

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015FL318
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Name of Service:	Tigers Childcare
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Address of Service:	Neighbourhood Centre,, Ridgewood, Swords, Co. Dublin
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Eircode:	K67 D890
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Name of Registered Provider:	Karen Clince
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Service type:	Full Day, Part Time, Sessional
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Date(s) of Inspection:	20/03/2024
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No of pre-school children:	AM	52	PM	43
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Address of the Early Years Inspectorate:	Early Years Inspectorate, 181-189 Lakeshore Drive, Airside Business Park, Swords, Co. Dublin K67 Y5C6.
Inspection undertaken by:	S. Cully & S. Taaffe
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
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Description of service

Tigers Childcare is one of 15 early years services and 7 separate stand-alone school aged childcare services operated by the registered provider, all bar one which are located in Dublin, Meath, Kildare and Cork with the remaining service located in England. This service provides full day care, part time and sessional care from 7.30am to 6.00pm Monday to Friday. The service currently caters for pre-school children from 9 months to 6 years of age. School aged children are not accommodated in this service. The service participates in the Early Childhood Care and Education (ECCE) scheme from 9.00am to 12.00midday and from 1.30pm to 4.30pm for 38 weeks each year. The service is conducted from a purpose-built 2-storey premises located beside a number of commercial units within a residential setting in Swords in North Co. Dublin. There were 4 care rooms in operation, with the Discoverers room and the Explorers room both located on the ground floor, and the Active Cubs room and the ECCE room both located on the first floor. A sleep room is accessed directly from the Discoverers room and a fully enclosed outdoor play area is located to the side of the premises.

Staffing

Twelve members of staff are employed to work in this service, 11 of whom work directly with the children. Included in the total number of staff are 2 co-managers who are responsible for the daily operations of the service. Currently, one of the co-managers is based in the ECCE room in the morning and afternoon session. The other co-manager supports staff in the rooms if needed. On the day of inspection, the company's Quality manager was present in the service and remained on the premises for the duration of the inspection. One staff member is currently on statutory leave. Two adults present and working with the children on the day of the inspection were hired through an agency to support adult to child ratios. The registered provider was not present during the inspection and does not work in the service. The company's Quality Development manager joined 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. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations 9, 11, 16, 19, 23 and 25. However, on inspection additional non-compliances were identified under Regulation 29. These findings are outlined within the relevant regulation within this report.

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.

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

(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.

(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 co-manager was the designated person in charge of the service and the other co-manager was a named person available to deputise when required.

(b) Both co-managers were present on the premises when the inspectors arrived unannounced on the morning of the inspection. One co-manager was office based and in charge of the charge of the service, and the other co-manager was part of the adult to child ratio for the duration of the inspection.

On the day of inspection, the files for 13 employees were reviewed including the quality manager's file as they were present in the service. The files for 2 adults who were hired through an agency were also reviewed.

(2)(a)&(b) Two written and validated references were available for the 13 employees and the 2 agency staff members.

(c) Garda vetting disclosures were available for 13 employees and 2 agency staff members. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) International police vetting was available in relation to 7 adults, including the agency staff members, whose files indicated that they had resided outside of the Irish jurisdiction for more than 6 consecutive months as adults.

(4) Documentary evidence was available to confirm that 12 employees and 2 agency staff members whose files were reviewed and who work directly with the children in the service, including the service manager and quality manager, held an appropriate childcare qualification at Level 5 or higher on the National Framework of Qualifications or a qualification deemed by the minister to be equivalent. The quality manager also held a relevant childcare qualification and spends time in care room as part of their role in providing staff with quality development support.

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) On the day of inspection there was an adequate number of staff members working directly with the children attending the service.

(2) The adult to child ratios were correct in the service when the inspectors arrived unannounced at 9.15am and remained so throughout the inspection.

The following adult to child ratios were observed during the inspection:

- In the Discoverers room there were 7 children aged 1 year 1 months to 1 year 10 months being cared for by 3 staff members. One child was collected at 10.30am leaving 6 children with 3 adults for the duration of the inspection.
- In the Explorers room there were 9 children aged 2 years 5 months to 3 years being cared for by 2 core staff members and 1 agency staff member.
- In the Active Cubs room there were 18 children aged 3 years to 4 years 11 months, all attending on a part-time or full day care basis, being cared for by 3 staff members.
- In the ECCE room on the morning of the inspection there were 18 children aged 3 years 3 months to 5 years 2 months being cared for by 2 core staff members and 1 agency staff member. Sixteen of these 18 children were attending the service on a sessional basis and the remaining 2 children who were attending on a full day care basis were accommodated in the Active Cubs room during the afternoon. In the ECCE room on the afternoon of the inspection there were 8 children aged 3 to 5 years attending the service on a sessional basis being cared for by 1 staff member.

(8)(a) The registered provider ensured that 2 adults were present on the premises at all times, verified by staff rosters and staff attendance records maintained at 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:

- (a) the name, position, qualifications and experience of the person in charge and of every other employee, unpaid worker and contractor;*
- (b) details of the class of service and the age profile of children for which the service is registered to provide services;*
- (c) details of the adult:child ratios in the service;*
- (d) the type of care or programme provided in the service;*
- (e) the facilities available;*
- (f) the opening hours and fees;*

(g) the policies, procedures and statements the service is required to maintain in accordance with Regulation 10;

(h) details of attendance by each pre-school child on a daily basis;

(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) A parent information pack is made available to parents from the company's website and contains the information specified in sub-sections (b) to (g) in this regulation.

(h) Details of children's daily attendance including arrival and departure times were recorded digitally on a childcare software application in each care room.

(i) A staff roster was maintained on a daily basis and available for inspection.

(k) The service had a record of the details of accidents, injuries and incidents involving pre-school children. These records were recorded digitally through the use of a childcare software application. The digital record was viewed and signed by parents, and the records provided details of the date and times a record was viewed and signed by a parent.

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

Compliance Information

(1)(a) The following observations were made on how each child's learning, development and well-being was facilitated within the daily life of the service.

Basic needs:

- Staff members were observed to sit with and chat to the children in a relaxed atmosphere at snack and meal times. Children who were able were encouraged to feed themselves and assistance was provided by staff members as required, with plenty of time allowed for the children to eat without rushing.

- Children had their nappies changed regularly and when needed with a record maintained and shared electronically with the relevant parents.
- Individual child-led sleep routines were facilitated in the Discoverers room and all children aged less than 2 years who required sleep or showed signs of tiredness were facilitated to sleep in a standard cot on the day of inspection. The children in the Explorers room slept on sleep mats after lunch.
- The children were facilitated to engage in outdoor play on the day of inspection, dressed appropriately for the cool weather conditions.

Supporting relationships around children:

- The staff members were observed engaging positively with the children during the inspection, frequently initiating conversations using warm tones of voice.
- Child-led play was facilitated in the service as evidenced in the children being supported and praised in their choice of play activities and when children chose to change or opt out of activities. Children were praised for kind actions, sharing, taking turns and saying please and thank you.
- Staff members engaged and consulted with each other as they organised the daily routine and sharing of tasks.
- The inspector observed that children's transitions were supported in the Active Cubs room and the ECCE room. Verbal strategies including prompts and songs which the children were familiar with were used to inform and prepare children for up-coming activities and movement.

Physical and material environment:

- In each care room, play materials were visible and easily accessible to the children on open shelving at their height.
- The four care rooms were laid out in designated areas of interest including home corners, construction areas, arts and crafts areas, and rest areas equipped with soft matting and cushions for children to take a break from activities and rest if required.
- The Discoverers room contained equipment to provide opportunities for the youngest children in the service to engage in physical activity through self-initiated movement with padded floor mats, covered foam wedges and push-along toys provided to support their gross motor development.

- Family links were nurtured in the service with family photographs displayed in each playroom. The children's individual curricular-themed artwork was also on display, including spring- and Easter-themed pictures and craft work.
- A suitable range of books was provided in each care room which supported the children's language development and facilitated the children to select their preferred books during the day.
- The fully enclosed outdoor play area was accessed directly from the Explorers room and from an external fire escape leading from the two care rooms on the first floor. The area was surfaced in artificial grass, including a section which was sloped upwards onto a standing platform with attached slide and tunnel underneath. Other play equipment included a large lidded wooden sand pit, an outdoor wooden kitchen, a raised digging bed, ride-on and push-along toys, balance beams and large interconnecting blocks.

Non-Compliance Information

(1)(a)

1. A number of children in the ECCE room were observed to need greater support and more consistent approaches from the staff members to regulate their emotions and build play skills. For example, at 11.20am two children began knocking chairs over, repeatedly causing the chairs to crash loudly to the floor. For 15 minutes the staff members present failed to re-direct the children towards an alternative meaningful play activity until the service co-manager entered the room, recognised the chaotic atmosphere that prevailed and that the noise levels were raised to an uncomfortable level, and promptly brought the children outdoors to play in the garden. These children were immediately observed engaging enthusiastically and appropriately in physical activity and play on the outdoor play equipment and displayed no further indication of emotional dysregulation for the remainder of the session.
2. A child in the ECCE room needed additional support from the staff members to facilitate their optimal participation in the ECCE programme. However, the documented individualised plan in place for the child was undated and had not been updated or revised since its formation even though the document outlined that monthly reviews would be undertaken.
3. In the Explorers room the children's access to materials and equipment and the provision of appropriate activities was impacted from 11.40am until lunch was served from 12.00pm due to 2 staff members preparing sleep mats for use after lunch. There were 9 children present in the room with 2 adults. Both adults were placing sheets and blankets on sleep mats and laying the mats on the floor. As sleep mats were laid down throughout the room, some materials and toys were not accessible and floor space to play became limited.

During this time, children were observed to be unoccupied and therefore began running in the room and throwing small plastic balls. At one point, at 11.45am, a child fell over the feet of an adult preparing a sleep mat and banged their head. This accident was later recorded in the accident logs. This practice of preparing the room for sleep time 20 minutes in advance of lunch impacted on the children's opportunities for play, movement and well-being.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

1. The service states that an investigation was carried out on foot of this incident and the company took appropriate action. Expectations were set for colleagues to support children to regulate their emotions and build play skills in a consistent manner under the services 'Supporting Children' policy. An extra educator was approved under the Access and Inclusion Model for this room. A recruitment advertisement has been in place since September 2023 and to date the position has not been filled due to lack of applications. The company's recruitment coordinator is currently actively recruiting to fill the position. The company funds an extra educator in this room where possible
2. Management stated that they are aware of the support requirements for this child. They stated that the child's individualised support plan was updated on the 06/02/2024. It was an oversight that the date was not written on the plan. The Quality Manager provided training and support to staff on strategies, environment set-up, resources and materials in January 2024 and February 2024. Support for this child was reviewed in line with the Supporting Children policy and a support visit from an Early Years Specialist from Better Start was requested to review the support currently being offered to this child. The specialist spent time in the room role-modelling supports and strategies with staff. The specialist met with staff in the room to go over goals and strategies for the child.
3. Management has stated that they met with the staff from the room and discussed the issue during a staff meeting. The Quality Manager made support visits to the room. The importance of children's accessibility to resources and materials to their holistic learning and development was highlighted. The practice around this lunchtime/sleep time transition has changed and staff now prepare children's sleep mats as each child is ready for rest.

Preventive Action

1. Training will be provided by the Quality manager on providing further support to children and on adopting more consistent approaches for children to regulate their emotions and build play skills. The manager remains available to be an extra support in this room when required.
2. The staff will continue to update the Quality manager and the Early Years Specialist around supporting this child. Progress will be reviewed regularly and the processes under the Supporting Children policy will be followed accordingly.
3. Management will supervise and monitor routines and practice to ensure our practice is responsive to children's needs.

Supporting documentation submitted

Copy of the Supporting Children policy

Documentary evidence of support plans with the company Quality manager

Evidence of professional development training

Logs of Better Start visits

Copy of training materials used with the team

Summary Comment

The inspector has reviewed and accepted the actions and evidence submitted. The non-compliances identified under Regulation 19 (1)(a) have been adequately addressed.

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 doors and gates leading into the premises were appropriately secured to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises.
- The kitchen was inaccessible to the children during the inspection.
- The internal staircase was well lit and in a good state of repair.
- Cleaning agents were stored safely out of the reach of children.

Infection Control:

- The service's nappy changing policy was observed to be implemented when staff members changed children's nappies.
- Thermostatically controlled warm water, liquid soap and paper towels were available at all the sinks throughout the service.
- Staff members and children were observed regularly washing hands at appropriate times, such as, following nappy changes, before handling food and after messy activities such as painting. Children who used the toilet independently in the Active Cubs room and the ECCE room were heard being gently reminded by staff to wash their hands afterwards.
- The service implemented effective soother management procedures. Soothers in the Discoverers and Explorers room were stored individually in labelled and lidded tubs and sterilised daily in microwave sterilisers.
- The care rooms, play equipment and materials were generally in a clean and hygiene condition.

Administration of Medication:

- Medications were stored out of the reach of children. No children were observed having medication administered on the day of inspection.

Safe Sleep:

- Based on a review of sleep logs maintained in the service and on the practice observed during the inspection, sleep checks were carried out at least every 10 minutes, noting each child's position, colour and breathing pattern. The record of each sleep check was recorded digitally using a software application. Hard copy sleep check lists were available for times when the digital records were not accessible.
- The cot mattresses provided in the standard cots and foldable cots were in good condition and covered with a waterproof material.
- Adequate space of at least 50cm was left between the cots in the sleep room and between the sleep mats set up in the Explorers room after lunch.
- The temperature in the sleep room was monitored and maintained within the safe sleep temperature range of 16 - 20°C.

Fire Safety:

- The designated emergency exit doors on the ground floor were clear and unobstructed.

Non-Compliance Information

General Safety:

1. In the cot room, soft play equipment such as large PVC covered foam filled shapes and bolsters were stacked and stored next to a cot in the recessed area in which the cot was positioned. The play equipment was close enough to the cot that a child could pull items into the cot causing injury or knock to the floor creating a trip hazard. A similar non-compliance was identified during the last inspection on 23/03/2023.

Fire Safety:

2. The designated emergency exit doors leading from the ECCE room and also from the Active Cubs room on the first floor had stair gates fitted on the inside of both door frames. This was at variance with safe practice and also contravened the notices attached to the inside of the doors which stated, 'Please keep this fire door clear at all times.' The stair gates could potentially cause delay in evacuating the building in the event of an emergency. The inspector was informed by a staff member that the purpose of the stair gates was to facilitate the doors to be left open when required to enhance ventilation and reduce the room temperatures. It is acknowledged that the stair gates were removed by staff members on the evening of the inspection, leaving the emergency exit doors clear and unobstructed, as evidenced in photographs submitted by the manager of the service to the Inspectorate.
3. A large plastic play tray with tubular steel legs, a doll's pram and a number of chunky wooden wedges were stored at the top of the external stairs leading from the ECCE room and the Active Cubs room down to the garden. The positioning of these items could potentially cause delay in evacuating the building in the event of an emergency. It is acknowledged that the items were removed by staff members during the course of the inspection, leaving the route clear and unobstructed. A similar non-compliance was identified during the last inspection on 23/03/2023.

Action submitted by the Registered Provider

Corrective Action

General Safety:

1. Management stated that following the inspection they removed the items above from the cot room. Management spoke to staff during the next staff meeting regarding the importance of keeping that area free from storing items.

Fire Safety:

2. Management stated that following the inspection the stair gates were removed. Practice regarding the use of the fire exits has been modified to ensure the exits will not be obstructed. Staff will continue to monitor room temperatures and use the air-condition units accordingly.
3. Management stated that the items were removed from top of external stairs during inspection. Management spoke to all staff during a staff meeting about the importance of keeping that area free from obstruction.

Preventive Action

1. Management to carry out regular checks of the cot room to ensure nothing is stored there.
2. Management will do regular checks to ensure the fire exits are not obstructed. Staff will record and monitor the room temperatures and inform management of any issues.
3. Management will carry out regular checks to ensure items are not stored on external stairs.

Supporting documentation submitted

General Safety:

Copy of staff meeting agenda with safety issues above as topics for discussion
Photographic evidence of cot room free of storage

Fire Safety:

Photographic evidence of stair gates removed from both exits were received following the inspection
Photographic evidence of clear stairs landing

Summary Comment

It is acknowledged by the inspector that management took action to remove the stair gates from the fire exits immediately following the inspection. The inspector received photographs as evidence of this action by the end of the day.

The actions and evidence submitted to address the non-compliances identified under Regulation 23 have been reviewed and accepted. The non-compliances identified under Regulation 23 have been adequately addressed.

Part VI - Safety

Regulation 25 - First aid

(1) A registered provider shall ensure that a person trained in first aid for children is, at all times, immediately available to the children attending the pre-school service.

Compliance Information

(1) Following review of staff files, it was evident that the registered provider ensured that there was a member of staff trained in First Aid Response (FAR) on the premises at all times.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-

- (c) kept adequately lit, heated and ventilated*
- (d) cleaned, maintained and repaired, as required, and*

Non-Compliance Information

(c)

1. The ambient temperatures in the ECCE room were above the optimum care room temperature of 18-22°C during the inspection, as detailed in table 1.1 below. These temperatures posed a risk in relation to the safety and comfort of the children accommodated in the care room. The inspector was informed by a staff member working in this care room that higher than optimal room temperatures occurred on a regular basis despite the use of the air conditioning unit provided in the room.

Location	Air Temperature	Time recorded
ECCE room:	22.9°C	11.40am
	26.1°C	11.55am
	24.3°C	2.35pm

Table 1.1 Air temperatures in ECCE room on 20/03/2024.

(d)

1. Two wall-mounted soap dispenser stands in place at the wash hand basins in the sanitary accommodation adjacent to the Active Cubs room were in an unhygienic condition as heavy accumulations of grime and dirt particles were evident on the base surfaces. Additionally both stands were broken with most of the outer plastic casings missing and sharp edges exposed which could potentially cause an injury to a child. It is acknowledged that these soap dispensers were removed on the evening of the inspection following the closing meeting as evidenced in photographs submitted by the manager of the service to the Inspectorate.
2. The wooden casing fitted to enclose a wash hand basin in the sanitary accommodation adjoining the ECCE room was in poor condition, with the inner pulp fibres exposed and swollen from added moisture, particularly along the top edge. The surfaces could not be adequately cleaned.
3. The enclosed space beneath the fire escape in the outdoor play area was cluttered with two discarded air conditioning units and separate wire grid covers, electric cables, a full-sized wheelbarrow, a metal-framed seesaw, cardboard packaging, waste timber, soil and weeds which posed a risk of harbourage for pests.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

(c)(1) The company has stated that management and maintenance teams arranged for a technician to come and service the air condition units. This service took place on the 17/04/2024 and technicians made an adjustment to the system. Management have spoken to staff to ensure they alert management if there is any further issue.

(d)

1. Following the inspection both wall-mounted soap dispensers were removed from the bathroom. Hand soap provided at the sinks.
2. Following the inspection, our maintenance team, removed the old casing and fitted a new casing enclosure around the wash basin in the sanitary area.
3. Following the inspection all items were removed from the space.

Preventive Action

(c)

1. Staff to monitor the temperature in the room and alert management if there is any further issue.

(d)

1. Hand soap will now be placed at the children's level by the sink.
2. Management will carry out regular checks to ensure the woodwork is in good condition.
3. Items will not be stored in that space again and management will do regular checks.

Supporting documentation submitted

Copy of staff meeting agenda with safety issues above as topics for discussion

Copy of visitor log to evidence air condition technician visit to the service

Photographic evidence of removed soap dispenser

Photographic evidence of repaired sink casing

Photographic evidence of items removed from the enclosed outdoor space

Summary Comment

It is acknowledged by the inspector that management took action to remove the mounted soap dispensers immediately following the inspection. The inspector received photographs as evidence of this action by the end of the day.

The actions and evidence submitted to address the non-compliances identified under Regulation 29 (c) and (d) have been reviewed and accepted. The non-compliances identified under Regulation 29 have been adequately addressed.