

Early Years Inspectorate Regulatory Report School Age Services

TUSLA Identifier:	TU2019DR017SA
Name of School Age Service:	Koener's Kids Afterschool Club
Name of Registered Provider:	Caroline Coen
Address of School Age Service:	St. Raphaela's Primary School Saint Raphaela's Road Stillorgan Blackrock Dublin
Eircode:	A94R7N8

Date of Inspection:	09/02/2026			
Number of school age children present during inspection:	AM	N/A	PM	45
Registration status:	Registered for school age care			
Conditions (if applicable):	Not applicable			

Address of the Early Years Inspectorate	The Brunel Building, Heuston South Quarter, St. John's Road West, Dublin 8.
Inspection undertaken by:	R. Duff A. Spain
Title:	Early Years Inspectors

Early Years Inspectorate Regulatory Report

School Age Services

Authority to Inspect

Tusla's 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).

Description of Service:

Koener's afterschool service is in Blackrock, Co Dublin. The service operates from an adapted building the grounds of St Raphaels National and secondary School. The service is registered to cater for up to 84 children aged 4 to 12 years old. During term time, the service operates from 8:00am to 8:45am and 1:30pm to 6pm Monday to Friday. Outside term time, the service operates from 8am – 6pm.

The children have access to three care rooms on the ground floor of the building: the big pod, middle pod and the 6th classroom. The middle pod is broken into two areas. The children also have access to an outdoor area which was located on the premises. Sanitary accommodation for children is provided in the front hallway and for staff off the 6th classroom. Additional rooms in the service include a kitchen area off the middle pod and a storeroom in the hallway to store toys and cleaning equipment.

Staffing:

There are nine adults employed within the service, including the registered provider. The registered provider works directly with the children.

On the day of inspection, there were seven adults present in the service.

Additional Information:

The inspection was triggered by information which was submitted to the inspectorate.

An Immediate Action Notice was issued to the registered provider on 09 February 2026 due to potential immediate risks identified to children's health and safety. Please refer to Section 58(G) as amended by Part 12 of the Child and Family Agency Act, 2013. A response was received from the registered provider on 10 February 2026.

Legislation

Tusla's Early Years Inspectorate is the independent statutory regulator of School Age Services in Ireland, and its role is to promote and monitor the safety and quality of school age care provision in accordance with the following legislation:

- The Child and Family Agency Act 2013, Part 12.
- Child Care Act 1991 (Early Years Services) (Registration of School Age Services) (Amendment) Regulations 2022.
- The Child Care Act 1991 (Early Years Services) Registration of School Age Services Regulations 2018 (S.I. 575 of 2018).

A school age service means any early years service, play group, day nursery, crèche, day-care or other similar service which:

- a) caters for children under the age of 15 years enrolled in a school providing primary or post-primary education,
- b) provides a range of activities that are developmental, educational and recreational in manner, which take place outside of school hours, the primary purpose of which is to care for children where their parents are unavailable, and
- c) the basis for access to which is made publicly known to the parents and guardians of the children referred to in point (a) above.

It is the responsibility of a registered provider to ensure the safety and well-being of school age children and the above legislation authorises Tusla to assess compliance with the Regulations.

Inspection Methodology:

The inspection is unannounced to assess compliance with the Child Care Act 1991 (Early Years Services) Registration of School Age Services Regulations 2018 (S.I. 575 of 2018), Child Care Act 1991 (Early Years Services) (Registration of School Age Services) (Amendment) Regulations 2022, and the Child Care Act 1991, Section 58 as amended by Part 12 of the Child and Family Agency Act, 2013.

The findings on inspection are gathered through a triangulation method, including:

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

This inspection aims to determine the extent to which service is appropriate for the care, safety,

and wellbeing of children in accordance with the regulations cited above.

Inspection findings are documented in the School Age Services 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 corrected the non-compliance and how they will prevent them 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 CAPA 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.

Acknowledgements:

The inspectors wish to acknowledge the co-operation of the children, registered provider, and staff who were present on the day of inspection.

Summary of Findings:

On inspection, the registered provider was found to be compliant in relation to the following:

- Regulation 8(1)(c) : Vetting disclosures;
- Regulation 9(1) (2): Staffing levels;
- Regulation 10: Policies
- Regulation 12: Insurance.
- Regulation 13: Complaints
- Section 58(G) of the Child Care Act 1991 as amended.

The registered provider was found to be non-compliant in relation to the following;

- Regulation 7: Notification of change in circumstances;
- Regulation 8(1)(a)(b)(2) : Vetting disclosures;
- Regulation 9 (4): Staffing levels;
- Section 58(G) of the Child Care Act 1991 as amended.

Conclusion and follow up actions: The actions and evidence submitted by the registered provider, in their corrective and preventive action plan for Regulation 7, 8, 9 and Child Care Act 1991, Section 58(G) as amended by Part 12 of the Child and Family Agency Act, 2013, have adequately addressed the non-compliance identified on inspection.

Regulation 7: Notification of change in circumstances

(1) A registered provider of a school age service shall, subject to paragraph (2), notify the Agency in writing of any proposed change in the details in relation to the school age service contained in the register pursuant to section 58C (2) of the Act or Regulation 6(2) or 6(3) at least 60 days before it is proposed that the change would take effect.

(2) Where a registered provider has been unable for good and proper reason to notify the Agency within the time specified in paragraph (1) of a change in the details in relation to the school age service contained in the register pursuant to section 58C (2) of the Act or Regulation 6(2) or 6(3), the registered provider shall notify the Agency in writing of the change as soon as possible thereafter.

Regulatory Requirement not met

The service was operating outside their registration status and did not notify the inspectorate of a change in person in charge as follows:

On arrival at the service at 1:40pm the person in charge as notified to the inspectorate was not present, a deputy person in charge had not been assigned. The inspectors were informed that the person in charge and the registered provider would arrive at 2pm. Through discussion with the registered provider, they stated that a second person in charge had been appointed from 1:30pm. However, this was not notified to the inspectorate, and the person present on the inspectors' arrival was not aware of their additional responsibilities.

Corrective & Preventive Action Response submitted by the Registered Provider

The registered provider has submitted a change in circumstances notification to the inspectorate to notify in writing of a new person in charge. Documentation has been submitted to the inspectors for review.

Summary of Findings

The regulation has been met.

Regulation 8: Vetting disclosures

- (1) A registered provider of a school age service other than a childminding service 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*
- (2) The procedures specified in paragraph 1 shall be carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the school age service.*

Regulatory Requirement Met

(1)

Documentation relating to nine staff files was reviewed and the following was in place;

- (c) The required Garda vetting disclosures were available for nine staff members. It was demonstrated that the service adhered to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years.

Regulatory Requirement not met

- (1) The registered providers did not take all reasonable measures to safeguard the health, safety and welfare of children attending the service. From a review of the nine staff files, the following files were not available;
- (a)(b) Nine adults did not have validated references on file for review.

(2) It was demonstrated that the required documentation (1)(a)(b) was not in place prior to nine adults being appointed, assigned or allowed access to or contact with a child attending the school age service

Corrective & Preventive Action Response submitted by the Registered Provider

(1)

- (a)(b)The registered provider has stated that written and validated references are now in place for all staff members working in the service. A new checklist system has been developed to ensure that all necessary checks will be carried out in advance of a staff member commencing employment. Evidence has been submitted to the inspector for review.

Summary of Findings

The regulation has been met. This regulation will be assessed on next inspection.

Regulation 9: Staffing levels

- (1) Subject to this Regulation, a registered provider of a school age service other than a childminding service shall ensure that there is at all times an adequate number of competent and suitable adults on the premises while the service is operating.*
- (2) Without prejudice to paragraph (1), a registered provider of a school age service other than a childminding service shall ensure that there is a minimum ratio of 1 adult to 12 children at all times while the service is operating.*
- (4) A registered provider of a school age service shall ensure that the school age children attending the service are appropriately supervised at all times.*

Regulatory Requirement Met

- (1) At 1.55pm, 2 staff cared for 6 children in one section of middle pod while 2 other staff cared for 7 children in the second section of the middle pod room. An additional staff member was floating in the service. At 3.40pm, 3 staff members cared for 19 children in the middle pod rooms and 2 staff member cared for 14 children in the big pod, staff members in the big pod also had responsibility for the 6th class room where 5 children were present. At 4.30pm, 5 staff members in the service cared for the remaining 30

children present. A review of the register of children's attendance for the service confirmed that the maximum number of children in attendance in the service was 60 children.

- (2) The minimum ratio of 1 adult to 12 children was maintained on the day of inspection. A review of the children's attendance records the week of 26-30 January 2026 as submitted by the registered provider on 10 February 2026 confirmed that the maximum number of children in attendance in the service at any one time was 60 with 6 staff members present.

Regulatory Requirement not met

(4)

Children in the 6th class pod were not supervised at all times during the course of the inspection.

During the inspection, the following was observed;

- At 2:30pm, 2 children were in the room with no staff member present and the door leading to the big pod was closed.
- At 2.55pm, 2 children were in the room with no staff member present and the door leading to the big pod was closed.
- At 3.10pm, 2 children were in the room with no staff member present and the door leading to the big pod was closed.
- At 3.40pm, 5 children were in the room with no staff member present and the door leading to the big pod room was closed.

It was acknowledged that the registered provider advised in an email received on 10 February 2026 that the children in the 6th class pod are being supervised and the door to the room is being consistently left open.

Corrective & Preventive Action Response submitted by the Registered Provider

The registered provider has stated that the door of the sixth-class pod remains open now at all times. Children are now constantly supervised. In addition, the service has installed CCTV in the area for added supervision.

Summary of Findings

The steps as outlined by the registered provider meets regulation. This regulation will be assessed on next inspection.

Regulation 10: Policies of a school age service

A registered provider of a school age service shall ensure that the policies and statements specified in Schedule 6 are in place for the service.

Regulatory Requirement Met

The inspection included a review of the statement of purpose and function, dropping off and collection policy, complaints policy, staff training and induction and behavioural management. The policies reviewed were observed to be in keeping with the requirements of Schedule 6 of this regulation.

Regulation 12: Insurance

A registered provider shall ensure that the school age service is adequately insured.

Regulatory Requirement Met

The service had insurance cover for a maximum of 84 children in daily attendance in a school age service. Insurance cover was valid from 28 March 2025 to 27 March 2026.

Regulation 13: Complaints

- (1) A registered provider of a school age service other than a childminding service 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 of a school age service other than a childminding service shall ensure that—
- (a) a record in writing is kept of a complaint made to the provider in respect of the school age 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.
- (4) A registered provider of a childminding service shall ensure that the parents or guardians of children attending the service are aware of the service's complaints policy.

Regulatory Requirement Met

1)(b)(c)

The service had a complaints policy in place which was forwarded to the inspectors for review. The policy detailed how the service would manage a complaint received to the service and outlined how the person(s) would be kept informed of how the complaint was managed within the service. It was outlined that parents are provided a copy of the service's complaints policy.

(2)(a)

The service's policy outlined that the service would retain the record of complaint and the timeframe of retention.

(3)

In discussion with the registered provider of the service, it was confirmed that the service has not received a written complaint. Therefore, records were not available for review.

Child Care Act 1991, Section 58(G) as amended by Part 12 of the Child and Family Agency Act, 2013

It shall be the duty of every person providing an early years service to take all reasonable measures to safeguard the health, safety and welfare of children attending the service and to comply with regulations made by the Minister under this Part.

Regulatory Requirement Met

On arrival at the service the younger children were observed to be engaged in a variety of age-appropriate activities in their room. The activities the children took part in were varied throughout the day and reflected the children's stage of development. For example at 2pm, children were observed colouring with markers, pencils and crayons, reading books and playing with small toys on the floor. When children arrived from school, they were offered a hot meal consisting of sausage rolls, beans/ spaghetti, toast, crackers and fruit. At a later part of the day children engaged in an art activity with a member of staff while other children chose to play freely. Children completed homework independently and with the support of the staff. The staff members were observed to move freely between the different groups of children and provide the children with guidance and support, as required. Children were also observed to move around the service to avail of alternative activities. Interactions between staff and children was observed to be friendly, supportive and consistent.

Regulatory Requirement not met

1. An Immediate Action Notice was issued to the registered provider on 09 October 2026 as it was deemed there was a potential immediate risk to the safety of children occupying two rooms where unguarded heaters were in use. A response was received from the registered providers on the 10 October 2026 which mitigated the risk. The following was observed on inspection;
 - The unguarded heater in the middle pod had a surface temperature of 85.4°C.
 - The second unguarded heater in the middle pod had a surface temperature of 69.7°C
 - An unguarded electric heater plugged in in the 6th Class pod had a surface temperature of 98.9°C. It was acknowledged in the response to the immediate action notice received from the registered provider on 10 February 2026, it was advised that all radiators posing a scald risk to children were turned off, a company was secured to cover all radiators that

pose a risk to children on 11 February 2026 during hours when children are not present in the service and the electric heater in the 6th class pod had been taken away and placed in the locked store room.

2. Children were not routinely signed in and out of the service at arrival and departure times on the day of inspection. A list containing names of children expected on each day was in use, this was not updated as children arrived or departed. On the day of inspection, two six class children arrived late to a side door entrance to the service followed by a third child who also walked to the service. This could pose a risk to the safety of children for example in the event of a fire and the necessity to evacuate the service in an emergency situation. The registered advised by email on 10 February 2026 that a new sheet will be devised by the service to routinely records children's arrival times daily.

Corrective & Preventive Action Response submitted by the Registered Provider

The registered provider has stated:

2. The radiators in the middle pod are now protected by radiator covers. The electric heater was removed on the day of inspection and has not been used. Photographic evidence was submitted to the inspectors for review.
3. The staff members are now routinely signing children in and out of the service using a newly developed template. A new electronic system is also being considered for recording attendance. Evidence has been submitted to the inspectors for review.

Summary of Findings

The steps as outlined by the registered provider meets regulation. This regulation will be assessed on next inspection.