

Carman's Hall Good Neighbour Policy Overview

Information about the service:

Carman's Hall is a 51 bed supported temporary accommodation unit commissioned and funded by Dublin City Council and managed by Dublin Simon Community in partnership with the Salvation Army. The service is open 24/7 and provides supported temporary accommodation, food and support for up to six months for men, women and couples who are homeless. The service's aim is to support clients to move on from homelessness and to be able to sustain long term accommodation. We ensure a quality wraparound support service is provided.

Experienced staff implement support plans tailored to clients' needs, helping them address issues that may be barriers to moving out of homelessness. We provide participation and development services on site and have strong links to other agencies and local community services. Safetynet provide in-reach medical clinics assisting clients with their health needs.

Good Neighbour 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. We are committed 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 centers around three main approaches of community liaison, prevention and client involvement. Key points are outlined here:

- We conduct four street-based neighbour checks on foot every day to monitor the surrounding area for anti-social behaviour, litter, or any other concerns in order to maintain a peaceful and clean neighbourhood.
- We monitor the external CCTV cameras.
- Dublin City Council provides a Community Liaison security service which monitors the area surrounding the service in the evenings and early morning.
- We pick up litter or report to DCC waste services as appropriate.
- We respond promptly to any neighbourhood issues found on our street-based checks or reported which are directly or indirectly related to the service.
- On arrival to the service all clients are inducted into the Good Neighbour Policy. Clients then sign a contract including a strict no visitor policy.
- 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.
- 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.
- 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.
- We maintain positive relationships and regular communication with the community Gardaí and local representatives.

Contact details:

If you would like to provide feedback, please don't hesitate to contact the service by phone or email.

Service Manager and Community Liaison: Aoife Dineen

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