

Early Years Inspectorate Regulatory Report School Age Services

TUSLA Identifier:	TU2022DY011SA
Name of School Age Service:	Hyde & Seek Childcare
Name of Registered Provider:	Siobhán Davy
Address of School Age Service:	1A Millbourne Avenue, Glasnevin, Dublin 9.
Eircode:	D09 W284

Date of Inspection:	26 August 2024	
Number of school age children present during inspection:	AM	1
Registration status:	Registered	
Conditions (if applicable):	N/A	
Address of the Early Years Inspectorate	Brunel Building, Heuston South Quarter, Saint John's Road West, Dublin 8. D08 X01F	
Inspection undertaken by:	A. Bradshaw M.McDonnell	
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:

Hyde & Seek Childcare is one of four school age and pre-school services owned by the registered provider. The service is based in a two-storey building in Dublin city. The registered provider stated that the school age children are accommodated in a room on the first floor. This room is also used by pre-school children in the morning during school term.

The service is registered to accommodate up to 24 children from the age of 4 years to 12 years. During the inspection, there was one school age child present who was being cared for with eight pre-school children.

The service is registered to operate from 7.30 to 8.30am and 1 to 6.30pm. The children have access to an outdoor area at the rear of the building.

Staffing:

On the day of the inspection the registered provider employed three staff members who work directly with the children.

The registered provider works in the service in a supernumerary capacity.

Additional Information:

The inspection was completed on the receipt of information received by the Inspectorate. This service was last inspected on 22 May 2024.

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 year's 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.

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 the 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 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.

Regulatory Requirement Met

(1)

The registered provider had informed Tusla of a change of the person in charge. This change was approved by the Agency on 22 July 2024.

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

(1)(2)

The inspector reviewed the staff file of one staff member who had commenced employment since the last inspection on 22 May 2024.

All documents required were available for review on the inspection day and demonstrated that relevant vetting disclosure procedures were carried out before the staff member began working directly with the children.

The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

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)(4)

On the day of the inspection, one staff member was working directly with one school age child. The inspectors observed appropriate supervision of the child during the 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 inspector reviewed the service's complaints policy, the drop-off and collection policy, and the service's statement of purpose and function. These documents contained 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

The service was insured from 6 January 2024 to 5 January 2025 for 34 children. On the day of the inspection, there was one school age child in attendance.

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

(1)(a)(b)(c)

There was a complaints policy in place which detailed how to make a complaint. This also detailed how verbal and written complaints would be dealt with. Documents available to the inspector demonstrated that a complainant was referred to the relevant person dealing with complaints. The policy referenced how a complainant would be kept informed of the complaints procedure.

(2)(a)(b)

The inspector reviewed the records of complaints on file. Written records and evidence of two-way communication between the service and complainants were available for review on the day of the inspection. The complaints reviewed were dealt with as per the service complaints policy, of the 4 complaints reviewed, 3 of the complaints were responded to in the same format as outlined in the policy. One complaint was responded to via telephone rather than email as received.

(3)(a)(b)

The complaint records were made available for review, and they included the nature of the complaint and how the complaint was dealt with.

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:

- The registered provider discussed the planning process currently in place to prepare for the new term school collection. The inspector reviewed the master sheet of the plan for the school collection for the upcoming new term. The registered provider described how children are collected from various local schools. The drop-off procedure was discussed, and the registered provider stated that children are collected from school and then dropped off at the service where the child is registered. During the discussion, they gave examples of occasions where the child's drop off at the service may be delayed. Examples given included traffic congestion, a child being unwell in the car, a delay at the school or parents looking to speak with the registered provider if she is at another service. The attendance records noted different times of children's arrival to the service which reflected these delays as discussed by the registered provider.
- The registered provider stated that children only attend the service at which they are registered. Evidence of children's attendance was shown to the inspector. The registered provider also stated that the service does not offer a school age summer camp. However, summer camp is offered in a sister service. Several children were enrolled there for the summer months. Evidence of this was shown to the inspector. Parents are informed of this option and evidence of this was available on the day of inspection.
- The service communicates with parents through a digital application, and the registered provider showed the inspector a note to parents regarding the service available to them on the day a school was closed. They also highlighted that if a child attends a sister service during the summer months the child's information is available to the staff in that

service.

- The registered provider stated that each parent of a child attending the service must complete an enrolment form and a creche agreement form. These documents include the requirement for the parent to complete details of the school the child will attend and the days and times the care is required. Also included in this document is the name of three emergency contacts and three people designated to collect the child. In addition, parents are required to include a security password to be used if a non-designated person is required to collect their child. A sample of these completed forms were reviewed by the inspectors. These documents are supported by the Parent handbook which the registered provider stated is available to all parents on registration in the service.