



## Carman's Hall Management Statement

Prepared By Dublin Simon Community June

2020

Dublin Simon Community provides a wide range of services to people who are homeless or at risk of homelessness to ensure that they have and sustain a place they can call home.

Founded in 1969 to provide soup and sandwiches to rough sleepers in Dublin, the organisation now operates 28 homeless services across Dublin, Kildare, Wicklow, Meath, Louth and Cavan.

The range of services established by Dublin Simon Community include those provided to rough sleepers, low threshold treatment services, supported temporary and long term supported accommodation, independent living, visiting support sustainment prevention services and counselling services.

'Making Home a Reality' is the Vision of Dublin Simon Community Strategic Plan (2017 to 2021). This is envisaged to be achieved by empowering people to access and retain a home, by proving housing, prevention and targeted interventions through advocacy and partnership.

Dublin Simon Community has a wealth of experience working with people with complex needs and has a demonstrated track record in providing life changing support from those rough sleeping, through to supporting people to live independently following periods of homelessness.

Carman's Hall provides Supported Temporary Accommodation (STA) to fifty-one people experiencing homelessness In Dublin. The facility was commissioned and funded by Dublin City Council and is managed by Dublin Simon Community.

Those accessing the service can stay for six months and have twenty-four hour access to staff. In order to ensure the clients' support needs are met we have a professional, dedicated team of staff and management onsite 24 hours a day 7 days a week. The staff team; 3 key workers and 15 support workers, are ably supported by a team of volunteers.

## **Good Neighbourhood Policy**

Dublin Simon Community have a Good Neighbour Policy in place which outlines the proactive steps taken at Carman's Hall to foster positive relationships with individuals, businesses, community and voluntary groups and any other stakeholders in our community.

This includes a commitment to cultivating and maintaining positive relationships, and where the need arises, to taking active steps to prevent and resolve any issues related to the activities of our organisation and/or its clients.

Our Good Neighbour Policy centres around three main approaches of community liaison, prevention and client involvement.

Among the key points include the following:

- We conduct four street-based neighbour checks on foot every day to monitor the surrounding area for antisocial behaviour, litter, or any other concerns in order to maintain a peaceful and clean neighbourhood.
- We respond promptly to any neighbourhood issues found on our street-based checks or reported issues which are directly or indirectly related to the service.

- We monitor the external CCTV cameras, to ensure there is no loitering or antisocial behavior occurring.
- We pick up litter or report to DCC waste services as appropriate.
- We endeavour to meet our neighbours and businesses wherever possible and share our contact details.
- We are always available to respond to any concerns and encourage neighbours to contact us so we can address any issues immediately.
- On arrival to the service all clients are inducted into the Good Neighbour Policy. Clients then sign a contract to adhere to this policy, including a strict no visitor policy.
- There is a warning policy in place including a removal of service if clients breach the Good Neighbour Policy.
- Clients are active participants in implementing our Good Neighbour Policy, as well as signing the contract supporting the Good Neighbour Policy they play an important role in maintaining a peaceful and clean neighbourhood, such as reporting anti-social behaviour or litter to staff.
- Clients are required to meet friends and family away from the service and are not permitted to loiter in the area. The contract also contains expectations to behave respectfully in the community.
- We maintain positive relationships and regular communication with the community Gardaí and local representatives.

### **Building Access**

Clients are referred into the service by the Central Placement Service (CPS) and are given a six month placement, only then do they present to the door and are admitted. There are no self-referrals made at the door, to ensure no congregation of those seeking emergency accommodation. Once a client is in the service they can come and go as they need to, the service is accessible 24/7.

### **External Complaints March 2018 - June 2020**

<b>Date</b>	<b>Nature of Complaint</b>	<b>Attributed to Carmans Hall Clients</b>	<b>Resolved Informally</b>	<b>Action</b>	<b>Outcome</b>
23/04/19	Health & Safety – Litter thrown out the window by client into the adjacent playground.	Yes	Yes	a) Manager to meet with Crèche Owner b) Manager to meet with client to address matter	a) Manager met with Crèche owner and reassured her that the incident would not occur again. B) The client was moved to the back of the building and given written warning in accordance with the sustainment placement procedure.
31/05/19	Rough sleeping -	No	Yes	a) Manager to meet with resident	a) Manager contacted resident and reassured him that none of the

	Resident from Carman's Hall Apartments contacted manager to say one of the clients was sleeping rough.			to clarify rough sleeper not attributed to Carman's Hall.	rough sleepers were from Carman's Hall. b) The manager reassured him that staff would keep a look out for any rough sleepers and call the street outreach team.
26/06/19	Anti-social behaviour	Yes	Yes	a) Manager to meet member of the public to discuss the issue. b) Manager to meet with Client	a) Manager met with member of the public. b) Client was withdrawn from the service and CPS was contacted, so that the client could access alternative accommodation.
30/10/19	Health & Safety - Member of the public informed staff that there was a bottle on the window sill.	Yes	Yes	a) Organise client meeting. b) Increase window sill checks.	a) Window sill checks were incorporated in daily health and wellbeing checks. b) A clients meeting was organised, identifying the dangers of items being put out on the window sills.
11/11/19 05/02/20 21/4/20 27/5/20	Health & Safety - Complaint by residents regarding Items thrown out of windows.	Yes	Yes	a) Manger to contact residents.  b) Meet with Clients regarding the risks associated with throwing items out the window & increase checks.	a) Additional Neighbourhood and health and wellbeing checks put in place. b) Client's meeting took place and posters put up about the risk associated with throwing items out of the window. Where required written warnings given, in accordance with the sustainment placement procedure and/or Service discontinued for the client involved.

**External Complaints March 2018 - June 2020 continued;**

Date	Nature of Complaint	Attributed to Carman's Hall Clients	Resolved	Action	Outcome
29/01/20	Theft – Mobile Phone. A Lady came to the door stating her app identified Carman's Hall as the location of her phone.	Yes	Yes	Manager advised lady to contact An Garda Siochana	Manager took the ladies details, the phone was located within the service undamaged and returned to the owner.
20/02/20	Health & Safety - Raw Sewage entered into playground - which is used by a local Crèche on Ash Grove, Dublin 8.	Yes	Yes	Contact made with Dublin City Council	a) Maintenance carried out by DCC and issue resolved. B) Dublin City Council carry out monthly checks at the playground.

## Positive Outcomes for the clients that availed of Carman's Hall March 2018-June 2020

- Eighteen clients moving onto residential treatment services.
- Thirty-two clients moving to their own properties or long term accommodation that suits their needs.
- Clients engaging in counselling sessions, Personal development & health, activities, harm reduction and linking in with other service within the organisation in skill building to improve their quality of life.
- Clients engaging in day time treatment programmes.
- Staff have training in Trauma Informed Care which is a behavioural approach to enable the clients to understand the functions of their behaviour. In order, with support, to look at alternative more appropriate ways of communicating their frustration, anger or fear rather than engaging in less desirable behaviours.

## Incidents involving the Gardaí

Where Gardaí have been called to the service, it is because of the following reasons:

- Client goes missing from the service, a report will be filled out within a 24 hour period.
- Clients contacting the Gardaí due to theft within the service.
- Gardaí requesting to view CCTV due to incident within the service or outside the service involving a member of the public.
- Gardaí will arrive at times when Ambulances are requested.
- When a client needs to be removed from the premises.
- In instances when a client has suicidal ideation.

## COVID-19

Since March 2020 the occupancy of the service has been reduced to 32 from 51 for Infection, prevention and control measures to prevent the spread of the Covid-19 virus. Due to the comprehensive Infection, prevention and control measures that were implemented in line with the HSE guidelines, only one client was diagnosed with Covid-19 and promptly moved to a Covid-19 isolation premises, within a 2 hour period.