

## 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):	<b>Artane Place,</b>
Address:	<b>Kilmore Rd, Dublin 5</b>
Eircode:	D05YK53
Contractor (Company):	Chantori Limited
Manager:	Damien Scanlon
Contracted Capacity:	54
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)	Yes

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Date of Inspection:	20/09/2023
Arrival Time:	12
Departure Time:	13.20
Inspector:	Damien Donohoe
IPPS/IPAS/QTS:	IPPS

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#### Previous Inspection

Date of last inspection:	n/a
Last Inspector:	
Last inspection carried out by: IPPS/IPAS or QTS	

**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. ☒
- Note the name of person on duty today: \_\_\_\_\_Damien Scanlon\_\_\_\_\_
- 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:
- **NOT USING THE FIRE REGISTER, INSPECTIONS ARE CARRIED OUT DAILY AND COPIES ARE SENT DAILY TO THE HEAD OFFICE** At the time of inspection we did not have the Department Template however this has been rectified and is now in use on site.

### 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?	y
Are they unlocked?	y
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:	

## 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	y	
IPAS Code of Practice	y	
Complaint Forms	y	
Accident/ Incident procedure	y	
HSE Breastfeeding Posters – <b>could you please send us on this poster or advise we can source?</b>		
Designated Liaison Person details (Child Protection) – <b>Child Safeguarding Statement is on view on site</b>		
Safety Statement – <b>At the time of the inspection we were awaiting the results from a recently carried out Health and Safety Audit; Safety Statement is in place.</b> Child Safety Statement - <b>Child Safeguarding Statement is on view on site</b>		
Supervision of children notice – <b>Is there a template that we should use for displaying?</b>		
IOM Voluntary Return Posters - <b>could you please send us on this poster or advise we can source?</b>		
Anti-human trafficking Posters - <b>could you please send us on this poster or advise we can source?</b>		
‘No to Violence & Harassment’ Posters - <b>could you please send us on this poster or advise we can source?</b>		

- 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 visitor policy, including sign in, in place. As there is no Guest Centre, all visitors sign in at reception.**

- 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.

**21.50 Megabits per second.**

## 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:

Accommodation are self-contained apartments.

- 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? ☐

**N/A**

**Residents prepare their own meals and have been supplied with utensils and cooking stations.**

**Each unit is equipped with a fridge, freezer and storage areas.**

**Units are cleaned weekly by our cleaning team.**

### **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. ☐

**N/A**

**Each unit has a dining area and high chairs are provided as required.**

### **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). ☒

**SELF CONTAINED APARTMENTS**

**NO COMMUNAL AREA**

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. ☐

**Each unit has sufficient indoor space for the children to play. Each unit also has an closed in private external open space.**



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

#### **SELF CONTAINED APARTMENTS**

#### **NO COMMUNAL AREA**

### **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). ☐

**n/a**

**There is an office in Unit 20 which can be used for small private meetings and meeting rooms are reserved in local hotels, as required.**

**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? ☐

n/a

**Voucher system is in place with local Lidl and ethnic supermarket.**

### 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	

n/a

### 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? ☐

n/a

**Laundry eg bed linen and towels are collected weekly**

**There is a washer / dryer in each unit together with clothes airers**

### 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. ☐

## **Bedroomsa**

66 no issues

67 no issues

68. 2 bedrooms family apartment.

(Mother was concerned that 2younger boys (11,12) and a teenage girl (14)were sharing the same bedroom)Heating only on from 5till 9pm

**No issue was reported to the management re bathroom sharing we will follow up with the residents.**

**Heating was set for these times for the summer months however this was increased in the approach to winter.**

69. 2 families (2 bedrooms 2 bathrooms)

Skips to

71. 2 families (2 bedrooms 2 bathrooms)

72. 2 families (2 bedrooms 2 bathrooms

73. 2 families (2 bedrooms 2 bathrooms (Fan not working in bathroom, heating off most of the day, loose radiator on the wall

**Maintenance has carried out these repairs. All required repairs are noted in Daily Reports and repairs are carried out as soon as possible.**

**Heating was set for these times for the summer months however this was increased in the approach to winter.**

74. 2 families (2 bedrooms 2 bathrooms)

Skips to

76 71. 2 families (2 bedrooms sharing 1 bathroom) Heating on from 3-7.

**Heating was set for these times for the summer months however this was increased in the approach to winter.**

Lady said sharing bathroom creates problems

**No issue was reported to the management re bathroom sharing we will follow up with the residents.**

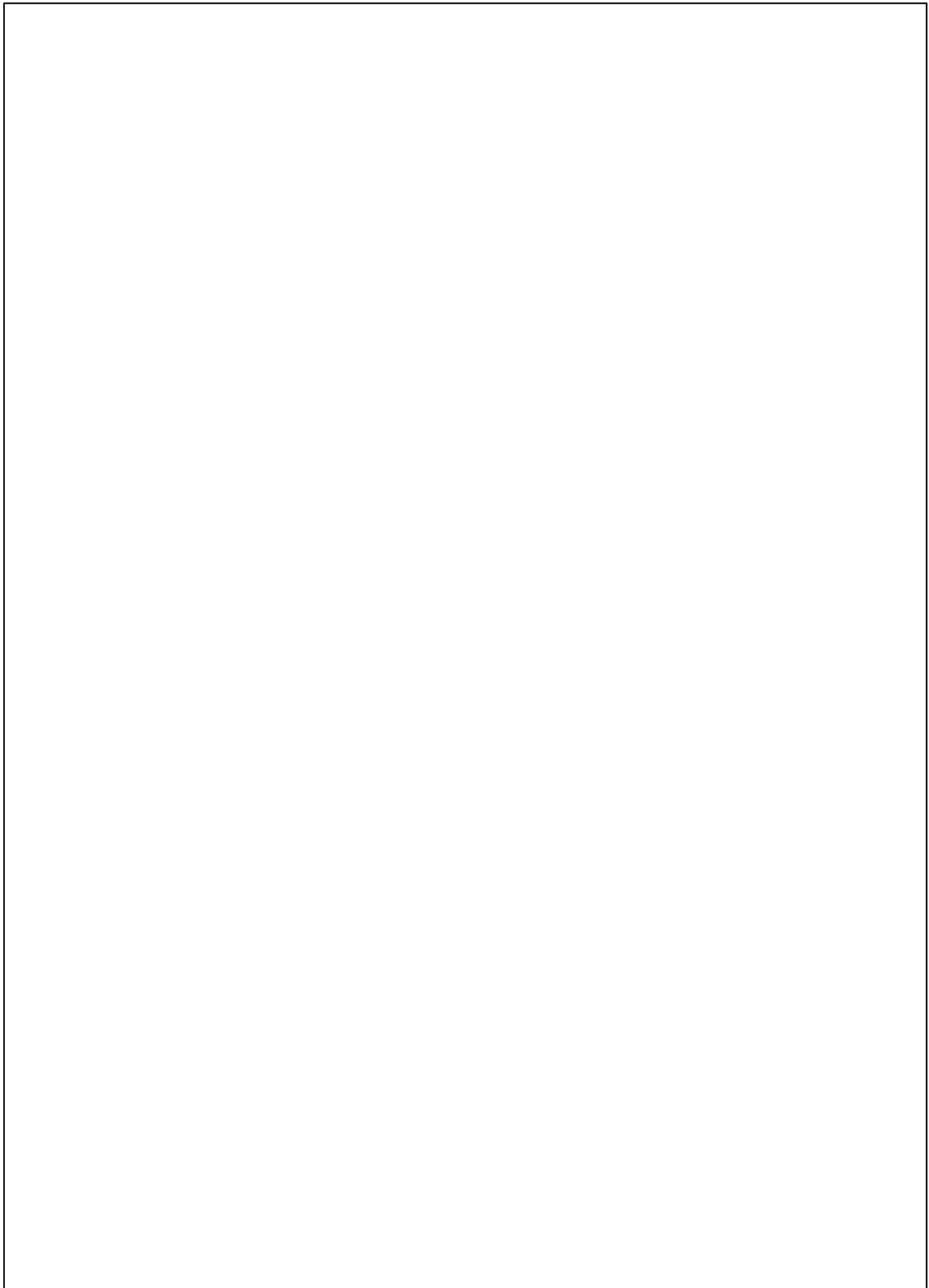
Bedrooms numbered from 66 to 76 .No apartment 70 or 75.



**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:** [Nicola Osthus](#)  
**To:** [Marija Jokic \(DCEDIY\)](#)  
**Cc:** [DCEDIY IPPS](#)  
**Subject:** RE: Inspection Report Follow Up  
**Date:** Friday 8 December 2023 14:17:54  
**Attachments:** [Artane - Inspection Report - IPPS - 20.09.2023.docx](#)

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Hi Marija

I hope you are keeping well.

Please find attached report together with our comments in red.

Please let me know if you have any queries.

Thanks Marija.

Kind regards

*Nicola Osthus*

**Financial Controller**  
**Xestra Asset Management**

Main:



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All emails are on a without prejudice and subject to contract basis.

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**From:** Marija Jokic (DCEDIY) <> **Sent:** Wednesday,  
November 29, 2023 10:43 AM  
**To:** Xestra - Accounts  
**Cc:** DCEDIY  
**Subject:** Inspection Report Follow Up

Dear David,

Please find attached PDF copies of the IPPS Independent Inspection Reports from IPAS for Artane Accommodation Centre, dated 20/09/2023 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 Idirnáirsiúnta**

International Protection Procurement Services

**An Roinn Leanaí, Comhionannais, Míchumais, Lánpháirtíochta agus Óige**

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

**2<sup>nd</sup> 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