

Inspection Form for International Protection Accommodation Services

EOI & Emergency Contracts

The purpose of this inspection is to ensure that the accommodation provider is providing an accommodation service as contracted.

This template applies to centres on EOI & Emergency contracts. Items **in yellow** apply to centres where families are present only.

Fill in this page prior to inspection:

| | |
|---|---------------------------------------|
| Accommodation Service Name (Centre): | Dublin Central Inn |
| Address: | 95-98 Talbot St Dublin 1 |
| Eircode: | D01 HR68 |
| Contractor (Company): | Damien Fitzsimons – Coziq Enterprises |
| Manager: | Patrick Carney |
| Contracted Capacity: | 135 |
| Profile (e.g. singles/families): | Single & Families |
| Previous issues checked. Note made of any issues that were not addressed. | |
| Every bedroom on register checked against bedroom list (on residents register) | Yes |

| | |
|----------------------------|---|
| Date of Inspection: | 29 th November 2022 |
| Arrival Time: | 10.20 am |
| Departure Time: | 13.30 pm |
| Inspector: | Lisa King, Jade McEvoy, Alex Oluoha and Bernie Loughrey |
| IPPS/IPAS/QTS: | IPPS |

Previous Inspection

| | | |
|---|---------------------------------|--|
| Date of last inspection: | 17 th September 2021 | |
| Last Inspector: | Conor Mulvihill | |
| Last inspection carried out by: IPPS/IPAS or QTS | IPPS | |

Summary of issues from last inspection and confirmation of actions from contractor:

Note to inspector: Please check on this inspection that these items have been addressed.

No summary attached

Part 1: Fire & Documentation

Request & review the following items:

- Copy of Resident Register on day of inspection. ☒
- Note the occupancy on day of inspection: 105
- Copy of staff list from day of inspection. ☒
- Note the name of person on duty today: **Assistant Manager**
- Copy of catering menu from day of inspection (*where relevant*). **N/A**
- View list of emergency numbers. ☐ No – **we were told that reception is always manned but we advised list should be available.**
- Date of last Environmental Health Officer Inspection (*if applicable*) **N/A**
- If there has been any pest control issues, a copy of most recent report **N/A**

Fire Register

- Confirm that the centre is using the register as provided by the Department. **Not in use, KLM Fire Folder in use. IPPS will provide the centre with the Departments Fire Folder and this will be used going forward.**
- Check the following. Copy the 2 most recent entries under each heading:

Emergency Lighting Inspection Schedule

| Date | Inspected by: Company Name/Staff Member (position) | Comments |
|------------|--|--|
| 11/11/2022 | KLM/Michael | |
| 02/08/2022 | KLM/Michael | 3 new lights installed and signs installed on stairways. |

Fire Alarm & Detection System Inspection Schedule

| Date | Inspected by: Company Name/Staff Member (position) | OK? (Y/N) | Defect | Remedial Action Taken (Y/N) | Sign Off (Y/N) |
|------------|--|-----------|--------|-----------------------------|----------------|
| 12/10/2022 | 24-7 Security/ Niall McNamee | Y | N | N | Y |
| 28/04/2022 | 24-7 Security/ Ken Sheridan | Y | N | N | Y |

Fire Fighting Equipment Inspection Schedule (Include all fire extinguishers, hose reels and fire blankets.)

| Date | Inspected by: Company Name/Staff Member (position) | OK? (Y/N) | Defect | Remedial Action Taken (Y/N) | Sign Off (Y/N) |
|-----------|--|-----------|--------|-----------------------------|----------------|
| Aug 2022 | KLM/Gerry Murtagh | Y | N | N | Y |
| July 2022 | KLM/Gerry Murtagh | Y | N | N | Y |

Fire Exit Doors / Means of Escape Inspection Schedule

| Date | Inspected by: Company Name/Staff Member (position) | OK? (Y/N) | Defect | Remedial Action Taken (Y/N) | Sign Off (Y/N) |
|------------|--|-----------|--------|-----------------------------------|----------------|
| 03/11/2022 | Centre Manager (PC) | Y | N | N | Y |
| 02/11/2022 | Centre Manager (PC) | Y | N | N | Y |

Fire Drill Procedure Inspection Schedule

| Date & Time | Number of staff involved in drill | Number of residents present in centre | Number of residents evacuated | Evacuation time (length of time it took to evacuate) | Comments |
|-------------|--------------------------------------|--|-------------------------------------|---|----------|
| 08/07/2022 | Not disclosed on report | 42 | 42 | 8 minutes | N/A |
| 06/02/2022 | 4 | 28 | 28 | 7 minutes | N/A |

Staff Instruction and Training (Fire Safety)

| Staff member(s) | Course | Instructor | Duration | Date |
|-----------------|--------------------------|--------------------------|----------|------------|
| 5 Staff | Fire Safety Awareness | Gery Murtagh (KLM) | Full Day | 04/08/2022 |
| | | | | |

Fire Exits, Emergency Lighting, Smoke Alarms, Fire Notices (check as you are going around)

| | |
|--|---|
| Are fire exits clear from obstruction? | Yes |
| Are they unlocked? | Yes |
| Are fire exits clearly posted throughout the building? | Yes |
| Are all fire doors kept closed? | Yes apart from the door from the dining room into the kitchen |

| | |
|---|--|
| Are fire evacuation instructions clearly displayed in the centre? | Yes |
| Are fire extinguishers clearly visible? | Yes |
| Is there emergency lighting system in place? | Yes |
| Comments: | Fires door leading from Kitchen to Dining room should be kept closed at all times. |

Part 2: Accommodation Units & Communal Facilities

Please note that the setup of the centre can either be own door units or bedrooms with communal facilities (or a mix). In the case of own door units, please check each unit against the bedroom, kitchen facilities, dining and living space requirements.

Reception Area – *(The following are not mandatory for EOI/Emergency Contracts however should be noted as part of the assessment).*

- Reception area has a staff member present. ☒
- First aid kits are available ☒

| Posters/information are visible, take note of what can be supplied to provider by IPPS | Present | To be provided |
|--|---------|----------------|
| Up to date House Rules – confirm that residents are brought through the house rules on arrival | Yes | |
| IPAS Code of Practice | Yes | |
| Complaint Forms | Yes | |
| Accident/ Incident procedure | Yes | |
| HSE Breastfeeding Posters | Yes | |
| Designated Liaison Person details (Child Protection) | Yes | |
| Safety Statement/Child Safety Statement | Yes | |
| Supervision of children notice | Yes | |
| IOM Voluntary Return Posters | No | |
| Anti-human trafficking Posters | Yes | |
| 'No to Violence & Harassment' Posters | Yes | |

- There is a visitor meeting area in the vicinity of the reception where residents can welcome guests. It is clean, functional, fixtures and fittings are in good condition and fit for purpose. ☒
- There is evidence that a visitor sign in and child safety procedure for visitors is in place. ☒
- There is a public toilet in the vicinity of the reception which is open, clean (evidence of a cleaning list in bathroom), soap, hand drying facilities, toilets are functional and fit for purpose. ☒

- Note the heating arrangements.

Note any issues seen in reception area/visitor meeting room/public toilet:

No issues

Note the heating arrangement (for whole centre):

Staff are responsible for heat in the public areas and residents can regulate the heat in their own rooms

WiFi

- Connect to the WiFi that residents use.
- Check the connection at various points throughout the inspection.
- Ask a few residents if the WiFi connection is sufficient.

Note results of speed tests and locations:

52.3 Mbps download in the communal room. Dining room was 15.6 mbps but it stated that internet connect was fast.

Bedrooms

Check each bedroom against the below list. If there are any issues, please note the room number and issue in the box below. In each bedroom, check the following:

Occupancy:

- Number of residents to a room.
- If residents are present, and it is appropriate to engage with them, ask if there are any issues with the accommodation that they would like to discuss (*see Part 3 below*).

Physical Aspects:

- Furniture (Beds, wardrobes/ sufficient personal storage, other furniture) are in good condition and fit for use. ☒
- Access to a television (mandatory for EOI, reasonable access in common areas will suffice for Emergency). ☒
- Fixtures and fittings (floor covering, curtains, blinds, light fittings, paintwork, window openers including child restrictors) are properly maintained and are fit for use. ☒
- Heating and safety equipment do not present issues (e.g. is smoke alarm uncovered, does the room feel warm enough, any fire hazards). ☒

Bathroom

- Sufficient bathroom facilities for number of residents ☒
- Check for mould or other sanitary issues. Note if deep cleaning is required.
- All fixtures are in good condition and fit for use. ☒

Note any issues seen in any bedrooms (include room number):

Inspected by Bernie and Alex

Room 105 – Room not inspected as resident sleeping.

Room 106 – Light in the toilet need to be fixed.

Room 115 – Fridge behind bedroom door making it.

Room 118 – Door handle requires fixing and light in main room flickering and light switch makes cracking noise when on.

Room 201 – Door handle on the back of door broken.

Room 205 – Door handle on bathroom door broken.

Room 207 – Ceiling in bathroom requires painting

Room 210 – Number 2 is missing from bedroom door.

Room 217 – Not inspected – person sleeping

Room 219 – Not inspected – resident in shower

Room 220 – Base of hand basin broken

Room 302 – Room not inspected.

Room 303 – Wardrobe door broken

Room 307 – Bathroom requires attention – shower broken – tiles around shower and toilet need to be resealed, entrance door handle need to be fixed.

Room 401 – Bathroom require painting.

Room 403 – Bedroom and ceiling in bathroom requires painting.

Room 405 – Bedroom and Bathroom require painting.

Inspected by Lisa and Jade

Room 103 – Mould on bathroom ceiling – visible hole in wall where extractor fan used to be- requires replacing

Room 110 – Not inspected - resident asleep

Room 112 – Very cramped- noted very little space for resident

Room 117 – Number missing off the front of the door – needs to be replaced

Room 206 – Paint on walls chipping – carpet missing from a patch of the floor near the bathroom door

Room 209 – Paint on walls chipping – requires painting

Room 212 – Paint on walls chipping – requires painting

Room 214 - Window safety feature broken / disconnected – needs to be fixed

Room 218 - Crack in the window – needs to be replaced

Room 219 – Mould on bathroom ceiling

Room 301 – Four people to one small room – possible overcrowding – curtain rail broken

Room 311 – Shower grout damaged / worn – needs to be replaced

Room 313 – Bed blocking the radiator – meaning residents can't turn it on – no other radiator in the room to supply heat

Room 406 – Bathroom ceiling requires painting

Kitchen Facilities for Residents to Cook for themselves *(if Independent Living):*

Can be either communal or within each accommodation unit. Note the set up in this centre:

Communal Kitchen with cooking stations available

- Are the cooking stations clean and functional? ☒
- Are there sufficient cooking utensils? ☒
- Is there a separate cooking station & utensils for halal cooking? ☒
- Check that a food safety management system is in place in fridge/freezers/dry storage areas. ☒
- Do residents have 24/7 access to a Residents Canteen including sink, microwave, kettle, fridges, hot and cold water, cutlery and crockery? ☒

Note any issues seen in residents' kitchen:

Dining Area

Can be either communal or within each accommodation unit.

- The dining area is clean and functional. ☒
- There is sufficient furniture including tables, chairs. ☒
- Availability of high chairs. ☒

- Furniture, fixtures and fittings are in good condition and are fit for use. ☐

Note any issues observed in the dining area:

High Chairs in dining room available upon request from residents – most residents do not require these as they prefer to feed their babies in their rooms.

Communal Spaces/ Living Rooms (for families)

These are private living room spaces, not used as a bedroom for families. *(Not applicable if centre is completely made up of own-door units).*

Please check the following in each living room:

- Room is exclusively used as a living room ☐
- Room is furnished as a living room including TVs & other recreational facilities. ☐
- Furniture, fixtures and fittings are in good condition and are fit for use. ☐
- No CCTV in living rooms. (Even inactive CCTV cameras are not acceptable). ☐

Note any issues observed in living rooms (note the number of living rooms):

Not required under current EOI contract. Only required under regional Tender.

Check the following:

- Social space is furnished appropriately, furniture is in good condition and fit for purpose. ☒
- Social space includes TV, computers and other recreational facilities which are functional and available to residents. ☒
- Fixtures and fittings of social space(s) are in good condition. ☒
- There is a clean, functional and appropriately equipped indoor children's play area. ☒
- There is a safe, outdoor, clean outdoor children's play area. ☒

- There is a communal space which has TV & other recreational facilities. These are functional and clean. ☒

Note any issues with social spaces (including if any of the above spaces are not being provided, and note where additional facilities are being provided):

Meeting Rooms

Please check the following in each meeting room:

- Minimum of 5 chairs and a table. ☐
- Furniture, fixtures and fittings in good condition. ☐
- Room is bookable by residents. ☐
- Room has a lockable door (from inside) ☐
- No CCTV in the meeting room. (Even inactive CCTV cameras are not acceptable). ☐

Note any issues observed in meeting rooms:

No meeting rooms available – residents meet visitors in communal room and dining area.

Food Hall if applicable- (Onsite Shop) – N/A

- There is a price list displayed for residents. ☐
- Epos system in operation. ☐
- Take samples (at least 5) of food items for sale, the expiration date, price.

| Item for sale | Expiration Date | Points Value |
|---------------|-----------------|--------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Note date of last inspection by Environmental Health Officer:

Note any issues observed in food hall:

N/A - Shop no longer onsite – residents are provided with Dunnes Stores Cards which are topped up every Tuesday following agreement with residents. This is much preferred.

Catering Service if applicable – Not applicable

Please tick:

- Centre has an onsite kitchen providing a catering service? ☐
- Catering service is provided through external service? ☐
- There is no catering service? ☐
- Check that menu provides for all dietary requirements and is nutritionally appropriate.
- Check for any evidence of pest/rodent activity.

| HACCP checks | Notes |
|------------------------------------|-------|
| Food temperature | |
| Food storage (fridge temperature) | |
| Food storage (freezer temperature) | |
| Food safety management system | |

Note any issues with catering service:

Laundry Facility

- Laundry Service in Place? ☒
- Sufficient self-service machines for number of residents? ☒
- All machines are functional? ☒
- Opening hours are reasonable? Open 24 hours
- Area is clean and clear of hazards? ☒
- Supply of washing powder available to residents? ☐

Note any issues with laundry area:

Residents purchase washing powder themselves

Building Exterior/Grounds:

- Grounds are well kept? ☒
- Pathways are free from hazards? ☒
- Paintwork is in good condition? ☒
- Windows appear clean and in good repair? ☒

- Any other applicable considerations.

Note any issues with building exterior/grounds:

Fire Exit door leading from outdoor area off the dining room was open and this led to a steep stairway which could be a safety hazard for children. This door should be kept closed if possible.

Part 3

Use this page to note any representations by staff or residents. Please note any child protection concerns here or any issues that residents raised with you. This page will not be included in the published version as it will include resident names and personal information.

Summary of Issues

Fill in after inspection. This, along with the report, will be sent to the contractor, and the next inspector will use this section to verify that issues have been addressed on the next inspection.

Carpet on the all corridors requires cleaning or replacing.

Fire Door leading from Kitchen to Dining room open with door stop. This door is to remain closed at all times.

Door leading to outside terrace from 1st floor dining room was open. This is to remain closed when not in use. Outside terrace leads to fire escape stairs and is a safety hazard for children.

Stairways are a safety hazard for children as they could slip and fall through the gaps on each landing or on the stairs themselves. This should be rectified as soon as possible.

Room 105 – Room not inspected as resident sleeping.

Room 106 – Light in the toilet need to be fixed.

Room 115 – Fridge behind bedroom door making it.

Room 118 – Door handle requires fixing and light in main room flickering and light switch makes cracking noise when on.

Room 201 – Door handle on the back of door broken.

Room 205 – Door handle on bathroom door broken.

Room 207 – Ceiling in bathroom requires painting

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Room 302 – Room not inspected.

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Room 401 – Bathroom require painting.

Room 403 – Bedroom and ceiling in bathroom requires painting.

Room 405 – Bedroom and Bathroom require painting.

Room 103 – Mould on bathroom ceiling – visible hole in wall where extractor fan used to be- requires replacing

Room 110 – Not inspected - resident asleep

Summary of Issues

Fill in after inspection. This, along with the report, will be sent to the contractor, and the next inspector will use this section to verify

Room 112 – Very cramped- noted very little space for resident

Room 117 – Number missing off the front of the door – needs to be replaced

Room 206 – Paint on walls chipping – carpet missing from a patch of the floor near the bathroom door

Room 209 – Paint on walls chipping – requires painting

Room 212 – Paint on walls chipping – requires painting

Room 214 - Window safety feature broken / disconnected – needs to be fixed

Room 218 - Crack in the window – needs to be replaced

Room 219 – Mould on bathroom ceiling

Room 301 – Four people to one small room – possible overcrowding – curtain rail broken

Room 311 – Shower grout damaged / worn – needs to be replaced

Room 313 – Bed blocking the radiator – meaning residents can't turn it on – no other radiator in the room to supply heat

Room 406 – Bathroom ceiling requires painting







Manager Declaration (for IPPS/IPAS inspections)

Manager should be asked to sign this declaration.

This inspection, by a Department official, is primarily to examine how the terms of the Contract are being complied with in the centre.

The manager accepts that the person carrying out the inspection is not charged with certifying the centre is in compliance with all fire safety regulations. The manager agrees that the information provided above is correct.

Signed:

Omer Shah

Position:

Receptionist

Date:

29/11/22

From: David Lardner (DCEDIY)

Sent: Wednesday 30 November 2022 17:25

To:

Cc: Caitriona Mulhall (DCEDIY)

Subject: IPPS - Inspection Reports Dublin Central Inn Accommodation Centre - Please review and respond

Dear Mr Fitzsimons

Please find attached PDF copy of the IPPS Independent Inspection Reports from QTS Ltd for Dublin Central Inn Accommodation Centre, dated 29/11/2022 which was completed yesterday 29/11/2022.

I would be grateful if you could please review the reports (with particular note to the staircase) and if there are any comments on the inspection reports which require remediation I would be grateful if you could please revert back to me by email confirming actions taken.

I would be grateful if we could receive your response by Wednesday 14th December 2022

With Kind regards,

David.

David Lardner

International Protection Procurement Services

—

The Department of Children, Equality, Disability, Integration and Youth.

An Roinn Leanaí, Comhionannais, Míchumais, Lánpháirtíochta agus Óige

david.lardner@equality.gov.ie

+353 (0)1 237 6038

<https://www.gov.ie/dcEDIY>

From: Patrick Flanagan [REDACTED]
Sent: Tuesday 13 December 2022 18:46
To: David Lardner (DCEDIY) <David.Lardner@equality.gov.ie>
Cc: Caitriona Mulhall (DCEDIY) [REDACTED]
[REDACTED]

Subject: IPPS - Inspection Reports Dublin Central Inn Accommodation Centre - Please review and respond

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Good morning David,

Please find attached remediation responses and actions carried out in response to the inspection report for DCI Accommodation Centre carried out on the 29th November 2022, we appreciate the opportunity to remediate the issues highlighted.

Please do not hesitate to contact me should you have any questions

Kind regards
Patrick

Patrick Flanagan
CEO, Codelix & Coziq Enterprises Accommodation Services

This report outlines the remediation actions and scheduled plan for repairs highlighted within the IPPS Independent Inspection Reports from QTS Ltd for Dublin Central Inn Accommodation Centre, dated 29/11/2022.

Please note the comments in red for action plan date for completion or action completed/addressed:

Note any issues seen in any bedrooms (include room number): Inspected by Bernie and Alex
Room 105 – Room not inspected as resident sleeping.

Room 106 – Light in the toilet need to be fixed. - Addressed

Room 115 – Fridge behind bedroom door making it. - Addressed

Room 118 – Door handle requires fixing and light in main room flickering and light switch makes cracking noise when on. 16/12/2022

Room 201 – Door handle on the back of door broken. – 15/12/2022

Room 205 – Door handle on bathroom door broken. – 15/12/2022

Room 207 – Ceiling in bathroom requires painting - Addressed

Room 210 – Number 2 is missing from bedroom door. – 15/12/2022

Room 217 – Not inspected – person sleeping

Room 219 – Not inspected – resident in shower

Room 220 – Base of hand basin broken -16/12/2022

Room 302 – Room not inspected.

Room 303 – Wardrobe door broken - Addressed

Room 307 – Bathroom requires attention – shower broken – tiles around shower and toilet need to be resealed, entrance door handle need to be fixed. 16/12/2022

Room 401 – Bathroom require painting. - Addressed

Room 403 – Bedroom and ceiling in bathroom requires painting. -Addressed

Room 405 – Bedroom and Bathroom require painting. Inspected by Lisa and Jade - Addressed

Room 103 – Mould on bathroom ceiling – visible hole in wall where extractor fan used to be- requires replacing - Addressed

Room 110 – Not inspected - resident asleep

Room 112 – Very cramped- noted very little space for resident – Residents has a lot of belongings

Room 117 – Number missing off the front of the door – needs to be replaced – 15/12/2022

Room 206 – Paint on walls chipping – carpet missing from a patch of the floor near the bathroom door - Addressed

Room 209 – Paint on walls chipping – requires painting - Addressed

Room 212 – Paint on walls chipping – requires painting - Addressed

Room 214 - Window safety feature broken / disconnected – needs to be fixed Room -16/12/2022

218 - Crack in the window – needs to be replaced – 16/12/2022

Room 219 – Mould on bathroom ceiling – 14/12/2022

Room 301 – Four people to one small room –

possible overcrowding – Resident has 2 rooms with 307 only been 1 person when resident initially arrived in centre was only 2 people 3 other family members arrived on different dates and IPAS were aware of centre providing an extra bed into twin room and other room accommodating 2 people residents have now changed bedding arrangements to suit themselves

curtain rail broken – Curtain rail fixed

Room 311 – Shower grout damaged / worn – needs to be replaced

Room 313 – Bed blocking the radiator – meaning residents can't turn it on – no other radiator in the room to supply heat Room – Beds are all in place as should be radiator is now not obstructed

406 – Bathroom ceiling requires painting – Addressed

Staircase being addressed with new safety proofing on the 15/16/ December

01st floor corridor carpet being replaced with new wooden flooring on the 15/16 December