

Inspection Form for International Protection Accommodation Services

IPAS Accommodation Centre

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 tender contracts. Items **in yellow** apply to centres where families are present only.

Fill in this page prior to inspection:

Accommodation Service Name (Centre):	Finn Accommodation Centre
Address:	The Navenny Centre, Trusk Road, Ballybofey, Co.Donegal
Eircode:	F93 XFK6
Contractor (Company):	Townbe ULC
Manager:	Maria Gallagher
Contracted Capacity:	179
Profile (e.g. singles/families):	Families
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)	N/A

Date of Inspection:	28/08/2023
Arrival Time:	13.55
Departure Time:	16.15
Inspector:	Okan Ozseker
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.

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: 158
- Copy of staff list from day of inspection. ☒
- Note the name of person on duty today: Maria Gallagher
- Copy of catering menu from day of inspection. N/A
- View list of emergency numbers ☒
 - Ensure list contains the following numbers; Local Garda station 24 hr number, Local hospital, Local fire station, Duty Social Work Team Out of hours, GP Service and RIA out of hours number.
- Evidence that Residents Committee Meetings are being facilitated, take note of date of last meeting (do not take a copy of the minutes). ☒
- View Maintenance Log – is there evidence that residents can report issues and that these are addressed swiftly? ☒

Security

- Is 24 hour supervision provided? ☒
- Is security provided by external company? ☒
- Name of security provider GSL
- 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
28/3/23	Northtech Fire & Security	N/A
14/6/23	Northtech Fire & Security	N/A

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)
27/08/23	Christopher Edokpayi - Security	Y	N	N	Y
28/08/23	Christopher Edokpayi - Security	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)
08/07/23	John McCarron - Security	Y	N	N	Y
31/07/23	Maria Gallagher - Centre Manager	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)
27/08/23	Christopher Edokpayi	Y	N	N	Y
28/08/23	Christopher Edokpayi	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
14/2/2023	6	149	149	3 minutes and 45 seconds	N/A
30/08/2023	4	126	126	5 minutes and 9 seconds	Residents were cooperative. The provider confirmed that this fire drill took place. This occurred two days after my inspection.

Staff Instruction and Training (Fire Safety)

Staff member(s)	Course	Instructor	Duration	Date
Maria Gallagher – Centre Manager	Fire Training	Tom Fitzgerald	1 Day	22/03/23
Laura Hannigan – Duty Manager	Fire Training	Tom Fitzgerald	1 Day	22/03/23

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

Are fire exits clear from obstruction?	Y
Are they unlocked?	N (Push)
Are fire exits clearly posted throughout the building?	Y
Are all fire doors kept closed?	Y
Are fire evacuation instructions clearly displayed in the centre?	Y
Are fire extinguishers clearly visible?	Y
Is there emergency lighting system in place?	Y
Comments:	No

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

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

- 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, or comments on, reception area/visitor meeting room/public toilet:

No issues noted.

Note the heating arrangement (for whole centre):

Centre is comfortably heated throughout. Each apartment has self-controlled heating.

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:

10.1 Mbps Download/37.4 Mbps Upload – Reception and 1st floor corridor

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:

Each accommodation unit has its own kitchen facilities.

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

Note any issues seen in, or comments on residents' kitchen:

No issues noted.

Dining Area

Can be either communal or within each accommodation unit.

- The dining area is clean and functional. ☒
- There is sufficient furniture including tables and chairs. ☒
- Availability of high chairs. ☒
- Tea, coffee, drinking water, fruit and snacks available to residents. N/A
- Furniture, fixtures and fittings are in good condition and are fit for use. ☒

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

Each Apartment has its own dining area.

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 bookable. ☐
- 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 living room should be shared by more than 3 families. ☐
- 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):

N/A

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). ☒
- There must be at least two meeting rooms. ☒

Note any issues observed in, or comments on, meeting rooms:

No issues noted.

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

- 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. ☐

- HACCP checks (food temperature, food storage, food safety management system). ☐

Item for sale	Expiration Date	Points Value

Note date of last inspection by Environmental Health Officer:

Note any issues observed in food hall:

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. ☐
- Carry out HACCP checks (food temperature, food storage, food safety management system). ☐

Note any issues with, or comments on, catering service:

N/A

Social/Entertainment 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 teen room/homework room 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):

It is not suitable to have an indoor children's play area in the accommodation centre. There is an outdoor children's play area 10 minutes away in Stranorlar.

There is an outdoor children's play area in progress at the centre.

Laundry Facility

- All machines are functional. ☒
- Opening hours are reasonable. ☒
- Area is clean and clear of hazards. ☒
- Supply of washing powder available to residents. ☒

Note any issues with, or comments on, laundry area:

Each Apartment has its own laundry facilities.

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:

No issues noted.

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:

- No more than 3 residents per bedroom (no more than 3 per bedroom). ☒
- 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, TV, other furniture) are in good condition and fit for use. ☒
- 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

- Bathroom is for exclusive use of one bedroom (either ensuite or a bathroom within 20m of the bedroom). ☒
- 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):

Apartment 42 – Broken Headboard in bedroom (was already in maintenance log book)

Apartment 43 – Bed base broken in bedroom. Replaced during the inspection.

Apartment 32 – Hole in Bedroom wall. Wood needed for Headboard.

Apartment 45 - Roof needs painted.

Apartment 27 – Under Sink – loose pipe needs tightened (already in maintenance log book)

No issues in other apartments

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.

Apartment 42 – Broken Headboard in bedroom (was already in maintenance log book)

Apartment 43 – Bed base broken in bedroom. Replaced during the inspection.

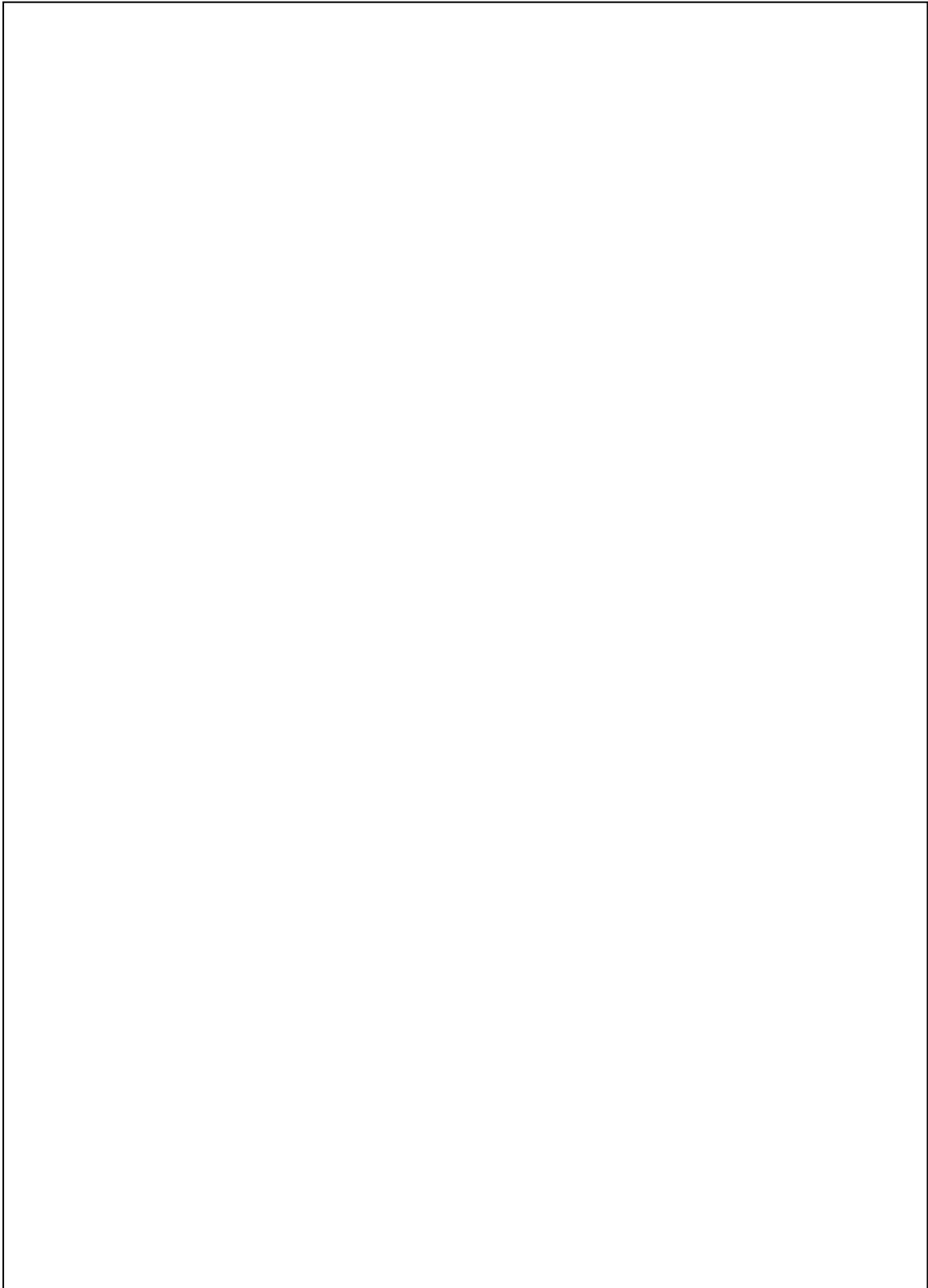
Apartment 32 – Hole in Bedroom wall. Wood needed for Headboard.

Apartment 45 - Roof needs painted.

Apartment 27 - Under Sink – loose pipe needs tightened (already in maintenance log book)

No issues in other apartments.

Overall, feedback from residents was very positive, issues above should be well resolved by the issuing of this report as discussion was had with centre manager before exiting the centre.



End of inspection checklist (while onsite):

- Previous issues checked. Note made of any issues that were not addressed.
- Every bedroom on register checked against bedroom list (on residents register)
- You have:
 - 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:



Position:

Centre Manager

Date:

28/8/2023

From: [Finn AC Manager](#)
To: [Marija Jokic \(DCEDIY\)](#)
Cc: [DCEDIY IPPS](#); [Tanya Hennigan](#)
Subject: RE: Inspection Report Follow Up- Response
Date: Wednesday 6 December 2023 20:08:59
Attachments: [image002.png](#)
[image003.png](#)
[image004.png](#)
[Manager Response Finn AC, August 2023.docx](#)

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Good Evening, Marija,

Thank you for sending me the inspection report for Finn Accommodation.

Please find attached my response.

Kind Regards

Maria

Maria Gallagher | Centre Manager
[Finn Accommodation Centre](#)

[Carraig Accommodation Centre](#)
[Skellig Accommodation Centre](#)
[Temple Accommodation Centre](#)
[Aungier Accommodation Centre](#)



From: Marija Jokic (DCEDIY) <>
Sent: Thursday, November 30, 2023 12:53 PM
To: Finn AC Manager <>
Cc: DCEDIY IPPS <>
Subject: Inspection Report Follow Up

Dear Maria,

Please find attached PDF copies of the IPPS Independent Inspection Reports from IPAS for Finn Accommodation Centre Accommodation Centre, dated 28/08/2023 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 Thursday, the 14/12/2023.

Kind regards,
International Protection Procurement Service

Seirbhísí an tSoláthair Cosaint Idirnáirsiúnta

International Protection Procurement Services

An Roinn Leanaí, Comhionannais, Michumais, Lánpháirtíochta agus Óige

Dept. of Children, Equality, Disability, Integration & Youth

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



Finn Accommodation Centre
Trusk Rd
Ballybofey
Co. Donegal
F93 XFK6

6th December 2023

To whom it may concern,

Following a recent IPPS/IPAS inspection carried out on 28th August 2023 and received by email on 30th November 2023 at Finn Accommodation Centre, I would like to outline the resolutions on the issues raised in the report.

Apartment 42: Broken Headboard in bedroom (was already in maintenance log book) – replaced.

Apartment 43: Bed base broken in bedroom. Replaced during the inspection.

Apartment 32: Hole in Bedroom wall – hole has been filled and painted.

Wood needed for Headboard – has been fixed.

Apartment 45: Roof needs painted – paint work completed.

Apartment 27: Under Sink – loose pipe needs tightened (already in maintenance log book) – pipe tightened.

Thank you and if you have any further questions, please feel free to contact me.

Maria Gallagher

Maria Gallagher

Centre Manager