

Early Years Inspectorate Regulatory Report School Age Services

TUSLA Identifier:	TU2022KE008SA
Name of School Age Service:	Tots Creche & Day Care Nursery Ltd
Name of Registered Provider(s):	Annette Akerlind Audrey Murray
Address of School Age Service:	Roseberry Hill Richardstown Newbridge Kildare
Eircode:	W12PK26

Date of Inspection:	14 April 2026			
Number of school age children present during inspection:	AM	Not applicable	PM	19

Address of the Early Years Inspectorate	Early Years Inspectorate Primary Care Centre Church Avenue Tullamore Co Offaly R35K1W4
Inspection undertaken by:	A Spain
Title:	Early Years Inspector

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:

Tots Creche & Daycare Nursery is a combined school age and early years' service located in a residential area of Newbridge, north Kildare. The school age service is operational between the hours of 1.10 and 6.30pm and cares for children in the age range 4 to 15 years. The school age room, located at ground floor level also accommodates a morning sessional service and a breakfast club is provided between the hours of 7.00 and 9.00am. Additional rooms at ground floor level include a baby room, wobbler room, ECCE room, "cruiser room" toddler room, cot room, children's sanitary accommodation and a nappy changing room, staff sanitary accommodation, a kitchen, utility room, and a dry food store room. Rooms at first floor level include a preschool room, an office, a staff room, staff sanitary accommodation and a storeroom. An outdoor play area with an all-weather ground surface and an open-roofed shelter is provided at the back of the service with direct access from all playrooms at the ground floor level.

Staffing:

The school age service is staffed by four staff members. An additional staff member is available in management capacity. A regional relief staff member is also available to the service. The registered providers do not work directly with children attending the service.

Additional Information:

The inspection was conducted in response to 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 inspector wishes to acknowledge the co-operation of the children, the registered provider, 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 relation to:

- Regulation 8: Vetting disclosures,
- Regulation 9(1)(2)(4): Staffing levels,
- Regulation 10: Policies etc of school age service,
- Regulation 12: Insurance,
- Regulation 13(a)(b)(c): Complaints,

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

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

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

Conclusion and follow up actions:

The inspector reviewed the actions and evidence that the registered providers submitted. The non-compliance found on inspection has been adequately addressed. This will be reviewed on the next inspection of the service.

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 inspector reviewed the staff files for the six staff members who work in the school age service and the vetting disclosures for both registered providers and staff members.

(1)(a)

Two written and validated references from past employers were held on file in respect of the six staff members.

(c)

A Garda vetting from the National Vetting Bureau of the Garda Síochána was held on file in respect of the staff six staff members and both registered providers. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years in respect of all staff members.

(d)

Police vetting was held on file in respect of a staff member who had lived outside of the state for over six consecutive months as an adult.

(2)

Records showed that the vetting procedures were conducted prior to the appointment of a new staff member 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

(1)

An adequate number of adults were working directly with the school age children on the day of inspection. Two staff members cared for 10 school age children at 2.05pm in the school age room. Two staff members cared for 19 children at 4.00pm in the service. At 5.00 pm, the two staff members cared for the 13 school age children remaining in the service.

(2)

The registered providers ensured that the minimum ratio of 1 adult to 12 children was maintained for the duration of the inspection.

(4)

Children were observed to be appropriately supervised by both sight and sound while in the playroom in the school age service and when in the outdoor play area.

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 following policies and statements for the service specified in schedule 6 which were in place at the service;

The Child Safeguarding statement,

The Behaviour Management policy,

The Complaints policy,

Staff training and induction policy.

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 120 children in a full day care 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

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

The service had a complaints policy which outlined the procedure for making a complaint, the manner in which complaints were dealt with and the procedure for keeping the complainant informed of the complaint investigation. A child friendly version of the complaints policy was available should a child attending the service wish to make a complaint. The complaints policy outlined the appeals provision, should a complainant wish to appeal the outcome of a complaint investigation.

(2)(a)(b)

The inspector reviewed the record of a complaint in relation to an incident in the service which occurred in March 2026. The complaint was noted to be followed up on in accordance with the service complaints policy.

(3)(a)(b)

The inspector reviewed the record of the nature of the complaint and the minutes of meetings which outlined how the complaint was investigated by the service and all communications carried out between staff working in the service and management in relation to the subsequent investigation.

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

Training records held in staff files confirmed that staff working in the service had received training and copies of the service policies and procedures. The staff working in the school age service confirmed that as part of their induction, they were given the service policies and procedures to

read. Staff were also aware, when queried, that the service policies and procedures were available in the service.

Records held on file confirmed that staff in the service had completed Introduction to Children First training. When queried, the staff in the service were familiar with the relevant designated liaison person for the service and the deputy designated liaison person.

The inspector was furnished with documentation advising that staff members working with school aged children were enrolled in a “Positive Behaviour in School Age Settings” training course to be completed in April 2026. The area manager advised that the service had registered an interest in a Positive Behaviour Level 2 Advanced course to support staff working with school aged children.

The inspector was furnished with a “Behaviour Tick Sheet” introduced by the service to record behavioural issues in the school age service, actions taken, when parents/ guardians were informed and any reviews conducted as a follow-up measure.

The inspector reviewed the support and supervision record used in the service for individual meetings with staff working in the service to support staff in their work and professional development.

Records of accidents and incidents recorded in the school age service were observed to be recorded for 24 March 2026, 1 April 2026 and 1 September 2025. The records were completed in accordance with the accident and incident policy for the service and included remedial measures taken following the incidents.

Regulatory Requirement not met

The children arriving to the service for short intervals before school hours, from two other branches and for subsequent drop off to nearby schools were not routinely signed in and out of the premises. Therefore, the record of attendance did not reflect the children in the room at all times for the morning service. This could pose a risk to both supervision and the safety of the children present.

Corrective & Preventive Action Response submitted by the Registered Provider

The registered provider advised in the response to the inspection report, that a separate register had been introduced in the premises to record arrival and departure times for children arriving for

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short intervals from other branches before leaving to attend school. As a preventive measure, it was advised that a record will be maintained of all childrens arrival and departure times and this requirement has been communicated to service managers to ensure that class registers of attendance are in place. It was also advised that this requirement will be discussed at the next staff meeting scheduled for 12 May 2026.

Summary of Findings

The registered providers have taken action to correct and prevent the recurrence of the non-compliance identified on inspection, the regulatory requirement has been met.