



**Report for the period
June 1st to 31st December 2020**



CARANUA

support for survivors of institutional abuse



Report for the period
1st June 2020 to 31st December 2020

To: Norma Foley - Minister for Education,
Department of Education.

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Chairperson's Foreword

This is the final report of the Residential Institutions Statutory Fund, known as Caranua. The report covers the period from June 1st 2020 to 31st December 2020 and it supplements the report previously presented to the Minister covering the period 2019 and 2020 to May 2020. In 2020, the Board extended the deadline for applications as many survivors were impacted by Covid-19 restrictions.

The role of Caranua was to provide supports to people who, as children, experienced abuse in institutions run on behalf of the State. The religious congregations who were part of the Indemnity Agreement in 2002 pledged €110 million to meet the needs of eligible survivors. I am happy to report that Caranua has accomplished that task. The entire €110million fund has been expended on survivors needs with 12% of the fund spent on operational costs. Since 1st January 2014, Caranua received 62,170 applications for funding supports, 57,161 (92%) applications were approved, 3,062 (5%) applications were withdrawn by the survivor and 1,947 (3%) were not approved.

As there was a surplus of funding available last year, Caranua initiated a number of projects to re-engage with survivors who had not availed of their full funding support allowance of €15,000. For example, a further 161 survivors received pre-paid funeral services.

I want to express my thanks again to the past and present Board members and staff of Caranua for their unstinting commitment to the welfare of the survivors of institutional abuse. I wish them all well for the future.

I acknowledge the support of the Ministers for Education and I am grateful to the officials of the Residential Institutions Redress Unit in the Department of Education and Skills for their assistance and co-operation.

Sincerely,

David J O'Callaghan
Chairperson

Chief Executive Officer's Message

In this final report of Caranua, I want to recognise the diligent and survivor focused work undertaken by Caranua staff throughout. During the wind-down period, while working with the COVID-19 restrictions, the team continued to assist as many survivors as possible to avail of their maximum funding allowance before the organisations closure.

I am proud of Caranua's work with the Christine Buckley Centre, Right of Place Second Chance, Towards Healing Counselling Service, One in Four, HSE National Counselling Service and Barnardos Origins Tracing Service in producing and launching the *Facing the future together* report. The report provides evidence and consensus on the future supports required by survivors. I have had the opportunity to raise the matter of future supports for survivors with the Minister for Education and the Oireachtas Committee of Public Accounts.

As Caranua prepares to close, I want to thank the Officials of the Residential Institutions Redress Unit for their consistent support and I welcome Minister for Education Norma Foleys consultation with survivors and support groups about the provision of future supports.

It was gratifying to learn from the independent evaluation of Caranua that 87% of survivors believe the service they received from Caranua was 'very good' or 'good' whilst more than three quarters of participants thought the service provided by Caranua was 'excellent', 'very good' or 'good'

From my discussions with individual survivors and support groups I understand that all needs cannot be met from a limited fund. However, I know that the supports received from the Caranua fund did make some difference in their lives.

Best wishes,

Rachel Downes

Chief Executive Officer

Our work

Caranua was established in 2013 as the Residential Institutions Statutory Fund Board, under the 2012 Act of the same name. Caranua is responsible for the management of a limited Fund to improve the quality of life of people who as children experienced abuse and neglect in institutions and who have received awards from the Residential Institutions Redress Board, the Irish courts or a direct settlement with a congregation.

Although it is a public body, Caranua does not receive any state funding. A limited fund of €110 million was provided from religious congregations and an additional accrual of €1.38 million in interest. The RISF Act states the fund provided to Caranua cannot exceed €110 million excluding interest.

Caranua began accepting applications in January 2014 and ceased making payments on standard applications on the 11th December 2020. During this time, the organisation received applications from 6,181 eligible survivors. By the end of December 2020, Caranua had made over 57,000 funding support payments to the value of €97.4M. The average funding supports received by individual survivors is €15,728.

The highest provision of funding supports is in the area of home improvements at €68.2 million, followed by health at €27.3 million, education at €1.4 million and exceptional needs supports at €0.4 million.

The legislation sets out that all operational costs must be met from the fund and up to 31st December 2020 €13.5 million has been spent on operations. The Board and management have worked determinedly to minimise operational costs and continue to do so during the wind-down. The closure of the service has been carefully managed to ensure that adequate resources were available to meet the requirements of survivors' applications.

Wind-down of Caranua

Almost three years ago, in May 2018, plans for the orderly wind-down of the fund were announced. In early 2019, Caranua began contacting survivors with open applications to discuss person-centred timelines for completion.

The timeline for completion of Caranua's work was extended to December 2020 to allow for the administration of the final transfer of funds from the religious congregations received in December 2019 and to allow survivors impacted by COVID-19 more time to complete their applications.

The term of the current Board ends on the 24th March 2021 or on the date of the passing of the dissolution legislation. The dissolution legislation is a matter for the Minister for Education.

Following the passage of the legislation through the Oireachtas, the remaining assets and liabilities transfer to the Minister for Education and Skills. Throughout 2020 Caranua had regular meetings and correspondence with the Department of Education in relation to the wind-down of Caranua and the transfer of certain functions and responsibilities.

Focus on supporting survivors

During 2020 as there was funding remaining, Caranua introduced a number of projects to reengage with survivors who had not previously availed of their individual limit of €15,000. Caranua undertook several internal reviews of applications and initiated contacts with these survivors. This project was very successful and 501 survivors received additional funding supports as a result of this work.

As well as providing funding supports, Caranua staff provided advocacy services to many survivors; supporting them to access their rights and entitlements to public services, including communicating with local authorities regarding housing or repairs, or with hospitals to expedite appointments.

This work yielded some excellent results as demonstrated by the feedback below:

Jim (name changed) was in and out of homelessness and the prison system for over 10 years. Jim was never able to apply for Services due to the erratic nature of his circumstances. Upon his last release from Prison Jim linked in with Crosscare Homeless Services. Jim contacted Caranua in March 2020 and his application was opened. Due to the time limits, the application Advisor worked closely with Jim and his Crosscare worker to identify his needs. Jim was allocated a supported housing placement and moved into his new home. The property was unfurnished, so Jim was able to avail of the household goods to set him up for his new start in life. Jim also joined the local gym and availed of some much-needed dental treatment due to past addiction issues and opted for the pre-paid funeral. Jim's application was completed with €14,969.39 of funding supports that will give Jim a great start on his new journey.

In July 2020 the repeat funeral project commenced as a priority for the Services team in the wind-down phase of the organisation. The project involved contacting survivors who had received under €10,000 in funding supports, who had completed their applications between 2014 and 2016 and offered them the service of a pre-paid funeral contract. This group were identified as the prepaid funeral service was introduced in mid-2016 and was not available at the time their original application was open.

Many survivors were delighted to be contacted and Caranua provided funding supports for 161 additional pre-paid funerals under this review. The total number of pre-paid funerals provided to survivors is 1,546. Due to the timeframes involved the Application Advisors provided additional assistance to survivors following up paperwork for the prepaid funerals to enable them to access to this service.

One example of feedback from Survivors and family members to receiving the call from Caranua to offer this service is

Sue (name changed) was absolutely delighted to receive the call. Her father (a survivor) has suffered addiction issues for a long time and this was an area that they always worried about as a family if something were to happen to him.

In the final seven months of operations, from June to December 2020, Caranua made 1,653 payments to 620 survivors valuing €3,353,765 primarily in the areas of health and housing.

Payments to survivors June 1st to December 31st 2020	
Category of supports	€ million
Health	1,776,261
Housing Support	1,468,234
Exceptional Needs	88,306
Education	20,964
Total	3,353,765

Working in Partnership

Caranua continued to work in partnership with survivor support groups and counselling services including the Christine Buckley Centre, Right of Place Second Chance, Towards Healing Counselling Service, One in Four, HSE National Counselling Service and Barnardos Origins Tracing Service to support the five asks set out in the 'Facing the Future together' conference report produced on the 20th anniversary of the State Apology to survivors of institutional abuse and the 10th anniversary of the publication of the Ryan Report.

The conference report was launched on 9th November 2020 and details the evidenced need for long-term supports for survivors. The full report is available to read here:

<https://caranua.ie/wp-content/uploads/2020/12/Facing-The-Future-Together-Conference-Report.pdf>

A link to the panel discussion launching the report facilitated by Fergus Finlay with Carmel McDonnell Byrne, survivor and founder of the Christine Buckley Centre, Francis Treanor, survivor and board member of Caranua and Right of Place Second Chance and Professor Alan Carr, Professor of Clinical Psychology, University College Dublin is available below.

<https://www.youtube.com/watch?v=CTB9HpzSQVw&t>

The 5 asks for future supports for survivors of institutional abuse are as follows:

- Provision of an enhanced medical card for survivors and support with access to housing.
- Continuation of free and easily accessible counselling services for survivors and their families.
- Provision of advocacy supports for survivors in the long-term, including accessing public services.
- All medical and public service staff working in customer-facing roles should receive trauma-informed practise training.
- Identification of the supports needed by survivors based outside of Ireland.

On 8th December 2020 Caranua was invited to a meeting with the Minister for Education, Norma Foley to discuss the on-going needs of survivors. This was a positive meeting which brought together survivor support groups and counselling services from Ireland and the UK.

COVID-19

Following government guidelines, Caranua staff commenced working from home on 16th March 2020, the organisational processes and systems ensured that Caranua remained fully operational.

At the time of the introduction of COVID-19 restrictions, Caranua was entering the final phase of its wind-down plan; however, as Caranua operates a survivor focused service it was agreed by the board that operational timelines would be extended to alleviate any potential additional stress from survivors regarding the processing of their applications.

Caranua communicated this message with survivors and intensified our case management approach to the remaining survivors with open applications to provide additional assistance and support in accessing their required services.

As a public body, Caranua is required to follow government procurement guidelines, and this requirement extends to the provision of funding support services to survivors. Therefore, survivors are required to provide a specified number of quotations depending on the cost of the requested service.

In recognition of the difficulties that survivors might face while accessing quotations during the COVID-19 period, the Caranua Board wrote to the Department of Education and Skills requesting a change to these requirements due to the exceptional circumstances. The Department in recognition of these circumstances, sanctioned a reduced requirement for survivors.

These strategies and enhanced engagements have minimised impact on survivors.

Communications and Administration

The Caranua website www.caranua.ie was redesigned to leave behind a legacy website for five years to provide useful information to survivors, support agencies and researchers.

The administration team sent 2,668 pieces of outgoing post during the final seven months of operations, providing copies of documentation and contracts to survivors. The team also processed 2,119 pieces of incoming post containing essential documents from survivors to process their applications.

Oireachtas Committee of Public Accounts

The CEO and the Senior Management team appeared before the Oireachtas committee of Public Accounts on the 17th December 2020 to discuss the Audited 2019 Financial Statements. Officials from the Department of Education Residential Institutions Redress Unit also attended.

How the Caranua fund was spent

Housing Supports €68.2 million

Household good breakdown		Home Improvements		Structural Improvements		Home Supports	
Bed	2294	Carpets/ Flooring	2840	Replacement Windows/ doors	3132	Accessible Bathroom	1694
Cooker	1947	Painting and decoration	1613	Heating System	2406	Home Help	438
Couch	1920	House Alarm	1407	Gutters and Pipes	379	Assistive Technologies	436
Curtains and blinds	1712	Repairs	1150	Other/ Extension	317	Wheelchair	79
Television	1553	Insulation	951	Garden Path or Steps	299	Stair Lift	78
Orthopaedic Chairs and Beds	1141	Garden Clearance	753	Roof Repair	250	Grab Rails	78
Washing Machine	1066	Other Housing Services	588	Professional Recommendation	96	Personal Alarm	64
Fridge Freezer	1140	Garden Fence	403	Draught Proofing	52	Ramps	59
Dryer	555	House Clearance	241			Advice (housing)	34
Dishwasher	514	Locks and Bolts	188			Walking Aid	33
Microwave	431	Rubbish Clearance	179			Car Adaptation	10
Kettle	402	Home Improvements				Information (housing)	8
Toaster	341	Floor Covering	2725			Tenancy Support	8
Radio	312						

Health Supports €27.3 million

Health services provided			
Dental treatment	5720	Acupuncture	171
Optical & Eye Glasses	3492	Reflexology	164
Funeral	1546	Eye Surgery	137
Prescriptions	1343	Health Screening	99
Doctor Visits	1181	Home Nursing	82
Physiotherapy	804	Osteopathy	75
Orthopaedic Footwear	713	Chiropractor	55
Audiology & Hearing Aids	624	Pain Management	35
Chiropody Sessions	614	Feet Surgery	32
Medical Consultation	609	Stress & Behaviour Management	25
Other Health Services	525	Speech Therapy	9
Counselling	491	Immunisation	7
Occupational Assessment & Therapies	465	Wigs	7
Outpatient Treatment	439		
Massage	298		
Chiropody Assessment & Orthotics	292		
Inpatient Treatment	277		

How the Caranua fund was spent

Exceptional Need & Education € 1.8 million

Socially Active & Connected	
Club Membership	2214
Course / Class	1033
Other Socially Active & Connected Service	752
Travel	119
Family Reunification – accommodation	112
Family Tracing & Genealogy	53
Family Reunification – International travel	160
Family Reunification - National travel	55
Telling Your Story - Publishing	13
Telling Your Story - Professional assistance with writing	6
Telling Your Story - Printing	5

Education	
Evening & Adult Education	832
Third Level	371
Private Third Level	237
Educational Support Grant	101

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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, compliance and expenditure between June 1st 2020 and December 31st 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, 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 Chief Executive Officer (CEO) is not a member of the Board but attends all Board meetings. The CEO is responsible for implementing strategy as agreed by the Board, leading and managing the organisation and its day-to-day operation. The CEO is accountable to the Committee of Public Accounts and other Oireachtas Committees.

The Chief Executive Officer salary at 31st December 2020 was €100,044 and there was no expenses 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.

The current Board, whose term expires on 24th March 2021, is comprised of the following members:

Chairperson Mr David O'Callaghan

Ordinary Members (former residents)

Mrs Frances Harrington

Mr Francis W. Treanor BL

Ms Phyllis Morgan-Fann

Mr Richard Heeney

Other Ordinary Members

Mr Damian Casey

Mr Thomas Daly

Ms Patricia Carey

Ms Katherine Finn

Board Members Meeting Attendance and Expenses

Board Members	Board Meetings Attended June to December 2020	Audit and Risk Committee Meetings Attended June to December 2020	Wind Down Sub-Committee Meetings Attended June to December 2020	Expenses June to December 2020 €
David O'Callaghan (Chairperson)	6	-	-	0
Patricia Carey	5	-	4	0
Damien Casey	5	6	-	0
Thomas Daly	4	6	-	0
Katherine Finn	5	4	3	0
Frances Harrington	6	-	4	0
Richard Heeney	0	0	-	0
Phyllis Morgan-Fann	0	-	-	0
Francis W. Treanor B.L.	6	-	3	0
Total number of meetings	6	6	4	0

Board meetings, expenses and policies

The Caranua Board met a total of six times between June and December 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. Due to COVID-19 restrictions, all meetings took place via conference call, therefore there no travel expenses were paid during this time.

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 six meetings of the Audit and Risk Committee between June 1st and December 31st 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 between June 1st and December 31st 2020 to ensure all aspects of the wind-down were appropriately considered and managed.

Financial and risk matters

The Board is responsible for the preparation of the annual report and financial statements. The Board considers that the financial statements for the year ended 31 December 2020 give a true and fair view of the financial performance and financial position of the Residential Institution Statutory Fund at 31 December 2020. The Board conducted an annual review of the effectiveness of internal controls on 17 January 2021 and is satisfied that internal controls were operating and effective for the year ended 31 December 2020.

The Chairperson will furnish a report to the Minister for Education for the financial year ended 31 December 2020, in conjunction with a supplementary annual report and financial statements, under Section 6 of the Revised Code of Practice for the Governance of State Bodies.

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.

Between 1st June and 31st December 2020 €845,428 was spent on operational costs. In 2020 one appeals officer was dealing with appeals from applicants to Caranua. The cost to the fund of the Independent Appeals Office was €11,400.

Annual reports on expenditure, prepared by our accountants, were presented to the Audit and Risk Committee and Board for approval in 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 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

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.

Customer Charter

Date Request Made	Contact	Freedom of Information	Information Request	Grand Total
June to December 2020	Applicant	9	1	10
	Other Contacts	3	0	3

Oireachtas Communications

Between June 1st and December 31st 2020, Caranua received three representations from members of the Oireachtas on behalf of two 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. There were 12 Parliamentary Questions submitted relating to Caranua between June and December 2020.

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.

Staffing figures are correct as of the 31st of December 2020, in line with the organisational wind-down plan, during 2020 as staff contracts came to the end of their term they were not renewed.

No. of Staff	Position as of 31 st December 2020	Grade
1	Chief Executive Office	Principal Officer
1	Director of Services	Assistant Principal Officer
2	Application Advisors	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
3	Administrative Assistant	Clerical Officer
1	Quality Compliance & Information Officer	Executive Officer
1	Finance Executive	Executive Officer

