



Steven Condra [REDACTED]

Confirmation of meeting

3 messages

Josephine O'Connor <josephine.oconnor@depaulcharity.net>

20 December 2024 at 13:42

To: david.tang@ombudsman.ie

Cc: Jack OCarroll <jack.ocarroll@depaulcharity.net>, [REDACTED]
[REDACTED]

Hi David,

I hope this e-mail finds you well.

My name is Josephine and I am a case worker here in McGwire House. Steven Condra has requested that I send you an e-mail to confirm that we attended a meeting yesterday with the south east regional lead of homeless services. Steven has said to me that he was unhappy with the meeting and has requested another as there were some things he felt he did not say. The next meeting is scheduled for 2nd January.

Kind regards,

--

Josephine O'Connor

Case Worker

DEPAUL

t. 051-872708

McGwire House, Bath Street, Waterford, X91 CD93

ie.depaulcharity.org

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Steven Condra [REDACTED]
[REDACTED]

10 January 2025 at 17:57

Dear Louise,

Thank you for meeting with us yesterday. Following our discussion, I would like to address an important matter. During the meeting, Jo denied that our second meeting had been scheduled for 2nd January. This information was inaccurate, as I have enclosed an email sent to David Tang, Ombudsman, and c.c.'ed to Steven by Jo, confirming that

the meeting was indeed arranged for 2nd January. As you can understand, this was very upsetting for Steven, as he had been telling the truth, and Jo's response during the meeting caused him considerable distress.

We are sincerely grateful for your time and contributions during these meetings. Steven feels genuinely listened to when you are present, which he feels is lacking in his interactions with the Depaul staff overall. I hope to continue working with you and the Depaul staff to help build a more supportive and trusting relationship between Steven and the staff, ensuring his concerns are properly heard and addressed moving forward.

Thank you again for your continued support.

Kind regards,

[Redacted signature]

[Redacted name]

10 January 2025 at 18:06

To: "Lcasey@waterfordcouncil.ie" <Lcasey@waterfordcouncil.ie>

[Redacted content]