

Early Years Inspectorate Regulatory Report

School Age Services

TUSLA Identifier:	TU2024DY008SA
Name of School Age Service:	Polybus T/A Lyons Den Riverview ETNS
Name of Registered Provider(s):	Malgorzata Krystyna Zgora
Address of School Age Service:	Limekiln Road, Walkinstown, Dublin 12, Co. Dublin
Eircode:	D12 VY8A

Dates of Inspection:	30/06/2026 & 01/07/2026			
Number of school age children present during inspection:	AM	NA	PM	Day 1: 26 Day 2: 14

Address of the Early Years Inspectorate	The Brunel Building, Heuston South Quarter, St. John's Road West, Dublin 8.
Inspection undertaken by:	R. Duff
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:	Polybus TA Lyons Dens Riverview ETNS school aged service is a registered service located in Walkinstown Dublin 12. It is part of a chain of school age services located throughout the country. The school aged service is based in Riverview Educate together national school and has use of 3 rooms, a kitchen and a large secure outdoor area. The service is registered to accommodate up to 108 school-age children
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between the ages of 4- 12 years.

Staffing:

The school age service employs 8 adults directly. Staff from the registered provider's other services are also available to provide relief and cover when needed. The registered provider does not work in the service. On day one of inspection, there were 9 adults working directly with the children and on day two there were 4 different adults working directly with the children. The area manager and inclusion coordination were present on day two of inspection.

Additional Information:

This inspection was a scheduled planned, focused inspection.

A referral was made to Child Safeguarding Statement Compliance Unit (CSSCU) team within the Early Years Inspectorate following the inspection.

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, person in charge, area manager, inclusion coordinator and staff who were present on the day of inspection.

Summary of Findings:

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

- Regulation 9(2): Staffing levels;
- Regulation 10: Policies
- Regulation 11(a): Premises.
- Regulation 12: Insurance
- Regulation 13: Complaints
- Section 58(G) as amended by Part 12 of the Child and Family Agency Act, 2013.

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

- Regulation 8 (1)(2) Vetting disclosures
- Section 58(G) as amended by Part 12 of the Child and Family Agency Act, 2013.

Conclusion and follow up actions:

The actions and evidence submitted by the registered provider, in their corrective and preventive action plan for Regulations 8 (1) (2) and 58G have adequately addressed the non-compliance identified on 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 not met

(1) The inspection included a review of the required documentation for 17 staff members employed to work in the service or provide cover when needed. The files of the area manager and inclusion coordinator who are employed by the company and were present on day two of inspection were also inspected. Garda vetting disclosures were assessed for each of the 19 staff members. The following documentation was available;

(a)(b) Although it is acknowledged that 34 written and validated references were available for staff members, the validation process was not completed for 4 staff members. Written references were available however they had not been validated for the 4 staff members employed to work directly with the children.

(c) Garda vetting disclosures from the National Vetting Bureau of An Garda Síochána were available for 19 staff members. Garda vetting disclosures from all staff members were assessed to determine compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) Translated international police vetting was available for 14 staff members who had lived outside the state for a period exceeding six months as an adult.

(2) Documentation reviewed evidence that the procedures specified above under 8 (1)(a)(b) had not been carried out prior to three adults commencing employment in the service

- (a)(b) Four verified references for four adults were not available for review.

Corrective & Preventive Action Response submitted by the Registered Provider

The person in charge stated that the validations of four references have been obtained and are in place. Following the inspection and feedback on the findings, the services HR team was retrained, and they re-signed the organisations recruitment policy and recruitment procedures with particular focus on the requirement to obtain, validate, verify and correctly document all references. Newly developed recruitment policy training cards will be used as part of the induction process for any new employee joining the HR and recruitment team. Training will be provided during induction to ensure all staff involved in recruitment fully understand and follow the organisation's recruitment policy and compliance requirements, including the validation and verification of references and Police vetting prior to commencing employment.

Summary of Findings

The actions taken by the registered provider have addressed the non-compliance. The regulation has been met. This regulation will be assessed on the next inspection.

Regulation 9: Staffing levels

(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.

Regulatory Requirement Met

(2) During the inspection, the person in charge ensured that appropriate staffing levels were maintained. On day one of inspection, the 26 children attending the service were supervised directly by 9 adults. On day 2 of inspection the 14 children attending were supervised directly by 5 adults. The maximum ratio of 1 adult to 12 children was adhered to 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 inspection included a review of the statement of purpose and function, Inclusion policy, communication with parents' policy, complaints policy, staff training and induction and behavioural management. The policies reviewed were observed to be in keeping with the requirements of Schedule 6 of this regulation.

Regulation 11: Premises

*A registered provider of a school age service shall ensure that—
(a) an outdoor space to which the school age children attending the service have access on a daily basis is provided on the premises, or*

Regulatory Requirement Met

The service has direct access to a fully enclosed school yard outside of the primary schools' operational hours. The school yard is at the back of the school building. On both days of inspection, the children were observed to use the school yard for outdoor games.

Regulation 12: Insurance

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

Regulatory Requirement Met

The service is insured for 108 children to attend at any one time. The policy was dated from 28 March 2026 to 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)

A complaints policy was available within the service for a person to make a complaint. The policy detailed the procedures to follow, including the assigned person responsible for dealing with a complaint, how complaints are dealt with and communication strategies in the case where a complaint is made to the service.

(2)

(a) The service's policy outlined that the service would retain the record of complaint and the timeframe of retention.

(b) The outcome of the complaint available for review confirmed that the complaint was duly dealt with in accordance with the provider's complaints policy.

(3)

(a)(b) In discussion with the person in charge of the service and the area manager, it was confirmed that the service had received one written complaint. This included the nature of the complaint and the manner in which the complaint was dealt with.

(b) The complaint was open to inspection on the premises by the inspector.

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 service provided evidence that an adult trained in First Aid was available at all times to the children attending the school age service. A suitably equipped first aid bag was available and safely stored in an easily accessible and conspicuous position in the service.

Regulatory Requirement not met

1. The service did not consistently follow the child safeguarding policy and managing behaviour policy on day one of inspection. Some practices observed on inspection posed a risk to the health, welfare and safety of the children present. Procedures set out in the managing behaviour policy and child safeguarding policy which were in place for safeguarding were not followed as demonstrated by the following examples;
 - In the black box room, the tone and manner of engagement used by a staff member when addressing children's behaviour was observed to be inappropriate. The staff member raised their voice frequently and spoke to children using direct commands and warnings when addressing unwanted behaviour. For example "calm down and stop running around or you won't get food" "move" or "sit down" It is acknowledged that senior management identified an issue with communication and engagement and advised that the company is adjusting recruitment practices and training practices to address this.
 - Equipment available to children was limited in the black box room and children appeared to be disengaged. The children were provided with connecting shapes at one table while two children spent time at the sink playing with water, the other three tables in the room were bare. Limited equipment was available to children on a small shelving unit. Children were observed running in and out of the bathroom, holding the tap down to allow the water to run and holding the door closed. A staff member was observed to shout at children to tell them to stop running. The children continued to run in and out

of the toilet area and eventually two additional staff members intervened and distracted children from this behaviour.

- On entering the black box room at 1:35pm, a child was observed sitting outside the room alone on a pile of coats holding the service walkie talkie- a staff member said the child was upset as the room was too busy and noisy. At a later part in the day at 2:25pm the same child was observed sitting on the floor outside the room again and another child was standing against the door crying. When the inspector queried this a staff member advised that the children were having a bad day. It is acknowledged that a staff member was outside the door with the child when the inspector arrived back at the room.

Corrective & Preventive Action Response submitted by the Registered Provider

The person in charge stated:

- Any concerns expressed by the inspector related to interactions with the children were addressed directly on site with the team by the area manager, manager, and the inclusion coordinator. The staff were invited to undertake further training in positive behaviour management with specific reference to the services code of ethic policy. This training was provided online in July. A further follow up scenario-based training was held in person on the 10th and 11th of August 2026. Staff will be trained on positive behaviour management to include the services code of ethics policy within the induction period. The manager has been instructed to observe and document staff progress and to ensure the proper implementation of training. The manager will undertake regular supervision meetings with the team. The monthly staff meeting agenda will be set to include a refresher on positive engagement and interactions with children with scenarios related to the services Code of Ethics Policy.
- The equipment was restocked and photographic evidence was submitted. The centre manager will undertake a monthly audit and restock of the centre equipment. The equipment required will be ordered by Head Office directly to the centre.
- Staff members have subsequently completed Positive Behaviour Management training and Health and Welfare training. All new staff will be trained on positive behaviour

management to include the services code of ethics within the induction period. The manager has been instructed to observe and document staff progress and to ensure the proper implementation of training. The manager will undertake regular supervision meetings with the team. The monthly staff meeting agenda will be set to include a refresher on positive engagement and interactions with children with scenarios related to the services Code of Ethics Policy. Staff have also completed training on 'Layouts to Handovers' which guides staff on how to manage and ensure smooth transitions in the centre including how to properly support children who struggle with transitions in the routine. Managers have been trained on how to support staff to succeed in their roles and identify any issues early on in the induction period so they can be addressed in the induction and probation period.

Summary of Findings

The actions taken by the registered provider have addressed the non-compliance. The regulation has been met. This regulation will be assessed on the next inspection.