

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):	Bolton Street
Address:	41 Bolton Street, Dublin 1
Eircode:	D01C1K2
Contractor (Company):	TA Deerpack Ltd - Teresa
Manager:	Farid Aatar
Contracted Capacity:	24
Profile (e.g. singles/families):	Adult Males/Females & Couples
Previous issues checked. Note made of any issues that were not addressed.	N/A
Every bedroom on register checked against bedroom list (on residents register)	Y

Date of Inspection:	27/11/2023
Arrival Time:	14:55
Departure Time:	16:23
Inspector:	Alex Oluoha
IPPS/IPAS/QTS:	IPPS

Previous Inspection

Date of last inspection:	N/A
Last Inspector:	N/A
Last inspection carried out by: IPPS/IPAS or QTS	N/A

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.

(Copy & paste from previous report)

N/A

Part 1: Fire & Documentation

Request & review the following items:

- Copy of Resident Register on day of inspection. ☒
- Note the occupancy on day of inspection: 24
- Copy of staff list from day of inspection. ☒
- Note the name of person on duty today: Farid Aatar, Kimberly, Rodrigo, Nora and Cesar.
- Copy of catering menu from day of inspection (*where relevant*). ☒
- View list of emergency numbers. ☒
- Date of last Environmental Health Officer Inspection (*if applicable*): July 2020
- If there has been any pest control issues, a copy of most recent report ☒

Security

- Is 24 hour supervision provided? ☒
- Is security provided by external company? ☐
- Name of security provider: In-house security provision
- Does the centre have CCTV? ☒

Fire Register

- Confirm that the centre is using the register as provided by the Department. ☒
- 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
04/10/2023	Patrick	
27/09/2023	Patrick	

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)
26/10/2023	Rodrigo	Y	N	N	Y
25/10/2023	Rodrigo	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)
03/03/2023	John Barret	Y	N	N	Y
03/02/2023	John Barret	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)
26/10/2023	Rodrigo	Y	N	N	Y
25/10/2023	Rodrigo	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
21/09/2023	2	6	6	4 mins	Most residents work.
19/08/2023	2	7	6	4 mins	1 resident was sleeping.

Staff Instruction and Training (Fire Safety)

Staff member(s)	Course	Instructor	Duration	Date
Farid Aatar	Guardian Safety	Lolyd Robert	1 day	22/06/2023
Angela Montoya	Guardian Safety	Lolyd Robert	1 day	05/04/2023

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

Are fire exits clear from obstruction?	✓
Are they unlocked?	✓
Are fire exits clearly posted throughout the building?	✓
Are all fire doors kept closed?	✓
Are fire evacuation instructions clearly displayed in the centre?	✓
Are fire extinguishers clearly visible?	✓
Is there emergency lighting system in place?	✓
Comments:	

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	✓	
IPAS Code of Practice	✓	
Complaint Forms		✓
Accident/ Incident procedure	✓	
HSE Breastfeeding Posters		
Designated Liaison Person details (Child Protection)		
Safety Statement/Child Safety Statement		
Supervision of children notice		
IOM Voluntary Return Posters		✓
Anti-human trafficking Posters	✓	
'No to Violence & Harassment' Posters		✓

- 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:

- The reception is at the basement of the building where they also have the kitchen and the dinning. The reception is in the dinning and as such the manager has no office. In fact, the centre has no reception. They need to provide a separate office for the reception on the first floor to keep every Data and information away from non-staff, not to infringe on Data Protection Policy, they are using the dinning as reception & office. No visitor meeting room and no public toilet.

Note the heating arrangement (for whole centre): Heating well arranged.

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:

Satisfactory WiFi

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:

Full board service on site.

- 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 observed in or comments on residents' kitchen:

- The centre has on-site small/handy kitchen where they (chef and manager) prepare meals for the residents

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. ☐
- Tea, coffee, drinking water, fruit and snacks available to residents. ☒
- Furniture, fixtures and fittings are in good condition and are fit for use. ☒

Note any issues observed in or comments on the dining area:

- The dining is being used as both office and reception, exposing all fills, data and information to non-staff, which could infringe on Data Protection Policy.
- Three dining tables available.

Communal Spaces

These are communal 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 communal space 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 or comments on living rooms (note the number of living rooms):

The centre has no living rooms/Communal spaces.

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 or comments on social spaces (including if any of the above spaces are not being provided, and note where additional facilities are being provided):

- The centre has no social spaces.

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 or comments on meeting rooms:

- The centre has no meeting room.

Food Hall if applicable- (Onsite Shop)

- There is a price list displayed for residents. ☐
- Epos system in operation. ☐
- Records of food delivery. ☐
- Records of refrigerator temperature checks. ☐
- 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

Shopping off-site (card/voucher system in place)

Please tick:

- Is a card/voucher system in place for residents to shop in the local area? ☐
- Has an agreement been reached with a local shop(s)? ☐
- Is the system fully functional? ☐
- Do the residents have sufficient credit to buy necessary items? ☐

Note any issues observed with or comments on card/voucher system for external shopping:

N/A

Catering Service if 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)	3 degree centigrade
Food storage (freezer temperature)	-18 degree centigrade
Food safety management system	Satisfactory

Note any issues with or comments on catering service:

Laundry Facility

- Laundry Service in Place? ☒
- Sufficient self-service machines for number of residents? ☒
- All machines are functional? ☒
- Opening hours are reasonable? 8am – 10pm
- Area is clean and clear of hazards? ☒
- Supply of washing powder available to residents? ☒

Note any issues with or comments on laundry area:

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 or comments on building exterior/grounds:

Corridors

- All corridors throughout maintained. ☒
- Is the area generally clean? ☒
- Any issues requiring attention? ☐

Note any issues with or comments on corridors:

Stairways

- All stairways kept clear & maintained. ☒
- Is the area generally clean? ☒
- Any issues requiring attention? (*e.g., fire exit signs, hazards, lighting, notices, décor, etc.*) ☐

Note any issues with or comments on stairs/stairwells:

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 or comments on any bedrooms (include room number):

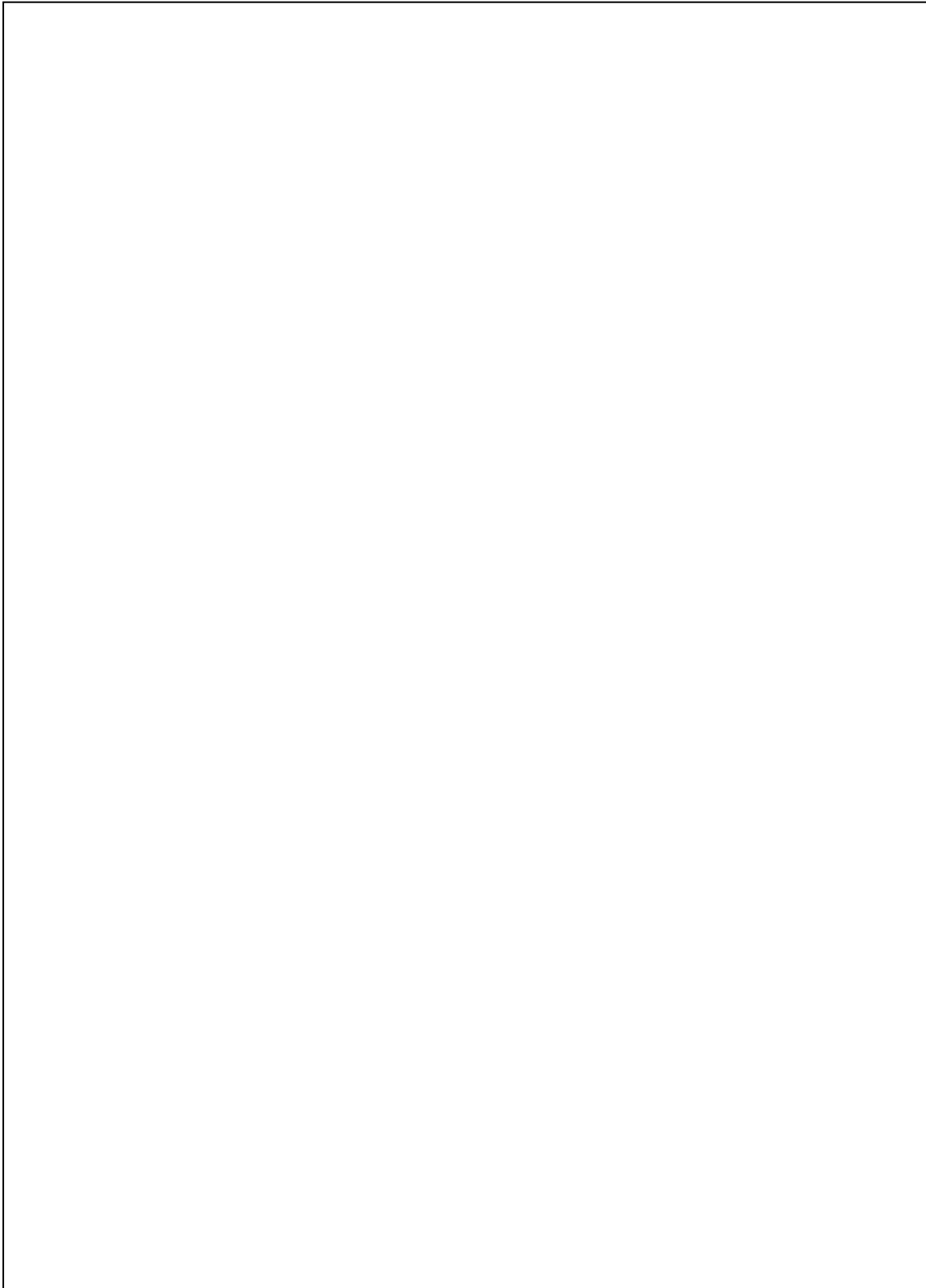
- Room 3 for 1 adult is empty.
- Room 8 for 3 adult females, the toilet need touch up paint.
- Room 12 for 1 lady with a dog. Are pets allowed in any IP centre?

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

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.

- Provide an office and reception for the centre and do not continue to use the dining for both office and reception. Protect all files, Data and information of residents and the centre, keep all away from non-staff.



End of inspection checklist (while onsite):

- Date of last Environmental Health Officer Inspection (if applicable)
- Resident Register from day of inspection
- Staff list and name of person on duty on day of inspection
- Catering menu from day of inspection (if applicable)
- If there has been any pest control issues, get a copy of most recent report.
- Manager has signed the declaration.

Follow up:

- Check sample foodhall prices against the IPAS Points and Products list, note any discrepancy.
- Create the summary of issues sheet
- Scan report, register, staff list, menus (*if applicable*) to IPPS. Include the confidential issues page.
- The report can be scanned handwritten, no need to type it if it is legible and appropriate for publication.

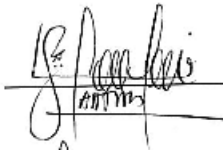
Manager Declaration (for IPPS/IPAS inspections)

Manager should be asked to sign this declaration.

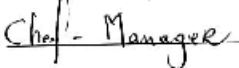
This inspection, by a Department official, is primarily to examine how the terms of the Contract are being complied with in the centre.

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.

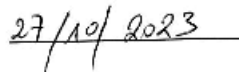
Signed:

 Farid Aatah

Position:

 Chef-Manager

Date:

 27/10/2023

From: [Ta Hotels](#)
To: [Marija Jokic \(DCEDIY\)](#)
Subject: Re: Inspection Report Follow Up
Date: Thursday 7 December 2023 11:00:08
Attachments: [guardiansafety_martinalejandro_fire_marshall_2023-12_certificate\(1\).pdf](#)
[guardiansafety_martinalejandro_fire_marshall_2020-12_certificate\(3\).pdf](#)
[guardiansafety_faridaatar393_fire_marshall_2023-06_certificate\(2\).pdf](#)
[guardiansafety_angelamontoya_fire_marshall_2023-02_certificate\(6\).pdf](#)
[guardiansafety_patrickelderrojaszapata_fire_marshall_2023-01_certificate\(4\).pdf](#)
[guardiansafety_kimberlvaguilarlopez_fire_marshall_2023-04_certificate\(1\).pdf](#)
[No41 Bolton Lodge Child Safeguarding Statement \(1\).docx](#)
[guardiansafety_noramilenaruizaponte_basic_fire_safety_awareness_2023-11_certificate.pdf](#)
[Regularisation Fire Cert Bolton Street.pdf](#)
[2023-12-07 10-53.pdf](#)

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Good Morning Marija

Further to the inspection report dated 27/11/2023

Please see below our comments

1. Staff Fire Safety Training

All our staff are trained in Fire Safety - Please see certs attached

2. Child Safety Statement - Available

Please see attached our Child Safety Statement Including the Designated Liaison Person Available

3. Sufficient Tables and Chairs

We have added 2 extra tables and chairs

4. The Dining room now has only a small desk, chair and a computer. All files have been removed

5. Bedrooms

Room 3 is now occupied by one person only

Room 12 the - As requested by Ipas small assistance dog for health purposes

6. Last Inspection HSE February 2022

Thank you for confirming, Theresa. Mrs Dzhonh will be able to manage the stairs.

Her details are as follows:

Name: Il Dzhonh

Date of birth:

Nationality: North Korean with Ukrainian citizenship.

Although Mrs Dzhonh holds a Ukrainian passport, she is an International Protection applicant, not a Beneficiary of Temporary Protection. That is why she is not in Ukrainian accommodation. As discussed, she has a small assistance dog for health purposes.

She will be arriving at Bolton Street on Friday 06 October in the early-to-mid afternoon.

Thanks and kind regards,

Thomas Troy

Seirbhísí Cóiríochta um Chosaint Idirnáisiúnta

International Protection Accommodation Services

Also for your file please find attached a copy of our Current Fire Certificate

If you require any further information we will be happy to assist

Kind Regards

Isabela Ghinescu

On Tue, 28 Nov 2023 at 15:00, Marija Jokic (DCEDIY) <> wrote:

Dear Teresa,

Please find attached PDF copies of the IPPS Independent Inspection Reports from IPAS for 41 Bolton Street Accommodation Centre, dated 27/11/2023 which were completed this year.

I would be grateful if you could please review the reports 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 Tuesday, the 12/12/2023.

Kind regards,

International Protection Procurement Service

Seirbhísí an tSoláthair Cosaint Idirnáirsiúnta

International Protection Procurement Services

An Roinn Leanaí, Comhionannais, Míchumais, Lánpháirtíochta agus Óige
Dept. of Children, Equality, Disability, Integration & Youth

2nd Floor Montague Court, 7-11 Montague Street, Dublin 2



An Roinn Leanaí, Comhionannais,
Míchumais, Lánpháirtíochta agus Óige
Department of Children, Equality,
Disability, Integration and Youth