



**CARANUA**

support for survivors of institutional abuse

**Annual Report 2018**



## Survivors' Feedback

“

I wish to thank and congratulate team Caranua, for their fantastic work in helping survivors of abuse in residential care homes and semi-state run institutions a very long time ago – but it can never be forgotten.

“


From the first time I spoke with my Advisor she made me feel so special, she was so caring and understanding and advised me how Caranua could help me.

“

I am 57 years of age and I would like to say thank you to the Caranua team for all the help and support that they have given me to date. It has definitely helped my self-esteem.

“

My Advisor is fantastic and most helpful in all my concerns, he listens and he has the manner of which I wish I was blessed with. He is a very special person in my life and I would love to meet him one day to shake his hand.





“

My Advisor is a credit to Caranua. She has done her best for me on every occasion, I can't praise her enough.

“

I can honestly tell you that Caranua are the best organisation ever to be set up by the government in my lifetime.

“

My Advisor has been consistently patient caring and helpful and it was a pleasure to communicate with her.

“

I would never ever in a million years be able to afford to get all those things done to my house without the help of Caranua. I will always be grateful to them for the help they have given me.

“

Many people I know are very happy for the help and support they have received. The way that Caranua staff have been treating them makes them feel like real people. As far as I'm concerned Caranua are doing a great job.



**CARANUA**





Caranua has been fantastic to me, it saved my life, let me tell you that. I was in a very bad place, my marriage was over and I had no money. Then I saw the advertisement about Caranua in the paper.

I had the help of a very lovely lady in Caranua from the beginning who helped me move on and I am in a good place now. I don't think I would be where I am now without Caranua.

I have always loved woodwork and I am good

with my hands and making things. With my money from Caranua I enrolled in courses in woodturning and woodcarving and I got my tools and it saved my life. I am teaching it now.

I have read a lot of bad things in the press, but



Caranua has been wonderful to me and like a close friend of mine. I believe there are lots of people like me out there who are very happy with Caranua and how they were treated. I have wanted to say that for a long time.



# Contents

<b>Chairperson's Foreword</b>	<b>5</b>
<b>2018 in Figures</b>	<b>6</b>
<b>Introduction</b>	<b>9</b>
<b>Our Work in 2018</b>	<b>11</b>
Responding to applications	12
Payments and expenditure	12
Applications that do not meet the criteria and appeals	12
Applications made after 1st August 2018 cessation date	13
Meetings & Outreach work	13
Joint research proposal with the Irish Longitudinal Study on Ageing	15
Identifying future supports for survivors	16
Freephone and post	16
Data Protection breaches	17
Complaints to Caranua	18
Feedback to Caranua	19
The people we work with	20
<b>Governance Matters</b>	<b>25</b>
Introduction	25
Legislation and structure	25
Governance Matters	26
The Board	26
Board meetings, expenses and policies	27
Sub-committees	27
Board Members	27
Financial and risk matters	28
Transparency, accountability and compliance	28
Freedom of Information (FOI) requests	29
Oireachtas Communications	30
Parliamentary Questions	30
Staffing and related matters	31

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My mum struggles with osteoarthritis and is virtually housebound. We applied for a stair lift and an accessible bathroom on her behalf as getting in and out of the bath is no longer possible for her.

From the time of putting forward the application to the end we had nothing but a positive response, any emails have been responded to swiftly and assistance

has been there every step of the way. I visited my mum this morning and she has just managed to have a shower on her own. She is absolutely elated.

”



# Chairperson's Foreword

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

Caranua opened for applications in January 2014. Since then, the Board and Executive committed to using the Fund to support eligible survivors to the maximum extent possible. The final number of eligible applications received by the end of 2018 was 5,985, and by December 2018 Caranua had distributed over €79 million in supports for survivors.

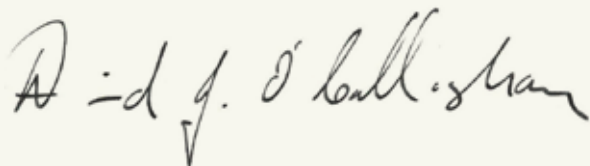
In early 2018 it became clear that, due to the depletion of the Fund, it would be necessary to plan for the orderly wind-down of Caranua. Accordingly, the Board decided that a deadline for the final receipt of new applications should be set. August 1st 2018 was selected as the deadline date.

Caranua's key objective up to the deadline date was to communicate this message to as many survivors as possible. In the second half of the year, Caranua's focus was to continue to respond to applications from survivors and to make a positive impact on their lives.

We welcomed new appointments to the management team, Saragh Fitzpatrick, Director of Finance and Corporate Governance, Sinead Dwyer, Director of Services and Jane Merrigan, Head of Communications and Engagement.

In November, the Minister for Education and Skills, Joe McHugh T.D., announced the appointment of Phyllis Morgan-Fann and Richard Heeney to the Board of Caranua, both of whom are representing survivors. I look forward to working with the Board to ensure the continuous progression and managed wind-down of Caranua.

Finally, I want to acknowledge the hard work and commitment to the welfare of survivors that my fellow Board Members, the Executive and Staff of Caranua have demonstrated during 2018.

A handwritten signature in black ink, reading "David O'Callaghan". The signature is written in a cursive style with a large initial 'D'.

David O'Callaghan  
Chairperson

# 2018 in Figures

PAYMENTS MADE  
TO SURVIVORS

**11,445**

PHONE CALLS WITH  
SURVIVORS\*

**49,513**

\*Figures from May 2018 following  
introduction of the new phone system



TOTAL OPEN  
APPLICATIONS  
DECEMBER 2018

**2,077**

SURVIVORS  
APPLICATIONS  
ASSIGNED

**1,216**

APPLICATIONS  
COMPLETED

**1,355**

FIRST TIME  
APPLICATIONS

**691**

TRANSFERRED  
FROM 2014 TO 2016  
GUIDELINES

**325**

REPEAT  
APPLICATIONS

**537**



PARLIAMENTARY  
QUESTIONS REFERENCING  
CARANUA

**98**

FEEDBACK  
RECEIVED

**337**



POSITIVE **328**  
IMPROVEMENT **9**

**101**  
SURVIVORS  
SUBMITTED APPEALS  
IN 2018

COMPLAINTS MADE

**44**

POST SENT & RECEIVED

**31,718**

### Fund spent per category in 2018\*

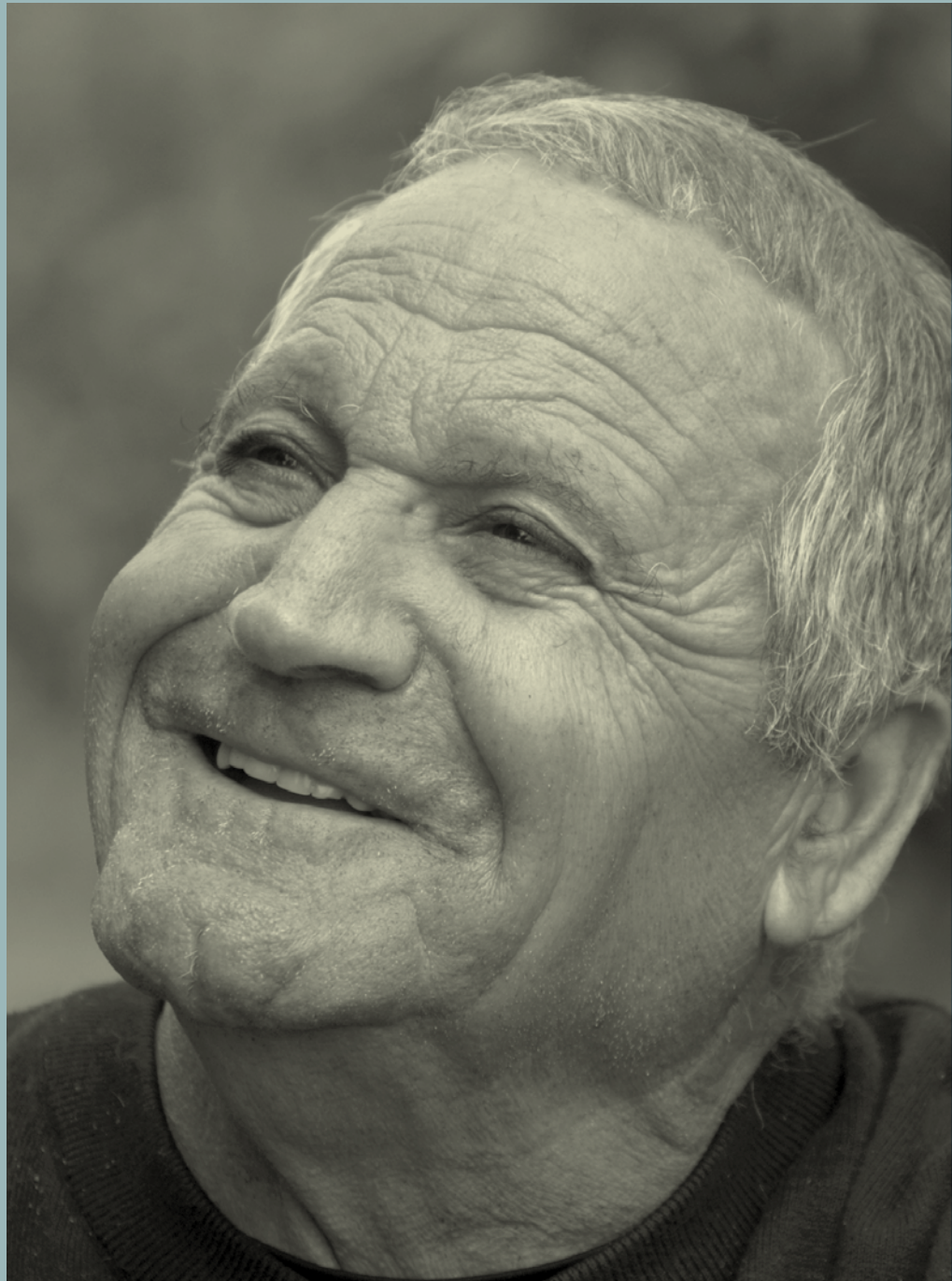
Subject to audit by the Comptroller and Auditor General

*\*more detailed figures will be available in our Audited Accounts for 2018*



“

I was brought up in Ireland, in and out of Industrial schools since the age of six. My mother abandoned us and my sisters were sent to stay with the nuns and me and my brother went to stay in an Industrial School. In early 2018 one of my sisters told me about Caranua.



I applied and was contacted by an Advisor who guided me through the system with tact and consideration right from the start.

I received financial help with repairs and items for my home at a time in my life when it was most needed. Myself and my wife are most grateful and appreciate all the help we

have been given. I have been independent since I was sixteen, with no help or advice available to me. To have this support 'out of the blue' makes me want to say 'a very emotional thanks to all of you'.

I really liked having the opportunity to meet some of the Caranua team in Birmingham. We had a

great relaxed chat while they were setting up for the day. I also enjoyed meeting the other survivors who came along.

The Redress Board helped me enormously. And so has Caranua. Caranua should be proud of their helpful and likeable staff. Once again, an emotional THANK YOU!

”

# Introduction

Caranua was established under the Residential Institutions Statutory Fund (RISF) 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. Under 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. The Board of Caranua is independent in the performance of its functions.

Four Board members are former residents of institutions. Caranua staff are not employees of the Department of Education and Skills.

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, education and housing.

Since Caranua commenced taking applications from survivors in January 2014, we have received applications from 6,535 people of whom 5,985 were deemed eligible to apply.

Draft accounts for 2018 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.

“

From the moment I made my first phone call to Caranua I have been dealt with in the most respectful and professional manner possible. It seemed nothing was too much trouble for anyone I spoke to.



My father can get frustrated and upset when the past is dragged back up, so he asked me to look into Caranua for him just like I had done with the Redress Board. My first Advisor was just amazing and helped me with great patience. I felt I had a buddy ensuring we had everything we required.

Although my father was happy to accept help my uncle was the polar opposite. After he left the institutions he vowed they would not break him or leave him scarred and that he would live his life to the full, which he did. He believed that if he took charity then he was

excusing the institutions and their actions. It took a lot of persuasion to explain that Caranua wasn't the enemy but a way to help survivors.

I would like to thank you all for everything you have done for my family. We are truly grateful to Caranua.

”

# Our Work in 2018

On 31st May 2018, the Board of Caranua announced their decision to cease taking new or repeat applications from 1st August 2018. This decision was made by considering:

- the number of survivors who were working with Caranua
- the rate of expenditure to date
- the amount remaining in the fund
- the need to ensure sufficient funding was available for those who applied.

Applications received after 1st August 2018 cannot be accepted. However, the circumstances of the individual applicant are reviewed. As Caranua is a needs-led service, if an evidence-based exceptional need is identified in line with our guidelines, we can accept the application after 1st August 2018 under exceptional circumstances.

The Board and staff of Caranua are committed to ensuring that the remainder of the Fund is distributed as fairly as possible, particularly focusing on survivors who have not yet availed of funding supports.

Legislation and confidentiality prevent Caranua from making contact with survivors who have not applied for services; so we were dependent on raising awareness of the cessation date through a variety of methods including outreach events, a poster campaign, media advertising, word of mouth and working with stakeholder groups.

While we would have preferred to place advertisements in all relevant national and local newspapers, we were mindful that all operational costs including advertising must come from the Fund. It was decided that the most cost-effective way to share the information was through the placement of advertisements in the Sunday newspapers in Ireland, two in Northern Ireland, two in the UK and one in the USA.

The Survivor Support Groups and Counselling Services in Ireland and the UK were contacted and asked to share this information with their networks to inform as many survivors as possible. We also made contact with organisations that may work with people who may be eligible to apply (local health offices, Garda stations, social welfare offices, GPs, post offices, libraries, Citizens Information Centres etc), asking them to share the information and put up our posters through their networks. These measures helped spread the word at no additional cost. The Irish Deaf Society also produced an Irish sign language video with the information which they kindly allowed Caranua to share on our website.

## Responding to applications

This section reports on applications and related activities, the survivors who applied and how the Fund was spent.

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. 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 need.

## Payments and expenditure

In 2018, 691 eligible survivors made a first-time application to Caranua. At the end of 2018, we had received a total of 6,535 applications. Following receipt of a first-time application we must verify that the survivor is eligible to apply for Funding Supports and confirm their identity. At the end of 2018, 5985 survivors were eligible to apply for services and 231 applications were still in the process of providing identification.

We also received 537 applications from survivors who had previously received support funding from Caranua and whose applications had been completed. We call these a repeat application.

## Applications that do not meet the criteria and appeals

In 2018 11,445 funding support payments were approved and 376 funding support 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 the decision.

It is not possible to approve applications for funding for services that are not within our criteria or 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.

In 2018, 101 survivors lodged appeals with the Appeals Officer.

Once an appeal has been received by the Appeals Officer, he can

- Uphold Caranua's decision
- Overturn decision
- Part Uphold/Part Overturn decision
- Part Uphold/Part Overturn/Part Refer Back
- Part Uphold/Part Refer Back
- Refer decision back for further consideration

Of the 101 appeals lodged in 2018, 70 Caranua decisions were upheld by the Appeals Officer, 2 were discontinued by the survivor making the appeal and 29 had a decision fall under one of the other options listed above.

### **Applications made after 1st August 2018 cessation date**

From 1st August to the end of 2018, Caranua received applications from 175 individuals. Of these, 95 had previously applied for funding supports from Caranua and the majority of these had previously received funding supports over €15,000. Fifty-four were not eligible or had not proven their eligibility to apply for Caranua services.

Since August 2018 the total number of applications accepted under exceptional needs is four. These applications were opened to cover a specific exceptional evidence based need for the survivor.

Although Caranua cannot provide funding supports for those who have applied after the cessation date, we have offered advocacy supports to these survivors. We aim to assist survivors and link them in with organisations who may be able to offer support in the longer-term.

Some examples of our advocacy support include communications with local authorities in relation to housing needs or Housing Adaptation Grants, referrals to mortgage arrears services and support to access medical cards.

### **Meetings & Outreach work**

Caranua has continued a targeted approach to outreach events by focusing on a number of specific survivor groups including, survivors who for a variety of

reasons were having difficulties with the application process and survivors who had not received any or limited Funding.

This targeted approach proved to have excellent results as Caranua staff were able to review the survivors' applications in advance and to prepare options to assist each individual.

Caranua staff are always mindful that all expenditure by Caranua must come from the Fund, including all costs relating to outreach events. However, it is important to Caranua that we continue these outreach events for survivors in Ireland and the UK 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 to share their experiences with Caranua staff;
- act as a social occasion giving survivors an opportunity to meet each other and form supportive relationships.

Our outreach in 2018 also had the additional purpose of:

- ensuring as many people as possible were aware of the cessation deadline for applications to Caranua;
- ensuring as many people as possible in the target group were aware of the need to engage with Caranua to complete their applications as the organisation would cease operations in 2019;
- building up knowledge within the Caranua staff team of what support organisations are available for survivors;
- examining innovative ways of supporting survivors.

In 2018 Caranua introduced facilities for one to one meetings in our offices. This offered survivors who were having difficulty managing their application the opportunity to discuss their application in person with their Application Advisor. In 2018 48 survivors chose to come to Caranua's office for meetings with their Advisor.

- Monthly face to face outreach sessions continue to be held on the first Monday of every month in the Deaf Village in Dublin.
- Caranua held an outreach day in November with deaf survivors supported by the Cork Deaf Association at the offices for the Cork Deaf Association



- Three outreach days were also facilitated this year in partnership with Right of Place in their offices in Cork, Limerick and Waterford.
- Two outreach days for survivors supported by the Christine Buckley Centre for Education and Support (formerly The Aislinn Centre) were held at their offices and at Caranua's offices in 2018. Caranua will continue to work with the Christine Buckley Centre and Right of Place to hold further days of outreach in 2019.
- A number of meetings also took place at Caranua's offices with representatives of the Residential Institutions Survivors Network.
- Caranua invited Survivor Support Groups and Counselling Services to meetings at our offices and in London to keep them informed about the cessation date, its implications and other work of Caranua.
- Caranua began working on a programme of outreach for survivors in prison. Research for this programme involved meetings and engagement with Governors, Chaplains, The Pathways Centre, The Prisoner Support Network and Irish Association for Social Inclusion Opportunities (IASIO) staff in a number of prisons. The aim of this programme is for all survivors in prison to have the opportunity for a face to face meeting and supported access to the Fund in 2019.

### **Joint research proposal with the Irish Longitudinal Study on Ageing (TILDA)**

In Caranua's experience, some survivors display concerning health issues such as premature ageing, rapid onset of debilitating illness, mental health and cognitive regression, but we do not have an evidential basis or staff who are medically qualified to back this claim. Sadly, we were informed of the death of 88 survivors during 2018, 45 of those were under the age of 70 years.

Caranua were aware of the work of TILDA, particularly their research with other marginalised groups. The Acting CEO and Director of Services met with representatives of TILDA to discuss a collaborative research project. We agreed that there was a strong need for this research and a decision was made to apply for a joint funding grant which would explore the effects of trauma resulting from institutional abuse on the physical, cognitive and mental health of older adults.

## Identifying future supports for survivors

Caranua supports survivors ranging from 26 to 99 years old. However, the largest category of survivors is in the 50 to 70 years range. Many will require suitable supports into the future.

Our experience of working with survivors has shown us that the impact of the abuse has far reaching consequences not just for survivors but also for their family members. Sadly, intergenerational trauma is common and, in some cases, Caranua is supporting generations of the same family.

Survivors can apply to Caranua for funding supports for health and wellbeing. In some cases it has been necessary to fund a wide range of services which should be publicly available e.g. health screenings, hearing aids, orthotic footwear, physiotherapists, psychological and psychiatric assessments, counselling, alternative therapies, occupational therapy assessments, and sign language and interpreting services.

Caranua has spent nearly €59 million on funding housing adaptations, accessible bathrooms, windows and doors, insulation, heating systems, home decoration, furniture and white goods to enable survivors to stay in their homes for as long as possible.

The staff of Caranua work to identify long-term needs for survivors, with the aim of building linkages with other organisations who may offer supports. Caranua are in discussions with other organisations and agencies to discuss the long-term needs of survivors, particularly advocacy supports. We hope to signpost survivors to these organisations who can offer the support needed after the closure of Caranua.

## Freephone and post

### Telephone calls

Following feedback from survivors as to how we could improve our service, in May 2018 a telephone system was installed which gave enhanced statistics in relation to our internal and external phone calls. This phone system offered survivors more options as it enabled them to choose to hold for a call line operator or to leave a voice mail and request a call back. The previous system did not have this function.

Caranua has two dedicated call line operators who are the first point of contact for all incoming calls to Caranua. If a survivor does not get a response and chooses to leave a voicemail, our policy is that a call back will be made within 24 hours. If the call line operator or Advisor does not get through to the survivor they will attempt

to contact them three times. Caranua received 27,476 incoming calls and staff made 22,037 outgoing calls between the launch of the new phone system in May and December 31st 2018.

### Post

Caranua provides a Freepost service for survivors. During 2018 the administration team processed 31,718 pieces of post.

## Data Protection breaches

Data Incident Reported	Data Protection Commissioner Decision		
	Breach	Non Breach	Grand Total
2015	3	0	3
2016	9	3	12
2017	18	8	26
2018	15	7	22
Grand Total	45	18	63

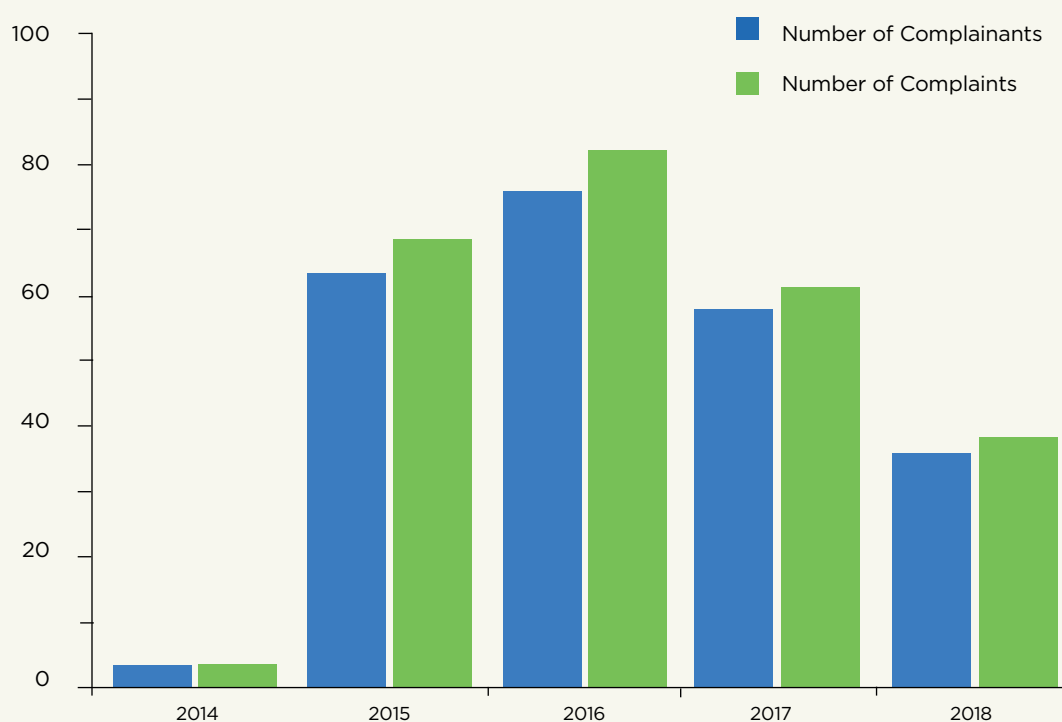
We are committed to protecting the right of everyone who contacts us to privacy and confidentiality. All staff are highly cognisant of their responsibilities under data protection, but sometimes errors are made. To ensure best practice, we err on the side of caution when it comes to reporting breaches. There were 22 personal data breaches in 2018. In all cases the Office of the Data Protection Commissioner was informed. Typical breaches were due to either human or administrative error. Caranua is committed to minimising breaches as much as possible and regular training is provided to all staff in relation to data protection responsibilities.

For each breach reported, the cause of the breach was examined and appropriate process changes were implemented where necessary. In addition, in May 2018, General Data Protection Regulations (GDPR) came into force, and Caranua undertook all necessary steps to ensure that we were fully compliant with this legislation.

## 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 44 formal complaints received in 2018, 37 were resolved at stage 1, 6 at stage 2, with just one going on to stage 3.

### Complaints

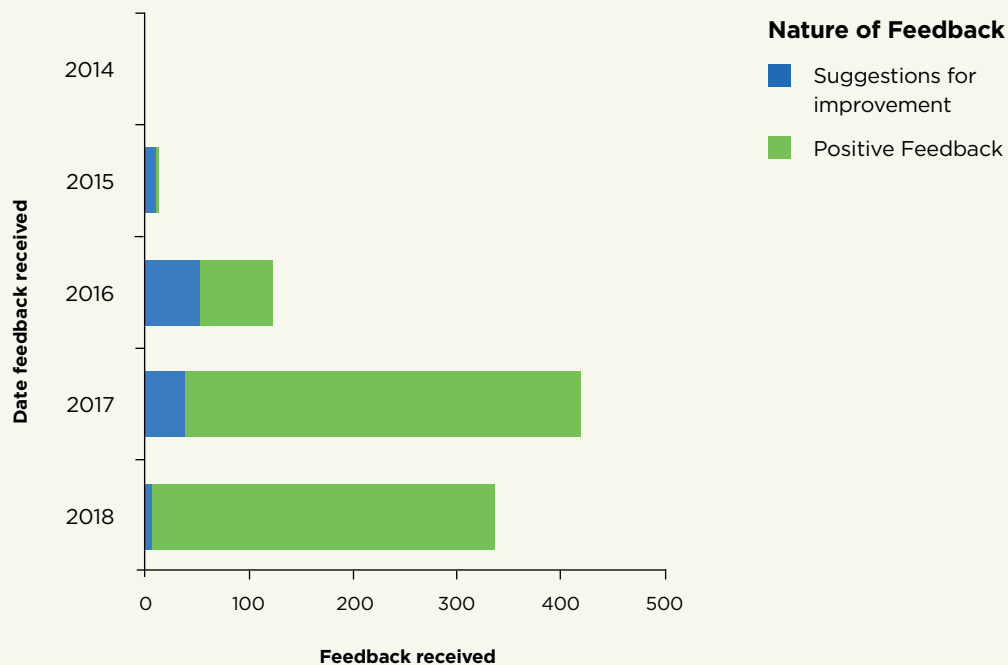


Date of Initial Complaint	Category	Stage 1	Stage 2	Stage 3	Grand Total
2014	Number of complainants	2	1	0	3
	Number of complaints	2	1	0	3
2015	Number of complainants	37	26	2	65
	Number of complaints	41	27	2	70
2016	Number of complainants	51	24	3	78
	Number of complaints	56	25	3	84
2017	Number of complainants	37	18	4	59
	Number of complaints	39	20	4	63
2018	Number of complainants	29	6	1	36
	Number of complaints	32	6	1	39
<b>Grand Total</b>	<b>Number of complainants</b>	<b>156</b>	<b>75</b>	<b>10</b>	<b>241</b>
	<b>Number of complaints</b>	<b>170</b>	<b>79</b>	<b>10</b>	<b>259</b>

## Feedback to Caranua

We welcome all feedback from survivors who apply to Caranua for support funding and in 2018, 337 survivors contacted Caranua with feedback on the service. In 97% of cases the feedback was in relation to their positive experience with Caranua. 3% 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.

### Feedback

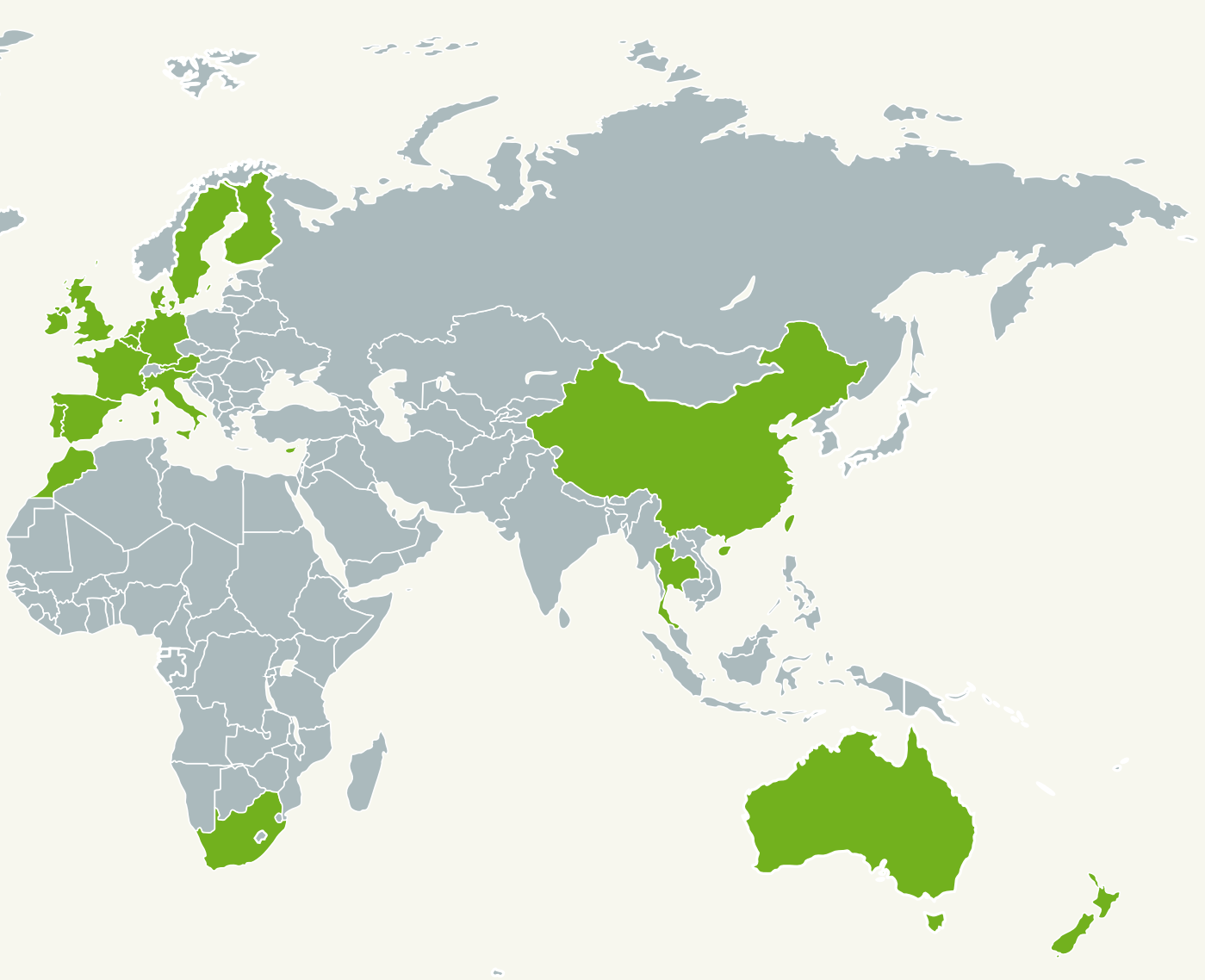


Nature of Feedback	Date Feedback Received					Grand Total
	2014	2015	2016	2017	2018	
Suggestions for Improvement	0	11	53	40	9	113
Positive Feedback	1	3	72	378	328	782
<b>Grand Total</b>	<b>1</b>	<b>14</b>	<b>125</b>	<b>418</b>	<b>337</b>	<b>895</b>

## The people we work with: Resident Country

Australia	36
Austria	1
Belgium	3
Canada	18
China	1
Cyprus	1
Denmark	2
England	1154
Finland	1
France	2
Germany	6
Ireland	4583
Isle of Man	1
Italy	1
Jersey	1
Morocco	1
Netherlands	6
New Zealand	3
Northern Ireland	53
Portugal	2
Scotland	16
Singapore	1
South Africa	1
Spain	7
Sweden	4
Thailand	2
United States	55
Wales	23

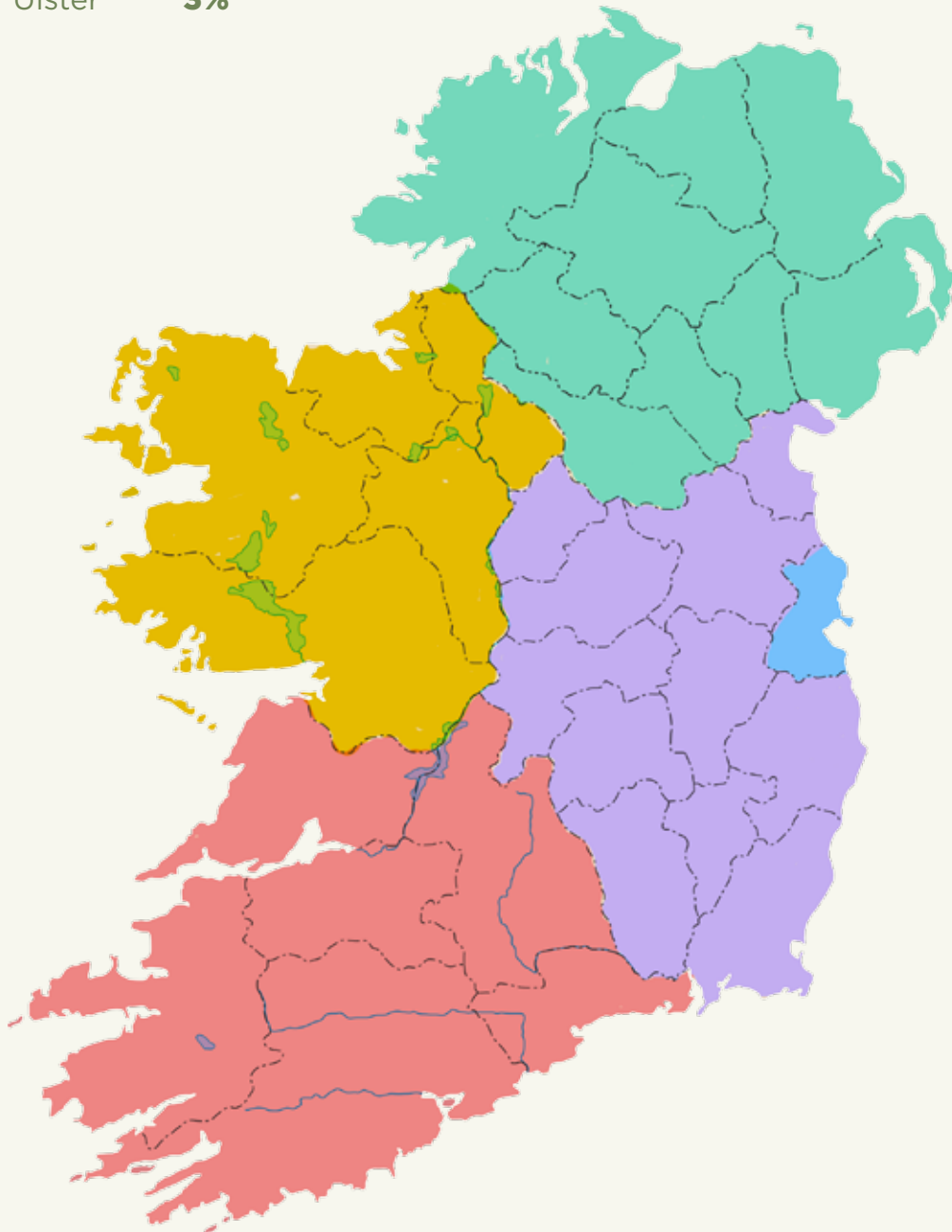




Grand Total	5,985
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### The people we work with: Resident in Ireland

■	Dublin	<b>41%</b>
■	Munster	<b>27%</b>
■	Leinster	<b>20%</b>
■	Connacht	<b>9%</b>
■	Ulster	<b>3%</b>





### The people we work with: Male/Female

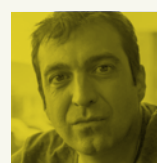
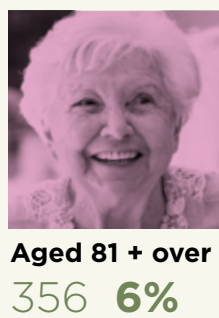
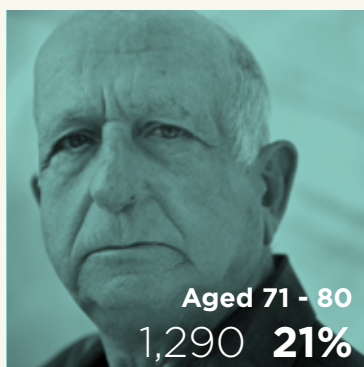
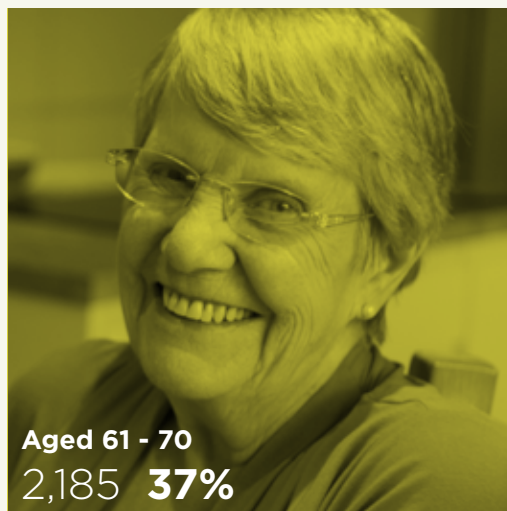
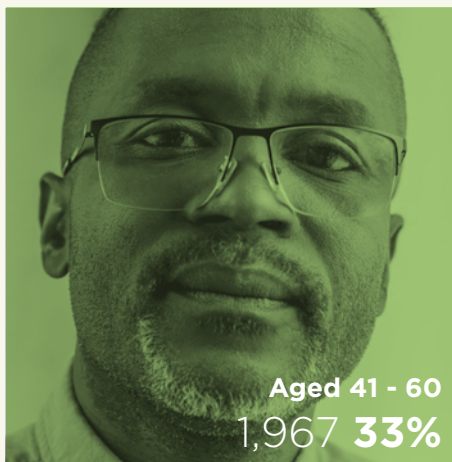


Of the 5,985 survivors Caranua supported in 2018, 58% (3,455) were male and 42% (2,530) were female.

### The people we work with: Age Profile

Three percent of the 5,985 survivors we supported were under the age of forty. The largest age group of survivors we assisted was 61-70 years old, representing 37% of the total number.

Survivors over the age of sixty years old represent 64% of the total number of survivors assisted during 2018. This demonstrates the ageing profile of the survivor population.



Aged 40 + under  
187 **3%**

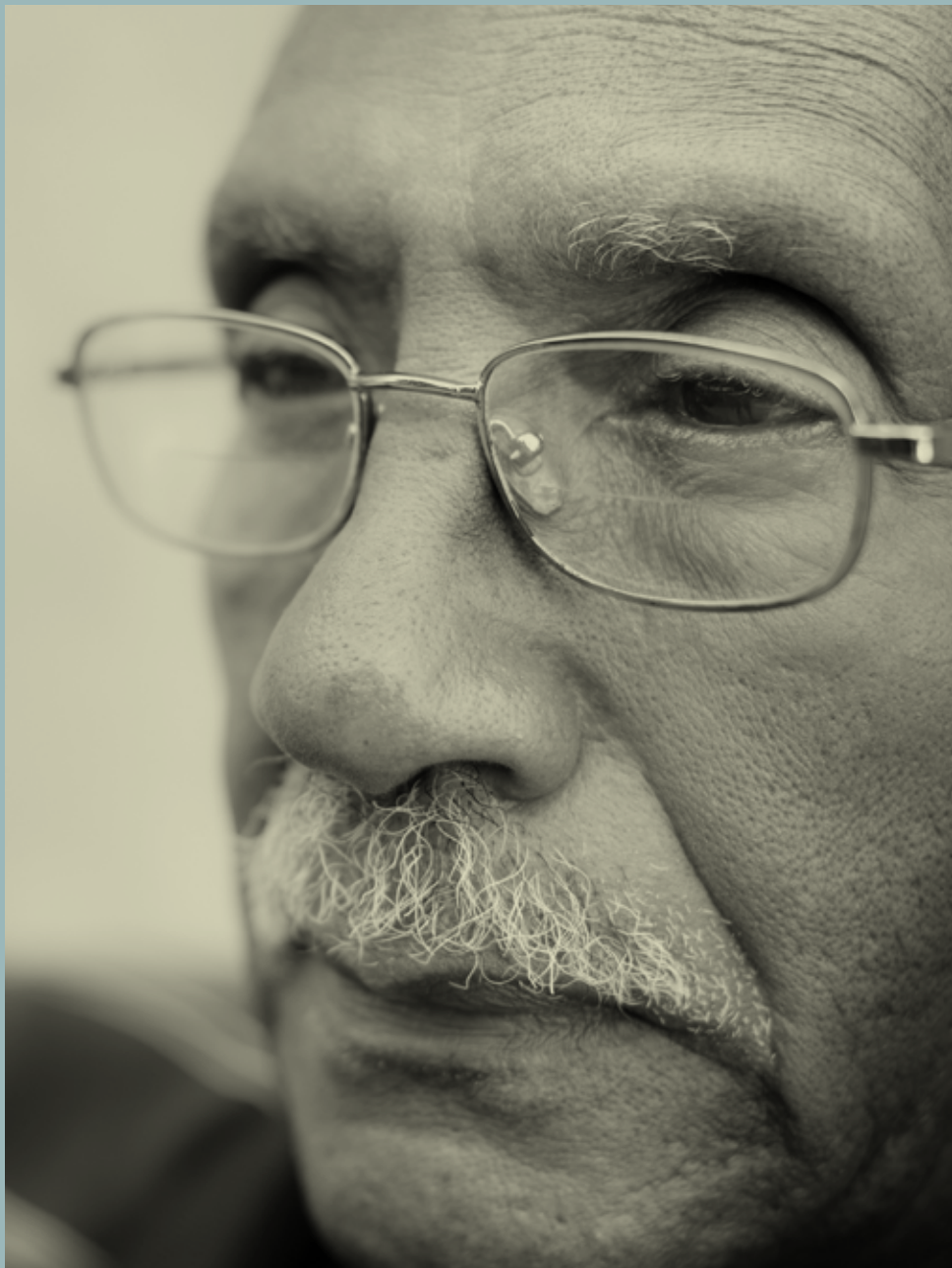


**My brother has suffered his whole life with mental health issues as a result of being abused as a child. After finding out about Caranua, I offered to help him through the process.**

We rang Caranua and got some great advice. I was immediately put at ease by our Advisor. She promised all correspondence would come through me so this would not upset my brother. She was so helpful, patient and compassionate throughout the process.

My brother now has a new home, as a result of Caranua's support. Somewhere he can call his own. To him that is everything. He had been in rented accommodation which he had to move out of, causing him to attempt suicide last year. He has also got the confidence to attend regular counselling sessions to combat his alcohol addiction.

Throughout our dealings with Caranua he felt that he mattered, that somebody was willing to help him and



give him a chance. He has surprised us by doing things himself that we take for granted - such as ringing to make appointments and getting quotes for different things - as opposed to depending on others.

He has gained a new confidence which is not something I expected. He got new glasses, dental work done, electrical goods

for his new home and his funeral expenses pre-paid. He had worried about his siblings having to pay for his funeral, something we had not thought of. Another of his worries gone. I would like to say a big thank you to Caranua, you have managed to change my brother's life which eases our worries also.

From the bottom of our hearts, thank you.



# 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 2018, including compliance.

## Legislation and structure

The Residential Institutions Statutory Fund Act, 2012, the legislation under which the Residential Institutions Statutory Fund (Caranua) was established, 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 Chairperson and other eight members of the Board (four of whom must be former residents), approves the appointment of the Chief Executive Officer, 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).

## Governance Matters

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 contract for the outgoing CEO came to an end on 10th April 2018. Caranua acknowledges the contribution of the outgoing CEO, Ms Mary Higgins. We thank her for her efforts on behalf of the survivors of institutional abuse. Ms Rachel Downes performed the duties of Acting CEO from October 2017 until 18th January 2019, when she was appointed CEO formally, with the approval of the Minister for Education and Skills, Mr. Joe McHugh, T.D.

The Chief Executive Officer salary for 2018 was €87,007, with €199 paid for vouched travel and subsistence.

## The Board

The term of the Board of Caranua is four years. The Board of Caranua is appointed by the Minister for Education and Skills, and 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.

As the 2013 – 2017 Board was appointed in March 2013, the first term of the Board ended in March 2017. In May 2017, the former Minister for Education and Skills, Mr. Richard Bruton T.D., announced appointments to the Board of Caranua for 2017 – 2021. Two of the members announced at this date subsequently resigned in February 2018, and two new members were appointed by the Minister for Education and Skills, Mr Joe Mc Hugh T.D. in October 2018.

The current Board, whose term will expire in 2021, is comprised of the following members:

### Chairperson

Mr David O'Callaghan

### Ordinary Members (former residents)

Mrs Frances Harrington

Mr Richard Heeney

Ms Phyllis Morgan-Fann

Mr Francis W. Treanor BL

### Other Ordinary Members

Ms Patricia Carey

Mr Damian Casey

Mr Thomas Daly

Ms Katherine Finn

## Board meetings, expenses and policies

The Board met a total of nine times in 2018. 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-committees

The Board has established two sub-committees, the Audit and Risk Committee and the Wind down 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. 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 2018.

A second sub-committee was established to oversee the orderly wind down of Caranua operations, comprising four Board members. This sub-committee met once in 2018, and intend to meet regularly in 2019, to ensure all aspects of the wind-down are appropriately considered and managed.

## Board Members

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

Board Member	Meetings attended	Audit & Risk Committee meetings attended	Wind-down Sub-committee	Expenses 2018 €
David O'Callaghan	9	-	-	€245
Damien Casey	9	5	-	€119
Frances Harrington	9	-	1	€2,506
Francis W. Treanor BL	5	-	-	€1,459
Katherine Finn*	8	5	1	€269
Mary Lodato	1	-	-	€219
Patricia Carey	7	-	1	€ -
Thomas Cronin**	-	-	-	€299
Thomas Daly	7	5	-	€1,446
Phyllis Morgan-Fann	1	-	-	€314
Richard Heeney	1	-	-	€ -
<b>Total</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>€6,877</b>

\*€143 relates to meetings in 2017 \*\*€219 relates to meetings in 2017

## Financial and risk matters

Religious congregations provide the financial resources for the Fund that Caranua manages. 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 2018, €103 million had been paid into the account, including €1.38 million of interest. The balance of €8.4 million remained outstanding from the congregations at the end of 2018.

The Board investment strategy is a low risk approach, focused on maintaining secure risk free investment of the Fund. Current market interest rates have fallen below 0%.

The Residential Institutions Statutory Fund Act 2012 (Section 30) determines that all operational costs including, staff, overheads, freephone and postage and all other costs of the independent Appeals Office must be paid from the Fund. In 2018, €2.4 million was spent on such costs (broadly termed operational). In 2018, there were two Appeals Officers, who were appointed by the Minister for Education and Skills in 2017.

Annual and quarterly reports on expenditure, prepared by our accountants, were presented to the Audit and Risk Committee and Board for approval in 2018. Monthly reports on expenditure are prepared by our finance department and presented to both the Board and the Audit and Risk Committee at each meeting. Annual financial statements are subject to audit by the Office of the Comptroller and Auditor General (C&AG).

Once approved, the audited 2018 annual financial statements are laid before the Houses of the Oireachtas, following which they are published. Audited Financial Statements for all previous years are available on [www.caranua.ie](http://www.caranua.ie)

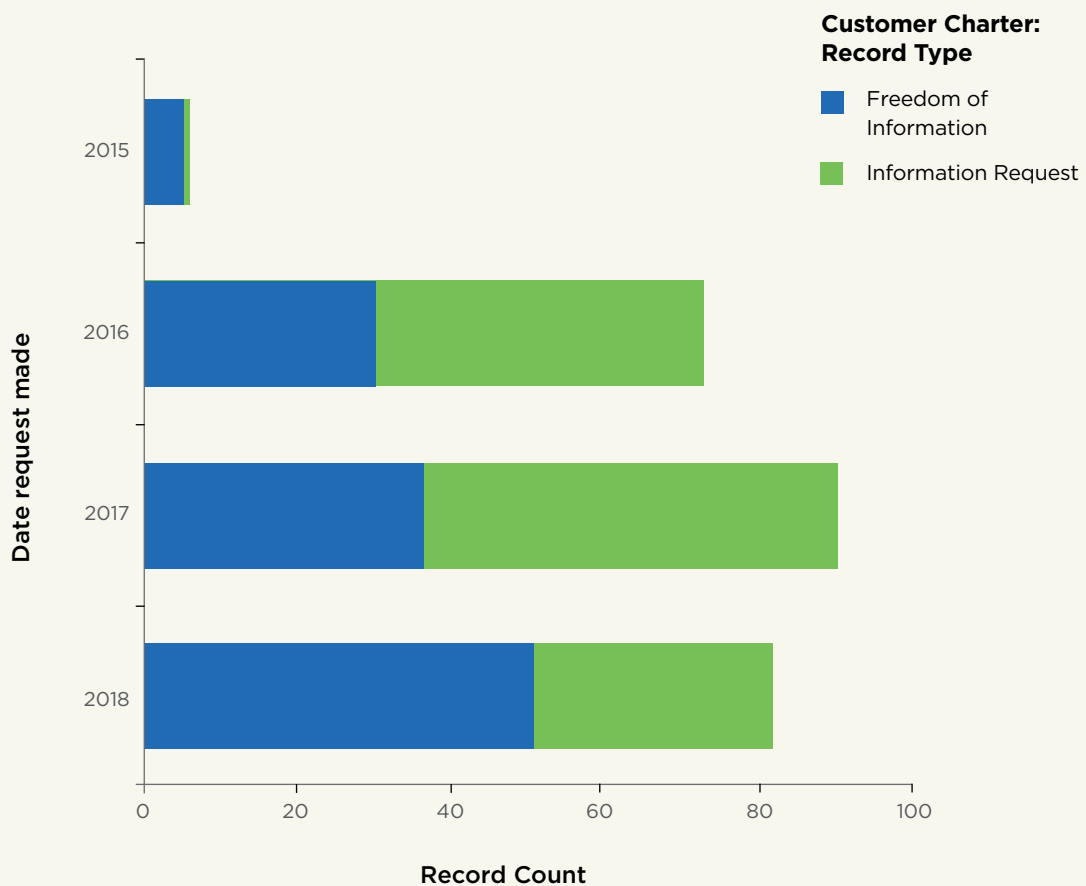
## Transparency, accountability and compliance

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 General Data Protection Regulations (GDPR) 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 about anyone in contact with Caranua is available on request. When we receive Freedom of Information (FOI) requests we ensure that 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 four years that we have received FOI requests, the number has increased from 5 in 2015 to 51 in 2018. We have also received 31 information requests.



Date Request Made	Contact Record Type	Freedom of Information	Information Request	GRAND TOTAL
2015	Survivor	5	1	6
	Subtotal	5	1	6
2016	Survivor	23	40	63
	Other Contacts	7	3	10
	Subtotal	30	43	73
2017	Survivor	20	52	72
	Other Contacts	16	3	19
	Subtotal	36	55	91
2018	Survivor	13	21	34
	Other Contacts	38	10	48
	Subtotal	51	31	82
	<b>Grand Total</b>	<b>122</b>	<b>130</b>	<b>252</b>

## Oireachtas Communications

In 2018, Caranua received communications from 20 TD's and 3 senators on behalf of 39 survivors. The majority of these contacts were straightforward queries in relation to the current status of the survivor's application. Two contacts related to complaints from survivors and were satisfactorily resolved with the survivors.

## Parliamentary Questions

Caranua 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.

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 2018, there were 98 Parliamentary Questions relating 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. Sanction was given in 2018 to employ additional staff for a 12-month period to support services to survivors.

### Staff positions and grades at December 2018

No of staff	Position	Grade
1	Chief Executive Officer	Principal Officer
1	Director of Services	Assistant Principal Officer
12	Application Advisors	Executive Officer
2	Team Leaders	Higher Executive Officer
1	Director of Finance & Corporate Governance	Assistant Principal Officer
1	Head of Communications & Engagement	Higher Executive Officer
1	Head of HR & Administration	Higher Executive Officer
5	Administrative Assistant	Clerical Officer
2	Quality Compliance & Information Officer	Executive Officer
2	Call line Operators	Clerical Officer

# 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



“

Caranua staff are very respectful of dad's privacy, they don't pry into my father's past, they are concerned for him and his future needs and what assistance I need to be able to support and care for him. Things can be overwhelming at times, Caranua staff are very reassuring and always willing to listen.

This survivor's daughter acted as his nominated person

“

On behalf of myself and my husband we will say what a real pleasure it was to deal with the Advisors appointed to us. They were professional, understanding, thoughtful and very helpful. The items from the Caranua fund were most welcome and have made our lives more comfortable. Our thanks to all the staff at Caranua office and we wish them well in their future.

from a UK survivor



  
**CARANUA**



**CARANUA**

support for survivors of institutional abuse

**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: [info@caranua.ie](mailto:info@caranua.ie)

**For more information**

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