

Early Years Inspectorate Regulatory Report School Age Services

TUSLA Identifier:	TU2020DY046SA
Name of School Age Service:	Tigers Childcare
Name of Registered Provider(s):	Therese Nolan
Address of School Age Service:	C/O St. Vincent's Primary School Philomena Road Glasnevin Dublin 11
Eircode:	D11 HX78

Date of Inspection:	5 March 2025
Number of school age children present during inspection:	PM 32
Registration status:	Registered
Conditions (if applicable):	Not applicable

Address of the Early Years Inspectorate	Early Years Inspectorate 180-189 Lakeshore Drive Airside Business Park Swords Co Dublin
Inspection undertaken by:	M. McDonnell A. Spain
Title:	Early years inspectors

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:

Tigers Childcare service is located in a two-storey primary school building in a residential area of Dublin. The school age service cares for children aged 4 to 15 years old. The service is in operation term time only between 7.30 to 9.00am for breakfast club and 1.30 and 6.00pm for after school. The children have access to two classrooms located at ground floor level with access to an outdoor area on the premises. Sanitary accommodation for use by children and staff is available outside of the rooms. Staff have access to a kitchen located at first-floor level. A sessional pre-school service is registered to operate from the same location at different times to the afterschool service.

Staffing:

The school age service is staffed by seven adults, including a manager to oversee the service's day to day running and provide relief cover if required. The registered provider does not work directly in the service.

Additional Information:

This inspection was triggered following information received by the Inspectorate.

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:

- caters for children under the age of 15 years enrolled in a school providing primary or post-primary education,
- 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
- 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.

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The contents of the report are compiled by the Inspectorate body.

Acknowledgements:

The inspectors wish to acknowledge the co-operation of the children, an area manager, person in charge, and staff who were present on the day of inspection.

Summary of Findings:

On the day of inspection, the registered provider was found to be compliant in:

- Regulation 8: Vetting disclosures;
- Regulation 9(1)(2)(4): Staffing levels;
- Regulation 10: Policies etc. of school age service;
- Regulation 12: Insurance;
- Regulation 13(1)(a)(b)(c)(2)(a)(b)(3)(a)(b): Complaints;
- Child Care Act 1991, Section 58(G) as amended by Part 12 of the Child and Family Agency Act, 2013.

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*
- (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.*

(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

The inspectors reviewed the staff files of the seven staff members and a student. There were two written and validated references from past employers held on file in respect of the seven staff members working in the service. A validated reference from a past employer and a validated reference from a source other than a past employer were held on file in respect of a student on work experience in the service.

A Garda vetting disclosure was held on file in respect of all the staff members and the student in the service. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years. International police vetting was available in respect of three staff members who had lived outside of the state for over six consecutive months as adults.

Records furnished to the inspectors confirmed that all of the necessary vetting procedures specified in paragraph 1 were conducted prior to the appointment of staff to work in the service.

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

There were 5 staff members working with 32 children.

On the inspector's arrival to the service the staff were observed helping children with their homework and they provided indoor activities such as colouring, games and construction blocks.

During the inspection, the children were observed being appropriately supervised in the outdoor area, playing football, playing running games and colouring.

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 service's 'supporting children's social behaviour, emotional regulation and wellbeing' and 'compliments, comments & complaints' policy were reviewed. These documents contained the required information as per Schedule 6 of the regulations to support staff in their practice.

Regulation 12: Insurance

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

Regulatory Requirement Met

An insurance certificate was available which demonstrated that the service could provide care for 48 children. The insurance was valid from 28 March 2024 to 27 March 2025.

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

The compliments, comments & complaints policy detailed the procedure for making formal complaints. The policy detailed how verbal and written complaints would be dealt with and how a complainant would be kept informed of the complaints procedure and the appeals process. The

service also had a complaints policy and procedure available to staff members and this was easily accessible within the service.

The registered provider had details of a recent complaint which had been recorded and processed in line with the service's complaints policy.

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

1. Children were observed interacting positively with staff members and chatting to them about their school day and homework. The staff spoken with were familiar with positive behaviour management strategies and gave examples of how they included children in solving problems that arose in the service. When children were transitioning from indoor to outdoor play and back again the staff used calm tones and engaged with the children to support positive behaviour. For example, a staff member acknowledged and praised a child for playing nicely with their peers.
2. The staff and children spoke of being involved in the planning of activities. Children were given a choice of playing indoors or outdoors with some children completing activities after their homework inside, whilst their peers played outside. The children spoke to the inspector about activities they liked doing which included playing football, basketball and colouring.
3. A member of the management team discussed a recent incident which had been investigated and dealt with in line with relevant service policies. A sample of staff spoken with were aware of these policies and there were records demonstrating that staff had received child protection training and were familiar with the service's complaints procedure.

4. The staff members and management staff discussed induction, supervision and team meetings used to support the staff in their practice. A staff member discussed their induction process including being furnished with relevant policies and shadowing other staff members. A staff member discussed a recent team meeting in which they had been able to request new equipment. The records of this meeting and the new equipment were available for the inspectors to review. The inspectors were furnished with records of the training and induction all staff in the service engage in on taking up appointment in the service. A sample of records were reviewed which demonstrated that staff received the following ;
- Online training on the service policies and procedures.
 - Shadow practice training on-site in the service.
 - An induction workbook to follow up on as shadow practice progresses with the staff members.
 - Weekly support and supervision meetings during the first four weeks of working in the service.