

Early Years Inspectorate Regulatory Report

School Age Services

TUSLA Identifier:	TU2021DY021SA
Name of School Age Service:	Respond School Age Service, Island Key
Name of Registered Provider(s):	Lisa O'Rourke
Address of School Age Service:	166 Island Key, East Wall, Dublin 3, Co. Dublin
Eircode:	D03 EW60

Date(s) of Inspection:	16 April 2026
Number of school age children present during inspection:	PM 27

Address of the Early Years Inspectorate	Early Years Inspectorate 180-189 Lakeshore Drive Swords Co Dublin
Inspection undertaken by:	M. McDonnell and L.A. Webster
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:	Respond School Age Service, Island Key is one of several services operated by the registered provider. The service is based in a converted ground floor building in a residential area in Co. Dublin. The service provides care for children aged 4 to 12 years old from 1.25 to 6.15pm. The children have access to three care rooms, sanitary facilities and an outdoor area onsite. There is also a kitchen available. The registered provider also operates a registered part time preschool service on the premises.
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Staffing:

The registered provider does not work in the service. The registered provider employs eight staff members; some staff members work solely with school-age children, whilst some work in the registered pre-school and school age service. Of the eight staff member there is a person in charge who works in a supernumerary capacity.

Additional Information:

This inspection was triggered by 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:

- 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, person in charge, and staff who were present on the day of inspection.

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Statutory Notices		
Notice	Date Served	Detail
Immediate Action Notice IAN1201	16/04/2026	The police vetting required for a staff member was not available. The staff member was on site during the inspection.
Status	Action was taken on the day of inspection, and an email response was provided the day following the inspection. The response included a corrective and preventive action which addressed the statutory notice and these actions were accepted by the inspectorate.	

Summary of Findings:

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

- Regulation 8(1)(a)(b)(c): Vetting disclosures.
- Regulation 10 Policies.
- 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.

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

- Regulation 8(1)(d)(2): Vetting disclosures.

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*

Regulatory Requirement Met

The inspector reviewed the staff files of the new registered provider and three staff members employed since the last inspection in October 2024. There were two written references for the registered provider and two written and validated references available for each of the three staff members from either a previous employer or source other than a previous employer. Garda Vetting disclosures were available for the three staff members and the registered provider. There were also Garda Vetting disclosures available for staff member who had been employed at the previous inspection in October 2024. These were dated within the last three years, demonstrating compliance with the Renewal of Garda Vetting regulatory notice. Documentation available demonstrated that police vetting was not required for the registered provider or one staff member and was available for one of the other new staff members.

Regulatory Requirement not met

(1)(d) See Statutory Notice section in relation to Immediate Action Notice IAN1201 served.

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)(2) There were 3 adults working with 27 children. One adult was with 11 children in room 1 and 2 adults were with 16 children in room 2. A review of a sample of children's attendance in April, March and February 2026 and staff sign in sheets, demonstrated that there was the correct ratio of staff available to the children.
- (4) On the inspector's arrival 4 staff members were observed supervising 15 children on the walk from the local school. A later collection involved two staff members and seven children. On the children's arrival to the service from both collections children were given the opportunity to play in the outdoor area. Staff members were observed supervising children by intervening in small disagreements and providing play opportunities. When the older children left the garden to go to their room they had to walk outside the service and effective supervision was observed with headcounts and reminders of safety rules.

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 registered provider ensured that the complaints policy, drop off and collection policy and the behaviour management policy were available on site for staff.

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 attendance of children in the service. Insurance cover was valid from the 28 March 2026 to the 27 March 2027.

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.*

Regulatory Requirement Met

The complaints policy detailed the procedure for making a complaint, which included complaints from staff members and children. The policy detailed how verbal and written complaints would be dealt with, recorded and how a complainant would be kept informed of the complaints procedure and specified timelines for responses. The inspector was able to review a record of a recent complaints and correspondence with the complainant in line with the service's 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

During the inspection, the inspectors observed the health, safety and welfare of children being supported by the following:

- Staff members spoken with stated they were aware how to identify child protection concerns and the reporting procedures which needed to be followed. There were documents available to demonstrate that safeguarding procedures had been implemented in the service.
- Staff members responded kindly to children when dealing with behaviour management issues which arose during the inspection. Staff members were clear about the rules, some of which, were displayed in the rooms. The staff members spoke of some challenges regarding behaviour management. There were documented observations and incidents available to review and these included contact with parents. Staff discussed how they felt supported by management and discussed training which had been provided. There were records of training that had taken place alongside team meetings that had occurred, which staff had described as useful and supportive. Records which were available to review demonstrated that management had responded to a previous situation and had provided practical interventions and support in the service.
- A review of a sample of incident records from July 2025 to March 2026 demonstrated that the preventive action from the last inspection in October 2024 was in place. The records had been signed by parents to ensure they had been informed of incidents which had occurred.