

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015FL039
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Name of Service:	Tigers Childcare
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Address of Service:	20 St. Samson's Square, Balgriffin, Dublin 13
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Eircode:	D13 Y542
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Name of Registered Provider:	Therese Noonan
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	27/01/2025
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No of pre-school children:	AM	78	PM	71
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Address of the Early Years Inspectorate:	Early Years Inspectorate 2nd Floor, Unit 4/5 The Nexus Building Blanchardstown Corporate Park Ballycoolin Dublin 15 D15 CF9K
Inspection undertaken by:	L Jameson and S Murray
Title:	Early Years Inspector and Inspection and Registration Manager

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
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Description of service

Tigers Childcare is a privately operated full day care service located in a residential area in Dublin 13. The service caters for up to 107 children aged 0-6 years per day in a purpose-built building with eight care rooms, two cot rooms, a kitchen, laundry room, sanitary facilities, a staff room and an office. The service participates in the Early Childhood Care and Education (ECCE) Scheme. Sanitary facilities are accessible within each care room. An enclosed outdoor space is available to the rear of the premises.

Staffing

The registered provider employs a total of 28 staff including person in charge, deputy person in charge, 24 early years staff, one of whom is employed under the Access and Inclusion Model (AIM), a cook and a cleaner. There were 22 staff present on the morning of inspection along with one staff member employed through an agency. The quality support manager attended the service to support the inspection but did not work directly with the children in the service. The registered provider does not work in the service.

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 and safety. The inspection team focused on the safety and supervision of the children during outdoor play. The inspection may also focus on other areas as required. The following regulations were reviewed:

Regulation 9 (1)(2)(3) and (4) Management and Recruitment

Regulation 11(1)(3) Staffing Levels

Regulation 19 (1)(a) Health, Welfare and Development of Child

Regulation 23 Safeguarding the Health, Safety, and Welfare of Child

Regulation 27 Supervision

Regulation 31 Notification of Incidents

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 carried out following a notification of incident received to the inspectorate from the service.

Acknowledgments

The inspection team wish to acknowledge the cooperation of the person in charge, quality support manager, 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.

Compliance Information

- (1)
- (a) The service had a designated person in charge and a named person to deputise as needed.
 - (b) The designated person in charge was present when the inspection team arrived unannounced to the service. A review of the staff roster showed that a designated person in charge is on the premises at all times during the opening hours of the service.
 - (c) The service had a clear management structure and staff were aware of their own role and responsibilities.

- (2) A review of the roster and conversation with the management showed that the registered provider currently employs 28 adults. The full staff records of nine adults who commenced employment since the last inspection, held on 24 June 2024, were reviewed along with the Garda vetting disclosure of one staff member which had expired since the last inspection.
- (a) Fifteen written and verified references were available from past employers.
 - (b) Three written and verified references were available from a source other than a past employer.
 - (c) Garda vetting disclosures were available for ten staff employed in the service. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda Vetting every three years.
 - (d) Police vetting was available for six adults who had lived in a country other than Ireland for a period of six months or more as an adult.
- (3) Evidence was available to demonstrate that the procedures specified in paragraph (2) were carried out in relation to nine adults before employment commenced.
- (4) Evidence was available to show that the nine adults who worked directly with the children held 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.

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.

Compliance Information

- (1) There was an adequate number of adults working directly with the children on the day of the inspection. There were twenty adults working with 78 children in the morning and sixteen adults working with 71 children in the afternoon.
- (2) The correct adult/child ratio was maintained in the service throughout the inspection as follows:

Room	Age range	No. of Children	No. of Adults present	Adults required
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Discoveries 1	1 – 1.5 years	4	1	1
Discoveries 2	1 – 1.5 years	10	2	2
Discoveries 3	1.5 – 2 years	7	2	2
Explorers 1	1.5 – 2 years	9	2	2
Explorers 2	2 – 3 years	10	2	2
Explorers 3	3 – 4 years	12	2	2
Active cubs	3 – 4 years	20	3	3
ECCE Room	3 – 5 years	6	2	1

In addition, the person in charge and deputy person in charge were available to provide support to the care rooms when required on the day of the 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-

(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.

Compliance Information

(1)(b)

On arrival to the service, the inspection team observed three groups playing in the outdoor area, namely Discoverers 1, Discoverers 2 and Discoverers 3. During the inspection, children in Explorers 1, Explorers 2 and Explorers 3 were observed in the outdoor play area. The following practices were observed on the day of inspection which supported the health, welfare and development of the children attending:

- The children were encouraged to follow their own interests, staff members promoted independence and decision making, offering support to the children when required. Staff members played with and supported the children during activities.
- The children appeared to be happy and confident in their environment, evidenced by a sense of familiarity and good relationships between staff members and the children attending the service. Staff members engaged in positive interactions with each other and the children on the day of the inspection.
- Staff members were observed to actively supervise and guide the children throughout the day, for example, in Explorers 3, a minor disagreement occurred between two children. The staff members supported the children to resolve the conflict in a positive and calm way.

- Staff members were attentive to the individual needs of the children, for example, one child had a toileting accident during outdoor play. Staff members reacted quickly, bringing the child inside to change while reassuring them and offering comfort. Staff members were also observed to help children who were toilet trained during toileting and handwashing, providing discreet supervision as needed.
- In Explorers 3, the children used a big spoon to divide and serve their own portion of dinner onto their plate. The children displayed patience, independence and turn taking skills during this task, which was encouraged by the staff members in the room. Staff members sat at the tables with the children, singing songs and engaging in meaningful conversations.

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:

- The entrance door leading into the service was appropriately secured to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises.
- The entrance door was appropriately monitored by staff who asked the inspection team to sign in the visitor book on arrival and departure from the service.
- The play equipment and materials observed in use by the children on the day of inspection were in good working order.
- Blind cords were secured safely out of reach of the children.
- Cleaning agents were stored safely out of the reach to the children.

Infection Control:

- The sanitary areas and nappy changing facilities were clean and maintained in good condition on the day of the inspection.
- Children were observed to wash their hands before mealtimes and after toileting and outdoor play.
- Foot pedal operated bins were available in the care rooms and sanitary areas to allow hygienic disposal of contaminated materials.

Fire Safety:

- Fire exits were clear and unobstructed on the day of inspection.

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

Children were observed to be supervised at all times on the day of inspection. Staff members were present when children were playing in the outdoor play area and the care rooms, and were observed to carry out head counts before transitioning to and from the outdoor play area.

Part VIII - Notifications and Complaints

Regulation 31 - Notification of incidents

A registered provider shall notify the Agency in writing within 3 working days of becoming aware of any of the following incidents occurring in the preschool service:

(e) an incident in respect of which a pre-school child attending the service goes missing while attending the service.

Compliance Information

(e) The registered provider ensured that the procedure specified under Regulation 31 was completed within 3 working days.