

Early Years Inspectorate Regulatory Report School Age Services

TUSLA Identifier:	TU2024MO012SA
Name of School Age Service:	Tir na Nog Crossmolina Childcare Company
Name of Registered Provider(s):	Jacinta O'Malley
Address of School Age Service:	Bridge Street Crossmolina Co. Mayo
Eircode:	F26 A293

Date of Inspection:	10 December 2025			
Number of school age children present during inspection:	AM	NA	PM	14
Registration status:	Registered			
Conditions (if applicable):	Not applicable			

Address of the Early Years Inspectorate	Early Years Inspectorate, TUSLA Child & Family Agency, Markievicz House, Barrack St, Sligo, F91 XC84
Inspection undertaken by:	K Folan
Title:	Early years inspector

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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:

Tir Na Nog Crossmolina Childcare Company is a not for profit standalone school age service, located in Crossmolina, Co. Mayo. The service operates from 08:00-09:00 and 13:30-18:00 from Monday to Friday, for 38 weeks of the year. The service is located in a commercial building in the centre of Crossmolina. The building comprises of two care rooms, accessible through a corridor, an office, a staff room and sanitary accommodation. An outdoor area is available at the back of the building.

Staffing:

The service employs 3 adults to care for school age children. The registered provider does not work in the service on a daily basis but is available to provide administration and support.

Additional Information:

The inspection was completed as a result of information received by the inspectorate.

An immediate action notice was issued to the registered provider. Please see section 58 (g).

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.

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

Acknowledgements:

The inspector wishes to acknowledge the co-operation of the children, deputy person in charge, and staff who were present on the day of inspection.

Summary of Findings:

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

- Regulation 9(1)(2)(4): Staffing Levels
- Regulation 10: Policies of a school age service: Complaints Policy
- Regulation 12: Insurance

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

- Regulation 8: Vetting Disclosures
- Regulation 13: Complaints
- Child Care Act 1991, Section 58(G) as amended by Part 12 of the Child and Family Agency Act, 2013

Conclusion and follow up actions:

The inspector reviewed the registered providers response, documented and photographic evidence that was submitted. The non- compliances in respect of Regulation 13: Complaints and Child Care Act 1991, Section 58(G) as amended by Part 12 of the Child and Family Agency Act, 2013 have been adequately addressed. The non- compliances in relation to Regulation 8 (1)(a)(b)(d) Vetting disclosures remain outstanding and will be checked on the next inspection.

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)(c) Garda vetting disclosures had been obtained for 5 adults including the registered provider. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

Regulatory Requirement not met

- (1)(a)(b) Eight references were available from past employers and reputable sources in respect of four adults, however none of the references were validated by the registered provider.
- (1)(d) It could not be established if police vetting was required in respect of one adult due to gaps in the employment record.

Corrective & Preventive Action Response submitted by the Registered Provider

- (1)(a)(b) The registered provider responded that all references were validated by telephone. However, no evidence was submitted to the Early years inspectorate.
- (1)(d) The registered provider responded that the staff member verified they were resident in the state. However, no evidence was submitted.

Summary of Findings

As no evidence was received by the Early years' inspectorate in respect of (1)(a)(b)(d), the requirement remains outstanding and will be checked on the 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.*
- (3) Without prejudice to paragraph (1), a registered provider of a school age service shall ensure that, where the person in charge operates the service singlehandedly, a second person familiar with the operation of the service and in a position to provide assistance in operating the service to the person in charge is, at all times, within close distance of the service and available to attend the service to assist the person in charge or the registered provider of the childminding service in the event of an emergency.*
- (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)
- The registered provider ensured that adequate staffing levels were maintained during the inspection.
- (2) On the afternoon of the inspection:
- Fourteen children aged between 4 and 10 years old attended the service and were supervised by 3 adults.
- (4) Children were adequately supervised by adults in the service during the afternoon activities and at mealtime. In the outdoor area staff positioned themselves to ensure children were supervised by sight at all times.

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 following policy was assessed and contained information to meet the regulatory requirement:

- Complaints policy

The inspector reviewed the above policy, and it contained information required as per Schedule 6 of the regulation.

Regulation 12: Insurance

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

Regulatory Requirement Met

The service had adequate insurance in place for 36 children to attend a school age service and 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.

Regulatory Requirement Met

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

The complaints policy was available for review by the inspector. The policy listed the ways in which a complaint could be made such as verbally, via telephone or email and complainants would be issued with complaints form to submit to the registered provider. The policy detailed the procedure of how to make a complaint and how the service would respond to the complaint. It outlined that the complainant would be kept informed of the complaint's procedure. There was a child friendly complaints policy that was given to the children at the beginning of the term outlining how they could make a complaint if required.

Regulatory Requirement not met

(2)(a)(b) (3)(a)

On the day of the inspection, staff advised the inspector that records of any complaints received by the service were not available for review as the service had not received any complaints. However, staff did inform the inspector that complaints had been made verbally and via email.

In variance with the complaints policy, the provider did not keep a record of complaints the service received. The provider did not follow the steps outlined in the complaints policy.

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Corrective & Preventive Action Response submitted by the Registered Provider

The registered provider responded that a complaints folder is now in place in the service and in future all complaints will be recorded.

Summary of Findings

The documented and photographic evidence submitted has been reviewed by the inspector and has met the regulatory requirements.

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

- The door to into the service was secure to prevent unauthorised entry by an adult or to vent a child from leaving unsupervised.
- The outdoor area was enclosed with high walls and a gate with a bolt.
- The indoor sluice room was secured with a bolt to prevent a child accessing the contents.
- The children were served a hot, nutritious meal in the service which their parents had chosen in advance on a software application.
- The adults were observed speaking kindly to the children and engaging respectfully with them.
- The children appeared happy in the service and were observed playing with table top games, hide and seek games and art and craft activities.
- The children had access to the outdoor environment with a group of children playing soccer outdoors.
- On the day of inspection, there was one staff member trained in first aid for children

available to the children.

Regulatory Requirement not met

- In the outdoor area, an alleyway leading to waste bins was accessible to the children.
- The door to the staff room was unsecured on the day of the inspection. The staff room contained items unsafe for children such as petrol strimmer's, dismantled kitchen cabinets, and electrical appliances.
- In the games room, two wooden cabinet doors were unsecured and accessible to the children. When the inspector opened the doors, electrical wires and fuse boxes were accessible. An immediate action notice was issued requiring the registered provider to take immediate action to reduce the risk to children. The registered provider responded on 11 December 2025 with evidence of the doors being secured.
- In the games room, a broken pipe was protruding from the wall, posing a risk to the children.
- On the day of the inspection, the weather outdoors was cold, the indoor temperature was recorded at 15.2°Celsius. The inspector observed children keeping their coats on when eating their meal.
- In the sanitary accommodation, there was no warm water or handtowels available to the children for effective handwashing.

Corrective & Preventive Action Response submitted by the Registered Provider

The registered provider responded:

- A gate has been installed in the alley way so that children cannot access that area.
- A new door lock was put into the kitchen door so that it can now be locked.
- The pipes have been closed off.
- We have added two more radiators, and the temperature is now higher.
- We have installed a water heater so that the water is now warm and added tissue to the towel dispenser.

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Photographic evidence of the above corrective actions was received by the Early years' inspectorate.

Summary of Findings

The documented and photographic evidence submitted has been reviewed by the inspector and has met the regulatory requirements.