

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):	The Avenue B & B
Address:	12 Parnell Square East, Dublin 1
Eircode:	D01FY23
Contractor (Company):	Longfield Ventures
Manager:	Gary McEnaney/ Rachael Service
Contracted Capacity:	61 capacity; 59 Currently
Profile (e.g. singles/families):	Adult Males
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:	26/10/2023
Arrival Time:	14:25
Departure Time:	16:07
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)

Part 1: Fire & Documentation

Request & review the following items:

- Copy of Resident Register on day of inspection. ☒
- Note the occupancy on day of inspection: 54
- Copy of staff list from day of inspection: Not Available ☐
- Note the name of person on duty today: Brendan Clinton and Rachael Service
- Copy of catering menu from day of inspection (*where relevant*): Not available ☐
- View list of emergency numbers. ☒
- Date of last Environmental Health Officer Inspection (*if applicable*): Not available
- 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? No ☐
- 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
19/10/2023	RUA Fire & Electrical	
04/07/2023	RUA Fire & Electrical	

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)
19/10/2023	RUA Fire & Electrical	Y	N	N	Y
04/07/2023	RUA Fire & Electrical	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)
Mar 2023	Seery Fire System	Y	N	N	Y

May 2023	Seery Fire System	Y	N	N	Y
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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)
25/10/2023	Joseph Boyle	Y	N	N	Y
24/10/2023	Joseph Boyle	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
13/10/2023	2	59	7	3.52	Many residents went to work
19/04/2023	4	59	21	5.07	

Staff Instruction and Training (Fire Safety)

Staff member(s)	Course	Instructor	Duration	Date
Valentino Ortis	Fire Safety	Denise Russell	1 hour	12/04/2023
Brendan Clinton	Fire Safety	Denise Russell	1 hour	25/06/2023

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. ☒
- 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: There are no meeting and public toilet

Note the heating arrangement (for whole centre): Well heated

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 available

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, the centre has no kitchen, but the centre brings in food for the residents. There is a dining area with fridge, microwave, Kettle and sink.

- 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:

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:

Communal dining area.

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):

Living rooms not available

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):

Social spaces not available

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:

Meeting rooms not available.

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:

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:

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)	
Food storage (freezer temperature)	
Food safety management system	

Note any issues with or comments on catering service:

The provider organise food by their company, but no catering service on-site.

Laundry Facility

- Laundry Service in Place? ☒
- Sufficient self-service machines for number of residents? ☒
- 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:

Laundry is on-site with one washing machine and one dryer machine on 24/7 service.

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:

Scaffolds mounted at the front entrance into the building as major work is ongoing to repair the brickwork and windows.

Corridors

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

Note any issues with or comments on corridors:

Bicycles park in the corridor on the ground floor area. Provision to be made to park the bicycles.

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:

The carpet on the landing to the third floor need to be changed as a result of leakage on the landing. The leak need to be fixed and painted.

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):

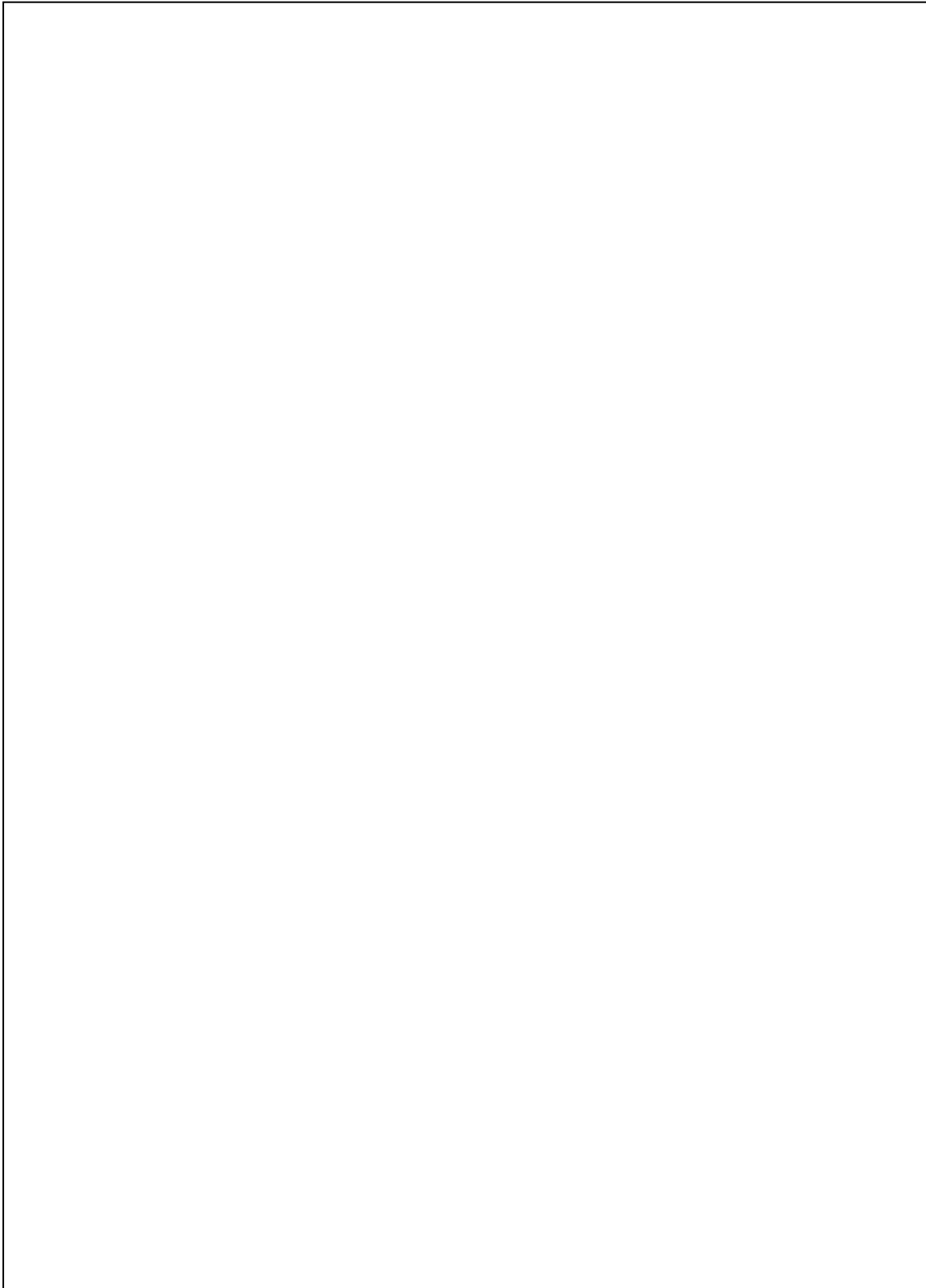
- Room 124 is for a capacity of 4 persons, but has 3 currently and needs a touch of paint in the room.
- Room 120 is for a capacity of 4 persons, there is mould in the toilet.
- Room 121 is for a capacity of 4 persons, there is mould in the toilet.
- Room 303 is for a capacity of 4 persons, there is mould in the toilet.
-

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.

- Scaffolds erected to carry out repair work on the external brickwork and windows of the building. The manager said that the scaffolds will be down from Tuesday 31/10/2023.
- Room 124 is for a capacity of 4 persons, but has 3 currently and needs a touch of paint in the room.
- Room 120 is for a capacity of 4 persons, there is mould in the toilet.
- Room 121 is for a capacity of 4 persons, there is mould in the toilet.
- Room 303 is for a capacity of 4 persons, there is mould in the toilet.
- The carpet on the landing to the third floor need to be changed as a result of leakage on the landing. The leak need to be fixed and painted.
- Bicycles park in the corridor on the ground floor area. Provision to be made to park the bicycles.
- Laundry is on-site with one washing machine and one dryer machine on 24/7 service. The centre is required to provide 2 washing machines and 2 dryers for every 25 persons.
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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:

R. Service RACHAEL SERVICE

Position:

Manager

Date:

26/10/2023

From: [Gary McEneaney](#)
To: [Marija Jokic \(DCEDIY\)](#)
Subject: Re: Inspection Report Follow Up
Date: Friday 15 December 2023 11:31:20
Attachments: [Audit response Avenue .pdf](#)

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Hi Marija,

Please see attached.

If you have any queries don't hesitate to ask.

Regards
Gary

Sent from my iPhone

On 28 Nov 2023, at 15:43, Marija Jokic (DCEDIY)

Dear Gary,

Please find attached PDF copies of the IPPS Independent Inspection Reports from IPAS for The Avenue Accommodation Centre, dated 26/10/2023 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

<image002.jpg>

<The_Avenue_B_B_D1_-_Inspection_Report_-_IPPS_-_26.10.2023.pdf>

Accommodation Service: Avenue B&B

Address: 12 Parnell Square, D01FY23

Contractor: Longfield Ventures

IPPS Inspector: Alex Olouha

INSPECTION RESPONSE TO AUDIT ON 26/10/2023

Dear Sir, Madam,

Please see responses to Audit that took place on the 26/10/2023 and our response to all requests that are made in relation to Audit.

PART 1: FIRE & DOCUMENTATION

Copy of Rota not available. There is a staff rota which is updated weekly situated behind the Security desk. This must have been missed on audit.

Catering menu: On each day we provide several options of hot meals. These include fish, meat, chicken Veg dishes, (halal option also) We will now provide a weekly menu of a full breakdown each week.

Environmental health Officer Inspection: We have never received an inspection form the health officer as of this date.

Fire Evacuation Instructions displayed: We are now currently installing maps on each room door on Fire evacuation and the nearest fire exit.

PART 2: ACCOMODATION UNITS & COMMUNAL FACILTITES

A Public Toilet is available for guests, we have attached a cleaning rota for this toilet.

We are currently installing a Muti Functional Common area into the premises, this will include access for all residents to relax with couches, and access to TV.

A meeting room as also been created for Residents to meet in a secure area.

Cooking, as we have always provided hot meals, we did not have in house cooking facilities. We are currently looking into installing a kitchenette with sufficient cooking stations & utensils for all residents who would like to prepare their own meals.

Laundry Service:

We currently are installing 2 more Washing machines and dryers. Currently we have had 1 washing machine and dryer which was on a rota system with residents and controlled by our staff. We have never had an issue from any residents on this, but we will provide more machines in this area.

Scaffolding:

Due to the building been a listed building there was work required on the front of the building. Thankfully this has been completed and the scaffolding is currently being removed from the front of the building.

Bike Rack:

With the Scaffolding removed from the building we can now progress and install a bike rack for residents to park bikes in a secure area.

Stairways:

The carpet on the landing had been scheduled to be replaced. Damage to this carpet was cause due to a leak which had been fixed. This will be replaced asap.

Issues with Bathrooms:

As noted, 4 bathrooms require painting and there is a small amount of mould in these rooms. These rooms are already noted on our maintenance list and are to be redecorated. we have been in contact with our maintenance team and has pushed this now to a priority.

Conclusion:

We hope this has answered any issues that have been raised in the Audit that took place. We have put these improvements as a priority, and we commit to having all these issues rectified within the next week.

Gary MC Enaney

Mc Enaney Group