



Historical Institutional Abuse
Redress Board

Key Business Performance Summary Report at 31 March 2024

As at **31 March 2024**, the Redress Board has received **4,398** applications. Unfortunately, a number of applications do not comply with the Rule 4 statutory requirements on receipt of the application and **6 remain incomplete**. It is important to note that the Board has elected to issue the Rule 7 Notice to verify the applicant's attendance at an institution regardless of whether or not an application is complete in order to reduce any further delay. However, these applications cannot be progressed to a panel until the outstanding information is provided by applicants and so fall outside the control of the Board and are discounted for the purposes of this summary.

Current Number of Incomplete Applications – Unable to Progress

Solicitor/Applicant	
Incomplete applications	6

Current Case Status of Complete Applications

The tables below show the current status of all **4,392 complete or compliant applications** as at **31 March 2024**.

Panel Consideration Outcomes

Redress Board Panel	
Section 14 Initial Payment Order made and still in place	4
Adjourned by panel for further information	1
Final Determination	3,990
Final Determination - Appeal Outstanding	9
Withdrawn before a panel	311
Total	4,315

Status of Current Applications

Redress Board Administration	
Received yet to be processed	1
Waiting for information - Rule 7 response	42
Rule 7 response requires further investigatory steps*	2
Rule 9 – Outstanding Panel requests**	8
Validated - to be allocated for listing review	4
Validated - Scheduled for listing in April	20
Overall Total	77

**If the Redress Board receives a Rule 7 Notice response that does not confirm the applicant's attendance it will undertake additional investigations on behalf of the applicant, to source alternative information from other statutory and voluntary bodies and record archives to confirm the statutory information requirements of the Rule 7 Notice.*

***In these applications the Redress Board has asked the applicant to comment on records or to provide further information. For example, if there are significant discrepancies between the dates provided by the applicant and the institution(s), we will issue a Date Enquiry Letter seeking comment from the applicant. For example, if the panel considers that the applicant should have sight of documentation received from the institution(s), we will issue a Sharing of Material letter seeking comment from the applicant. The Redress Board cannot progress the application until a response is received from the applicant or their solicitor.*

Payments Summary

As at **31 March 2024**, Redress Board panels have made award determinations totalling **£86,075,750** including Section 14 awards. Following section 13 actuarial adjustments, **£84,956,232** is payable to applicants.

£83,776,232 has been paid directly into the applicant or applicant's solicitor's account on receipt of an Acceptance of Award from the applicant. Please see below quarterly breakdown of payments made.

	Q1	Q2	Q3	Q4	Total
Payments 2020-21	429,500	2,120,987	3,209,970	4,706,548	10,467,005
Payments 2021-22	6,189,035	7,453,637	6,438,078	6,700,474	26,781,225
Payments 2022-23	6,157,093	5,943,250	7,359,073	6,986,000	26,445,416
Payments 2023-24	5,978,916	4,969,500	4,539,410	4,594,760	20,082,586
Total Payments					83,776,232

Appeal Summary

As at **31 March 2024**, the Redress Board has received **677** Notices of Appeal.

A single judicial member has considered **649** appeals. **202** have been upheld and **447** dismissed confirming the panel decision.

9 appeals are currently being processed and the remaining **19** were withdrawn.

Applications Received

The Redress Board has received **4,398** * applications for compensation.

	Q1	Q2	Q3	Q4	Total
Applications Received 2020-21	245	334	380	314	1,273
Applications Received 2021-22	368	365	261	289	1,283
Applications Received 2022-23	369	266	180	240	1,055
Applications Received 2023-24	237	201	173	176	787
Total Applications Received					4,398 *

**6 of these applications did not comply with the Rule 4 statutory requirements and remain incomplete and cannot be progressed until the outstanding information is provided.*

The table below sets out the percentage of applications that were incomplete when the application was received by the Redress Board.

	Q1	Q2	Q3	Q4	Total
% Incomplete applications 20-21	45%	37%	30%	33%	36%
% Incomplete applications 21-22	37%	36%	47%	51%	42%
% Incomplete applications 22-23	40%	36%	35%	30%	36%
% Incomplete applications 23-24	26%	34%	21%	24%	27%
Total % Incomplete applications					36%

Breakdown of Applications received.

The table below sets out the percentage of applications received by age bracket.

	2020-21	2021-22	2022-23	2023-24
18-39	1%	2%	2%	2%
40-49	11%	14%	16%	20%
50-59	26%	32%	33%	33%
60-69	40%	42%	40%	35%
70+	21%	10%	8%	10%

The table below sets out the percentage of applications received by country of residence.

	2020-21		2021-22		2022-23		2023-24	
	%	Num	%	Num	%	Num	%	Num
Northern Ireland	79.1%	1007	89.4%	1147	91.4%	965	87.7%	690
Republic of Ireland	3.1%	39	1.8%	24	1.4%	15	2%	16
GB	12.6%	160	7.2%	92	6.2%	65	8.9%	70
Australia	4.4%	56	0.8%	10	0.5%	5	0.3%	2
Other	0.8%	11	0.8%	10	0.5%	5	1.1%	9

Breakdown of Rule 7 Notices served by Institution Type

The table below sets out the number of Rule 7 Notices served by type of Institution. Please note that an application may have more than one Rule 7 Notice depending on the number of residencies in which abuse was reported on the application.

	2020-21	2021-22	2022-23	2023-24
Justice	1248	1915	1426	1064
Religious Orders	416	250	146	139
HSCB	167	224	106	167
Other	52	84	56	49
Total	2083	2473	1734	1419

Panel Sessions

Redress Board panels have met on **1,247** occasions considering **4,808** applications. It should be noted that the same application may have been before a panel more than once during this period.

Further to this a single judicial member has sat on **436** days dealing with the work associated with appeals.

	Q1	Q2	Q3	Q4	Total
Number of panel sessions 2020-21	15	37	61	82	195
Number of panel sessions 2021-22	95	109	113	122	439
Number of panel sessions 2022-23	111	103	93	80	387
Number of panel sessions 2023-24	66	59	50	51	226
Total Panel sessions					1,247

	Q1	Q2	Q3	Q4	Total
Number of cases considered in 2020-21	47	149	198	319	713
Number of cases considered in 2021-22	378	457	421	406	1,662
Number of cases considered in 2022-23	372	451	402	327	1,552
Number of cases considered in 2023-24	282	227	201	171	881
Total number of cases considered					4,808

	Q1	Q2	Q3	Q4	Total
Appeal sitting days 2020-21	0	0	13	22	35
Appeal sitting days 2021-22	28	33	41	47	149
Appeal sitting days 2022-23	50	44	46	39	179
Appeal sitting days 2022-23	23	19	19	12	73
Total Appeal sitting days					436

Panel Outcomes

The table below shows a breakdown of the **4,808** applications considered at a panel session. It should be noted that the same application may have been before a panel more than once during this period.

	2020-21	2021-22	2022-23	2023-24 YTD	Total
Adjourned by panel	110	143	64	13	330
Section 14 Order	76	48	30	8	162
Withdrawn	22	72	147	76	311
Full Determination – no award	39	304	266	118	727
Full Determination - award	466	1,095	1,045	666	3,272
Total	713	1,662	1,552	881	4,808

Panel Awards by Band

The table below sets out the total number of applications which fall within each band as set out in the Redress Board Banding Guidance. *Please note that this will include the Panel Determination for any pending appeals and will show the Appeal Determination for any resulted appeals.*

Award Band	No' of Final Determinations within band (Does not include S14's pending FD)	
	Number	%
£10,000	499	14.7
£10,001 - £29,999	1,733	51.4
£30,000 - £49,999	724	21.4
£50,000 - £69,999	321	9.5
£70,000 - £80,000	102	3
Total	3,379	100

Breakdown of No Award Panel Outcomes

No Award Reason	Number	%
Contradictory Evidence	13	1.8
No Jurisdiction	94	12.9
Threshold Not Met	620	85.3
Total	727	100

Application Processing Times 2034-24

For all applications, first considered by a panel to date in 2023-24, the average time from receipt of the application to the first panel consideration was **37 working days**. For applications that were complete on receipt this reduces to **36 working days** and for those that were incomplete increases to **39 working days**.

For all appeals determined by a Single Judicial Member to date in 2023-24, the average time from receipt to determination is **30 working days**. For appeals that are reconsideration only this reduces to **24 working days** and for those with preliminary matters to be considered this increases to **44 working days**.

Complaints

The table below set out the number of complaints received by the Redress Board since it was established and the outcomes.

Year	Number of Complaints received by type	Outcome of Complaints
2020-21	Delay – 2 Communications – 1 Total - 3	Delay – 2 dismissed Communications – 1 dismissed
2021-22	0	0
2022-23	Delay - 2 Outcome -2 Total - 4	Delay – 2 dismissed Outcome – 2 outside scope of Complaints Procedure
2023-24	Outcome -3 Total - 3	Outcome – 2 outside scope of Complaints Procedure, 1 - Partially upheld.

The Redress Board has responded to all complaints within the timescales set out in our Complaints Procedure.