

# ONE

## Year of monitoring and inspecting IPAS centres

(International Protection Accommodation Services)

**Health Information and Quality Authority**  
An tÚdarás Um Fhaisnéis agus Cállocht Sláinte

### Key numbers



**60** inspections of **51** accommodation centres completed.

**867** adults and **302** children and young people were met by inspectors.

**855** questionnaires were completed by residents.

### Over 1 year HIQA found



➔ Many providers are delivering high-quality, safe services and are generally compliant with national standards.

➔ **65%** of centres provided good-quality accommodation.

➔ **57%** of providers employed a dedicated reception officer whose role is to focus on supporting the needs of residents.



➔ **Governance and management arrangements need to be strengthened.**  
Only **50%** of providers had systems for monitoring and reviewing the quality of their service and resident's experiences.

➔ **Risk management systems, safeguarding and protection measures need to be improved.**  
Providers did not appropriately vet **1 out of 3** staff members, including vetting by An Garda Síochána.

➔ **Overcrowding in some centres did not promote residents' rights to dignity and privacy.**

### What residents told HIQA



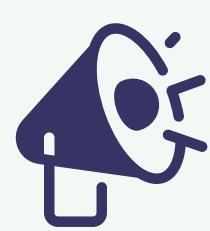
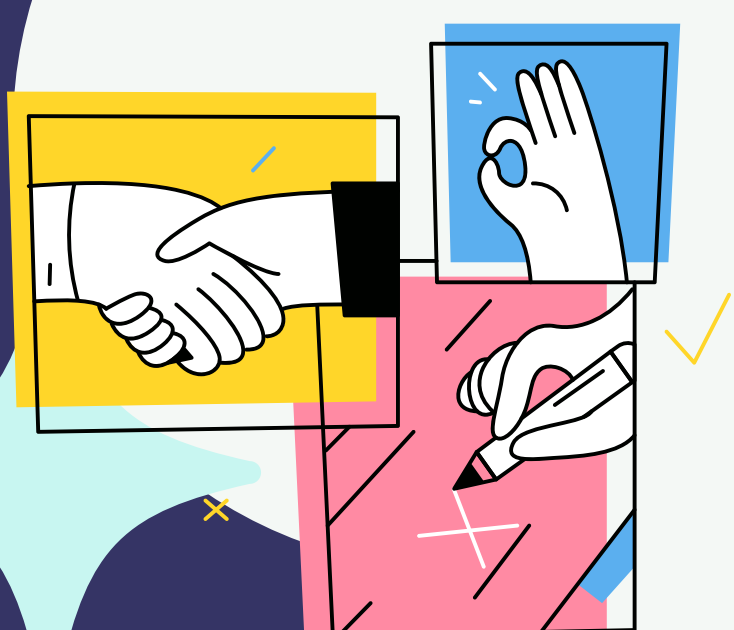
➔ **Adults had generally positive experiences.**

- **88%** said they felt safe.
- **79%** said the centre supported them to live meaningful lives.

➔ **Children and young people were generally happy.**

- **79%** said their centre was a safe place.
- **15%** of school-going aged children were not currently attending school.

### Going Forward



HIQA will continue to promote ongoing improvements in accommodation centres focusing on governance, risk management, safeguarding and vetting, accommodation, rights and meeting the needs of vulnerable residents.



HIQA will also continue to consult with residents of accommodation centres to hear what they have to say about what is working well and what needs to improve.