

**Annual Report of
The Residential
Institutions
Redress Board
2003**

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FOREWORD

This Report is submitted to the Minister for Education and Science pursuant to Section 26(1) of Residential Institutions Redress, Act 2002.

The Board has completed one year of the three years during which applications will be received by the Board from persons who were resident in institutions covered by the Residential Institutions Redress, Act 2002. During that period applications were received from 2573 applicants. While applications were received throughout the entire year, the Board did not begin to finalise cases until in the second half of the year. This limited the completed cases to 587. The strength of the Board has been increased from 4 to 7 within the year under review with a further member being added in January 2004. Completions have now increased to more than 120 per month but Board membership remains a limiting factor. A complement of 10 board members may be needed in the future. The process of assessing the optimum number of board members is continuing.

The Board owes an immense debt to its dedicated staff who perform a difficult task under the leadership of Mr Michael O'Beirne in the highest traditions of the public service.

The Board is fortunate to have an outstanding legal team headed up by its two full-time lawyers Mr John McDonagh SC and Ms Sharon Moohan Solicitor.

The Board has enjoyed a good relationship with the appropriate section of the Department of Education and Science and notes that the independence of the Board is respected and reflected in any necessary contact.

The individual applicants and their legal advisers have assisted greatly in the finalisation and processing of the applications and those who represent any institutions the subject of applications (referred to in the Act as Relevant Persons) have assisted in what is for them a difficult task.

Mission

The Residential Institutions Redress Board was established under the Residential Institutions Redress Act 2002 to provide for the making of financial awards to assist in the recovery of certain persons who as children were resident in certain institutions in the state and who have or have had injuries that are consistent with abuse received while so resident.

The Residential Institutions Redress Board

The Redress Board which was established on 16th December 2002 under the provisions of section 3 of the Residential Institutions Act 2002 (The Act) consists of a Chairperson and 7 ordinary members appointed by the Minister for Education & Science. These are:

The Honourable Mr. Justice Sean O'Leary (Chairman)	appointed 16 th December 2002
Professor Desmond Greer	appointed 16 th December 2002
Dr. Helen Cummiskey	appointed 16 th December 2002
Dr. Ruth Pilkington	appointed 16 th December 2002
Ms. Ann O'Brien B.L.	appointed 23 rd May 2003
Dr. John Mason	appointed 23 rd September 2003
Dr. Mary Bluett	appointed 25 th September 2003
Ms. Dariona Conlon Solicitor (appointed by The Minister of Education & Science in January 2004)	
Since Establishment Day the number of Board members has increased from 4 to 8.	

As provided in the Act, the Board and its members are wholly independent in the performance of their duties.

As provided under Section 5 of the Act, the Board has two main functions. The first is to make all reasonable efforts, through public advertisement, direct correspondence and otherwise, to ensure that persons who were residents of an institution listed in the Act are made aware of the existence of the Board, so that they may consider making an application for redress.

It is then the Board's function in relation to each case in which an application is made to determine whether the applicant is entitled to an award, and, if so, to make an award in accordance with the Act which is fair and reasonable having regard to the unique circumstances of the applicant.

In the performance of these functions, the members of the Board are assisted by –

- (a) 26 administrative staff of the Board.
- (b) 1 full time and 2 part-time Counsel.
- (c) 1 full time solicitor to the Board.
- (d) the Board's panel of medical advisers.

The Work of the Board

In order to fulfil the first part of its remit the Board conducted an extensive advertising campaign in Ireland in January and February 2003. This included advertisements in all the national and major provincial newspapers as well as on radio and television. In December 2003, the Board sent 15,000 documents to Irish Centres in the United Kingdom. These consisted of posters, short guides to the redress scheme and single page leaflets. The Board has asked that these documents be prominently displayed in the centres in the hope that they will be seen by the maximum number of potential applicants. The Board's U.K. lo-call number 0845 300 4264 is displayed in all of the documents. A more extensive advertising campaign for the United Kingdom is proposed for Spring 2004.

The procedure followed by the Board for the processing of applications is largely prescribed by the Act and by Regulations made by the Minister for Education and Science in accordance with the Act. These Regulations and the Act are available from the Board's office free of charge or may be viewed on the Board's website www.rirb.ie . Applications for Redress are submitted on a standard application form and in order to facilitate applicants the Board has issued the following publications:

- "A Guide to the Redress Scheme under the Residential Institutions Redress Act 2002 ".
- "A Short Guide to the Redress Scheme under the Residential Institutions Redress Act 2002".
- "The Residential Institutions Redress Board Guide to Hearing Procedures".
- 5 newsletters (in order to keep applicants and their legal advisers updated on procedures and developments). Some of these have made minor changes to the system and should be read in conjunction with the "Guide to the Redress Scheme under the Residential

Institutions Redress Act 2002” mentioned above. The newsletters are attached as appendices e to *i* and may be viewed on the Board’s website www.rirb.ie.

These publications are also available from the Board’s office free of charge.

Applications

In the 54 weeks to 31st December 2003 the Board has received a total of 2,573 applications averaging 48 applications per week.

Applications must be made to the Board within 3 years of Establishment Day i.e. by 15th December 2005.

Processing an Application

A question which is asked regularly is: "How long will it take to process my application?" Regrettably there is no simple answer to this as it depends on a number of factors which are outlined below.

The statutory steps and times allowed for each step laid down in the Act and Regulations now occupy a minimum of 14 weeks. This assumes that all necessary documentation has been lodged with the Board. It is only when the Board has received all the necessary documentation that the 14 week timescale commences. The Board informs applicants of any documentation which is missing but cannot proceed until it has received everything it requires. In broad terms the first 8 weeks after this point has been reached is taken up notifying relevant persons as outlined in the Residential Institutions Redress Act 2002 (Miscellaneous Provisions) Regulations 2002 and awaiting their response if any. The following 6 weeks is taken up confirming with the applicant or his/her solicitor that the application is complete (2 weeks) and scheduling the application for hearing or settlement (4 weeks). In some cases the Board, with the cooperation of the applicants and the relevant persons, are able to reduce this period. In some instances this may be extended if the applicant or his/her solicitor indicate that they wish to lodge additional documentation.

Applicants are reminded that the timeframe outlined above is the minimum period required to process an application and only commences when the Board has received **all** the documents it requires.

Applicants should also understand that when all the above-mentioned steps have been completed cases will be available to be listed for hearing or settlement but a delay may arise if the volume of cases reaching that stage exceeds the Boards capacity to process. Such listing delays have not yet arisen but could arise in the future. The increase in the number of Board members during the year from four to eight is a response to this possible problem.

Anticipated number of applications

The Board anticipates receiving between 6,500 and 7,000 applications in the 3 years allowed under section 8(1) of the Redress Act 2002; this is based on information supplied by a number of the solicitors who have presented the most applications to date as and compared with the total number of applications expected from them in the future.

The Board recognises that this estimate is tentative as there are no precedents for this scheme. The extent to which potential applicants have postponed until later contact with their legal advisers and/or the Board is an unknown factor.

Awards

The Board commenced making awards in May 2003 and by 31st December 2003 had completed the process in 587 cases,

- 406 Offers/Awards made following settlement.
- 126 Awards made following hearings.
- 3 Awards following Review.
- 52 Applications refused.*

The average value of awards to 31st December 2003 is approximately €80,000, the largest award being €270,000, and the lowest €0.00

* These applications have been refused as, on the face of the documentation, the application was outside the Board's terms of reference as laid down in the 2002 Act. In other words, the applications did not relate to residential institutions as defined in the Act. These applications are determined by the Board immediately on receipt so that the applicant is informed at the earliest possible date that his/her application is outside the ambit of the redress scheme.

Fraudulent Claims

Section 7 (6) of the Residential Institutions Redress Act 2002 provides: "A person who makes an application under this Act and who gives false evidence to the Board or the Review Committee in such circumstances that, if the person had given the evidence before a court, the person would be guilty of perjury, the person shall be guilty of an offence and shall be liable on conviction on indictment to the penalties applying to perjury".

Section 28 (5) of the Act provides inter alia: "a person shall disclose information other than the information specified in *subsection (4)* that is provided to the Board or the Review Committee and obtained by that person in the course of the performance of the functions of the person under this Act to

- (a) a member of the Garda Síochána if the person is acting in good faith and reasonably believes that such disclosure is necessary in order to prevent an act or omission constituting a serious offence".....

Of the 2,573 applications received in the year, 1 has been referred to the Garda Síochána under this section of the Act. This referral was not made as a result of a suspicion that the application was fraudulent but because of other concerns expressed by the Board. The matter is still under investigation.

Legal Costs

The issue of costs relating to an application to the Board is dealt with in section 27 (1) of the Residential Institutions Redress Act, 2002 which provides that the Board will pay to an applicant, to whom an award has been made, either by the Board or on Review, a reasonable amount for expenses incurred by the applicant in the preparation and presentation of the application to the Board. This section further provides that the said expenses/costs should be agreed between the Board and the applicant (or the applicant's solicitors or other representative); however, if the costs cannot be agreed between the Board and the applicant, then the costs will be taxed before a Taxing Master of the High Court. Once the costs have been referred to the Taxing Master, submissions will be made to the Taxing Master on behalf of the Board and the applicant and the Taxing Master will ultimately decide what costs will be paid by the Board to the applicant and/or his or her solicitors/representatives. It should be noted that the costs will not be paid until an application has been finally determined and an award has been made.

In addition to the costs relating to an application to the Board it should also be noted that Section 27 (2) of the Act of 2002 provides that the Board shall also pay to an applicant who accepts an award, the costs of any associated Court proceedings which were instituted by that applicant against a public body or a person who has made a contribution to the fund which the Board is administering under the terms of the Scheme, provided the applicant has signed the necessary Form of Waiver in respect of these proceedings. The Form of Waiver is quite simply, written confirmation by the applicant that he/she will not pursue any right of action which the applicant may have against a public body or a person who has made a contribution to the fund or in a case where proceedings have already issued (which is the situation in a large number of the applications), the applicant is agreeing not to go ahead with those proceedings.

As in the case of an application to the Board, the applicant costs of the Court Proceeding should be agreed between the Board and the applicant (or the applicant's solicitors or other representative);

however, if the costs cannot be agreed between the Board and the applicant, then the costs will be taxed before a Taxing Master of the High Court. Once the costs have been referred to the Taxing Master, submissions will be made to the Taxing Master on behalf of the Board and the applicant and the Taxing Master will ultimately decide what costs will be paid by the Board to the applicant and/or his or her solicitors/representatives.

To date costs have been finalised in 36 applications. €331,862.19 has been paid in respect of applications to the Board. €92,310.18 has been paid in respect of related High Court proceedings making a total of €424,172.37.

Publications

The following publications have been issued by the Board.

- A Guide to the Redress Scheme under the Residential Institutions Redress Act 2002.
- A Short Guide to the Redress Scheme under the Residential Institutions Redress Act 2002
- The Residential Institutions Redress Board Guide to Hearing Procedures.
- 5 newsletters. The newsletters are attached as appendices *e* to *i* and can also be viewed on the Board's website www.rirb.ie

These publications are also available from the Board's office free of charge.

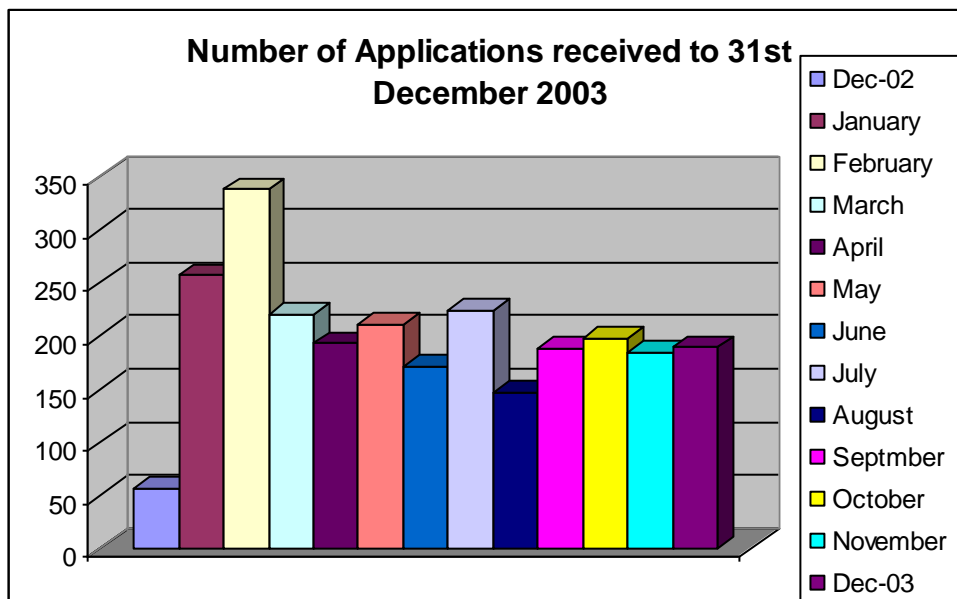
These publications are provided as an aid to applicants and their legal advisers who wish to know what is involved in making an application to the Board. They let the applicant know in some detail what is involved in the process and what options are available to them. They explain the difference between settlements and hearings and inform applicants of what to expect when they arrive at the Board's offices. Along with the Board's newsletters they provide information on such issues as costs and expenses as well as answering a range of questions applicants may have about such matters as: "What happens at a hearing?", or "Must I make up my mind immediately whether to accept or reject an offer?". Every effort has been made to use plain English in these publications so that they will benefit the personal applicant and solicitor alike.

Statistics

Applications Received

The table and graph below outline the number of applications received for each of the first 12 months in operation. The highest number of applications was received in February 2003 and this coincided with the Board's advertising campaign.

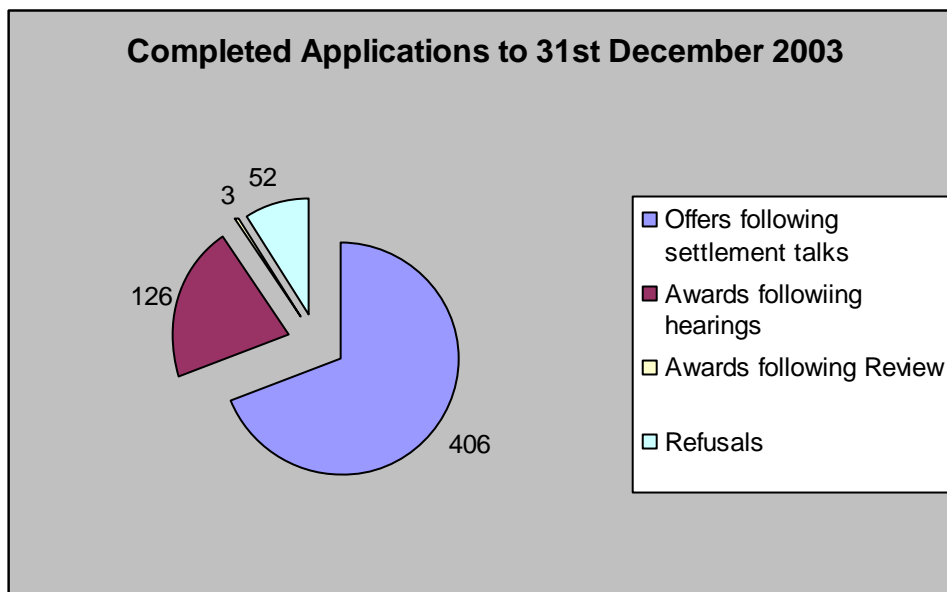
Month	Number of applications received	% of applications received
December 2003	189	7.34
November	184	7.15
October	198	7.6
September	190	7.30
August	146	5.71
July	224	8.70
June	171	6.64
May	210	8.20
April	193	7.50
March	220	8.55
February	336	13.12
January	255	9.98
December 2002	57	2.21
Total	2573	100



Completed Applications

To date the Board has completed the process in 587 cases, as detailed below

- Offers made following settlement - 406
- Awards made following hearings - 126
- Awards following Review - 3
- Applications refused * - 52



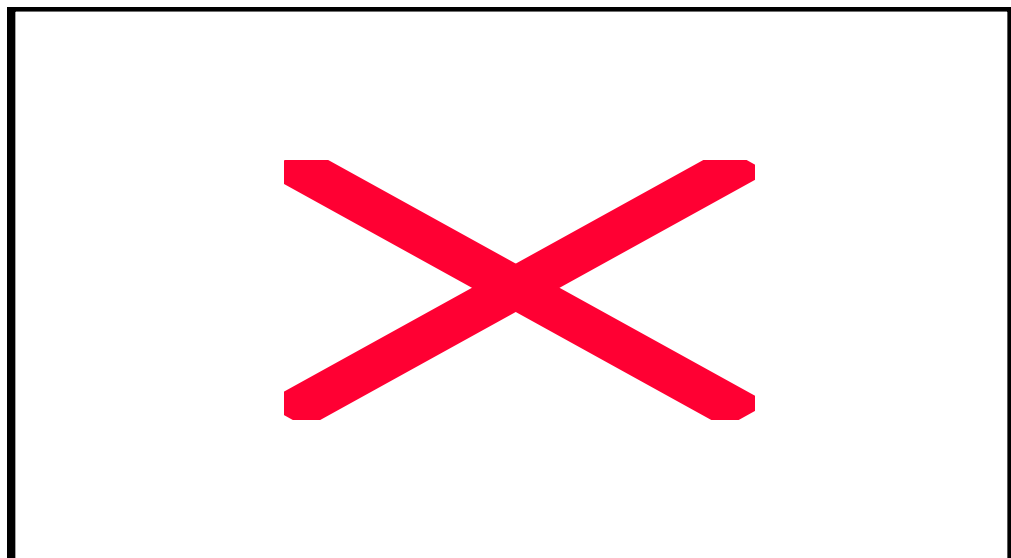
The average value of awards to 31st December 2003 has been approximately €80,000. The total value of awards to 31st December 2003 was € 42,357,151.70.

*“These applications have been refused as, on the face of the documentation, the application was outside the Board’s terms of reference as laid down in the 2002 Act. In other words, the applications did not relate to residential institutions as defined in the Act. These applications are determined by the Board immediately on receipt so that the applicant is informed at the earliest possible date that his/her application is outside the ambit of the redress scheme. This figure has remained almost static since April 2003”.

Redress Board Bands

The breakdown of awards by Redress Bands is as follows:

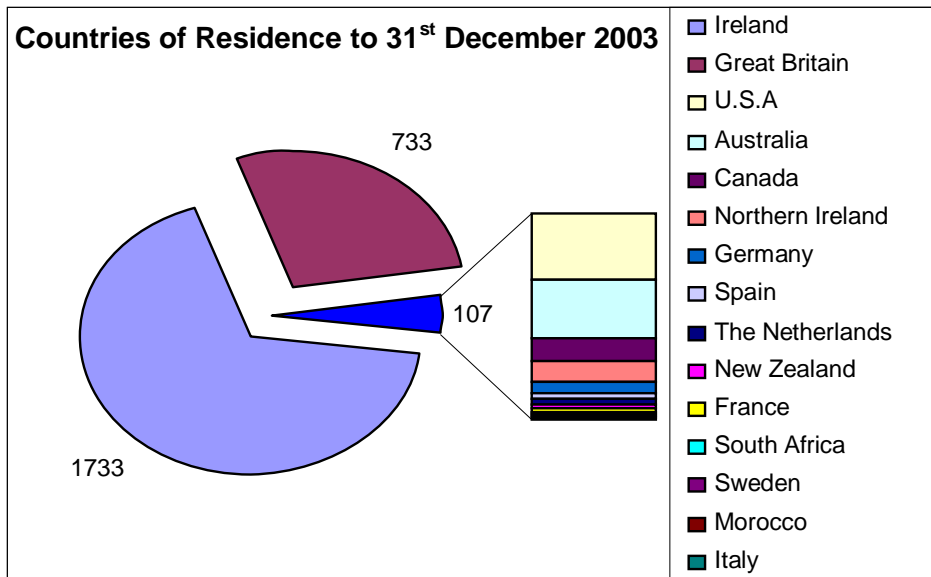
Redress Bands	Total Weightings for Severity of Abuse and Injury/Effects of Abuse	Award Payable by way of Redress	Number	Percentage
V	70 or more	€200,000 - €300,000	6	1.12
IV	55 – 69	€150,000 - €200,000	19	3.55
III	40 – 54	€100,000 - €150,000	101	18.88
II	25 – 39	€ 50,000 - €100,000	325	60.75
I	Less than 25	Up to €50,000	84	15.70
Total			535	100



Country of Residence of Applicants

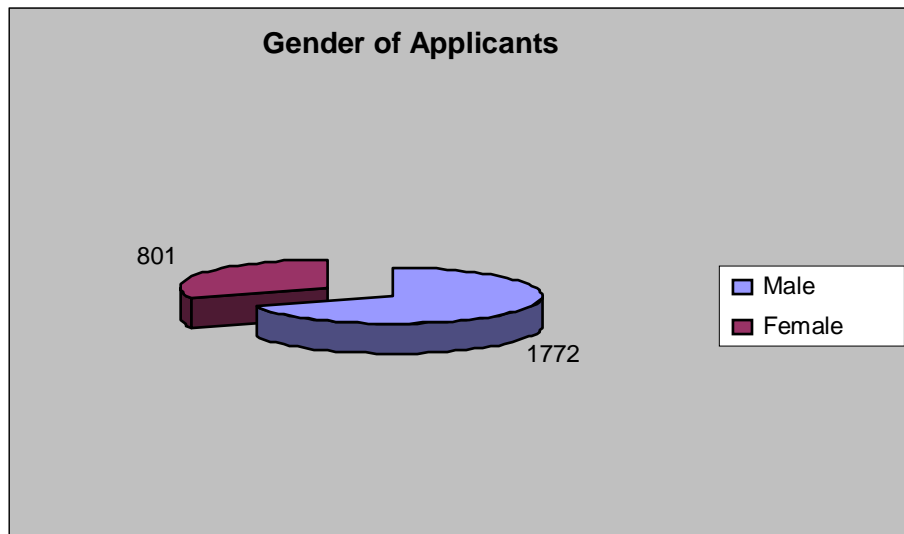
The majority of applicants reside in Ireland and along with those residing in the United Kingdom, account for almost 96% of all applicants. A detailed breakdown of applicants by reference to their current country of residence is contained in the table and chart below.

Country of Residence	Number	% of Total Received to 31st December 2003
Ireland	1733	67.35
Great Britain	733	28.49
USA	35	1.36
Australia	30	1.17
Canada	12	0.47
Northern Ireland	10	0.39
Germany	6	0.22
Spain	3	0.11
The Netherlands	3	0.12
New Zealand	2	0.08
France	2	0.08
South Africa	1	0.04
Sweden	1	0.04
Morocco	1	0.04
Italy	1	0.04
Total	2573	100



Gender of Applicants

Of the 2573 applications received to 31st December 2003, 1,772 are from men and 801 are from women.



Applicants who are not the Injured Party

Where an applicant is an adult unable to manage his or her own affairs an application may be made by a person properly authorised to do so. The Board has received 43 such applications.

Applications on behalf of persons who died after 11th May 1999

Where a person who is or may be entitled to redress has died since 11th May 1999 without making an application, the spouse or children of that person may make an application on his or her behalf. A “spouse” for this purpose includes a person with whom the deceased person is or was at a time cohabiting. 20 such applications were made to the Board in the course of the year.

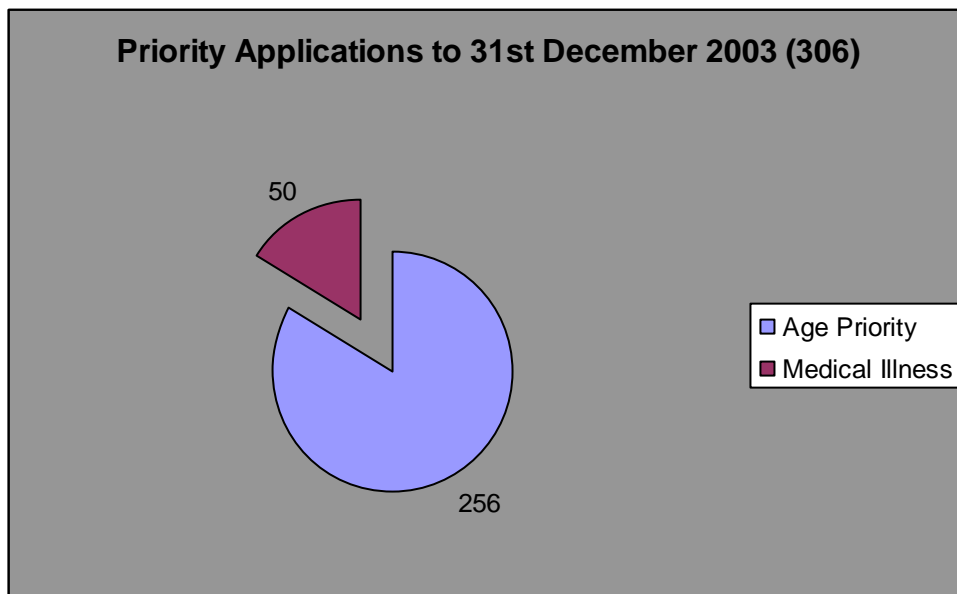
Priority Applications

In its consideration of applications, the Board will give priority to applicants –

- (i) who were born before 1 January 1933, or
- (ii) who are at the time when the application is made suffering from a medical illness or psychiatric condition which is life threatening, as confirmed in writing by a letter from their regular medical adviser.

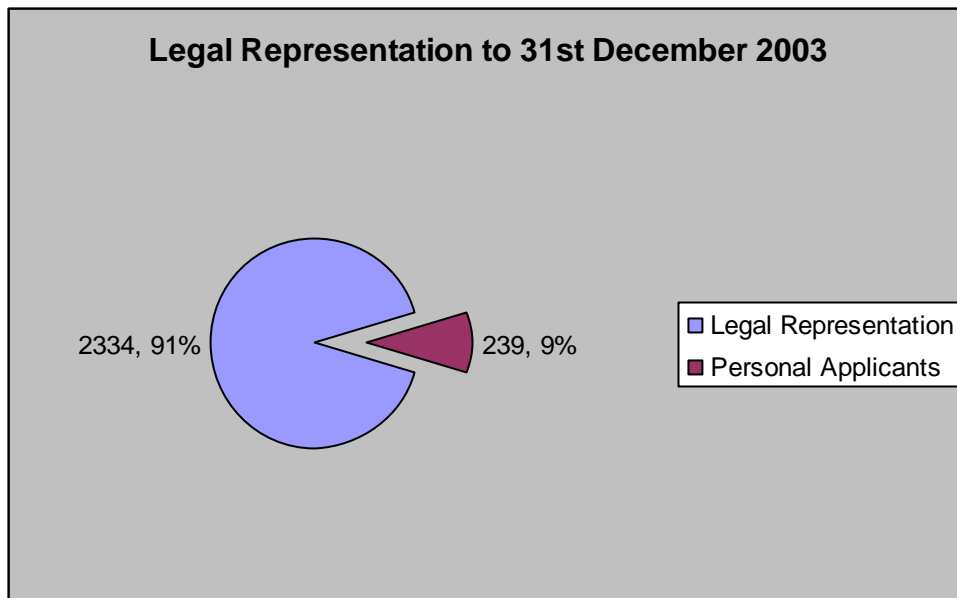
256 applications have been received from applicants born before 1st January 1933.

50 applications have been granted priority on the grounds of medical illness or psychiatric condition.



Legal Representation

The number of applications from applicants represented by a solicitor continues to grow and now stands at 91%.



Applicants are represented by a total of 397 solicitors and costs have been paid to date in respect of 36 applications as outlined below.

These costs are divided into two categories

- (a) Costs in respect of the application to the Board.
- (b) Costs in respect of related High Court proceedings.

Name of Solicitor	Number of Applications in which Costs have been Paid	Board Costs €	High Court Costs €	Total €
Ahern Roberts Williams & Partners	1	9,621.80	0	9,621.80
Anne Marie McCrystal	1	8,481.68	0	8,481.68
Baynes & Co	1	5,822.10	0	5,822.10
Becker Tansey & Co.	1	6,184.50	0	6,184.50
Berkeley White	1	7,979.30	0	7,979.30
Connellan	1	10,569.85	0	10,569.85
D'Arcy & Co.	1	9,767.50	435.21	10,202.71
Damien Tansey & Associates	1	10,671.36	0	10,671.36
Eamon Murray & Co.	1	9,618.50	0	9,618.50
Eugene Carey & Co.	2	21,640.76	17,646.88	39,287.64
Gaffney Halligan & Co.	2	17,601.35	0	17,601.35
John Hussey & Co.	2	9,065.15	10,090.96	19,156.11
Harry P. Hunt	1	13,858.00	0	13,858.00
Kieran Buckley & Co.	1	9,734.00	2,147.20	11,881.20
Kieran O'Brien & Associates	1	4,040.05	0	4,040.05
Kilfeather & Company	1	8,809.50	9,064.33	17,873.83
Lavelle Coleman	1	17,441.31	4,560.61	22,001.92
Lawline	2	24,290.99	9,930.87	34,221.86
Maria O'Sullivan & Co.	1	5,441.10	0	5,441.10
Matthew Gold & Co.	1	5,641.82	1,451.04	7,092.86
McNulty Boylan & Partners	2	21,319.04	6,112.88	27,431.92
Michael Lanigan & Co.	1	11,118.64	4,330.54	15,449.18
Padraig Foley & Co.	5	48,720.11	13,520.48	62,240.59
P.J. Lavan	3	27,597.00	7,492.75	35,089.75
Tynan Murphy Yelverton	1	6,826.78	5,526.43	12,353.21
TOTAL	36	331,862.19	92,310.18	424,172.37

It should be noted that costs have been paid in respect of 36 applications only and that several solicitors have yet to submit their bills to the Board.

Appendices

Customer Service Plan

Under the terms of the current national agreement “Sustaining Progress Social Partnership Agreement 2003-2005” there is an obligation on all public service organizations to commit publicly to service standards for their customers.

As part of this process, the administrative staff of the Redress Board undertake to commit themselves to serving their customers - applicants, solicitors, barristers, members of the public and Board members in the following manner:

1. Show courtesy and sensitivity and preserve confidentiality in all our dealings with our customers verbally, in writing or in person.
2. Give assistance to those applicants who request it to complete their application forms (in so far as permissible under the Act).
3. Ensure adequate staff are available to answer all queries during office hours (9.30am to 5.00pm Monday to Friday).
4. Register and acknowledge all applications within 5 working days of receipt.
5. Issue statutory correspondence within 5 working days of the file's readiness to proceed to the next stage.

6. Schedule applications for settlement or hearing as soon as dates are available.
7. Greet applicants and their party cordially and give every reasonable assistance on the day of their attendance at the Redress Board offices.
8. Issue notice of award to the applicant within 5 working days of the decision of the Board.
9. Ensure appropriate facilities are available for people with disabilities or special needs.
10. Update information on our website to ensure that the fullest information possible is available to the public.
11. Post regular newsletters on the website in the interests of openness and transparency.
12. Periodically review this plan in accordance with section 20.13 of the Sustaining Progress Social Partnership Agreement 2003-2005.

EXPENDITURE DATA FOR THE YEAR 2003

CATEGORY	AMOUNT €
ADVERTISING	312,215.02
STENOGRAPHY SERVICES	13,783.66
PHONES (SERVICE)	28,236.59
PHONES (EQUIPMENT)	6,434.96
POSTAGE	31,332.00
FRANKING MACHINE COSTS	3,379.01
COMPUTER HARDWARE/SOFTWARE	64,478.11
COMPUTER SUPPORT SERVICES	144,703.08
PHOTOCOPYING	4,316.39
OFFICE MACHINERY	9,712.02
HEAT, POWER & LIGHT	10,552.71
CONTRACT CLEANING	12,933.43
OFFICE SUPPLIES	44,859.27
PRINTING	23,007.33
FURNITURE & FITTINGS	160,028.24
TRAVEL & SUBSISTENCE	25,562.24
TAXI/COURIER SERVICE	8,288.22
VENDING MACHINE & WATER SUPPLIES	10,828.94
MAINTENANCE	13,308.12
HOTEL ROOM HIRE	6,195.40
MEDICAL FEES*	312,400.00
MEDICAL PAYMENTS**	671,692.00
LEGAL FEES ***	752,032.04

LEGAL COSTS****	424,172.37
ADMINISTRATIVE SALARIES	751,479.16
BOARD MEMBERS FEES	331,387.00
TRAINING	4,109.90
PUBLICATIONS	9,637.47
SECURITY	3,963.33
BOARD CATERING	9,492.57
MISCELLANEOUS	4,210.30
TOTAL	4,208,730.88

*These fees are for doctors appointed by the Board under section 11 of The Residential Institutions Redress Act 2002

**These figures represent payments made by the Board for medical reports received prior to the completion of an application.

*** These fees relate to Counsel employed by the Board.

****These figures represent legal costs paid to applicants' solicitors in respect of applications to the Board and related High Court proceedings.

These figures are provisional and subject to audit by the Comptroller and Auditor General.

AWARDS DATA FOR THE YEAR 2003

AWARDS	AMOUNT €
TOTAL	42,357,151.70

LEGAL COSTS DATA FOR THE YEAR 2003

COSTS	AMOUNT €
COSTS PAID IN RESPECT OF APPLICATIONS TO BOARD	331,862.19
COSTS PAID IN RESPECT OF RELATED HIGH COURT PROCEEDINGS	92,310.18
TOTAL	424,172.37

These figures are provisional and subject to audit by the Comptroller and Auditor General.

Newsletter March 2003

Wednesday, 19th March 2003

The Board has decided to keep applicants informed from time to time as to the procedures it follows and other developments. This newsletter is therefore the first in a series.

Applications

The Board has accepted applications since December 2002. The number received to date is 773. Thirty of these applications have been rejected as on the face of the documentation the application was outside the Boards terms of reference as laid down in the 2002 Act. The remaining applications are now being processed. The Board must engage in the processes laid down in the Act including the time allowed for all parties to respond in the manner provided. The statutory steps and times allowed for each step laid down in the Act and Regulations occupy a minimum of 16 weeks. To this must be added any time taken for processing the application by the Boards office staff. In some cases the Board, with the cooperation of the applicants and the relevant persons, will be able to reduce this period. It is anticipated that the process will be complete in respect of some applications during the month of April. Hearings and settlement discussions will then commence.

The Board believe that the following points based on its experience to date may be of general interest.

Incomplete application forms

A high percentage of application forms received by the Board lacked essential information. This prevents the application clearing the first administrative hurdle. Pending the receipt of information the application is allocated a number but is not further processed. Applicants will speed up the

process for themselves and others if the application form is fully completed before it is sent to the Board.

Statement of abuse (application form, section 6)

Statements of abuse on which the application is based should be the applicant's own version of what happened. Information conveyed second-hand through a medical report may be of lesser value (with regard to establishing the truth of the events described) compared to a description in the persons own words.

The Board will be better able to assess applications containing first hand statements of abuse expressed in the applicants' own words rather than second hand accounts related in a medical report.

Discovery of documents (application form, section 8)

The Board has received a number of applications in which the Board is asked to obtain a wide range of documents, usually from the Department of Education and/or those who ran a particular institution. The application form allows the Board to assist an applicant to obtain but only in those rare cases where it has not been possible for the applicant himself/herself to access information essential for the application. It is only in such cases that the powers of the Board can be relied on. Requesting the Board to get for the applicant either information that can be obtained in the normal course or information which is needed for a purpose other than an application is outside the powers of the Board. In particular the Board is not an alternative to general FOI requests from the appropriate authorities.

Applicants are reminded therefore, that it is for the applicant to provide supporting evidence, and that the Board is not authorized to use its powers to collect evidence beyond particular documents which are strictly necessary to decide the application. The Board understands the desire of survivors to fill in gaps in their life story but that task is outside the remit of the Board.

The application form is specific on this point – Section 8 says that the Board will request production of an existing document only where the applicant has been unable to obtain it and where the document is relevant to identity, residence in an institution, or the abuse or injury suffered.

Settlements

It is intended to implement the following arrangements to give effect to the powers conferred by Section 12 of the Act to settle applications generally...

1. The Board will delegate two of its members to consider settlement of applications without a hearing in cases where it appears appropriate to the Board and the applicant consents. The members nominated may vary from time to time.
2. The members delegated will have full powers to settle cases. The members will inform the applicant (or their legal representatives where appropriate) of the award which the members consider should be made by the applying the same principles as would apply at a hearing of an application.
3. Settlement discussions will be conducted between the applicants (if unrepresented) or their legal representatives and solicitor/counsel employed by the Board.
4. The legal representatives of the Board will take their instructions from the delegated members of the Board.
5. The applicant will be entitled personally (if unrepresented) or through his/her legal representative to information on the basis on which any offer is made within the scheme under which the Board operates. This will include details of the weighting used as mentioned in the Regulations under section 17 of the Act.

6. Discussions will be without prejudice on both sides so that if agreement is not reached the application can be heard by the Board without reference to the fact of or the contents of the settlement discussions.

7. In the event of agreement the Board will as soon as may be thereafter notify the applicant in writing of the details of the matters agreed in the manner set out in Section 13 of the Residential Institutions Redress Act 2002. This notification will constitute the notification of an award under the Act. The Applicant will retain his/her full rights to accept, reject or send the award for review as provided in Section 13 of the Act within the period specified in the Act.

8. If after any settlement discussions there is no agreement the application will proceed to hearing as if the discussions had never taken place save that the members of the Board instructing the lawyers involved in the unsuccessful discussions shall be disqualified from sitting on the division of the Board hearing the application. Further the fact of previous discussions or any details thereof shall not be made known to the Board members forming the division of the Board hearing the application. This duty of confidentiality will extend to any legal adviser involved in the negotiations in relation to his/her contact with the new decision makers.

9. It is to be noted that the Minister retains the right under S13 (13) to submit any award, including one arising from a settlement, to the Review Committee.

The Board retains the right to vary these arrangements in the light of any further discussions with the stakeholders and practical experience.

Interim awards

The Board shares the views of many of the survivors that the making of interim awards should not distract the Board from its main task but in a small number of cases the personal circumstances of applicants make interim awards necessary. In such cases the Board is now processing interim payments.

Newsletter June 2003

Wednesday, 18th June 2003

This is the second in a series of newsletters which the Board has decided to produce to keep applicants informed from time to time as to the procedures it follows and other developments. Our first newsletter issued in March of this year and the Board's Guide to Hearing Procedures issued in April.

Board Members

The Board comprises five members. Ms. Anne O'Brien, B.L. has recently been appointed to the Board by the Minister for Education & Science.

His Honour Judge Sean O'Leary (Chairman)

Professor Desmond Greer

Dr. Helen Cummiskey

Dr. Ruth Pilkington

Ms. Anne O'Brien B.L.

Solicitor to the Board

Ms. Sharon Moohan B.C.L, L.L.M commenced work as Solicitor to the Board in May.

Discovery of documents (application form, section 8)

Section 8 of the application form says that the Board will request production of an existing document only where the applicant has been unable to obtain it and where the document is relevant to identity, residence in an institution, or the abuse or injury suffered. The Department of Education and Science, Cornamaddy, Athlone, Co. Westmeath, holds records for children who were sent to a residential institution on foot of a court order. If an applicant or solicitor states in a Freedom of Information request to Athlone that he/she is seeking evidence of residence to support a claim to the Redress Board, the Freedom of Information section will give the matter priority and will send a "Report by School Number and Pupil Number" within approximately two weeks. This report will normally be sufficient proof of residence and will, where available, be required by the Board.

Applications

The Board has accepted applications since December 2002. The number received to date is 1334. Forty-six of these applications have been refused as on the face of the documentation the application was outside the Board's terms of reference as laid down in the 2002 Act. The remaining applications are now being processed. The statutory steps and times allowed for each step laid down in the Act and Regulations occupy a minimum of 16 weeks (assuming that all necessary documentation has been lodged with the Board), to which must be added any time taken for processing the application by the Board's office staff. In broad terms the first 8 weeks is taken up notifying relevant persons as outlined in the Residential Institutions Redress Act 2002 (Miscellaneous Provisions) Regulations 2002. The second 8 weeks is taken up confirming with the applicant or his/her solicitor that the application is complete (2 weeks) and scheduling the application for hearing or settlement (6 weeks). In some cases the Board, with the cooperation of the applicants and the relevant persons, will be able to reduce this period. This process was complete in respect of some applications during the month of April and so hearings and settlement discussions began. To date the Board has conducted 47 settlement negotiations and 13 hearings.

Summary

Refused	46
Settlements	47
Hearings	13
Total	106

Interim awards

Section 10(10) of the Residential Institutions Redress Act, 2002 provides that the Board may make an interim award if three conditions are satisfied, namely:

- (1) The Board has made a preliminary decision that the applicant is entitled to an award;
- (2) The Board is satisfied that it is probable that a final award equal to or greater than the amount of an interim award will be made, and
- (3) The Board is of opinion that having regard to the age or infirmity of the applicant, the making of an interim award is appropriate in the circumstances.

Without prejudice to the right of any applicant to apply or the Board to consider any other individual circumstances within the conditions outlined in the Act, the Board has decided that it will routinely consider whether it is appropriate to make an interim award if -

- (a) The applicant was born before 1st January 1930,

OR

- (b) The Board is satisfied on the basis of a written report from the applicant's regular medical practitioner that the applicant is suffering from -

A medical or psychiatric condition which is considered to be life-threatening, or
Early dementia or a dementia-like illness which will likely culminate in a reduction or loss of mental
faculties in the short term which will potentially affect the applicant's ability to process his/her claim.

The Act further provides that an interim award shall not exceed €10,000, and that the amount of
any interim award shall be deducted from the final award made by the Board. To date the Board
has awarded 12 interim payments.

Incomplete application forms

The number of application forms received by the Board which lacked essential information has fallen. This has improved the number of applications clearing the first administrative hurdle. Pending the receipt of the missing information the application is allocated a reference number but is not further processed. Applicants will speed up the process for themselves and others if the application form is fully completed before it is sent to the Board.

Hearing Arrangements

When an application is considered ready for hearing the Board will contact the applicant or his/her solicitor in writing. Applicants or their solicitors will normally receive 4 weeks notice of any hearing date. On arrival at our offices in Dublin, the applicant will be greeted at reception and shown to a waiting room where there is a phone for his/her personal use. Chilled water, tea, coffee and biscuits are available. The Board's premises are fully wheel chair accessible. If applicants so wish they will be shown the hearing room and any queries they may have will be answered by the Board's receptionist. For more details please refer to the guidelines on hearing procedures which are available on our website www.rirb.ie. or from the Board's office.

Travel Expenses

In relation to attendance at hearings, the Board will pay all reasonable travelling expenses, a subsistence allowance and, if a person takes time off work to attend a hearing, his or her loss of wages, as follows:

Your travel expenses by train or bus between your home and the hearing venue. More expensive methods of travel should be approved in advance.

The travel expenses of anyone who needs to come with you because you cannot travel alone or need their assistance or moral support at the hearing

The travel expenses of any person who is giving oral evidence on your behalf (provided we have agreed beforehand that they need to come to the hearing)

The wages or salary lost by you, a person giving you necessary assistance or your witness as a result of attending the hearing. Lost wages or salary means the actual net loss after deductions for tax and social welfare, and should be set out in a letter from the employer of the person concerned.

Subsistence allowance if you are absent from home or otherwise stay at the hearing for more than five hours

The cost of a baby-sitter or carer actually incurred (if supported by a letter from the sitter/carers confirming the payment).

Unless agreed beforehand by the Board, we will not pay for the expense of a witness from outside the state.

All claims for travel expenses must be supported by receipts and tickets. All expenses will be paid at the end of the process but if travelling expenses to the hearing are a problem an advance of your cost of travel can be applied for during the 4 weeks leading up to the hearing.

Medical Reports

Medical reports (from GPs, other doctors, psychiatrists) are of assistance to the Board in assessing an application, as are reports from counsellors and psychologists. These reports can be recent or date from the applicant's time in an institution or both if he/she wishes.

Below are the guidelines issued by the Board for the preparation of a medical report on a person applying for redress. It is hoped that these will be of assistance to applicants, lawyers and medical practitioners.

Guidelines for the preparation of medical report on person applying for redress

The purpose of the medical report on a person applying for redress is to assist the Board in its task of determining the amount of redress payable with respect to the unique circumstances of the individual applicant, based on the effects on him or her of any physical abuse, sexual abuse, emotional abuse or neglect suffered while resident in an institution as a child under the age of 18.

The report should contain a history of the abuse forming the basis of the application and a description of the immediate and long-term effects of such abuse. Where appropriate, the report should in particular describe:

The nature, severity, treatment and prognosis of any psychiatric disorder;

The nature, severity, treatment and prognosis of any personality disorder;

The presence of any medical condition;

The psychosocial consequences of the abuse;

The general adaptation and global level of functioning of the applicant and

The loss of opportunity resulting from any of the above or from lack of appropriate education.

The report should also provide, where possible, a history of the pre-injury status of the applicant, and the impact of the abuse suffered by the applicant on his or her pre-existing condition.

The Board will need to be satisfied in respect of each of these matters that the “injuries” arose from, or are consistent with the abuse suffered by the applicant.

The Board would also appreciate your opinion as to the relative severity of the applicant’s injuries.

The report should also address the nature and extent of any treatment to date and where treatment is recommended an outline of such treatment and the expected duration of such treatment.

If appropriate, your opinion on the applicant’s capacity to manage his or her funds would be appreciated.

For your further information, the full definitions of “abuse” and “injury” as set out in the Residential Institutions Redress Act, 2002 are outlined below.

RESIDENTIAL INSTITUTIONS REDRESS ACT, 2002

Section 1.

In this Act, unless the context otherwise requires-

“abuse”, in relation to a child, means-

- (a) the wilful, reckless or negligent infliction of physical injury on, or failure to prevent such injury to, the child,
- (b) the use of the child by a person for sexual arousal or sexual gratification of that person or another person
- (c) failure to care for the child which results in serious impairment of the physical or mental health or development of the child or serious adverse effects on his or her behaviour or welfare, or
- (d) any other act or omission towards the child which results in serious impairment of the physical or mental health or development of the child or serious adverse effects on his or her behaviour or welfare,

“injury” includes physical or psychological injury and injury that has occurred in the past or currently exists.....

Additional Award on the Principle of Aggravated Damages

Regulation 4 of the Residential Institutions Redress Act 2002 (Section 17) Regulations 2002 provides that:

“In addition to the award made in accordance with Regulation 3 or 5, the Board ... may make an additional award to an applicant on the same basis as an award of the High Court calculated by reference to the principles of aggravated damages where the Board ... is satisfied that it is appropriate to do so having regard to the circumstances of abuse of the applicant, but such additional award shall not exceed 20 per cent of the award made in accordance with Regulation 3 or 5.”

Aggravated damages in the High Court

According to the Law Reform Commission (Consultation Paper on Aggravated, Exemplary and Restitutionary Damages 1998), aggravated damages are “grounded in both the outrageous conduct of the defendant and the injury of the defendant”. In *Conway v. INTO* (1991), Finlay CJ defined aggravated damages as compensatory damages which are increased by certain factors. These include (a) the manner in which the wrong was committed, involving such elements as oppressiveness, arrogance or outrage, As in *Todd v. Cinelli* (March, 1999), where Kelly J made an additional award of £7,500 by way of aggravated damages in recognition of the added hurt or insult to the plaintiffs as a result of the defendant’s conduct. and (b) conduct of the wrongdoer after the commission of the wrong, As in *FW v. BBC* (March 1999), where Barr J awarded aggravated damages of £15,000 in respect of professional misconduct on the part of a consultant psychologist who examined the plaintiff on behalf of the defendant... such as a refusal to apologise or to ameliorate the harm done ...”. Finlay CJ made it clear that this enumeration was not to be regarded as comprehensive; other factors could also ground an award of aggravated damages. He then explained that “the circumstances which may properly form an aggravated feature in the measurement of compensatory damages must, in many instances, be in part a recognition of the

added hurt or insult to a plaintiff who had been wronged, and in part also a recognition of the cavalier or outrageous conduct of the defendant”.

The Board was advised by Senior Counsel that the application of these principles seldom leads to additional awards of damages. For example, in *Cooper v. O’Connell* (1997), the Supreme Court refused to make an award of aggravated damages on the ground that, although the defendant had been “seriously negligent”, there had been no element of oppressiveness, arrogance or outrage in his conduct - nothing, in fact, to distinguish it from an ordinary case of professional negligence.

The Board has also noted that in its Report on Aggravated, Exemplary and Restitutionary Damages (L.R.C.60/2000), the Law Reform Commission recommended that “aggravated damages should be defined as follows:

“Aggravated damages are damages to compensate a plaintiff for added hurt, distress or insult caused by the manner in which the defendant committed the wrong giving rise to the plaintiff’s claim, or by the defendant’s conduct subsequent to the wrong, including the conduct of legal proceedings.”

The Commission went on to recommend “a policy of moderation” in the award of aggravated damages: “We believe aggravated damages will only be appropriate where there has been reprehensible, high-handed behaviour on the part of the defendant and such damages should only be awarded in exceptional cases”.

Aggravated damages in their application to different torts

An important consideration in assessing the position of aggravated damages in the legal framework is whether the principles which apply to the awarding of such damages are objective or subjective in nature.

An objective rule would arise if the matters which give rise to the awarding of aggravated damages were capable of application across all torts. Under this approach the circumstances which would

demand the awarding of aggravated damages in a defamation action would be the same as would apply in a civil action relating to rape.

A more subjective approach would recognize that damages for different torts, before the consideration as to whether aggravated damages should be awarded, should themselves reflect the inbuilt outrage of society in the nature of the wrong and in the actions of the perpetrator. Under this approach the application of the principles laid down by the Supreme Court, in assessing whether aggravated damages should be awarded, would be applied in the context of the type of tort under consideration.

The subjective approach would appear to more accurately reflect the law at present. If it were otherwise certain outrageous actions such as indecent assaults would always fall within the definition of the 'reprehensible and high-handed behaviour' needed to justify aggravated damages and such damages would always be awarded. This is clearly not the law at present.

The question of aggravated damages in the context of the redress scheme must be considered against that background.

Aggravated damages in the context of the redress scheme

Section 5(1) (a) of the Residential Institutions Redress Act, 2002 requires the Board "to make awards in accordance with this Act which are fair and reasonable having regard to the unique circumstances of each applicant". Regulation 3 of the Residential Institutions Redress Act 2002 (Section 17) Regulations, 2002 further requires the Board, when making an award, to "determine the weighting to be allocated to the applicant". This weighting is set out in Schedule 1 to the Regulations by reference to the "constitutive elements of redress". Having determined the weighting to be allocated to the applicant, the Board must then "make an award to that applicant which is within the limits of the amounts specified in ... the Table" set out in Schedule 2 to the Regulations.

The “constitutive elements of redress” consist of the severity of the abuse and the severity of the injury resulting from the abuse suffered by the applicant. In the opinion of the Board, these elements must be taken into account in the application of the principle of aggravated damages in the context of the redress scheme in two respects. First, the level of “aggravation” which should attract an additional award must take into account that the very essence of the scheme is to provide redress for the serious hurt suffered by applicants who have been abused. The Board must also be conscious of the provisions of section 5(3) of the 2002 Act, namely, that “when considering an application ... the Board (a) shall not address any issue of fault or negligence arising out of evidence given in an application ..., and (b) shall not make a finding of fact relating to fault or negligence ...”. In other words, the “constitutive elements of redress” establish that the threshold from which the Board must consider whether an applicant has suffered additional hurt is a high one. Secondly, factors which in other cases might be taken to justify an award of aggravated damages will normally have already been taken into account by the Board in its assessment of the severity of the abuse or of the injuries suffered by the applicant. Accordingly, it is the view of the Board that additional awards on the basis of aggravated damages will only be made in exceptional circumstances.

In short, an additional award based on the principle of aggravated damages will only be made where the Board (without going into any question of fault on the part of any person or institution) is satisfied that the manner in which the applicant was abused was so oppressive or outrageous that an award based solely on the constitutive elements of redress does not represent an award which is fair and reasonable having regard to the unique circumstances of the applicant.

The Board retains the right to vary these arrangements in the light of any further discussions with the stakeholders and practical experience.

Seán O’ Leary,
Chairman.
June 2003

Newsletter August 2003

Friday, 8th August 2003

This is the third in a series of newsletters which the Board has decided to produce to keep applicants informed from time to time as to the procedures it follows and other developments. Our first two newsletters issued in March and June of this year and the Board's "Guide to Hearing Procedures" issued in April.

Applications

The Board continues to receive applications at a rate of approximately 50 per week and has received a total of 1662 to the end of July.

Awards

To date the Board has made 108 offers following settlement talks and 25 awards following hearings. In addition to the 133 cases above a total of 48 applications have been refused. These applications have been refused as on the face of the documentation the application was outside the Board's terms of reference as laid down in the 2002 Act. In other words the applications did not relate to residential institutions. These applications are determined by the Board immediately on receipt so that the applicant is informed at the earliest possible date that his/her application is outside the ambit of the redress scheme. In total 181 applications have been finalised by the Board.

The awards made by the Board range in value from €10,000 to €200,400. The average sum awarded to date is €84,000.

Newsletter October 2003

Friday, 24th October 2003

This is the fourth in a series of newsletters which the Board has decided to produce to keep applicants informed from time to time as to the procedures it follows and other developments. Our first three newsletters issued in March, June and August of this year and the Board's "Guide to Hearing Procedures" issued in April.

New Board Members

Dr. John Mason and Dr. Mary Bluett have been appointed as ordinary members of the Board by the Minister for Education and Science, Mr. Noel Dempsey, T.D.

The Board now consists of:

His Honour Judge Sean O'Leary (Chairman)

Professor Desmond Greer

Dr. Helen Cummiskey

Dr. Ruth Pilkington

Ms. Anne O'Brien B.L.

Dr. John Mason

Dr. Mary Bluett

It is anticipated that one further member will be appointed in the immediate future.

Applications

The Board continues to receive applications at a rate of approximately 50 per week and has received a total of 2165 to the 24th of October. Applicants are reminded that the statutory steps and times allowed for each step laid down in the Act and Regulations now occupy a minimum of 14 weeks. This assumes that all necessary documentation has been lodged with the Board. It is only when the Board has received all the necessary documentation that the 14 week timescale commences. In broad terms the first 8 weeks is taken up notifying relevant persons as outlined in the Residential Institutions Redress Act 2002 (Miscellaneous Provisions) Regulations 2002. The following 6 weeks is taken up confirming with the applicant or his/her solicitor that the application is complete (2 weeks) and scheduling the application for hearing or settlement (4 weeks). In some cases the Board, with the cooperation of the applicants and the relevant persons, will be able to reduce this period. In some instances this may be extended if the applicant or his/her solicitor indicate that they wish to lodge additional documentation.

Applicants are reminded that the timeframe outlined above is the minimum period required to process an application and only commences when the Board has received all the documents it requires.

Applicants should also understand that when all the above-mentioned steps have been completed cases will be available to be listed for hearing or settlement but a delay may arise if the volume of cases reaching that stage exceeds the Boards capacity to process. Such listing delays have not yet arisen but could arise in the future. The appointment of additional Board members is a response to this possible problem.

Awards

To date the Board have completed the process in 330 cases. Operating for the most part with four members 212 offers have been accepted following settlement talks and 66 awards have been made following hearings. In applications covering 52 applicants refusals have issued for one reason or another. These applications have been refused as, on the face of the documentation, the application was outside the Boards terms of reference as laid down in the 2002 Act. In other words the applications did not relate to residential institutions as defined in the Act. These applications are determined by the Board immediately on receipt so that the applicant is informed at the earliest possible date that his/her application is outside the ambit of the redress scheme.

It is anticipated that the newly appointed Board members will add the capacity and flexibility to the system which will enable the Board to increase the pace at which applications are finalised.

The awards made by the Board to date range in value from €10,000 to €250,000. The average sum awarded to date is €80,000.

Persons against whom abuse is alleged

Where specific alleged abusers are identified these names should appear at paragraph 6 of the application form: "Description of Abuse Suffered by the Injured Person". (paragraph 7 "Details of Abuse" in respect of the application form on behalf of an injured person who has died since May 11th 1999). Leaving this blank (where the statement of abuse or other documents identify alleged perpetrators) or simply referring the Board to the statement of abuse is not acceptable. The Board must notify all individuals against whom abuse is alleged. The assessment of whether persons mentioned in passing in the statement of abuse are alleged abusers is a matter for the applicant not for the Board. In future any applications which lack the appropriate information in section 6 (or 7 as appropriate) of the application form will be returned to the applicant.

Sittings

The Board now sits five days a week in its premises in Clonskeagh. It has conducted a number of hearings and settlements in both Cork and Limerick and will be sitting in Galway in November. The Board proposes sitting for approximately one week per month in Cork as long as there are sufficient applications from the region.

Legal Costs

The issue of costs relating to an application to the Board is dealt with in Section 27 (1) of the Residential Institutions Redress Act, 2002 which provides that the Board will pay to an applicant, to whom an award has been made, either by the Board or on Review, a reasonable amount for expenses incurred by the applicant in the preparation and presentation of the application to the Board. This section further provides that the said expenses/costs should be agreed between the Board and the applicant (or the applicant's solicitors or other representative), however, if the costs cannot be agreed between the Board and the applicant, then the costs will be taxed before a Taxing Master of the High Court. Once the costs have been referred to the Taxing Master, submissions will be made to the Taxing Master on behalf of the Board and the applicant and the Taxing Master will ultimately decide what costs will be paid by the Board to the applicant and/or his or her solicitors/representatives. It should be noted that the costs will not be paid until an application has been finally determined and an award has been made.

In addition to the costs relating to an application to the Board it should also be noted that Section 27 (2) of the Act of 2002 provides that the Board shall also pay to an applicant who accepts an award, the costs of any associated Court proceedings which were instituted by that applicant against a public body or a person who has made a contribution to the fund which the Board is administering under the terms of the Scheme, provided the applicant has signed the necessary Form of Waiver in respect of these proceedings. The Form of Waiver is quite simply, written

confirmation by the applicant that he/she will not pursue any right of action which the applicant may have against a public body or a person who has made a contribution to the fund or in a case, where proceedings have already issued (which is the situation in a large number of the applications), the applicant is agreeing not to go ahead with those proceedings.

As in the case of an application to the Board, the applicant costs of the Court Proceeding should be agreed between the Board and the applicant (or the applicant's solicitors or other representative), however, if the costs cannot be agreed between the Board and the applicant, then the costs will be taxed before a Taxing Master of the High Court. Once the costs have been referred to the Taxing Master, submissions will be made to the Taxing Master on behalf of the Board and the applicant and the Taxing Master will ultimately decide what costs will be paid by the Board to the applicant and/or his or her solicitors/representatives.

Newsletter December 2003

Monday, 22nd December 2003

This is the fifth in a series of newsletters which the Board has decided to produce to keep applicants informed from time to time as to the procedures it follows and other developments. Our first four newsletters issued in March, June, August and October of this year and the Board's "Guide to Hearing Procedures" issued in April.

Christmas Opening Hours:

The Board's offices in Clonskeagh will be open until 4.00 p.m on Christmas Eve and will re-open on Tuesday December 30th. The office will be closed on New Year's Day.

The Board and staff would like to take this opportunity to wish all applicants a happy Christmas and a peaceful New Year. A special note of thanks is extended to all those who contributed to the establishment of the Board and who continue to help us in our attempt to provide the best possible service to all applicants.

Applications

The Board continues to receive applications at a steady rate and has received a total of 2553 to the 22nd of December. Applicants are reminded that the statutory steps and times allowed for each step laid down in the Act and Regulations now occupy a minimum of 14 weeks. This assumes that all necessary documentation has been lodged with the Board. It is only when the Board has received all the necessary documentation that the 14 week timescale commences. In broad terms the first 8 weeks is taken up notifying relevant persons as outlined in the Residential Institutions Redress Act 2002 (Miscellaneous Provisions) Regulations 2002. The following 6 weeks is taken up

confirming with the applicant or his/her solicitor that the application is complete (2 weeks) and scheduling the application for hearing or settlement (4 weeks). In some cases the Board, with the cooperation of the applicants and the relevant persons, will be able to reduce this period. In some instances this may be extended if the applicant or his/her solicitor indicate that they wish to lodge additional documentation.

Applicants are reminded that the timeframe outlined above is the minimum period required to process an application and only commences when the Board has received all the documents it requires.

Applicants should also understand that when all the above-mentioned steps have been completed cases will be available to be listed for hearing or settlement but a delay may arise if the volume of cases reaching that stage exceeds the Boards capacity to process. Such listing delays have not yet arisen but could arise in the future. The appointment of additional Board members is a response to this possible problem.

Awards

To date the Board have completed the process in 587 cases. 431 offers have been made following settlement talks and 104 awards have been made following hearings. In applications covering 52 applicants refusals have issued for one reason or another. These applications have been refused as, on the face of the documentation, the application was outside the Boards terms of reference as laid down in the 2002 Act. In other words the applications did not relate to residential institutions as defined in the Act. These applications are determined by the Board immediately on receipt so that the applicant is informed at the earliest possible date that his/her application is outside the ambit of the redress scheme.

The newly appointed Board members have added the capacity and flexibility to the system which has enabled the Board to increase the pace at which applications are finalised.

The average value of awards to date is €80,000, the largest award being €270,000.

Sittings

The Board now sits five days a week in its premises in Clonskeagh. It has also sat in Cork, Galway and Limerick. The Board has commenced sitting for approximately one week per month in Cork and will continue to do as long as there are sufficient applications from the region.

Advertising in the United Kingdom

The Board has sent a total of 15,000 documents to Irish Centres in the United Kingdom. These consist of posters, short guides to the redress scheme and single page handouts. The Board has asked that these documents be prominently displayed in the centres in the hope that they will be seen by the maximum number of potential applicants. The Board's U.K. lo-call number 0845 300 4264 is displayed in all of the documents. A more extensive advertising campaign for the United Kingdom is proposed for Spring 2004.