

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):	Synge Street
Address:	17 Synge Street, Co. Dublin
Eircode:	D08 XV74
Contractor (Company):	Congregation of Christian Brothers (Rent) Allpro Facilities Management
Manager:	Rachel McHughes
Contracted Capacity:	117
Profile (e.g. singles/families):	Families
Previous issues checked. Note made of any issues that were not addressed.	
Every bedroom on register checked against bedroom list (on residents register)	

Date of Inspection:	22/08/2023
Arrival Time:	
Departure Time:	
Inspector:	
IPPS/IPAS/QTS:	

Previous Inspection

Date of last inspection:	31/07/2022
Last Inspector:	Shane McLoughlin

Last inspection carried out by: IPPS/IPAS or QTS	QTS
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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.

- There are laundry facilities on-site however number of washers and dryers plumbed in would need to be increased (currently 1 of each)
- There are 5 showers and 14 toilet cubicles in the building. All in good working order. However there may be a need to provide further shower facilities depending on occupancy levels.

Part 1: Fire & Documentation

Request & review the following items:

- Copy of Resident Register on day of inspection. ☐
- Note the occupancy on day of inspection: _____
- Copy of staff list from day of inspection. ☐
- Note the name of person on duty today: _____
- Copy of catering menu from day of inspection (*where relevant*). ☐
- View list of emergency numbers. ☐
- Date of last Environmental Health Officer Inspection (*if applicable*) _____
- 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 _____
- 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

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)

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)

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)

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

Staff Instruction and Training (Fire Safety)

Staff member(s)	Course	Instructor	Duration	Date

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:

Note the heating arrangement (for whole centre):

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:

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:

- 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 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):

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):

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:

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:

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:

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):

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.



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: _____

Position: _____

Date: _____

From: Rachel McHugh
To: Marija Jokic (DCEDIY)
Subject: RE: Inspection Report Follow Up
Date: Wednesday 27 December 2023 09:33:21
Attachments: jma06002.png
Surge - Street - Inspection Report - IPPS - 27.08.2023.pdf

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Hi Marija,

I was unaware that could be done. You learn something new everyday.

Please find attached updated as requested.

Best wishes,

Rachel McHugh
Director of Accommodation

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Office: 12A Westlink Commercial Park, Oranmore, Co. Galway, H91 YOOV

Stores: Unit 6 Ballybrit Upper Industrial Estate, Old Monivea Road, Galway, H91 YN2N

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From: Marija Jokic (DCEDIY)
Sent: Monday, December 11, 2023 8:51 AM
To: Rachel McHugh
Subject: RE: Inspection Report Follow Up

Dear Rachel,

Thank you for getting back to me. I have attached the report again so that you can add the comments on the report regarding the washer and showers. When you open the report document you have an option to add comments, please find the section related to your comments and in you notes.
Thank you.

Kind regards,
International Protection Procurement Service

Seirbhísí an tSoláthair Cosaint Idirnáisiúnta
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

www.gov.ie/dcEDIY



From: Rachel McHugh
Sent: Friday 8 December 2023 20:02
To: Marija Jokic (DCEDIY)
Cc: DCEDIY IPPS <IPPS@equality.gov.ie>
Subject: RE: Inspection Report Follow Up

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Hi Marija,

Many thanks for your email. I do apologise for the delay in my response as I was on annual leave.

The first thing that stands out, although not highlighted in yellow is the first comment box (below). We have consistently had 5 washing machines and 5 driers in Synge Street. They are placed on different floors. We also have 9 showers, again these are dotted in different locations around the building.

- There are laundry facilities on-site however number of washers and dryers plumbed in would need to be increased (currently 1 of each)
- There are 5 showers and 14 toilet cubicles in the building. All in good working order. However there may be a need to provide further shower facilities depending on occupancy levels.

For areas highlighted in yellow I can confirm the following:

- HSE breastfeeding posters were rolled out, with information packs in early October
- We have updated our children supervision notice
- High chairs became available this week, we overlooked this and have rectified this.
- Our internal child area is restocked quarterly. The toy room is located in the old prayer room. Most children take toys to their rooms but we will be extra diligent and increase the restock on a more frequent basis.
- We have a small courtyard to the back of the building which would be safest of all options for an external play area. It is small but I have ordered provisions for children to enjoy and am awaiting delivery. The order includes a sandpit, basketball hoop and a small slide.
- Our maintenance team are currently applying window restrictors to any window which have had them removed. This will be completed prior to Christmas.

Best wishes,

Rachel McHugh
Director of Accommodation

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e, Co. Galway, H91 YOOV

Stores: Unit 6 Ballybrit Upper Industrial Estate, Old Monivea Road, Galway, H91 YN2N

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From: Marija Jokic (DCEDIY)
Sent: Wednesday, November 29, 2023 10:56 AM
To: Rachel McHugh
Cc: DCEDIY IPPS <IPPS@equality.gov.ie>
Subject: Inspection Report Follow Up

Dear Rachel,

Please find attached PDF copies of the IPPS Independent Inspection Reports from IPAS for Synge Street Accommodation Centre, dated 22/08/2023 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 Wednesday, the 13/12/2023.

Kind regards,
International Protection Procurement Service

Seirbhísí an tSoláthair Cosaint Idirnáisiúnta
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

