

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015WD005		
<b>Name of Service:</b>	Respond Early Years Service, Tramore		
<b>Address of Service:</b>	Ard an Ghleanna, Upper Crobally, Tramore, Co. Waterford		
<b>Eircode:</b>	X91 AWD0		
<b>Name of Registered Provider:</b>	Lisa O'Rourke		
<b>Service type:</b>	Part Time		
<b>Date of Inspection:</b>	12/11/2025		
<b>No of pre-school children:</b>	AM	19	PM n/a
<b>Address of the Early Years Inspectorate:</b>	Community Care Building, Cork Rd., Waterford City.		
<b>Inspection undertaken by:</b>	A. Bradshaw		
<b>Title:</b>	Early Years Inspector		
<b>Authority to Inspect</b>			
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>	Not applicable		

### Description of service

Respond Early Years service is a purposely built preschool service on the outskirts of Tramore town. The service has two care rooms, the Preschool room and the Toddler room, each with a sanitary area. The Toddler room has an adjacent additional room which can be used for planned small group activities. An office and parent room are on the first floor. There is also an additional room on this floor, which is used to facilitate activities and courses offered to support parents.

The service is registered to offer part-time care for up to 34 children aged from 2 to 6 years. The operating hours are from 09:00 to 14:00.

School-age care is also available.

### Staffing

The service employs 12 staff members, including 2 off-site managers. On the day of the inspection, there were seven staff members caring for the children. The designated person in charge was not rostered to work directly with the children but was available to offer support if required.

### 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/ premises and facilities. The inspection focused on examination of compliance under the following regulations:

Regulation 9 – Management and Recruitment;  
Regulation 11 – Staffing Levels;  
Regulation 15 – Record of Preschool Child;  
Regulation 16 – Record in Relation to Pre-School Service;  
Regulation 17 – Information for Parents;  
Regulation 20 - Facilities for Rest and Play;  
Regulation 25 – First Aid;  
Regulation 26 – Fire Safety Measures;  
Regulation 28- Insurance.

These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under regulation 15(1) – Record of Preschool Child and 16(1)(h)(i)(k) Records of a preschool child.

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 inspector wishes to acknowledge the cooperation of the children, the person in charge, and the staff 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.

(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)(b)(c)

The service had a designated person in charge and a person to deputise if required. There was a clear management structure with the line management included in the parental handbook and displayed in the hallway.

(2)

Following a review of information available on inspection and discussion with the person in charge, the inspector reviewed 12 staff files. The following was available:

(a)(b) Validated references were available for review for 12 staff members.

(c) Garda vetting was available for the staff members. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every 3 years.

(d) Documentation reviewed demonstrated that police vetting was required for one staff member who had resided outside of the country for longer than six months, and this was available for review.

(4)  
On review of the staff files, evidence was available to demonstrate that all staff working with preschool children had achieved 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)(2)  
During the inspection, there was an adequate number of staff working directly with the children. There were 7 staff caring for 19 preschool children. On that day, the person in charge was not rostered to work directly with the children but was available for support if required.

### Part IV – Information and Records

#### Regulation 15 – Record of pre-school child

*(1) A registered provider of a pre-school service other than a pre-school service in a drop-in centre or a temporary pre-school service shall ensure that a record in writing is kept in respect of each pre-school child attending the service containing the following particulars:*

- (a) the name and date of birth of the child;*
- (b) the date on which the child first attended the service;*
- (c) the date on which the child ceased to attend the service;*
- (d) the name and address of a parent or guardian of the child and a telephone number where that parent or guardian or a relative or friend of the child can be contacted during the hours of operation of the service;*
- (e) authorisation for the collection of the child;*
- (f) details of any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention;*
- (g) the name and telephone number of the child's registered medical practitioner;*
- (h) record of immunisations, if any, received by the child;*
- (i) written parental consent for appropriate medical treatment of the child in the event of an emergency.*

#### Compliance Information

A sample of 10 children's enrolment forms completed by the parents was reviewed as part of the inspection process and were found to contain all the information required under parts (a)(b)(c)(d)(e)(f)(g) and (i) of this regulation.

#### Non-Compliance Information

(1)(h) Of the 10 enrolment forms sampled, 9 did not include a record of the immunisations, if any, received by the child.

#### Corrective & Preventive Action submitted by the Registered Provider

##### **Corrective and Preventive Action**

The registered provider stated that all child record forms have been updated to include a specific section titled 'Immunisation status'. This section includes clear information explaining the requirement for immunisation details. All staff have been informed of the update and the necessity to have this information completed and checked at the point of registration.

##### **Supporting documentation submitted**

A copy of the updated form was submitted as evidence.

## Summary Comment

The action submitted by the registered provider has addressed the non-compliance identified on inspection.

## 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;*
- (j) details of any medication administered to a pre-school child attending the service with signed parental consent;*
- (k) details of any accident, injury or incident involving a pre-school child attending the service.*

## Compliance Information

- (1) Information required under parts (a) to (k) was available.

## Part IV – Information and Records

### Regulation 17 – Information for parents

*A registered provider shall ensure that a parent or guardian of a child proposing to attend the service is provided with the information referred to in subparagraphs (a) to (g) of Regulation 16(1).*

#### Compliance Information

A copy of the parental handbook was available to the inspector, and the person in charge provider stated that the parents are emailed a copy of the parental handbook prior to their child’s commencement in the service. The information required as part of this regulation was included in the handbook and/or displayed in the service. An online secure portal was used for two-way communication between the parents and the service.

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

### Regulation 20 – Facilities for rest and play

- (1) Subject to this regulation, a registered provider shall ensure that-
- (a) having regard to the number of pre-school children attending the service, their respective ages and the amount of time they spend on the premises, there are adequate and suitable facilities for each child to play indoors and, where required by these Regulations, outdoors, during the day, and
  - (b) there are adequate and suitable facilities for a pre-school child to rest during the day, and in the case of an overnight pre-school service, during the day and the night.

#### Compliance Information

##### (1)(a)

The two care rooms are well laid out, bright, spacious and warm. Furniture and play equipment were used to define areas of interest, which were well-resourced. Areas of interest included construction areas, home corners, art and craft spaces and small world accessories. The room layout allowed for individual or group play activities. Each room was equipped with a wide variety of materials which reflected the age and stage of development of the children. For example, in the Toddler room, there was a large piece of furniture with allowed children to climb steps or crawl on a slope to promote physical development, and in the Preschool room, there were tables and chairs to accommodate children when completing tabletop activities.

Equipment and toys were displayed on low-level open shelving, which allowed children to access them independently.

Each room had a designated outdoor grassed play area divided by a railing and a gate. The outdoor space had a covered area, which allowed for outdoor play regardless of the weather. Outdoor toys were stored in a shed. There was a planting area in the sensory garden.

(b)  
The pre-school room had comfortable low couches away from the main play area where children could rest or take a break from play. The person in charge stated that the auxiliary room adjacent to the Toddler room could be used if younger children required sleep. Low beds and bedding were available if required. While it is acknowledged that there was no rest or cosy area in the Toddler room, the designated person in charge demonstrated that comfortable couches were on order and awaiting delivery in the very near future.

### 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.*

*(2) A registered provider shall ensure that a suitably equipped first aid box for children-*  
*(a) is safely stored in an easily accessible and conspicuous position on the premises, and*  
*(b) is available to the children attending the pre-school service at all times.*

#### Compliance Information

(1) The registered provider has ensured that a person trained in first aid was available to the children at all times. Four staff members were trained to the first aid responder standard.  
(2)(a)(b) A suitably equipped first aid box was available to the staff and was safely stored in an easily accessible and conspicuous position in each room. A visual display signposted the first aid box also.

### Part VI - Safety

#### Regulation 26 - Fire safety measures

*(1) A registered provider shall ensure that a record in writing is kept of-*  
*(a) any fire drill that takes place in the premises, and*  
*(b) the number, type and maintenance record of firefighting equipment and smoke alarms in the premises.*  
*(4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.*

## Compliance Information

- (1)
- (a) Fire drills were completed monthly, and a written record of these was available on the day. The last fire drill was carried out on the 20<sup>th</sup> of October 2025.
- (b) A maintenance record was available to demonstrate the number, type and maintenance of the firefighting equipment and fire alarms. The maintenance was carried out on the 18<sup>th</sup> of March 2025.
- (4)
- A notice of the procedures to be followed in the event of a fire was displayed in each of the care rooms and at the exits of the building.

## Part VI - Safety

### Regulation 28 - Insurance

*A registered provider shall ensure that the pre-school service is adequately insured.*

## Compliance Information

The service had creche insurance, and the expiry date is 28 February 2026.