

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015DS221
<b>Name of Service:</b>	Tigers Childcare
<b>Address of Service:</b>	Belgard Square West, Tallaght Cross East, Tallaght, Dublin 24, Co. Dublin
<b>Eircode:</b>	D24 HDT1
<b>Name of Registered Provider:</b>	Therese Noonan
<b>Service type:</b>	Full Day, Part Time, Sessional
<b>Dates of Inspection:</b>	24/11/2025
<b>Date 2 of Inspection:</b>	25/11/2025

<b>No of pre-school children:</b>	AM	43	PM	35
<b>Day 2</b>	AM	37	PM	31

<b>Address of the Early Years Inspectorate:</b>	The Brunel Building, Heuston South Quarter, St John's Road West, Dublin 8.
<b>Inspection undertaken by:</b>	S. Early O'Brien R. Phillips
<b>Title:</b>	Early Years Inspectors

### Authority to Inspect

The Tusla Early Years Inspectorate carries out inspections of Early Years Services under Section 58(J) of the Child Care Act 1991 (as inserted by Section 92 of the Child and Family Agency Act 2013).

<b>Conditions if applicable</b>	N/A
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### Description of service

Tigers Childcare is a full day care service provided by the registered provider across 33 centres in Leinster and Cork. The service provides full day, part time and sessional care to children aged from 0 to 6 years. The service operates from 07:30 to 18:30, Monday to Friday.

This service is situated in an adapted premises on the first floor of a mixed-use development complex in an urban area of southwest County Dublin. There are five care rooms operational within the service and cater for age ranges as follows:

The Junior Discoverers room caters for children aged 1 year.

The Senior Discoverers room caters for children aged 1 to 2 years.

The Explorers room caters for children aged 2 to 3 years.

The Active Cubs 2 room caters for children aged 3 to 4 years.

The Active Cubs 1 caters for children aged 3 to 5 years.

The service has a designated cot room. There is a fully enclosed outdoor play area to the rear of the premises. Children had access to another room in the service which allowed for a change of environment throughout the day, and this room was also used as a sleep room for children from the Explorers room.

### Staffing

The service currently employs 16 staff members which includes the centre manager. On both days of inspection there were 16 staff members working directly with the children. A quality practice manager employed by the company was present on the afternoon of inspection on both days. The registered provider does not work directly with the children and was not present on the day of inspection but did join the closing meeting remotely.

### Methodology

Tusla's Early Years Inspectorate is the independent statutory regulator of early years services in Ireland. The Child Care Act 1991 (Early Years Services) Regulations 2016 define the duty of a registered provider to ensure the safety and well-being of children and to comply with these regulations. This Act also gives Tusla the authority to assess compliance with the regulations. The purpose of regulation in relation to early years services is to ensure that the care, safety, and well-being of children attending such services is upheld. Inspections of early years services are planned based on the following:

- Previous inspection history
- Any information received in relation to the service

The findings on inspection are based on:

- Information obtained through examination of documentation
- Direct observation
- Discussion with relevant staff

This inspection was unannounced and focused on the area of governance, health, welfare and development of child, safety and records. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under the following regulations:

Regulation 9 (1)(a)(b)(2)(3)(4)(7) - Management and recruitment,  
Regulation 10 – Policies Procedures etc. of Pre-School Service,  
Regulation 11 (1)(2)(8)(a) - Staffing levels,  
Regulation 16(1)(i)(k) – Record in Relation to a Pre-School Service,  
Regulation 19 (1)(b)(3) - Health, welfare and development of child,  
Regulation 27 – Supervision,  
Regulation 32 – Complaints.

A sampling process was used to assess compliance under regulation 9(7) – Management and Recruitment, regulation 16(1) – Record in Relation to Pre-School Service and regulation 32 – Complaints.

The scope of the inspection included Explorers room and Senior Discoverers room.

Inspection findings are documented in the inspection report which is first issued in draft format to the service with an opportunity to respond to any findings. Where statutory requirements are identified as not being met, the registered provider must demonstrate how they have rectified the non-compliance and will prevent any non-compliance from re occurring. The Corrective Action and Preventive Action plan (CAPA) will be used to inform decisions about compliance with regulatory requirements. Where the registered provider fails to meet the statutory requirements an escalation process may be commenced.

The inspectorate reserves the right to edit responses received for reasons including clarity, completeness and compliance with administrative and legal processes.

The contents of the report are compiled by the inspectorate body.

### Additional Information

The inspection was triggered due to information received by the Inspectorate on 21 November 2025.

### Acknowledgments

The inspectors wish to acknowledge the cooperation of the person in charge, staff and children who were present on the day of the inspection.

## Part III – Management and Staff

### Regulation 9 – Management and recruitment

*(1) A registered provider shall ensure that-*

- (a) the service has a designated person in charge and a named person who is able to deputise as required,*
- (b) at all times during the period when the pre-school service is being carried on, the designated person in charge or the named person referred to in subparagraph (a) is on the premises, and*
- (c) there is a clear management structure in the service that identifies the lines of authority and accountability in the service and the specific roles and responsibilities of each employee and unpaid worker.*

*(2) A registered provider shall ensure that each employee, unpaid worker and contractor is suitable and competent taking into consideration the nature of the needs of children, including by-*

- (a) consideration of references from the person's past employers, if any, and in particular the most recent employer, if any,*
- (b) consideration of references from reputable sources in the case of a person who has no past employers,*
- (c) consideration of the vetting disclosure received from the National Vetting Bureau of the Garda Síochána in accordance with the Act of 2012 in respect of the person, and*
- (d) ensuring, insofar as is practicable, that where a person has lived in a state other than the State for a period of longer than 6 consecutive months, he or she provides police vetting from the police authorities in that state.*

*(3) The procedures specified in paragraph (2) shall be carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the pre-school service.*

*(4) A registered provider shall ensure that, without prejudice to the generality of paragraph (2) and subject to paragraphs (5) and (6), each employee working directly with children attending the service holds at least a major*

*award in Early childhood Care and Education at Level 5 on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.*

*(7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:*

- (a) the policies, procedures and statements of the service specified in Schedule 5;*
- (b) Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act, and*
- (c) these Regulations.*

### Compliance Information

(1)

(a) The service manager is the designated person in charge of the service and there is a named person appointed to deputise as required.

(b) The manager was present, in charge of the service and present in the service throughout the inspection.

(2)

Upon review of the staff roster and staff files, it was identified that there were two new staff members employed to work in the service since the last inspection on 03 June 2025. All staff files were reviewed in relation to regulation 9(2)(c).

(a)(b) Documentation was reviewed in respect of three adults and met regulatory requirements as follows:

Of the six validated, written references that were required, all six of these were available from a past employer.

(c) Garda vetting disclosures were on file and had been obtained for 17 staff members, demonstrating that the service adhered to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years.

(d) Police vetting was required and available for one staff member who had lived outside of the State for a period of more than six months as an adult.

(3)

The records outlined in regulation 9(2) above were dated prior to the commencement date of employment of the adults in the service.

(4)

There was documentary evidence available to demonstrate that the three staff members held a major award in Early Childhood Care and Education at Level 5 or higher on the National Framework of Qualifications or a qualification deemed equivalent.

(7)(a)(b)(c)

The inspection focused on a sample of induction and training records of six staff members including one new employee since the last inspection on 03 June 2025.

The registered provider demonstrated that measures had been taken to ensure that employees were provided with sufficient information and training to safeguard the health, safety and welfare of children attending the service and to comply with the regulations as follows.

- Documentation reviewed evidenced that induction records were available for one adult who had commenced working in the service since the last inspection.
- Documentation reviewed evidenced that 4-weekly support and supervision records were available for one adult who had commenced working in the service since the last inspection. This is in line with the services training policy.
- Documentation reviewed evidenced that staff training records were available for this adult.

## Part III – Management and Staff

### Regulation 10 - Policies, procedures etc. of pre-school service

*A registered provider of a pre-school service shall ensure that the written policies, procedures and statements specified in Schedule 5 are in place for the service.*

#### Compliance Information

The inspection focused on the following policies:

- Complaints Policy
- Policy on Managing Behaviour,
- Policy on Accidents and Incidents,
- Risk Management Policy,
- Settling-in Policy,
- Staff Training Policy,
- Supervision of Staff Policy.
- Recruitment Policy

- Child Safeguarding Statement
- Child Safeguarding Policy
- CCTV Policy
- Supervision of Children Policy
- Partnership with Parents Policy.

The service had these policies available, and the content met the regulatory requirements.

## Part III – Management and Staff

### Regulation 11 - Staffing levels

*(1) Subject to this Regulation, a registered provider shall ensure that there is at all times an adequate number of adults working directly with the children attending the pre-school service.*

*(2) Subject to paragraphs (4) and (5), a registered provider of a full day care service or a part-time day care service shall ensure that at all times the minimum ratio of adults to children specified in column (3) of Part 1 of Schedule 6 opposite a particular reference number specified in column (1) of that Part in respect of the age range of the children specified in column (2) thereof at that reference number is satisfied.*

*(8) Without prejudice to paragraphs (2) to (7)-*

*(a) a registered provider of a pre-school service other than a child-minding service or a sessional pre-school service shall ensure that there are at least 2 adults on the premises at all times,*

### Compliance Information

(1)

An adequate number of adults were working directly with the children at all times during the inspection.

(2)

The minimum ratio of adults to children for full day care services was adhered to at all times during the inspection. On the first day of inspection there were 43 children attending the service being supervised by 16 adults on the morning of inspection and 35 children being supervised by 14 adults in the afternoon. On the second day of inspection there were 37 children being supervised by 16 adults on the morning of inspection and 31 children being supervised by 14 adults in the afternoon.

8(a)

There was a minimum of two adults on the premises at all times during the inspection. This was confirmed on review of the staff roster.

### Part IV – Information and Records

#### Regulation 16 – Record in relation to pre-school service

*(1) A registered provider shall ensure that a record in writing is kept of the following information in relation to the service:*

*(i) details of staff rosters on a daily basis;*

*(k) details of any accident, injury or incident involving a pre-school child attending the service.*

#### Compliance Information

(1)

(i) A staff roster was available and detailed the names of all staff working in the service on the day of inspection.

(k) Fifteen accident and incident records were sampled and reviewed on an online application. Documentation reviewed here was in line with the service’s Accident and Incidents policy and signed appropriately by staff, parents and management.

### Part V - Care of Child in Pre-school Service

#### Regulation 19 - Health, welfare and development of child

*(1) A registered provider shall, in providing a pre-school service, ensure that-*

*(b) appropriate and suitable care practices are in place in the pre-school service, having regard to the number of children attending the service and the nature of their needs.*

*(3) A registered provider shall ensure that no practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service.*

#### Compliance Information

(1)(b)

Children’s care needs were observed to be met promptly on the day of inspection. Staff were observed engaging warmly with children when providing this care. Children were encouraged and supported to be independent including cleaning up after their play and meals. The adults supported the children to manage their personal care. Staff reminded and assisted children with hand washing and cleaned their noses as needed. Children wearing nappies had these changed at scheduled times or as needed in between these times. The older children used the toilet independently. Children observed in play in the outdoor area wore coats appropriate to the weather.

Healthy eating was promoted in the service and staff reported that all meals are provided by the service for children attending on a full-day care basis. Meals were provided at regular intervals throughout the inspection. On the first day of inspection, the children were observed to be eating a lunch of wraps with cheese. Staff advised that alternatives were available, and food preferences were catered for on the day of inspection. Children were encouraged to feed themselves and staff supported children who needed assistance. Children appeared happy and content within the care rooms. Water was available for drinking in the care rooms.

Children were supported in transitions between activities within the care rooms and in transitions to other care rooms. Children were familiar with these transitions and engaged in these smoothly.

Staff demonstrated a good awareness of the needs of each child in their care and responded to children's cues promptly, offering comfort and support when needed. Staff interacted warmly with the children throughout the inspection and were observed supporting children in their play. Staff encouraged and praised the children when promoting positive behaviour. Staff provided an appropriate level of supervision whilst supporting the children's choice and independence during play and mealtimes.

Information in relation to each child's day such as arrival and departure times, food, nappy changes, activities, accident and incidents and room transitions are communicated with parents through an online application as relevant to each child attending the service.

(3)

Prohibited practices were outlined in the service's behaviour management policy. During discussions with the inspector, staff demonstrated a knowledge of the policy and the prohibited practices. They were aware of the service's designated liaison person as detailed in the child safeguarding statement. The staff spoke kindly to the children and were gentle in their handling. No prohibited practices were observed.

### Part VI - Safety

#### Regulation 27 – Supervision

*A registered provider shall ensure that pre-school children attending the service are supervised at all times.*

#### Compliance Information

During the inspection, children in the Explorers room and Senior Discoverers room were supervised appropriately and at all times, including in transitions such as nappy changes, using the toilet and at mealtimes in line with the

supervision of children policy. Children were supervised primarily by sight during the inspection. Room layouts allowed for effective supervision.

### Part VIII - Notifications and Complaints

#### Regulation 32 – Complaints

- (1) A registered provider shall ensure that the complaints policy of the service specifies-
- (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,
  - (b) the manner in which such a complaint shall be dealt with, and
  - (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.
- (2) A registered provider shall ensure that-
- (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and
  - (b) the complaint is duly dealt with in accordance with the provider's complaints policy.
- (3) A record in writing referred to in paragraph (2)(a) shall-
- (a) include the nature of the complaint and the manner in which the complaint was dealt with, and
  - (b) be open to inspection on the premises by an authorised person.

#### Compliance Information

- (1)
- A complaints policy was available in the service which specified the following:
- (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service.
  - (b) the manner in which such a complaint shall be dealt with.
  - (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.
- (2)
- (a) The service had a record of complaints made in respect of the service.
  - (b) The service had documentary evidence to demonstrate complaints received were dealt with according to the service complaints policy.
- (3) A record in writing referred to in paragraph (2)(a) was available which specified the following:
- (a) the nature of the complaint and the manner in which the complaint was dealt with.

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(b) This record was available for inspection on the premises by an authorised person.