

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015FL038		
Name of Service:	Tigers Childcare		
Address of Service:	College Business & Technology Park, Blanchardstown, Dublin 15, Co. Dublin		
Eircode:	D15 YW11		
Name of Registered Provider:	Therese Noonan		
Service type:	Full Day, Part Time, Sessional		
Date of Inspection:	06/05/2025		
No of pre-school children:	AM	103	PM 99
Address of the Early Years Inspectorate:	Tusla Child and Family Agency, Early Years Inspectorate, Nexus Building Block, Blanchardstown Corporate Park, Dublin 15.		
Inspection undertaken by:	E Hosford and Á Dunne		
Title:	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).

Conditions if applicable

Not applicable.

Description of service

Tigers Childcare is one of 18 services operated by the registered provider. The service operates from a two-storey purpose-built building located in a business and technology park in Blanchardstown, Dublin 15. The childcare services available include a sessional Early Education and Childhood Care (ECCE) service for children aged between 2 years 8 months to 5 years from 9am to 12pm during school term time and a full day care service for children aged from birth to 6 years from 7:30am to 6:30pm Monday to Friday. The service is no longer providing care to school age children.

There are 8 care rooms in the service, a reception area, five sleep rooms, a kitchen for the preparation of meals for the children and outdoor areas to the side and rear of the building.

The 8 care rooms in use on the day of inspection were:

Junior Discoverers (0-1 years)

Discoverers (1- 2 years)

Discoverers 1 (1- 2 years)

Senior Discoverers (1-3 years)

Explorers (2-3 years)

Junior Active Cubs (2-4 years)

Senior Active Cubs (3-5 years)

Active Cubs (3-5 years)

Staffing

The registered provider employs 30 staff to include the designated person in charge, the deputy person in charge, a cleaning assistant, a chef, and 26 childcare staff. The registered provider and the designated person in charge facilitated the inspection.

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

The unannounced inspection focused on an examination of compliance under The Child Care Act 1991 (Early Years Services) Regulations 9, 11, 16, 19, 23 and 32.

A sampling process was used to assess compliance under regulations 16, 19 and 23 as the inspectors spent time in the Junior Active Cubs, Senior Active Cubs and the Active Cubs care rooms.

Regulation 9 Management and Recruitment and Regulation 11 Staffing levels were assessed in all care rooms.

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

This inspection was triggered by information received by the inspectorate.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, 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

(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;*

Compliance Information

(2) The staff files of one employee employed in the service since the last inspection in April 2025 and one student on work experience placement were reviewed.

(a) The following references were available from a past employer.

- Two validated written references were available for one staff member.
- One validated written reference was available for the student on work placement.

(b) One validated written reference was available from a source other than a past employer for the student on work placement.

(c) Three Garda Vetting disclosures were reviewed to include one new employee in the service, the student on work experience placement and an employee who's vetting expired on the 20 April 2025. 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 for all staff employed.

(d) Documentation available demonstrated that international police vetting was not required for the new staff member and the student on work experience placement.

(7)(a) Documentation was available to demonstrate the following.

- New staff members were provided with induction to the service which included their review of the policies and procedures of the service, for example, infection control, behaviour management, safe sleep and accidents and incidents. Though discussion with the inspector's new staff stated that they had received adequate training and information for their role.
- Documentary evidence available demonstrated that three staff from the three rooms inspected had completed online safeguarding children training within the last three years.
- The service undertook quarterly meetings with all staff to review any issues and updates that had occurred in the service.
- Staff had monthly one to one supervision with their assigned senior staff member.
- Each care room held monthly team meetings.

Non-Compliance Information

(4) On review of documentation available one employee employed in the service since the last inspection, did not have documentation available to demonstrate that they held a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications.

(7)(a) Documentation was not available to demonstrate the following.

- A record of the mentoring system in place for all new staff members was not available on inspection.
- It is acknowledged that monthly room team meetings were held but records did not include the date and time of the meeting, the staff in attendance and the nature or content of the meetings.
- The service had not updated or retrained staff on their Supporting Children's Social Behaviour Emotional Regulation and Wellbeing policy following an alleged incident that occurred within the service.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(4) In response to the non-compliance the service has stated that the colleague in question is a student who received confirmation from the third level institution that she attends, that completion of 2 years of the award in Early Childhood Care and Education is equivalent to QQI Level 6 on the National Framework of Qualifications. The employee provided transcripts to evidence that they successfully completed two years of the award. The above documents were submitted to the Department of Children, Equality, Disability, Integration and Youth (DCEDIY) requesting a letter of recognition to support their eligibility to work directly with children. The colleague is awaiting the issuance of a Letter of Recognition.

Tigers Childcare Recruitment and Vetting policy was updated to provide clarity of the documentation required in such cases.

(7)(a) In response the service has stated the following.

- All new colleagues are mentored, and this is now documented on the Mentoring Shadow Practice Card.
- The template for monthly team meetings were updated to reflect the date time of the meeting, the colleagues in attendance, and the content of the meeting.
- All colleagues re-sat online training on Tigers Childcare Supporting Children's Social Behaviour, Emotional Regulation and Wellbeing policy. In addition, in person training on High-scope 6 step conflict resolution was delivered via in person training to colleagues on 15 May 2025.

- The Centre Management are responsible to assign a Mentor to carry out Shadow Practice Training to all new colleagues. Management will monitor and supervise that the shadow practice and team meetings are documented appropriately through regular supervisions with Room Leaders.
- Tigers Childcare Accident, Incident and Injury policy was updated to include that, when reviewing a serious accident/incident, that re-training colleagues is carried out as a preventive measure where appropriate.

Supporting documentation submitted

(4) Letter from college, transcripts from College for Year 1 and 2, email application and form to DCEDIY and statement from college re staff members completion of two years and equivalent qualification.

(7)(a) Sample of 1 Shadow Practice Card completed, Room Meeting template, Staff Training Attendance sheet, Staff Meeting Memo/minutes and Accident, Incident, Injury Policy.

Summary Comment

The registered provider has addressed the non-compliances as identified on inspection.

Part III – Management and Staff

Regulation 11 - Staffing levels

(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

(2) The minimum ratio of adults to children was maintained as the table below demonstrates.

Room Name	Age profile	On day of inspection
Junior Discovers	0-1 years	1 adult and 1 student on work placement with 3 children in the morning and in the afternoon.
Discoverers	1-2 years	2 adults with 9 children in the morning and 3 adults with 9 children in the afternoon.
Discoverers 1	1-2 years	3 adults with 9 children in the morning and 2 adults with 9 children in the afternoon.
Senior Discoverers	1-3 years	4 adults with 15 children in the morning and in the afternoon.
Explorers	2-3 years	4 adults with 17 children in the morning and in the afternoon.
Junior Active Cubs	2-4 years	4 adults with 14 children and 3 adults with 13 children in the afternoon.
Senior Active Cubs	3-5 years	3 adults with 18 children aged 3-5 years in the morning and 2 adults with 15 children in the afternoon.
Active Cubs	3-5 years	4 adults with 18 children in the morning and 4 adults with 18 children in the afternoon.

(8)(a) On review of the service roster it was observed that two adults were on the premises during the operation of the service.

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:

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

Non-Compliance Information

(1)(k)

1. On discussion with the registered provider and the designated person in charge it was confirmed that details regarding an alleged incident that occurred in the service was not completed by the staff member involved in the alleged incident. This is at variance with the service policy on accidents and incident.
2. Information relating to the alleged incident were available, however, the date, location and details recorded on the electronic application by the person in charge were not reflective of the events that occurred following the alleged incident.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(k)

1. In response the service has stated that following the inspection the details of the alleged incident was completed by the colleague involved in the alleged incident.
A review was carried out on how the alleged incident was followed up and responded to. Tigers Childcare Accident, Incident and Injury policy was updated to further clarify the process and Centre Management were briefed on the process.
2. In response the incident report was amended to reflect the date, location and further details of the events that occurred following the alleged incident. A review was carried out on how the alleged incident was followed up and responded to. Tigers Childcare Accident, Incident and Injury policy was updated to further clarify the process and Centre Management were briefed on the process.

Supporting documentation submitted

(k)

1. Updated Incident Report and Accident, Incident, Injury Policy
2. Updated Incident Report and Accident, Incident, Injury Policy

Summary Comment

The registered provider has addressed the non-compliances as identified on inspection.

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-

(a) each child's learning, development and well-being is facilitated within the daily life of the pre-school service through the provision of the appropriate activities, interaction, materials and equipment, having regard to the age and stage of development of the child, and

(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)(a)

Basic Needs:

- Children attending the Junior Active Cubs care room enjoyed a hot meal of spaghetti bolognese or vegetable curry at 12midday which was provided from an external catering food company. A choice of water or milk was available to drink. Water was available and stored in an accessible position while the children played indoors and outdoors.
- Nappy changing was carried out at scheduled times and when required. Staff were observed to encourage the children to be independent in managing their personal care such as handwashing and using the toilet.
- The children in the care rooms inspected were observed to enjoy outdoor play during the inspection and for extended periods.

- Children’s need for sleep and rest were met through the provision of comfortable rest areas available. Low beds with individual bedding were available to the children who required sleep and at sleep time, the rooms were darkened and soft music played to provide for a restful environment.

Supporting Relationships:

- Staff were observed to have warm and responsive interactions with the children using soft tones and positive non-verbal communication strategies such as being at the children’s level.
- Engagement and communication with parents are via an electronic application which is updated regularly to reflect each child’s sleep, food intake, nappy changes and developmental achievements.
- Planned activities in the care rooms inspected were observed to be child led which promoted each child’s independence and preference to undertake activities at their pace and interest.

Physical Environment:

- The materials and equipment provided to the children in the rooms were suitable to the age and stage of development of the children present. Children had the freedom to choose from materials and equipment available to them. Low level shelving and child sized furniture supported children’s independence in the care rooms.
- Rest areas were present in the rooms offering a quiet comfortable area for children to rest and relax during the day.
- The outdoor play environment to the rear of the premises were fully enclosed and surfaced with a combination of a poured surface and bark.
- Staff were observed engaging with the children in a positive and relaxed manner. Children were guided with clear instructions with reinforcement and encouragement given when required. Any minor disputes between the children were dealt with fairly by staff who gave explanations and explained boundaries to the children.

(3)

No practices that were deemed disrespectful, harmful or neglectful were observed during the inspection in the care rooms inspected.

Non-Compliance Information

(1)(a)

Basic Needs:

1. Staff in the Senior Active Cubs room were not available to the children at lunch time to support and assist them in the preparation for lunch such as handwashing, handing out delph and cutlery and portioning out of food. This was due to the arrival of parents at 12midday to collect their children who had finished the ECCE sessional service. As a result, the children did not have a relaxed and sociable atmosphere at lunch time to enjoy their meal.

Supporting Relationships:

2. A child in the Senior Active Cubs room was not facilitated by staff to complete an art activity that they were engaged in. As a result, the child became upset and failed to engage with further activities and refused to eat their lunch. Children should be provided with the opportunity to complete activities at their own pace and interest.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1)(a)

Basic Needs:

1. In response the service has stated that the Centre Manager briefed and retrained the colleagues in the Senior Active Cubs room on the standard practice in Tigers Childcare around preparation for mealtimes as per the Food, Nutrition and Health Promotion Policy.

Delivery of lunch to the Senior Active Cubs room was moved to a later time to facilitate the handover for children going home.

Supporting Relationships:

2. To address the non-compliance the Centre Manager briefed and retrained the colleagues in the Senior Active Cubs room on the standard practice on supporting children's transitions within the daily routine to meet the needs of the children and accommodate children's extended play.

The policy on Interactions and Pedagogy was updated to include Transitions and added to the Shadow Practice Card.

Supporting documentation submitted

(1)(a)

1. Training Card, staff meeting details.

2. Training Card, Interactions and Pedagogy Policy.

Summary Comment

The registered provider has addressed the non-compliances as identified on inspection.

Part VI - Safety

Regulation 23 - Safeguarding health, safety and welfare of child

A registered provider shall ensure that all reasonable measures are taken to safeguard the health, safety and welfare of a pre-school child attending the service and that the environment of the service is safe.

Compliance Information

General Safety:

- Children were supervised while in the reception area and exit from the service was restricted by an electronic lock which was positioned out of the children's reach.
- The outdoor areas were secured with a locked gate, high wall, and fence.
- All cleaning agents and sharp equipment were stored out of reach of the children in locked cupboards or on high shelves.
- The kitchen was inaccessible to the children on the day of the inspection.
- The time of each child's arrival and departure from the service was recorded and updated by staff on the electronic application in each care room.

Infection Control:

- Nappy changing facilities were available for the children and nappy changing was completed for the children at regular intervals and when required.
- Handwashing facilities for hand hygiene included warm water, liquid soap and paper towels.
- During sleep time in the Junior Active Cubs floor beds were positioned with the recommended 50 centimetres between each child. Each child that required sleep was provided with their own sheet and blanket which was stored in named bags in their individual boxes between sleeps.
- Sand pits and activity tables used by the children in the outdoor areas were appropriately covered to reduce the potential risk of pest excrement.

Safe Sleep:

- Staff in the Junior Active Cubs and Active Cubs room maintained ten-minute sleep checks on all the children to include their colour, breathing and position. Shoes and excess clothing were removed from children while they slept.

Non-Compliance Information

General Safety:

1. Documentation was not available to demonstrate that the service had undertaken a review and analysis of the policies and procedures in place following an alleged incident that occurred in the service. This is at variance with the service accident and incident policy.
2. At 11.09am, it was observed by the inspectors that children from the Explorers room while in the outdoor area, had access to the sun creams provided by parents. The children were observed covering their faces and hands with the creams without adult supervision until the inspectors and deputy person in charge requested that staff remove the creams from the children. Access to creams increased the potential risk of ingestion.
3. Children in the Junior Active Cubs room had access to a garden hose which was not secured. This increased the potential risk of strangulation.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. To address the non-compliance the service has stated that the Accident, Incident Policy was reviewed and amended. A review was carried out on how the alleged incident was followed up and responded to. Tigers Childcare Accident, Incident and Injury policy was updated to further clarify the process and Centre Management were briefed on the process
2. In response the Management reminded all colleagues of the Sun Safety Policy, and that sun cream is never to be left in reach of children. A Risk Assessment was completed, and the Sun cream is now stored in a locked box.
3. The hose was removed and area cleared. Management reminded the colleagues that play equipment that could cause harm to be removed from area and to be stored out of reach from children after use.
Staff reminded of our tidy as you go policy as per standard safety practices that are displayed in each room.

Supporting documentation submitted

General Safety:

1. Accident, Incident, Injury Policy.
2. Risk assessment, Pictures x 2 of suncream box.

3. Picture of play area after hose was removed. Standard Safety Practices.

Summary Comment

The registered provider has addressed the non-compliances as identified on inspection.

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)(b)(c) There was a complaints policy available detailing the procedures to be followed for making a complaint, the manner in how the service deals with a complaint, and the procedures for keeping the complainant informed of this process.
- (2)
- (a) The service had a record in writing of any complaints made in respect of the service.

(b) The service had documentary evidence to demonstrate that any complaints received were dealt with according to the service complaints policy.

- (3)
- (a) Documentation was available of any complaints made against the service and the way in which they were dealt with.
- (b) These records were available for inspection by an authorised person.