



CARANUA

support for survivors of institutional abuse

Annual Report
2019 and 2020



Survivor Story

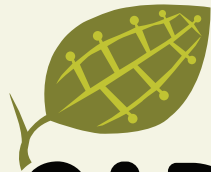
“I am in good shape. I have my home in shape again. I have put a lot of money into it. Caranua has made a big change to my home and to my life. I am happy now.

The old times, I do think of them, it never goes away. I learnt nothing. I can't read or write. I went to school, but I was put in the back of the class, I often wonder why was I born?

I still think of those times, it is what makes me sick. I meet fellas and they ask me did I go to the local school? I couldn't lie. I had to say where I went. My father died, and they put me into the home. It has never left my head. I came out at 16 and I was put into a farmer's house to work. I fought to get everything.

I am 70 now. This came at a good time. I have my house good it is warm. The first 50 years of my life were destroyed. I don't think I will ever come out of it. I can be watching TV at night and it is always there in my mind. But at least I am safe now. I don't have to fight anymore.”





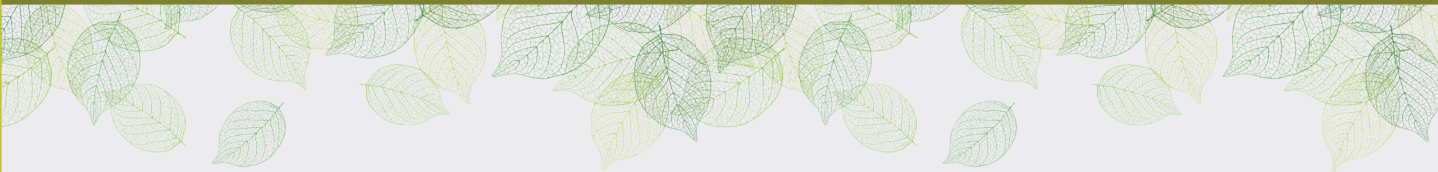
CARANUA

support for survivors of institutional abuse

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Throughout the report figures for 2020 are accurate up to 31st May 2020



Survivor Story

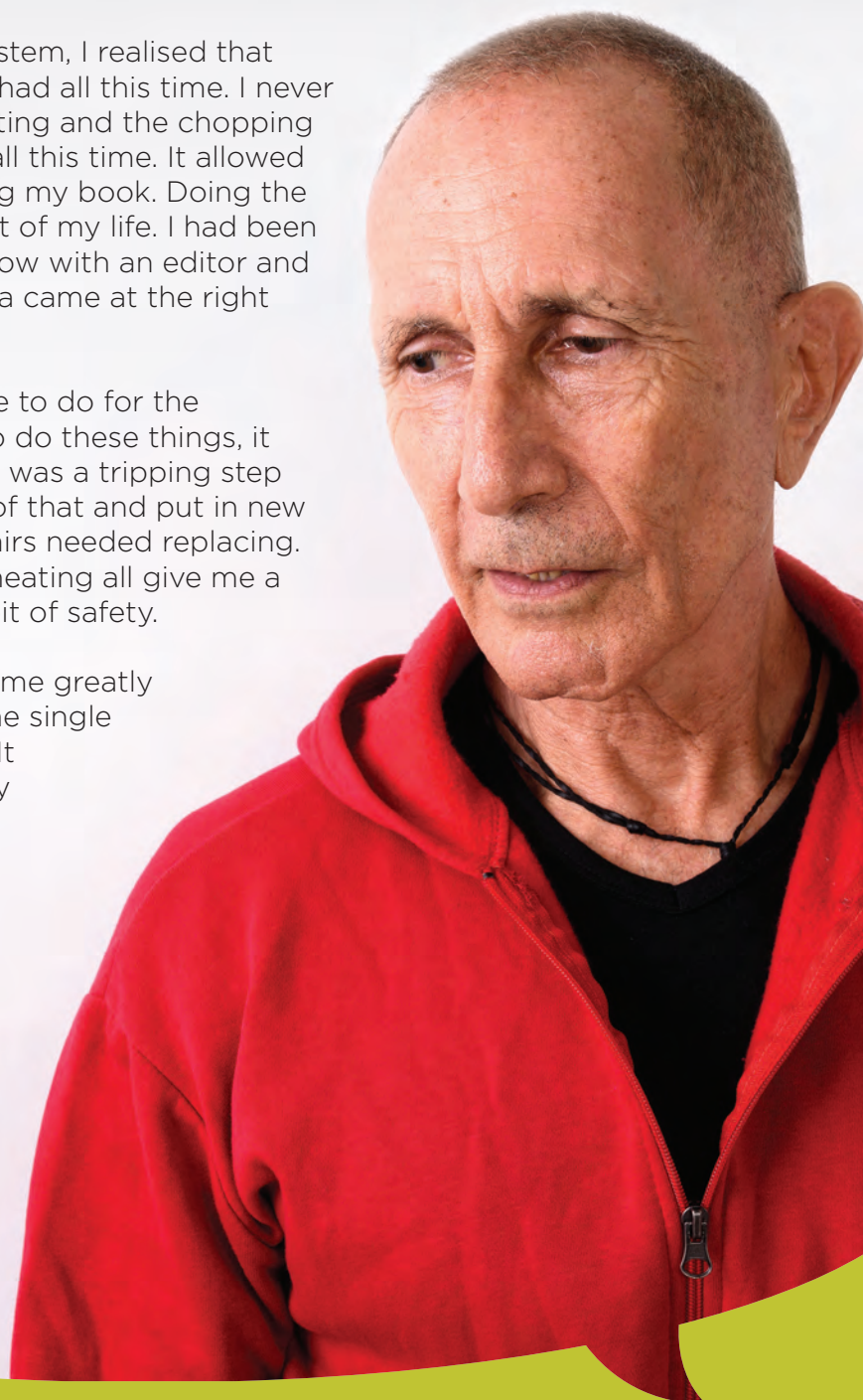
“I am fiercely independent, I spent my life relying on no one and then for someone to come along and give us something. It was the first time for me in my life. I never expected anything.

I had two wood stoves. Every day I had to go out and cut wood. I never realised how much time it all took. It could take two hours every day and I am getting older. My family relied on me to keep us warm.

After I put in the gas heating system, I realised that when I came home from work I had all this time. I never realised how much time the cutting and the chopping took every day. I suddenly had all this time. It allowed me to put that time into finishing my book. Doing the book is the biggest achievement of my life. I had been writing it for twenty years. It's now with an editor and waiting to be published. Caranua came at the right time for me.

I had many things in the pipeline to do for the house. The support helped us to do these things, it brought them all forward. There was a tripping step in the conservatory, we got rid of that and put in new flooring; and the windows upstairs needed replacing. The new windows and the gas heating all give me a little bit of comfort and a little bit of safety.

My view is that Caranua helped me greatly in my life. It allowed me to do the single biggest achievement in my life. It allowed me the time to finish my book.





Chairperson's Foreword

This is the eighth and final Annual Report of the Residential Institutions Statutory Fund known as Caranua, covering the work of the organisation in 2019 and 2020.

The €110 million fund provided by the Religious Congregations with responsibility for managing Industrial schools in Ireland will soon be expended. The 31st August 2020 is now the last day that Caranua will receive quotes from survivors. No further funding support payments will be made after 30th September 2020.

In 2019 and 2020, Caranua's work focused on fairly distributing the remainder of the Fund to as many eligible survivors as possible. Intensive work was undertaken to engage with eligible survivors who had previously initiated contact with Caranua but had not pursued their claim to the Fund, survivors who had previously received limited funding supports and survivors who for a variety of personal, psychological and social reasons found engaging with the application process challenging.

This important work allowed additional survivors to benefit from the Fund. The final number of survivors who received funding supports from Caranua is 6,158 and the average value of the funding supports provided in 2019 and 2020 was €14,447.

As this is the final Annual Report, I wish to record my appreciation to Board members, past and present, who freely gave of their time to ensure that Caranua met



The final number of survivors who received funding supports from Caranua is 6,158 and the average value of the funding supports provided in 2019 and 2020 was €14,447.



its objectives. I wish to thank the staff of Caranua for their unceasing commitment to the welfare of the survivors of institutional abuse and I wish them well for the future.

I also wish to acknowledge the support of the Ministers for Education and the officials of the Department of Education & Skills for their advice and co-operation since the inception of Caranua in 2014.

Finally, I wish to thank the many survivors who shared their experiences with us and the hundreds who took the trouble to acknowledge in writing their positive experiences with Caranua.

Sincerely,

David J O'Callaghan
Chairperson

The Fund in Numbers

Total Applications received from survivors

6,158

Male **3,562**



Female **2,596**



2019 in Figures

9,030 individual funding support payments

were made to

2,255 survivors



2,273

Completed Applications



Phone Calls **29,799**

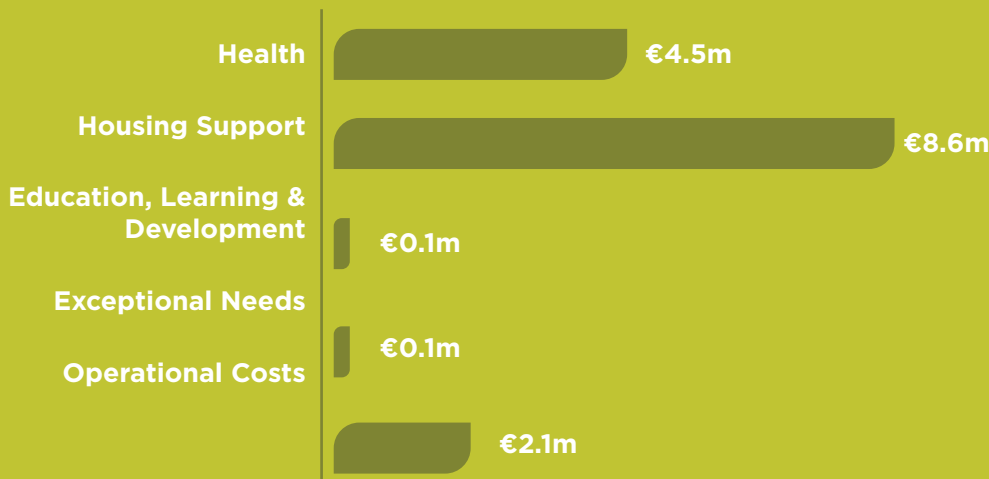


Average Spend funding

€13,651

Fund spend per category in 2019*

Subject to audit by the Comptroller and Auditor General
*more detailed figures will be available in our Audited Accounts for 2019



Incoming Post

19,247



Outgoing Post

6,022



CARANUA

support for survivors of institutional abuse

Throughout the report figures for 2020
are accurate up to 31st May 2020

2020 in Figures

206

Completed
Applications



1,148

individual funding
support payments

were made to

591

survivors



Average Spend funding

€15,244



Phone
Calls

4,088

Fund spend per category in 2020*

Subject to audit by the Comptroller and Auditor General
*more detailed figures will be available in our Audited Accounts for 2020



Incoming Post

2,161



Outgoing Post

741



Message from the Chief Executive Officer

During 2019 and 2020, Caranua worked with 2,846 survivors and provided €17.8 million in funding supports. Housing supports were identified as the greatest area of need for survivors followed by funding for health supports.

Caranua was scheduled to complete operations in 2019, however, due to the delay in receiving the remainder of the fund and the impact of the COVID-19 crisis, the final date for closure was deferred until September 2020.

Caranua staff have worked incredibly hard to ensure these challenges did not impact on the service provided to survivors.

I want to thank the Minister for Education & Skills, Mr Joe McHugh, T.D. and the staff of the Residential Institutions Support Unit for their commitment to ensuring the outstanding contributions were received. Receipt of these funds meant Caranua could offer funding supports to eligible survivors who had applied after the August 2018 cessation deadline.

In 2019, Caranua visited 26 survivors in nine prisons across Ireland. There was an increase in the number of survivors coming to our offices for meetings and we held several successful outreach events in Ireland and the United Kingdom.

I was delighted Caranua was asked to join the organising committee for the successful survivor conference,

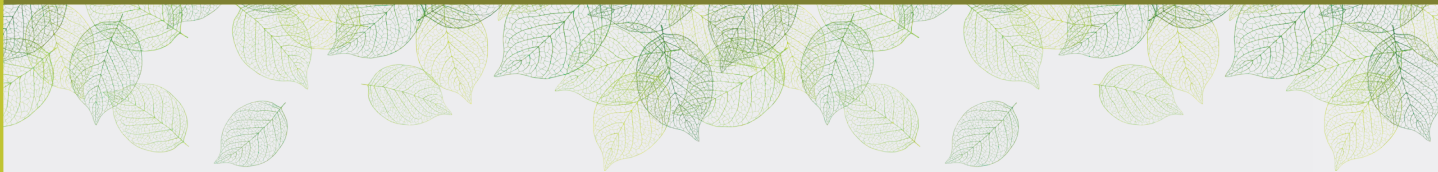
‘Facing the Future Together, Discussing Ireland’s lifelong responsibility to the survivors of institutional abuse’, which took place on the 20th anniversary of the State apology to survivors. This partnership strengthened our relationships with Survivor Support groups and Counselling Services.

Regretfully 2020 is the final year of operations for Caranua. I am proud of the organisation’s achievements and sad at the thought of our closure. I believe there is more work to be done to support survivors. I thank the Board for their support, advice and expertise and I extend my gratitude to the staff I have worked with, they truly are the heart of the organisation.

Most importantly - thank you to the survivors who put their trust in Caranua. I have had the privilege to meet with some of you over the years and many of you have taken the time to contact me sharing your life stories and experiences, it has been an honour.

Best wishes,

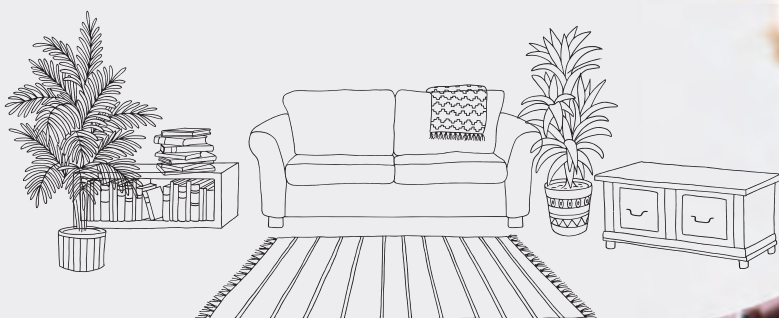
Rachel Downes
Chief Executive Officer



Survivor Story

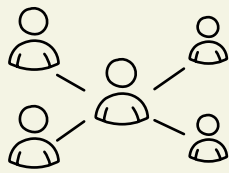
“Getting the house right made an awful difference. I am living here 20 years and the front room never looked right. It was horrible to come in and see the house. It was awful inside. The other people living beside me had lovely things. My old couch was horrible. The floors were grey.

I never got anything in my life. It really lifted me. I really needed it. Coming in to our front room now it's great. All the colours match now. It is gorgeous. I love the blinds. I love them. The whole lot really. I never got help in my life from anyone. Having all the lovely things in the front room gave me a boost. I really mean it. It gave me an awful boost in my life. That someone cared for me in my life. Because nobody ever did anything like this before. I really appreciate this. That someone cared enough. It's great to get this at this time in my life. It was worth waiting for.



Our Work

in 2019 and 2020



Contribution Update

On the 4th of September 2019, the Minister for Education and Skills, Joe McHugh T.D. received formal notification of the transfer schedule for the outstanding contributions. The final transfer was received on the 9th December 2019, meaning the full €110 million which was pledged to the Residential Institutions Statutory Fund was paid in full.

The wind-down of operations

As part of the organisation's original wind-down plan, Caranua projected it would close at the end of December 2019. However, it became clear in early 2019 through communications with the Department of Education and Skills that receipt of the outstanding contributions would be delayed, meaning operational timelines had to be extended.

In May 2019, due to the diminishing funds available, Caranua introduced carefully planned timelines for each survivor with an open application. A process was introduced for informing the survivor of their personalised timeline for completion of their application.

Each survivor with an open application was given a timeline date for the final submission of paperwork concerning their application. The survivor was informed that any paperwork received after this date could not be reviewed.

The completion timeline given to a survivor depended on several factors, including:

- How long their application been open with Caranua?
- The funding supports received to date

- The ability of the individual survivor to manage the application process
- Needs and accessibility to available services
- Any complex needs such as medical, mental health, disability, incarceration or other institutional status of an applicant

The Application Advisor team worked incredibly hard making nearly 1,600 phone calls to explain the process to each individual survivor over a four week period. The phone calls ensured that each survivor had an opportunity to discuss their outstanding needs and also the timeline date for receipt of their final paperwork to complete their application with Caranua. The phone calls were then followed up with individual letters.

The COVID-19 Crisis

In early March 2020, the management of Caranua anticipated that Statewide restrictions on movement would be introduced as the COVID-19 crisis worsened and they began planning to ensure Caranua operations would be maintained.

As Caranua uses a cloud-based Case Management Software system and the New Voice Media telephone system was adaptable for remote working it was assessed that continuity of service delivery was possible.

A large number of Caranua staff already worked from laptops attached to docking stations as it allowed for their use offsite at outreach events; this made the move to home working easier. Staff could access organisational email accounts which allowed for problem-free daily interorganisational communication.

The Board and staff of Caranua rose to the challenge presented by the restrictions on movement by using Zoom, a cloud-



Each survivor with an open application was given a timeline date for the final submission of paperwork concerning their application.



based Video Conferencing system. Staff teams and project groups managed their workloads through regular online meetings. The Board of Caranua held its first online meeting in April 2020.

During the COVID-19 crisis, Caranua's ability to provide support for survivors was not impacted, staff continued to manage open applications and additional significant project work was also undertaken such as:

Funeral Contract Review – the work of this project team was to review the files of all survivors who had availed of a funeral contract and to ensure the paperwork for all parties was in order so that the contracts would be honoured after Caranua's closure. The project team also wrote to over 1,000 survivors with Funeral contracts again providing them with the details of their agreement and asking each survivor to inform a trusted person of their arrangements.

Application Review

Following receipt of confirmation of the final transfer of the outstanding contributions, in October 2019 the Chief Executive Officer, Director of Finance and Corporate Governance and Director of Services reviewed the current status

of the fund and the projected value of applications on hand. They assessed that the organisation had the capacity to provide funding supports for additional eligible applications and commenced an application review.

Applications included in stage one of the review were the 190 survivors who had applied to Caranua prior to 1st August 2018, they were named on the Redress list but had not provided their identification documents therefore could not be confirmed eligible. Following the review 56 people who provided the required information to Caranua, had their applications opened, needs assessed and their applications were then processed and completed.

Stage Two was the review of all applications received after the 1st of August 2018 to assess for eligibility to apply for funding supports.

The review focused on first time applicants to Caranua, repeat applications from survivors who had previously applied to Caranua and had received under €15,000 in funding supports and applications where an exceptional need had been identified.

Following this review 251 survivors had their applications opened, 133 people were first time applicants and 118 were repeat applications who had previously received under €15,000 in funding supports.

Outreach and Engagement

Caranua continued a targeted approach to outreach events in 2019 and 2020 focusing on several specific survivor groups, including survivors who, for a variety of personal, psychological and social reasons found engaging with the application process challenging and survivors who had received limited or no funding supports.



The review focused on applicants who had received zero funding, those applications under the €15,000 funding limit and applications where an exceptional need was identified.



This targeted approach delivered excellent results as Caranua staff were able to review survivors' applications in advance of meetings and prepare options to assist each person.

All expenditure by Caranua for Outreach events comes from the Fund, therefore, defined benefits must be demonstrated. The following benefits are directly linked to outreach, they;

- offer an opportunity for survivors who find it difficult to interact over the phone or via email to engage;
- enable survivors to link with Caranua staff in an informal setting;
- give survivors an opportunity to share their experiences in a safe space with each other and Caranua staff;
- act as a social occasion allowing survivors to form supportive relationships and link in with other services.

Caranua's outreach in 2019 had the additional purpose of ensuring that survivors and survivor support groups were aware of Caranua's wind-down plans. In 2019 Caranua held 55 face to face meetings in our offices and 13 such meetings in 2020, offering survivors the opportunity to discuss their application in person with their Application Advisor.

The following additional outreach events were also held:

- Meetings with 24 UK survivors took place in London and Birmingham in 2019 and Application Advisers visited London again in 2020 to meet with an additional seven survivors
- In 2019, 33 deaf survivors met with Caranua staff with the assistance of a registered Irish sign language interpreter. Monthly face to face outreach sessions were held on the first Monday of every month in the Deaf Village in Dublin and a targeted outreach day for deaf survivors was held in Caranua's offices on 9th October 2019.
- Caranua staff met with a survivor who has experienced homelessness at Sundial House Service in Dublin, this meeting was supported by DePaul Services.
- Caranua continued to work in partnership with the Christine Buckley Centre and Right of Place Second Chance throughout 2019 and 2020. Outreach days were organised to assist survivors they support in Cork and in Caranua's offices. The Christine Buckley Centre and Right of Place Second Chance are the two largest survivor Support Groups in Ireland.
- A number of meetings also took place at Caranua's offices with survivors and representatives of the Residential Institutions Survivors Network.
- Caranua invited Survivor Support Groups and Counselling Services including the National Counselling Service, One in Four, Towards Healing, the Irish Counselling and Psychotherapy Services, Barnardo's Origins and Tracing, Cork Deaf Association, London Irish Centre, Birmingham Irish Centre, Coventry Irish Society to meetings at Caranua's offices and to our outreach events in London and Birmingham to keep them informed about the status of the fund and the ongoing work of Caranua.



Survivors in Prison

Caranua initiated a programme of outreach for survivors in prison in December 2018. The objective of the programme was to ensure that all survivors in prison would have an opportunity to access the Fund before it closes, regardless of their sentence and personal circumstances.

For a variety of reasons, survivors in prison have difficulty accessing the Fund. Some of the barriers include the circumstances of their prison sentence, emotional and psychological state of being, length of time in prison, access to communication, literacy issues and level of support from outside and inside of the prison to facilitate the application process; these factors have a bearing on the survivors' ability to engage with Caranua.

Research for the prison engagement programme involved meetings with Prison Governors, Chaplains, The Pathways Centre, The Prisoner Support Network

and the Irish Association for Social Inclusion Opportunities (IASIO) in prisons throughout Ireland.

The advice received from The Pathways Centre and Prisoner Support Network was invaluable and the support of Governors, Chaplains and prison staff helped Caranua to achieve positive outcomes for survivors in prison.

At the commencement of this project, Caranua identified 51 open applications from survivors who were in prison. In 2019 Caranua visited 26 survivors in prison and seven survivors in prison in 2020, the prisons included are Portlaoise Prison, Midlands Prison, Mountjoy Prison, Arbour Hill Prison, Wheatfield Prison, Castlereagh Prison, the Dochas Centre, Cloverhill Prison and Cork Prison.

Following their release from prison, two survivors visited Caranua's offices for individual meetings to further assist them with their applications and provide support.

Co-operation and Advocacy

Some survivors contact Caranua regularly to have a person to speak to, they have no funding support requirements. Research has shown that social isolation and loneliness are big risk factors for poor health particularly mental health.

Caranua has funded socially active and connected services to assist survivors to link in with their local community to avoid social isolation. Funding has been provided for gym memberships, social clubs, classes, local travel, courses, family tracing and



genealogy, connecting family and place.

Caranua has assisted survivors to tell their story via writing classes, book publishing and oral history recordings. Some survivors have chosen to publish their stories but many choose to keep them as a personal record for themselves or their families.

As well as working with survivor support groups and counselling services, Caranua engages with a large number of homeless charities, housing associations, addiction services and advocacy organisations to try and ensure long-term linkages and social supports for survivors. Below is an example of this work:

Caranua entered into a Memo of Understanding with the organisation ALONE. The purpose of the agreement

is to try and link survivors with longer term supports. ALONE provides support through dedicated staff who carry out comprehensive assessments and address any challenges the older person is facing. They also offer befriending, support visitation and telephone services to help combat loneliness and isolation.

Working in Partnership

Caranua was delighted to partner with the Christine Buckley Centre and friend's committee, working in partnership on the conference and commemoration events to mark the 20th anniversary of the State apology to the survivors of institutional abuse and the 10th anniversary of the publication of the Ryan Report. The conference was called 'Facing the future



Christine Buckley Centre and Friends Committee – Conference and Commemoration Organising Committee

Back L to R - Micheál Walsh - Right of Place Second Chance, Andrew Walker - Barnardos Origins Service, Rachel Downes - Caranua, Maeve Lewis - One in Four

Front L to R - Lindsey Gordon - National Counselling Service, Annemarie Kennedy - Christine Buckley Centre, Carmel McDonnell Byrne - Christine Buckley Centre, Patricia Keohane - Towards Healing, Michael Walsh - Right of Place Second Chance

together – Ireland’s lifelong responsibility to the survivors of institutional abuse’.

The organisations involved were Caranua, the Christine Buckley Centre, Barnardos Origins, One in Four, the HSE National Counselling Service, Right of Place Second Chance and Towards Healing.

The conference took place on 11th May 2019 in the Samuel Beckett Theatre, Trinity College Dublin and was well attended by survivors from Ireland and the United Kingdom. Former Taoiseach, Bertie Ahern was in attendance, the Chairperson for the day was Colm O’Gorman, Executive Director of Amnesty International (Ireland) and the rapporteur was Fergus Finlay, former Chief Executive Officer of Barnardos.

Caranua Board Member, Francis Treanor BL, spoke as a survivor and as a representative of Caranua. He spoke comprehensively about the importance of survivor support organisations and the impact Caranua’s closure may have on survivors.

Following the conference, a commemoration event took place in the Pro-Cathedral, which gave survivors the opportunity to meet in a more informal setting. Both events were successful and well attended.

The committee will launch a Report on the conference in 2020 highlighting the five key areas for continued support for survivors.

1. Enhanced Medical Card and support with housing
2. Continuation of long-term free easily accessible counselling services for survivors
3. Provision of advocacy supports including accessing public services, linkages homeless and addiction supports

4. All medical and public service staff with a customer facing role should receive trauma informed practice training
5. Identification of supports needed by survivors living outside of Ireland

The Committee of Public Accounts (PAC)

Caranua was invited to appear before the Committee of Public Accounts on 17th October 2019 to discuss the 2017 Financial Statements.

The Chairperson, Chief Executive Officer, Director of Services, Director of Finance and Corporate Governance and Head of Communications and Engagement attended along with officials from the Residential Institutions Support Unit at the Department of Education and Skills.

Arising from the appearance the Chairperson of the Committee of Public Accounts wrote to Caranua with supplementary questions for which a written response was provided.



Survivor Story

“I live in a cul de sac. There were a few incidents in the past few years that had left me very nervous. Drug dealing and people being chased through my garden, I remember being very upset on one occasion. I was abused and shouted at on the bus on the way home. I called the police but I decided it was safer not to take a case.

I put in an alarm, a security gate and a very strong front door. The safety gate is great. There is such a sense of security. We have a baby in the house now and my family feels safe. These incidents of young lads running through my garden don't frighten me anymore.

Once I close my big strong front door, I feel safe. It has made my life. Without Caranua I wouldn't have been able to do those things. A bank wouldn't give someone with my income money. But they're very important things to be done in the home. I can see who is coming or going through my alarm system. I would have been very frightened, now I am not nervous, I can see through my fear.

I also put in a new shower, our bathroom was in two rooms in an old house. The workman arrived and they suggested joining up the two bathrooms together. I knocked down walls and it is just one room now. It is so much easier to move around. Before, I couldn't get in and out of the bath because of a medical condition. The wood was rotten underneath because of the old lino, the floor is tiled now and it is all much more hygienic and safer.

The security has changed my life. That part has been brilliant.”





Communicating with survivors

By Phone

When a person calls Caranua there are three phone numbers to choose from, all of these numbers will connect the caller with the phone line operator who then transfers the call to the relevant member of staff.

The reason people call Caranua varies widely. We receive calls from survivors, their family members', politicians, journalists, suppliers, social and support workers, and prison staff.

Most calls relate to survivor case files, when calls come in the phone line operator establishes the caller's identity to ensure the proper permissions are present to discuss the case. If the call is concerning an open case the call is transferred to a member of the Application Advisor team. If the call is about a completed case the phone line operator will answer the query.

It is not uncommon for survivors with completed cases to call looking for advice and advocacy support from the phone line operator. The length of these calls varies.

There is no limit on the number of calls that can come in at one time. When multiple calls come in at once they go into a queuing system where callers have the option to wait for the call line operator to answer, leave a voicemail requesting a call back or hang up and call back later.

Voicemails can also be left outside of office hours. Staff aim to return all calls within three days, however, calls are often returned on the same working day.

Caranua commits to making a minimum of three attempts to return calls and will only leave voicemails where permission has been previously obtained by survivors.

By Post

Each day there is a large volume of incoming post from all parts of the world. The content varies from quotes, receipts, paperwork for prepaid funeral plans, general letters and often there is a beautiful thank you card. Once received the post is checked, date stamped and put into the appropriate folder for scanning onto Caranua's Case Management system before it is distributed to the relevant department.

Survivors will sometimes request that a hardcopy of their post is returned to them for their peace of mind. All postal items are scanned to our system so we can return the original hardcopy for the survivors own records.

Survivors can send letters with general queries even if their case has been completed. These are passed on to the relevant department who will respond as necessary.

Caranua Website

The Caranua website, www.caranua.ie is used to communicate information with survivors, journalists, politicians and the public.

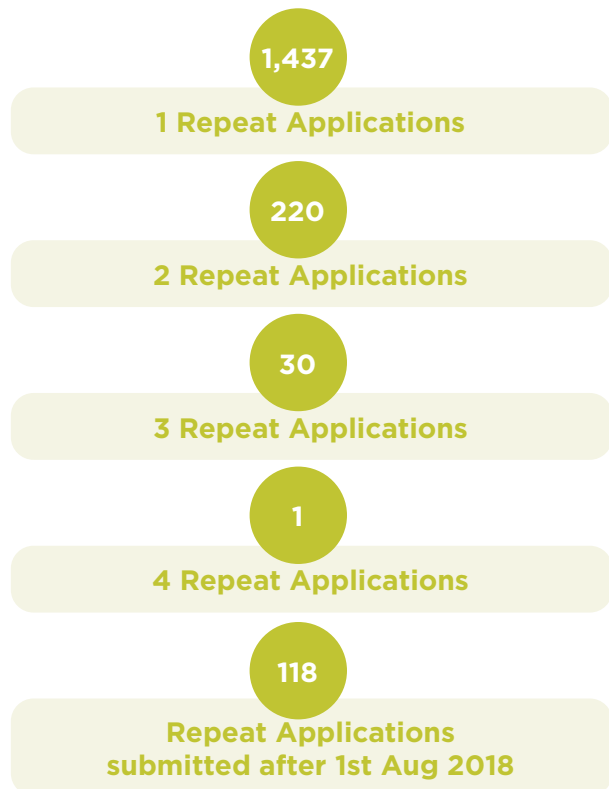
- The Chief Executive Officer publishes regular letters to survivors that provide information about key dates for applications and information about anything that may affect survivors. During the COVID-19 crisis, the Chief Executive Officer kept in touch with survivors through updates on the website, providing information about Caranua's response to the government's pandemic measures as well as details of other supports that could be helpful to survivors.
- Each month a Fund update is published providing detailed information about fund spend and applications.
- Board Minutes are published.

Applications

Since 2014, 6,646 people have contacted Caranua to make an application. Initial contact with Caranua can be made through various means including phone, e-mail and post. Once contact had been made, the administration team checks to see if the person is on the redress list. If they are on the redress list we ask them to provide proof of ID and address. If the person is not listed on the redress list we ask them to provide proof of award, ID and address. Of the 6,646 people who applied, 175 people were ineligible and 313 did not respond to requests for further information.

When an application is opened, it is called an initial application. When a survivor has been through the application process and has had their needs met, their application is then completed. If a survivor reapplies to Caranua it is called a repeat application. 1,555 survivors have made repeat applications with some survivors making multiple repeat applications.

Figures to 31st May 2020



The application criteria and appeals

In 2019 9,030 funding support payments were approved and 304 funding support payments were not approved and in 2020 1,148 funding support payments were approved and five funding support payments were not approved

Caranua cannot approve applications to fund services that are not covered under the legislation and guidelines. Where an application does not meet the criteria, the Director of Services writes to the survivor explaining the reason for the decision to decline the funding request and how they can appeal the decision to the independent Appeals Officer appointed by the Minister for Education and Skills.

In 2019, 157 survivors lodged appeals with the independent Appeals Officer and in 2020, 10 survivors lodged appeals.

When the independent Appeals Officer receives an appeal he can

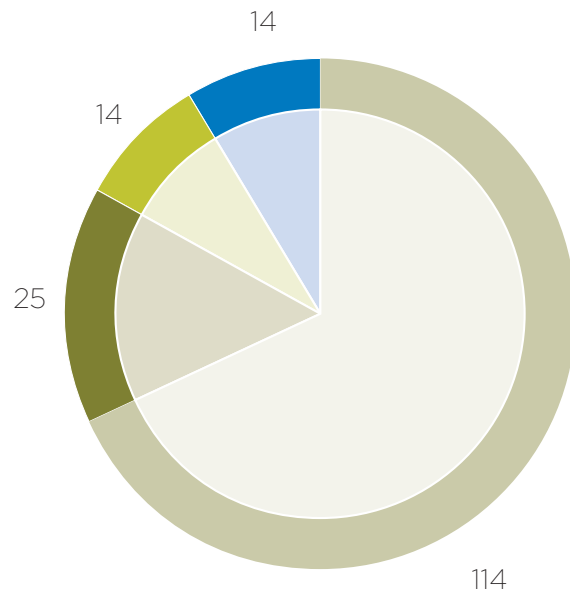
- Uphold Caranua's decision
- Overturn decision
- Part Uphold/Part Overturn decision
- Part Uphold/Part Overturn/Part Refer Back
- Part Uphold/Part Refer Back
- Refer decision back for further consideration
- Appeal in Progress - No decision yet

Of the 157 appeals lodged in 2019, 109 decisions were upheld by the independent Appeals Officer, two were discontinued by the survivor making the appeal and 46 had a decision fall under one of the other options listed above.

Of the 10 appeals lodged in 2020, two decisions were upheld, by the Independent Appeals Officer one was discontinued by the survivor making the appeal and six had a decision fall under

one of the other options listed above and we were still awaiting decision on one appeal when this report was compiled.

The below pie chart represents the total number of appeals for 2019 and 2020 and a breakdown of the independent Appeals Officers decisions.



- Uphold Caranua's decision
- Overturn Caranua's Decision
- Agree: Caranua Overturn Own decision
- Other

Data Protection

We are committed to protecting the right to privacy and confidentiality of everyone who contacts us. All Caranua staff take seriously their responsibilities under data protection. To ensure best practice, Caranua adopts a fastidious approach to reporting breaches. If a breach occurs, the Data Protection Officer and Quality Compliance and Information Officers will follow up and report to the Data Protection Commissioner. There were nine personal data breaches in 2019 and two in 2020. In all cases the Office of



“

My view is that Caranua helped me greatly in my life. It allowed me to do the single biggest achievement in my life. It allowed me the time to finish my book.



the Data Protection Commissioner was informed.

Typical breaches were due to either human or administrative error. Caranua is committed to minimising breaches and regular training is provided to staff about data protection responsibilities.

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

Data Incident Report	Data Breach	Non Breach	Total
2019	5	4	9
2020	2	0	2
Total	7	4	11

Complaints

Caranua's 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 17 formal complaints received in 2019, 15 were resolved at stage 1 and 2 at stage 2.

No formal complaints were made in 2020.

Date of Initial Complaint	Stage 1	Stage 2	Stage 3	Total
2019	15	2	0	17
2020	0	0	0	0

Feedback

Caranua welcomes feedback from survivors who apply to Caranua for funding supports and between 2019 and 2020 152 survivors contacted Caranua with feedback on the service. In 98% of cases, the feedback was about their positive experience with Caranua. 2% was in relation to improvements to the service, such as difficulty getting through on the telephone or delays in assignment to an Application Advisor.

Nature of Feedback	Suggestions for Improvement	Positive Feedback	Total
2019	2	148	150
2020	1	1	2

If you are not happy with the outcome of your complaint to Caranua, you can contact the Ombudsman. The Office of the Ombudsman examines complaints about how government departments and state bodies, including Caranua operate. The Ombudsman will only consider a case after it has been through the Caranua complaints process.

If your complaint relates to discrimination or unfair treatment under the Equality Acts, you can complain to the Equality Tribunal.



Survivor Story

“I bought this house 23 years ago. The kitchen cabinets were here when I bought the house. I don’t know how old they are. The house was built in the 1970’s so I guess they must be 50 years old. I lived with the cabinets for years. It was getting to the point of not being able to open my drawers. I would ask myself do I open those drawers today and risk everything falling out. Or just leave them closed for another day. My carpets were really shabby. They were also in the house when I bought it in the 1970’s.

Here in the USA, you can buy yourself a kitchen or carpets or new teeth and put them on a bill. Then you pay so much every month over two years. I got thinking that maybe 25 years was long enough to live with shabby carpets and broken drawers. My friends were changing their furniture and I just keep on cleaning my old stuff. I am fussy. I like to keep my home.

I got measured up for kitchen cabinets and carpets in 2019. I had already started a two year payment plan. Paying back monthly. Then I got a Christmas card from a friend in Ireland. She put in a little note and mentioned Caranua. She told me this is what the Irish Government is doing. That’s how I found out about it. Then I contacted Caranua. They told me that they could help me pay for my new carpet, my kitchen cabinets and even my dentures. It was a godsend. I got no monthly bills coming through now.

The money has helped. Everything looks much better and it is easier to get at my kitchen. I had a beige carpet for 25 years. I put in the original carpet again. Same colour. Same beige. I am a beige type of person. It may be the same colour carpet but there is a tremendous difference. I may not like bright but I like clean. I don’t miss those falling out drawers one bit either.”



How the Fund was Spent

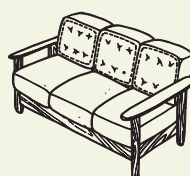


Number of Household Goods Payments

Couch	1,835
Double bed	1,750
Curtains and blinds	1,654
Cooker	1,574
Television	1,460
Orthopaedic Chairs and Beds	1,137
Washing Machine	1,054
Freezer	552
Dryer	543
Fridge	541
Dishwasher	505
Single bed	464
Microwave	420
Kettle	390
Toaster	332
Hob	313
Radio	305

Number of Home Improvement Payments

Floor Covering	2,725
Painting and decoration	1,561
House Alarm	1,397
Repair	1,128
Insulation	947
Garden Clearance	727
Other Housing Services	585
Garden Fence	395
House Clearance	232
Locks and Bolts	185
Rubbish Clearance	179



Number of Structural Improvement Payments

Replacement Windows/doors	3,079
Heating System	2,379
Gutters and Pipes	379
Other/ Extension	313
Garden Path or Steps	288
Roof Repair	248
Professional Recommendation	96
Draught Proofing	50



Number of Home Support Payments

Accessible Bathroom	1,662
Home Help	438
Assistive Technologies	423
Wheelchair	79
Stair Lift	78
Grab Rails	77
Personal Alarm	64
Ramps	58
Advice (housing)	34
Walking Aid	33
Car Adaptation	10
Information (housing)	8
Tenancy Support	8



Number of Socially Active & Connected Payments

Club Membership	2,179
Course / Class	967
Other Socially Active & Connected Service	719
Travel	118
Family Reunification -	182
Family Reunification - Accommodation	111
Family Tracing & Genealogy	52
Telling Your Story - Publishing	12
Telling Your Story - Professional assistance with writing	6
Telling Your Story - Printing	5



Number of Health Support Payments

Dental treatment	5693
Optical & Eye Glasses	3466
Funeral	1487
Prescriptions	1340
Doctor Visits	1181
Physiotherapy	796
Orthopaedic Footwear	710
Audiology & Hearing Aids	620
Chiropody Sessions	613
Medical Consultation	610
Other Health Services	516
Counselling	483
Occupational Assessment & Therapies	462
Outpatient Treatment	440
Massage	297
Chiropody Assessment & Orthotics	292
Inpatient Treatment	277
Acupuncture	172
Reflexology	164
Eye Surgery	136
Health Screening	99
Home Nursing	82
Osteopathy	76
Chiropractor	54
Pain Management	35
Feet Surgery	32
Stress & Behaviour Management	25
Speech Therapy	9
Immunisation	7
Wigs	7

Number of Education Support Payments

Evening & Adult Education	827
Third Level	370
Private Third Level	235
Educational Support Grant	101
Evening & Adult Education	827

Governance Matters



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, compliance and expenditure in 2019 and 2020.

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,



The Board of Caranua is appointed by the Minister for Education and Skills, and the Residential Institutions Statutory Fund Act 2012 requires that four of the nine members of the Board are former residents of institutions.



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 Caranua is an independent body it comes under the aegis of the Department of Education and Skills, and engages regularly with the Residential Institutions Redress Unit, which has oversight for survivors of Irish Institutions.

The relationship with the Department of Education and Skills is subject to a Performance Delivery Agreement (PDA).

The Chief Executive Officer is not a member of the Board but attends all Board meetings. The Chief Executive Officer is responsible for implementing strategy as agreed by the Board, leading and managing the organisation and its day to day operation. The Chief Executive

Officer is accountable to the Committee of Public Accounts and other Oireachtas Committees.

Ms Rachel Downes was formally appointed Chief Executive Officer on the 18th January 2019 with the approval of the Minister for Education and Skills, Mr Joe McHugh, T.D.

The Chief Executive Officer salary at 31st December 2019 was €94,487 and subsistence expenses totalled €40. The Chief Executive Officer salary remained unchanged at 31st May 2020 whilst subsistence expenses totalled €51.

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.

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

Chairperson	Mr David O'Callaghan
Board Members	Ms Patricia Carey
	Mr Damian Casey
	Mr Thomas Daly
	Ms Katherine Finn
	Mrs Frances Harrington
	Mr Richard Heeney
	Ms Phyllis Morgan-Fann
	Mr Francis W. Treanor BL

Board meetings, expenses and policies

The Caranua Board met a total of ten times in 2019 and three times in 2020. 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 regarding 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 seven meetings of the Audit and Risk Committee in 2019 and three in 2020

A second sub-committee was established to oversee the orderly wind-down of Caranua operations, comprising four Board members. This sub-committee met four times in 2019, and once in 2020 to ensure all aspects of the wind-down were appropriately considered and managed.

Board Members Meeting Attendance and Expenses for 2019 & 2020 **

Board Members	Board Meetings Attended 2019	Board Meetings Attended 2020	Audit and Risk Committee Meetings Attended 2019	Audit and Risk Committee Meetings Attended 2020	Wind Down Sub-Committee Meetings Attended 2019	Wind Down Sub-Committee Meetings Attended 2020	Expenses 2019 €	Expenses 2020 €
David O'Callaghan	10	3	0	0	0	0	65	0
Damien Casey	7	2	7	3	0	0	364	0
Frances Harrington	10	3	0	0	4	1	2,780	120
Francis W. Treanor B.L.	6	3	0	0	2	1	1,258	159
Katherine Finn	8	3	3	1	3	1	12	0
Patricia Carey	5	3	0	0	3	1	-	0
Thomas Daly	6	2	3	1	-	0	1,045	0
Phyllis Morgan-Fann	7	0	0	0	-	0	3,191	364
Richard Heeney	9	1	3	0	-	0	1,606	392
Total	10	3	7	3	4	1	10,321	1,036

**There were two Extraordinary Board Meetings on 26th February 2019 and 4th July 2019

Financial and risk matters

Religious congregations provide the financial resources for the Fund that Caranua manages. Payments are submitted to the Department of Education and Skills for deposit in a special account managed by the National Treasury Management Agency (NTMA).

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, postage and all other costs of the independent Appeals Office must be paid from the Fund.

In 2019, €2.1 million was spent on operational costs and in 2020, €0.043m million was spent on such costs. In 2019 and 2020 one appeals officer was dealing with appeals from applicants to Caranua.

Annual and quarterly reports on expenditure, prepared by our accountants, were presented to the Audit and Risk Committee and Board for approval in 2019 and 2020. Monthly reports on expenditure are prepared by our finance department and are presented by the Director of Finance and Corporate Governance to both the Board and the Audit and Risk Committee at each of their meetings. Annual financial statements are subject to

audit by the Office of the Comptroller and Auditor General (C&AG).

Once approved, the audited 2019 and 2020 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

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).

Freedom of Information (FOI) requests

Caranua provides information where possible without the need for recourse to request information under the Freedom of Information Act. Personal information held by Caranua is available on request to the person it relates to or to a person nominated by that individual to deal with their application. When Caranua receives Freedom of Information (FOI) requests we ensure they are responded to promptly. The most common FOI request received is from the survivor looking for a copy of the information Caranua holds on them and information requests generally related to organisational matters.

Date Request Made	Contact	Freedom of Information	Information Request	Total
2019	Survivor	30	2	32
	Other Contacts	1	1	2
2020	Survivor	9	1	10
	Other Contacts	3	0	3

Oireachtas Communications

In 2019, Caranua received 16 representations from members of the Oireachtas on behalf of 15 survivors and in 2020, Caranua received four representations from members of the Oireachtas on behalf of four survivors.

Parliamentary Questions

Responsibility for responding to Parliamentary Questions concerning Caranua is the responsibility 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 2019, there were 20 Parliamentary

Questions submitted relating to Caranua and in 2020 there were none.

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. All staff are employed on fixed term or specified purpose contracts. Although staff are not civil servants, staff appointments are set at civil service grades and pay rates.

Staffing figures are correct as of the 31st of December 2019 and 31st May 2020, in line with the organisational wind-down plan, during 2019 as staff left the organisation their roles were not replaced unless it was deemed essential.

No. of Staff 2019	No. of Staff 2020	Position	Grade
1	1	Chief Executive Office	Principal Officer
1	1	Director of Services	Assistant Principal Officer
5	5	Application Advisors	Executive Officer
1	1	Team Leader	Higher Executive Officer
1	1	Director of Finance & Corporate Governance	Assistant Principal Officer
1	1	Head of Communications & Engagement	Higher Executive Officer
.4	.6	Head of HR & Administration	Higher Executive Officer
3	3	Administrative Assistant	Clerical Officer
1.8	1.8	Quality Compliance & Information Officer	Executive Officer
1	1	Finance Executive	Executive Officer
1	1	Call Line Operators	Clerical Officer

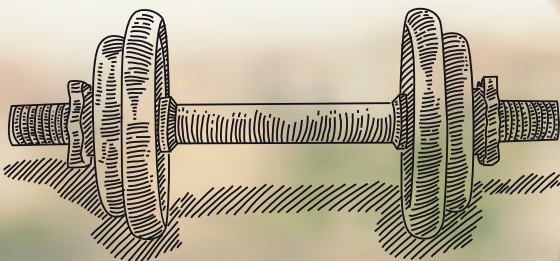


Survivor Story

“I went through a lot in my life. I am a traveller and I moved around a lot and hardly got any education. I competed at a high level in sport but then I went to jail.

I experience depression, panic attacks and claustrophobia because of my past. I can't go to a gym anymore. I can't go to public places. I set up a gym in a shed out the back. I had to do something. I put down a floor and got weights.

I am trying to get me back. I am very happy for the help to make this possible. It will help me one hundred per cent with my mental health.”



“Thank you for all your help in getting my home together.”

“I want to say a big thank you again for all your help for which I am very grateful. Wishing you all the very best.”

“You have been a fantastic help throughout.”

“Thank you for all you have done, the bathroom is a great success!”

“From both my mam & myself I want to thank you for all your kind and generous help throughout this application. A massive improvement on the quality of Mams life has been made through the generosity of Caranua and we are both very grateful of this.”

“I am sorry that all good things must come to an end and our friendship even though we never met, again thank you for everything and the best of luck for the future.”

“I’d like to thank everyone for all Caranua did for me. I’ve come so far. However I’m still in therapy and most likely will be for life, but I got my life and hope now thanks to all the work that got done. So thank you all so much.”

“I would like to thank you and Caranua for everything you have done for me I will never forget you all for your kindness you have shown, me again thank you from the bottom of my heart.”

“...Caranua was the start of my adult education I’m now doing all the courses for that. It has given me purpose and direction, I can help others who are suffering and prevent long-term hurt... Caranua gave me my life back.”

How to contact Caranua

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

For more information
See our website www.caranua.ie

