placed on the Stateboards.ie website. This notice included an information booklet that set out clearly the requirements for appointment to the Board. Applications closed on 14<sup>th</sup> March 2017. Section 11 of the Residential Institutions Statutory Fund Act 2012 requires that four of the nine members of the Board are former residents of institutions.

On 29<sup>th</sup> May 2017, the Minister for Education and Skills, Richard Bruton T.D., announced appointments to the Board of Caranua for 2017–2021.

The 2017-2021 Board is comprised of the following members:

### Chairperson

Mr. David O’Callaghan

### Ordinary Members (former residents)

Mrs. Frances Harrington

Mr. Thomas Cronin

Mr. Francis W. Treanor BL

Dr. Mary T. Lodato

### Other Ordinary Members

Mr. Damian Casey

Mr. Thomas Daly

Ms. Patricia Carey

Ms. Katherine Finn BL

## **Board meetings, expenses and policies**

The Board met a total of seven times in 2017. The 2013-2017 Board met twice before their term was completed. The first meeting of the 2017-2021 Board was held on 21<sup>st</sup> June 2017, and they met five times in total during 2017. Board membership is unremunerated and no member receives payment. Travel expenses, where they apply, are made at the rates approved by the Department of Public Expenditure and Reform.

## Sub committee

The Board has established one committee, the Audit and Risk Committee. The role of the Audit and Risk Committee (ARC) is to support the Board in relation to its responsibilities for issues of risk, control and governance and associated assurance. The ARC is independent from the financial management of the organisation. In particular the Committee ensures that the internal control systems including audit activities are monitored actively and independently. The ARC reports to the Board after each meeting, and formally in writing annually. There were five meetings of the Audit and Risk Committee in 2017.

A second sub-committee was established to manage a review of the revised guidelines, a tender process to contract an independent organisation to carry out the review commenced. The Minister of Education and Skills must authorise sanction of all contracts entered into by Caranua, as sanction was not received, Caranua were unable to continue with this work.

## Board Members 2017

(figures subject to audit by the Comptroller and Auditor General)

Board Member	Vouched Expenses	Meetings attended
Austin Currie	€ -	2
Damian Casey	€ -	5
David Lane	€1,905.31	2
David O'Callaghan	€95.60	7
Frances Harrington	€1,937.57	7
Francis W. Treanor BL	€760.28	5
Katherine Finn BL	€172.70	5
Mary T. Lodato	€3,359.24	5
Patricia Carey	€ -	4
Phyllis Morgan	€896.80	2
Rosemary Adaser	€1,204.75	2
Thomas Daly*	€1,569.09	6
Thomas Cronin	€1,116.55	4
	€13,017.89	

\*includes €701 in relation to 2016 board meetings

## Financial and risk matters

Religious congregations provide the financial resources for the Fund that Caranua is provided with to manage. The payments are submitted to the Department of Education and Skills for deposit in a special account managed by the National Treasury Management Agency (NTMA). At the end of 2017, €101m had been paid into the account, leaving a balance of €9m.

The Board investment strategy was reviewed in 2017 and a decision taken to continue a low risk approach. To date, over €0.3m has been earned in interest. However, as current market interest rates have fallen below 0%, the Board focus is on maintaining secure risk free investment of the fund.

The Residential Institutions Statutory Fund Act 2012 (Section 30) determines that all administrative, staff, overheads, expenses and all other costs, including those of the independent Appeals Office must be paid from the Fund. In 2017, €2.1m had been spent on such costs (broadly termed administrative) and it is estimated that they will account for 10.5% of Fund expenditure over its lifetime. In 2017 two new Appeals Officers were appointed by the Minister for Education and Skills.

Annual and quarterly reports on expenditure, prepared by our accountants, are presented to the Audit & Risk Committee and Board for approval. Annual accounts are subject to audit by the Office of the Comptroller & Auditor General (C&AG).

Once approved the audited accounts are laid before the Houses of the Oireachtas, following which they are published. Audited Financial Statements for previous years are available on [www.caranua.ie](http://www.caranua.ie).

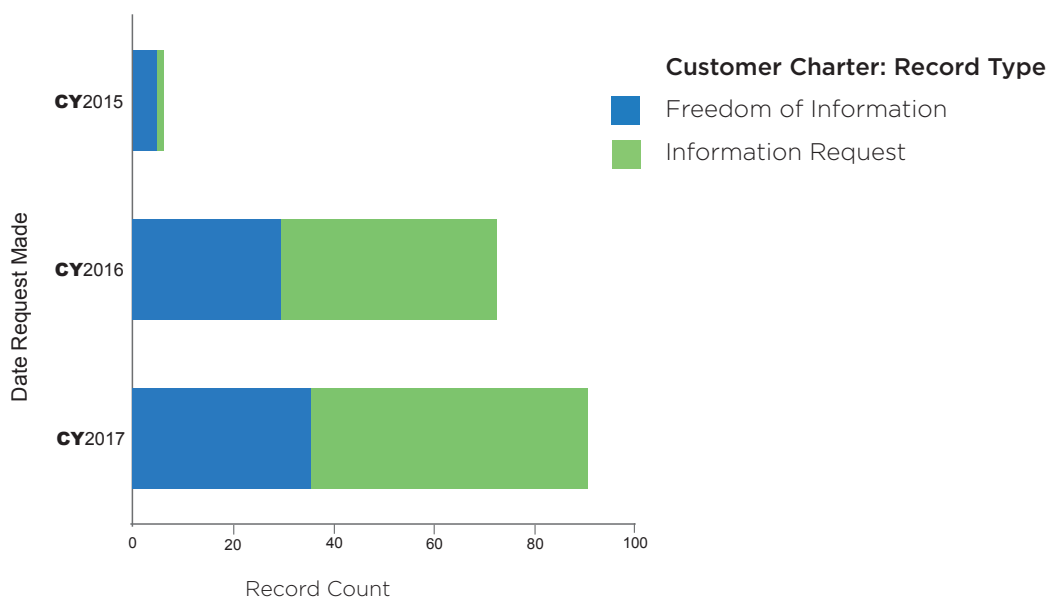
## Transparency, accountability and compliance

Caranua is committed to being an open, transparent and accountable organisation and to ensuring that we comply fully with the spirit, as well as the letter, of regulations and laws, such as Data Protection and Freedom of Information (FOI) and with requests for information from elected representatives, through Parliamentary Questions and direct contact. At the same time, we must aim to protect the right of everyone who contacts us to privacy and confidentiality and all our policies and procedures are designed to support the achievement of this.



## Freedom of Information (FOI) requests

Caranua aims to be as open and transparent as possible and will provide information where possible, without need for recourse to request information under the Freedom of Information Act. Personal information held on anyone in contact with Caranua is available on request. When we receive Freedom of Information (FOI) requests they are responded to promptly. We review each request and where it is possible, the information requested is added to our website, either in our Frequently Asked Questions or Compliance sections. Over the two years that we have received FOI requests, the number has increased from five in 2015 to 36 in 2017. Requests came from 24 unique individuals. One person made six requests, one person made four requests, one person made three requests, and two people made two requests.



Year Request Made	Contact Record Type	Freedom of Information	Information Request	Total
2015	Applicant	5	1	6
	Subtotal	5	1	6
2016	Applicant	23	40	63
	Other Contacts	7	3	10
	Subtotal	30	43	73
2017	Applicant	20	52	72
	Other Contacts	18	3	21
	Subtotal	38	55	93
	Grand Total	73	99	172

## Parliamentary Questions and Oireachtas committees

Caranua appeared before both the Committee of Public Accounts and the Joint Oireachtas Committee on Education and Skills in 2017. Caranua receives representations on behalf of survivors from elected representatives and the organisation is the subject of regular written and oral Parliamentary Questions. Responsibility for responding to Parliamentary Questions is that of the Department of Education and Skills, with input from Caranua. Any questions relating to Caranua and responses to them are regularly posted on our website, along with other Parliamentary Questions referencing other areas that may be of interest to survivors. In 2017, 78 Parliamentary Questions relating to Caranua were raised by 20 elected representatives. Questions related to: outstanding contributions by the religious congregations, the application process, the appeals process, internal review by Caranua, individual applications by survivors, 2016 Guidelines, expenditure, staffing, Board membership, move to alternative premises following expiration of OPW lease, and the scheduled Ministerial review of eligibility to apply to Caranua.

## Staffing and related matters

Under Section 17 of the Residential Institutions Statutory Fund Act, 2012 Act, the Board appoints, with the consent of the Minister for Education and Skills and the Minister for Public Expenditure and Reform, the number of staff as it may from time to time determine. Although staff are not civil servants, staff appointments are set at civil service grades and pay rates.

### Staff positions and grades at December 2017

No of staff	Position	Grade
1	Chief Executive Officer	Principal Officer
1	Director of Services	Assistant Principal Officer
12	Application Advisor	Executive Officer
1	Director of Finance & Administration	Assistant Principal Officer
2	Quality Compliance & Information Officer	Executive Officer
1	Head of Communications & Engagement	Higher Executive Officer
1	Head of Administration	Higher Executive Officer
3	Administrative Assistant	Clerical Officer
2	Call Line Operator	Executive Officer

# Case Study 5

by the son of a survivor

**B**efore the help and support she got from Caranua my Mother was simply wasting away. She spent her days in front of a television or lying in bed mainly because the carers provided by the local council would visit and leave as quickly as they could - many times without even giving her a cup of tea. They would turn up at 6am, give her medication, ask if she wanted to get up and when she refused they would leave. On average they would spend no more than ten minutes. This was not helped either by the turnover in carers. Many times, my mum would have four different carers in a day. My mum's short term memory fades very quickly, and she would sometimes be very frightened as she couldn't remember who these people were and why they were in her home.

Things came to a head when my mum was found collapsed and was admitted to hospital. The doctors told me she was severely dehydrated and malnourished. They said she would have to be put in a care home. I then decided that, no matter what, I would not let this happen. She had spent so much of her life in institutions and had suffered so much, I knew it would kill her. I was then told that if I didn't go along with their plan I would have to arrange mum's care myself.

So I would drive a fifty mile round trip to my mother's every other day to clean, cook and do laundry. My brother, who is disabled due to accident as a child, would stay with her every day. We kept this up for four years but in the end, we were close to exhaustion, physically and mentally, and frankly on our last legs. Luckily, I had made contact with a

survivor support group who told me to contact Caranua.

What happened next still puts a lump in my throat. I spoke to an Advisor on the phone and she explained how Caranua could and would help. I could not believe it. After years of struggle we were going to get some help at last. She even took the time to talk to my mother on the phone and ask about her personal history. I never heard her social care managers here in the UK talk to her like this.

Firstly, Caranua paid for a disabled bathroom with a walk-in shower and grab handles. Then they had mum's flat decorated and paid for an electric recliner and walking frame. They even paid for new dentures so she could eat properly and all this thanks to Caranua.

I think the most important thing that Caranua has done for us all is they stepped in when we had our backs to the wall and things looked really black. Before Caranua we had no support from anyone.

So where are we now? Well, we have been able to employ a good carer who not only ensures that mum eats and drinks but talks to her, takes her for a walk to the park and does the shopping. Now, when I visit, I can sit and chat to my mum instead of cleaning and doing all manner of housework.

Mum had her 90th birthday this week and was able not only to walk with the aid of her walking frame but also to get up and sing. Her doctor cannot believe the turnaround in her health and she is more mentally alert now than she has been in years.

This I know is all due to the help we have received from Caranua.





#### **How to contact us**

- PO Box 12477 Dublin 1
- Freephone 1800 212477 (from Ireland)  
Freephone 0808 234 1303 (from UK)  
*Charges may apply from some mobile networks*
- From anywhere +353 1 8742277  
*Please note that we are unable to provide a  
freephone number 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.*
- Email: [apply@caranua.ie](mailto:apply@caranua.ie)

#### **For more information**

See our website [www.caranua.ie](http://www.caranua.ie)