

Private Emergency Accommodation Operator Guidelines

V.2 December 2017

**Monitoring & Standards Team
Dublin Region Homeless Executive**

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Introduction

It is the aim of the local authority, Dublin Region Homeless Executive (DRHE) and staff within the emergency accommodation sector that all guidelines, policies and procedures be enacted with care and cooperation in order to deliver a safe and comfortable place to stay for service users.

These guidelines set out duties, procedures and elements of best practice to be utilised in private emergency accommodation settings. It is a requirement that all staff become familiar with and operate to these guidelines. These guidelines should form part of staff induction and development of policies and procedures.

This guidance is primarily for use by staff in private emergency accommodation settings. It is intended to compliment rather than replace any requirements laid out in contracts or service agreements between the local authority and service provider.

Should you encounter difficulty with implementing any aspect of this guidance you are required to raise this at the earliest opportunity with the local authority/ DRHE.

Whilst every effort has been made to be comprehensive this policy document may not cover all eventualities. The local authority and DRHE will continue to review and update this document as required.

Staff Code of Conduct

The following guidance has been devised for the safety and security of all service users staff and others at the premises and is based on experience and learning from previous events/ incidents.

Do

Deal with issues in a confidential manner - don't share someone's information without good reason

Treat all service users equally and with respect.

Record and report all health & safety risks and incidents

Respect service users' personal space

Work in a non-judgmental way in your dealings with service users

Share your concerns or experiences with colleagues and supervisors and seek support from them as needed

Notify Local authority placement services of any support needs or serious issues related to service users

Inform the service user of actions you are taking. Any work you do for or with a person should be with their knowledge and consent.

Report serious incidents immediately to the local authority

Don't

Promise absolute confidentiality - there will be situations where for the person's safety or someone else's you will have a duty to pass on information.

Share personal information such as your address or personal phone number.

Store belongings for people in your car/home.

Bring service users to your home.

Socialise or use alcohol in the company of service users

Arrange to meet service users outside of agreed operational hours

Store medication, give or buy prescribed or over the counter medications to any residents

Hold cash, give cash to, or take cash from service users

Buy or sell anything involving service users

Offer advice on matters for which you are not qualified (e.g. legal or medical issues).

Form personal relationships with service users & respect boundaries if a previous relationship exists

Photograph or record service users

Befriend service users on social media

Staff Issues

Staff cover

- The service provider is responsible for providing an agreed level of staffing including a house manager on a 24 hour basis in the interest of health and safety and effective operation of the service.
- The service provider must provide prompt notification to the local authority of a change of House Manager.

Staff Training

The service provider must ensure that all staff are trained and equipped to fulfil their duties in the following areas:

- Fire Warden
- Health & Safety
- First Aid
- Child Protection
- Data Protection

Staff will undertake training as stipulated by DRHE/ DCC in the interests of quality improvement and enhanced service delivery and to comply with any relevant legislation and/or regulation.

Service providers must make available the necessary training and personal protective equipment required to fulfil their duties safely.

Garda Vetting

- Dublin City Council requires that all owners, managers and staff, contract or other wise, must undergo Garda Vetting in advance of commencement of duties.
- The service provider has responsibility for obtaining Garda Vetting for owners and staff. Dublin City Council will provide assistance with this.

Procedures for dealing with allegations against staff:

In the event that an allegation is made against staff you are obliged to notify the local authority without delay and take guidance from them on how to proceed.

Staff Duties & Procedures

Placement and access to the service

The local authority reserves the right to place any persons deemed to be in need of temporary emergency accommodation.

Service users must be allowed to remain in the building during agreed hours of operation.

In order to maintain a safe and manageable environment and reduce disruption to others service users must be on the premises by 11pm unless otherwise agreed with the Local Authority placement service.

The Service provider must inform the local authority when a person leaves or if they do not occupy their accommodation overnight.

The Service provider must make a private space available for visiting staff (e.g. doctor, social worker, public health nurse, Homeless Action Team, Local Authority staff etc.)

Service User Induction

Staff must meet with new service users and give them an induction to the property including the following

- Fire and evacuation procedures, location of emergency exits
- Use of facilities (kitchen, laundry etc)
- Signing in & out procedures
- Limits of confidentiality - explain that you cannot keep things you see or hear confidential and are obliged to notify services of certain issues/ incidents (for example the local authority, Gardaí or Tusla)
- That the building is alcohol and drug free
- That service users cannot enter other peoples' rooms.
- Access to the building, requirement for full time occupancy and process for staying out late/ overnight.
- Supervision of children - children remain the responsibility of their parents at all times and must be in their company at all times on the premises. Children cannot be left with/ minded by anyone other than their parents.
- CCTV usage and locations
- complaints procedure
- Check if any baby equipment (cot/ refrigeration for breast milk or formula) is required and note offer and acceptance/ refusal in the person's occupancy record.

Supervision and safety

- Staff must maintain an active and visible presence on site to monitor the service and maintain health and safety.
- Staff must be available on site to respond to queries or issues as they arise.
- Staff must be vigilant to risk and health and safety issues and respond to these as they arise.
- Staff must be aware of occupancy levels and notify the local authority of any absences.

Handover

Staff must give a written handover at changeover of shift outlining a summary of the current situation at the premises. It should contain any issues of concern, any service users not on the premises for that day/night, maintenance issues to be addressed, tasks to be completed, appointments etc. This record must be made available to the local authority upon request. (see template in Appendix 1)

Fire safety

A trained fire warden must be on site at all times. All staff must be fully briefed on emergency procedures, exits and fire fighting equipment.

Fire drills must be held regularly (every 3 months at a minimum) due to the turnover of residents. Fire drills require full participation by all staff and residents on site at the time.

Staff must maintain an accurate and up to date register of occupants, visitor log and staff sign-in record. These records must be up to date and accurate as they can be used in case of evacuation and by emergency services to determine who is in the building in the event of an emergency or fire.

Staff must be vigilant to fire risk and maintaining clear emergency exits. To this end it may be necessary to restrict the amount or type of belongings residents bring to the property.

Staff must maintain an up to date fire register and keep it available for inspection.

Record Keeping

Service providers must maintain the following written records and retain them for 2 years.

Occupancy register

Service providers must record details of all service users on the premises which include names, dates of birth, next of kin, who to contact in case of emergency, date of arrival, room allocated and date of departure. See template at Appendix 2.

Where a service user is offered a piece of furniture or equipment (e.g. cot) please record the offer, acceptance or refusal and ask the service user to sign this record.

In the event of a serious incident or fatality or on inspection the register must be immediately provided to the local authority/DRHE.

Sign in/out Register

The service provider must maintain an accurate, up to date and legible sign in/out register of occupants and visitors. The register must be in hard and electronic copy. The hard copy must be in bound form, updated and signed on a nightly basis. This record must be available to the local authority upon request at any time.

The register must be labelled and stored securely when full and a new register started immediately to facilitate signing in & out of service users.

This register will be required in the event of a fire or evacuation and must be kept up to date and accurately reflect all persons in the building at any given time.

Incidents/ Accidents recording & reporting

Incidents may include but not be limited to

- Physical assault
- Sexual Assault
- Fire
- Abusive and/or threatening behaviour
- Accidents, injuries, trips, falls etc on the premises
- Any incident causing harm to a child or adult on the premises
- Death of a Service User
- Any form of anti social behaviour

Staff must notify/ seek assistance from the relevant authority (e.g. ambulance, Gardaí, fire services, local authority etc.) as soon as possible.

All incidents and accidents must be notified to the local authority by phone and recorded as close to the time of the event as possible. This record must be

- factually accurate
- list all persons involved and/or present at the time
- detail what happened and any steps taken to deal with it
- must be stored securely for 2 years.

Incident report forms (appendix 5) must be forwarded to the local authority.

If the incident involves harm, alleged harm or a concern related to a child (anyone under age 18) a standard notification must be sent to Tusla (appendix 3).

Confidentiality & access to information

All records must be stored securely and access should be limited to those in roles that require it. It is the responsibility of the service provider to ensure that all record keeping and data handling is in compliance with Data Protection Acts 1988 and 2003.

In the event of the property closing all records must be handed over to the local authority.

Service users' information should be stored securely and access should only be available to staff that require it to discharge their duties.

There are instances where a person's information may be disclosed to a third party:

- Issues related to child protection and welfare
- Under Court order
- Under Section 8 Data Protection Acts 1988 & 2003

Entering service user bedrooms/ living spaces

For health and safety reasons it may be necessary for a staff member to enter a service user's room. Should this occur the following steps should be taken:

- Clearly knock on the door
- Wait to be invited in.
- Allow a reasonable period of time after knocking. If you do not get a response staff may enter the room.
- If a staff member finds an unaccompanied child/ children the staff should call another adult to be present with them while they try to contact the parent. If the parent cannot be reached contact must be made with Tusla duty social work team to seek their assistance as a child cannot be on the premises without their parent/guardian. The local authority placement service must also be notified.

Maintenance

- Premises, fixtures and fittings must be fit for purpose and kept in a good state of repair. Maintenance checks and a regular maintenance schedule must be implemented and recorded.

Dealing with a Fatality

In the event of a death on the premises the following steps should be taken:

- Contact ambulance services and An Garda Síochána immediately. The person's remains must not be moved or disturbed other than by instruction from emergency/ medical services.
- If the person's remains are in a common area the space should be cleared of other persons and secured or locked as appropriate.
- The time of death or discovery of the person's remains should be documented.
- Notify the Local Authority placement service by phone at the earliest possible opportunity.
- As soon as possible complete an incident form and send it to the local authority (see Appendix 3).
- CCTV footage should be made available to An Garda Síochána on request.
- If other service users have been affected by the death in the property and may require support contact the local authority.

How to deal with the personal belongings of the deceased:

- If appropriate (check with An Garda Síochána/ local authority as appropriate) an inventory of the person's belongings should be taken by two unrelated persons (staff members).
- Belongings should be carefully packed, labelled and stored securely. Valuables should be recorded and stored securely.
- All personal effects must be passed on to the next of kin in consultation with the local authority and signatures must be obtained for them.
- If there is no next of kin discuss with local authority.

Inspection

The service provider must allow any authorised officer to inspect the premises. Inspections may be unannounced. The results of inspection will be notified to the service provider who will be required to carry out any corrective action required.

Inspections may cover areas such as

- record keeping
- complaint and incident investigation
- ensuring that minimum required facilities are in place and fully operational (e.g. fire exits, alarms, emergency lighting, window restrictors, escape routes etc.)
- ensuring that property and facilities are maintained, fit for purpose and safe.
- ensuring that contracts are upheld (e.g. with regard to laundry, cleaning etc)

CCTV

Access to CCTV images should be restricted and only utilised and stored in keeping with your organisational policy.

Good neighbourhood policy

The service provider will make every effort to minimise disruption to neighbouring premises and contribute positively to the local environ. The façade of the property must be kept in good order and every effort made to prevent disturbance to neighbours.

Complaints

The service provider must act promptly to address concerns and complaints in a fair and equitable manner. If a complaint can be handled and resolved locally it should be.

In the event that a service user wishes to make a formal complaint they may do so by completing the complaint form (appendix 6) and submitting it to drhe.complaints@dublincity.ie. The complaint will be responded to within 21 days of receipt.

Supports for Service users

There may be a Homeless Action Team or Local Authority staff based at or visiting the premises to meet with residents and discuss their housing and/or support needs.

If there is a HAT team working at your premises you should speak with them about any concerns or important information you may have about the service user in order that they can fully support them. It is not the role of the HAT to deal with behaviour management, maintenance issues or complaints. This remains the role of the service provider and local authority.

Warnings & Exclusions

Warnings

Any warnings given to service user related to their behaviour or breaches of conditions of stay must be agreed with the local authority and clearly documented.

Exclusions

Warnings and exclusions must be made by agreement with the local authority.

Exclusions, unless there is an immediate risk to safety, should be discussed first with the local authority and occur during office hours to facilitate the sourcing of another placement.

If there is an immediate safety risk there may be grounds for exclusion and staff should consider recourse to an Garda Síochána as necessary.

Child Protection

All services involved with children have an obligation to provide them with the highest possible standard of care in order to promote their well-being and safeguard them from harm and/or abuse. These procedures are informed by Children First: National Guidance for the Protection and Welfare of Children and the HSE Child Protection and Welfare Practice Handbook.

All staff that come into contact with children and families must undergo training in and work within Children First guidelines.

Definitions

For the purposes of this procedure a child is considered to be any person under 18 years old.

Child abuse can be categorised into four different types: emotional abuse, sexual abuse, physical abuse and neglect. Please see Children First: National Guidance for the Protection and Welfare of Children for signs and symptoms of child abuse.

Your Responsibility

The Children First Act 2015 stipulates that managers of homeless provision/services are deemed to be Mandated Persons under the Act and will be legally obliged to report concerns of child harm to Tusla. Mandated persons can also be mandated to assist Tusla in their assessment of child protection and welfare concerns about children who have been the subject of a mandated report.

Section 176 of the Criminal Justice Act 2006 introduced the criminal charge of reckless endangerment of children which places a requirement on a person with authority or control over a child or over an abuser not to intentionally or recklessly endanger the child by leaving or placing them in a situation of substantial risk of serious harm or sexual abuse. It states that they have committed an offence if they have failed to take reasonable steps to protect a child that they know may be in a risk situation.

Anyone making a report of suspected child abuse, provided they act 'reasonably and in good faith' will have immunity from civil liability (Protection for Persons Reporting Child Abuse Act, 1998).

Each premises must appoint a Designated Liaison Person to act as a liaison with outside agencies and a resource person to any staff member who has child protection concerns. The DLP is responsible for ensuring that the standard reporting procedure is followed, so that suspected cases of child neglect or abuse are referred promptly to Tusla.

Child Protection – Staff Conduct and Operating Procedures

The following guidelines should inform your encounters with children at work:

- Children must at all times be supervised by their parents/guardians while on the premises.
- Avoid being alone with an unsupervised child.
- If you find a child unaccompanied by their parents or guardians you must contact your manager and Tusla Child and Family Agency or Gardaí as appropriate.
- All incidents/accidents regarding children should be recorded
- and reported to your manager and your local authority as soon as possible.
- Avoid making physical contact and never use physical force when dealing with children at work.
- Avoid becoming overly familiar/ friendly with children encountered in a work setting.
- All staff must follow the reporting procedures detailed below when you become aware of a concern about a child.
- Staff should be observant to issues within the building that may pose a risk to children and address these as they arise.
- Do not promise a child that you will be able to keep something they tell you confidential.
- If a family is visited by a social worker from Tusla during their stay take note of their contact details for provision to your local authority should it be required.
- If you are unsure as to how to deal with any concern telephone the local duty social worker to discuss it.
- Children in the service must not be engaged with by staff on social media. Their image should not be taken by camera or other recording devices.

What to do if a child is left in the building or a parent is taken from the premises by emergency services

- If you find a child on the premises without their parents or a parent/guardian is removed from the premises, for example by ambulance, under no circumstances should they be permitted to stay on the premises or with another family in the building.
- If this occurs Monday - Friday 9-5 contact your local Duty Social Worker and explain the situation and that an immediate response is required.
- If this occurs outside office hours contact Gardaí and advise that the child cannot stay on the premises and that a social work response is required to find alternative placement for the child. Gardaí can contact the Out of Hours Social Work Team who should be made aware of the nature of the service and that it is not possible for the child/children to remain in the building without the supervision and care of their parent. The Social Work Team can then assess the situation and decide on the appropriate course of action.

Procedure for Reporting Concerns:

Tusla Child and Family Agency should always be informed when a person has reasonable grounds for concern that a child may have been, is being or is at risk of being abused or neglected.

The guiding principles to operate under are that:

- The safety and well-being of the child must take priority;
- Reports should be made without delay to Tusla Child and Family Agency

If you are unsure if you should report your concerns, please telephone your local Child and Family Agency duty social worker and discuss your concerns with them.

How to report a concern

- The staff member involved will notify his/her manager and the relevant local authority of the concern.
- The staff member involved will complete the reporting form including as much detail as is known and forward it to your local Tusla office. A notification should also be sent to your local authority office.
- It is acceptable to make the report firstly by telephone but it must be followed by the written report.
- Confirm by telephone that the report has been received by the correct Tusla Child and Family office.
- Where possible and safe to do so parents should be consulted about concerns and informed of the report unless this may put a child at further risk.
- In the event of an emergency where you think a child is in immediate danger and you cannot get in contact with the social work team, you should contact the Gardaí. Under no circumstances should a child be left in a situation that exposes him or her to harm.
- If the family is attending a Public Health Nurse or a state funded support service they should also be notified of the concern.

Appendices

Appendix 1 Handover Template

Shift Handover Log		
Date		
Staff on Duty (names and times)		
Details of residents moving in/ leaving today		
Any rooms out of use (note room & reason)		
Tasks for the day (e.g. maintenance, health and safety checks, phone-calls to be made etc)	Task	Done
Brief note of any issues/ incidents (incident report to be written up separately if required)		
Staff signatures		

Appendix 2 Occupancy Register Template

Occupancy Register

Resident details

Name (s)	DoB	Relationship (daughter, son, husband etc)

Date of Arrival	
Date of Departure	
Room number	

Details of any equipment offered & whether it was accepted/ refused

--

Next of kin/ who to contact in case of emergency

Name	Contact details	Relationship to service user

For family placements - if there is a medical or other emergency which leaves you unable to care for your children who should be contacted:

Name	Contact details	Relationship to service user

Homeless Services keyworker (if applicable)

Name	Organisation	Contact details

Signed: _____ Date: _____

Appendix 3 Incident Report Form

Reporting an Incident or Fatality Form

In the event of an incident involving a service user at your premises please complete the following form. This form must be sent to the local authority. Please also keep a record of any such incidents for your own files.

Complete the following form, outlining in as much detail as possible the nature of the incident and return to your local authority.

(PLEASE COMPLETE IN BLOCK CAPITALS)

Name:

Address:

Telephone Number:

Please identify the nature of the incident:

Fatality of a service user

Sexual assault of a minor

Serious physical assault

Fire

Sexual assault of an adult

Sexual assault of an adult

Physical assault of a minor

Other

Please complete the following in relation to the incident:

Where the incident occurred:

Date/Time of Incident:

**Please outline the details of your incident:
(please attach additional pages as required)**

Signed:

--

Date:

--

Appendix 4 Complaint Form

Private Emergency Accommodation Service User Complaint Form

Service User Name:

Service User Contact
Details:

Address:

Area of Complaint:

Please

Tick:

Local Authority:

Contact:

Telephone:

Dublin City Council

Parkgate Hall,
6-9 Conyngham Road,
Dublin 8

1800 707 707

Fingal County Council

Blanchardstown,
Dublin 15

01 890 5000

Dún Laoghaire Rathdown
County Council

County Hall,
Dún Laoghaire,
Co. Dublin

01 205 4700

South Dublin County Council

County Hall,
Tallaght,
Dublin 24

01 414 9000

Please describe your complaint/incident:

Service User Signature:

Local Authority Acknowledgment:

Date:

Date:

This form should be forwarded to your local authority.

Your complaint will be acknowledged within 5 days of receipt of the form and a response issued within 21 days. If this time needs to be extended the service manager will contact you to update you.


If you need help making a complaint there are a range of agencies that are used to helping people with complaints. e.g. Citizen Information Board
Tel: 0761 07 4000.

Full details of the Dublin City Council/DRHE complaints procedure is also available on www.homelessdublin.ie/how-to-make-a-complaint

Forward to drhe.complaints@dublincity.ie

Appendix 5 Tusla Standard Report Form

available at <http://www.tusla.ie/services/child-protection-welfare/publications-and-forms/>



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS
(Children First Act 2015 & Children First National Guidance)

Use block letters when filling out this form.
Fields marked with an * are mandatory.

1. Tusla Area (this is where the child resides)*

2. Date of Report*

3. Details of Child

First Name*		Surname*	
Male*	<input type="checkbox"/>	Female*	<input type="checkbox"/>
Address*	Date of Birth*		
	Estimated Age*		
	School Name		
	School Address		
Eircode			

4. Details of Concerns*

Please complete the following section with as much detail about the specific child protection or welfare concern or allegation as possible. Include dates, times, incident details and names of anyone who observed any incident. Please include the parents and child's view, if known. Please attach additional sheets, if necessary

Please see 'Tusla Children First – A Guide for the Reporting of Child Protection and Welfare Concerns' for additional assistance on the steps to consider in making a report to Tusla

5. Type of Concern

Child Welfare Concern	<input type="checkbox"/>		
Emotional Abuse	<input type="checkbox"/>	Physical Abuse	<input type="checkbox"/>
Neglect	<input type="checkbox"/>	Sexual Abuse	<input type="checkbox"/>

6. Details of Reporter

First Name		Surname	
Address if reporting in a professional capacity, please use your professional address	Organisation		
	Position Held		
	Mobile No.		
	Telephone No.		
Eircode		Email Address	

Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS
(Children First Act 2015 & Children First National Guidance)

Is this a Mandated Report made under Sec 14, Children First Act 2015?*	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Mandated Person's Type				

7. Details of Other Persons Where a Joint Report is Being Made

First Name		Surname	
Address if reporting in a professional capacity, please use your professional address		Organisation	
		Position Held	
		Mobile No.	
		Telephone No.	
Eircode		Email Address	

First Name		Surname	
Address if reporting in a professional capacity, please use your professional address		Organisation	
		Position Held	
		Mobile No.	
		Telephone No.	
Eircode		Email Address	

8. Parents Aware of Report

Are the child's parents/carers aware that this concern is being reported to Tusla?*	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If the parent/carer does not know, please indicate reasons:				

9. Relationships

Details of Mother			
First Name		Surname	
Address		Mobile No.	
		Telephone No.	
		Email Address	
Eircode			

Is the Mother a Legal Guardian?*	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Details of Father			
First Name		Surname	
Address		Mobile No.	
		Telephone No.	
		Email Address	
Eircode			

Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS
(Children First Act 2015 & Children First National Guidance)

Is the Father a Legal Guardian?*	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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10. Household Composition

First Name	Surname	Relationship	Date of Birth	Estimated Age	Additional Information e.g. school, occupation, other

11. Details of Person(s) Allegedly Causing Harm

First Name*		Surname*	
Male*	<input type="checkbox"/>	Female*	<input type="checkbox"/>
Address		Date of Birth	
		Estimated Age	
		Mobile No.	
		Telephone No.	
Eircode		Email Address	
Occupation		Organisation	
Position Held			

Relationship to Child	
Address at time of alleged incident	
If name unknown please indicate reason	

First Name*		Surname*	
Male*	<input type="checkbox"/>	Female*	<input type="checkbox"/>
Address		Date of Birth	
		Estimated Age	
		Mobile No.	
		Telephone No.	
Eircode		Email Address	
Occupation		Organisation	
Position Held			

Relationship to Child	
Address at time of alleged incident	
If name unknown please indicate reason	

Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS
(Children First Act 2015 & Children First National Guidance)

12. Name and Address of Other Organisations, Personnel or Agencies Known to be Involved Currently or Previously with the Family

Profession	First Name	Surname	Address	Contact Number	Recent Contact e.g. 3/6/9 months ago
Social Worker					
Public Health Nurse					
GP					
Hospital					
School					
Gardaí					
Pre-school/ crèche					
Other					

13. Any Other Relevant Information, Including any Previous Contact with the Child or Family

Please ensure you have indicated if this is a mandated report in section 6.

Thank you for completing the report form.

In completing this report form you are providing details on yourself and on others. Details such as name, address and date of birth fall under the definition of 'Personal Data' in the Data Protection Acts, 1988 & 2003. Tusla has a responsibility under these Acts in its capacity as a Data Controller to, amongst other things, obtain and process this data fairly; keep it safe and secure; and to keep it for a specified lawful purpose. That purpose is to fulfil our statutory responsibility under the Child Care Act 1991 to promote the protection and welfare of children. Tusla may, during the course of the assessment of this report disclose such Personal Data to other agencies including An Garda Síochána. Further details about Tusla's responsibilities as a Data Controller and your rights as a Data Subject can be found on our website, www.tusla.ie. As you are providing Personal Data on others, you are a Data Processor. We ask that you only provide those details that are necessary for the report and that you keep this report and the Personal Data contained in it secure from unauthorised access, disclosure, destruction or accidental loss.

14. For Completion by Tusla Authorised Person on Receipt of Report

Report Received by			
First Name		Surname	Date

Mandated Report Acknowledgement by

Child Protection and Welfare Report Form

*MANDATED PERSONS AND NON MANDATED PERSONS
(Children First Act 2015 & Children First National Guidance)*

First Name		Surname		Date Sent	
Authorised Person Signature*					
Date*					
Child Previously Known			Yes	<input type="checkbox"/>	No
Allocated Case No					

Appendix 6 Child Protection Resources

Children First:

http://www.tusla.ie/uploads/content/Children_First_National_Guidance_2017.pdf

http://www.tusla.ie/uploads/content/4214-TUSLA_Guide_to_Reporters_Guide_A4_v3.pdf

Contacts for Tusla Child and Family Agency Social Work Offices

Dublin North	Duty Social Work Department, 180-189 Lakeshore Drive, Airside Business Park, Swords, Co. Dublin.	01 8708000
	Duty Social Work Department, Roselawn Health Centre, Roselawn Rd, Blanchardstown, Dublin 15. Duty Social Work Department , Health Centre,	01 6464518
	Cromcastle Rd, Coolock, Dublin 5.	01 8164200 01 8160314
Dublin North City	Duty Social Work Department, Health Centre, Wellmount Park, Finglas, Dublin 11.	01 8567704
	Duty Social Work Department, 492 North Circular Rd, Parkview, Dublin 1	01 8566856
Dublin South West	Duty Social Work Department, Chamber House, Chamber Square, Tallaght, Dublin 24.	01 4686289
Dublin South Central	Duty Social Work Department, Carnegie Centre, 21-25 Lord Edward Street, Dublin 2	01 6486500
	Duty Social Work Department, Bridge House, Cherry Orchard Hospital, Ballyfermot, Dublin 10.	01 6206387
Dublin South East	Duty Social Work Department, Our Lady's Clinic, Patrick Street, Dún Laoghaire, Co. Dublin.	01 6637300

Further contact details available at:

<http://www.tusla.ie/services/child-protection-welfare/>

Appendix 7 Local Authority Contact Details

Local Authority	Address	Tel number	Email
Dublin City Council	Central Placement Service Parkgate Hall 6-9 Conyngham Road Dublin 8	1800 707 707	homelesscps@dublincity.ie
Fingal County Council	Homeless Unit Grove Road Blanchardstown Dublin 15	01 890 5090 01 890 5800	homeless@fingalcoco.ie
South Dublin County Council	Homeless Service Unit County Hall Tallaght Dublin 24	01-4149364	
Dun Laoghaire Rathdown County Council	Homeless Assessment & Placement Service County Hall Marine Rd Dun Laoghaire	01 205 4700	