Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Simply Out of School Undy Primary

Undy Primary School, Pennyfarthing Lane Undy, Caldicot, NP26 3LZ

01656372910

www.simplyoutofschool.co.uk

Date(s) of inspection visit(s): 16/07/2025

Service Information:

Operated by:	Simply Out Of School Ltd
Care Type:	Children's Day Care
Registered places:	40
Main language(s):	English
Flying Start service:	No
Receive funding to provide early years part time education:	No
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

Well-being	Adequate
Care & Development	Adequate
Environment	Adequate
Leadership & Management	Adequate

Summary:

Children have suitable opportunities to make choices and decisions at the after school club. They arrive happy, settle quickly and swiftly engage in play. All the children are calm and interact with one another well. They smile, laugh, and engage appropriately with each other and staff. Children are developing sound independence skills voting as a whole group on where they want to play and move around the setting with confidence.

In the main staff work suitably well to keep children safe. They are warm, kind, caring and observe and support children's needs effectively. Staff clearly know the children well. They encourage them to be kind and take turns, promptly reminding children of the club rules.

Overall, the management team provide a suitable environment for the children to play. Inside is bright and airy with space for children to move around the school hall freely. Equipment and activities are of suitable quality. Children access outside facilities daily, with more variety during the summer months. However, some aspects of the environment such as the outdoor play area needs to be better assessed. We noted some issues around safety of children from visitors and children accessing storage facilities as part of their play. We made this an area for improvement.

The management team are beginning to make suitable improvements to ensure they manage the after school club appropriately. Staff feel supported and there are strong partnerships with parents in place.

Findings:

Well-being — Adequate

Children value their time at the setting and arrive happy and excited to start the session. They happily chat with their friends and staff. Children are clearly familiar with the routines as they immediately put their belongings away in the designated area in the hall when they arrive. They are reminded to wash their hands and get ready for snack. This helps the children to understand what happens next, which creates a sense of belonging. Children are relaxed and at ease with staff. Some children attend the club frequently and have done for many years and have built strong bonds with staff and their friends.

Children help themselves from the snack table, requesting more if they wish. They freely access their drinks from their bags. Water is made available to them throughout the session. On the day of the inspection, we were told by staff that this was the last session before the summer holidays. and staff and children had planned a party. Therefore, we did not see any activities or toys in the hall, which is where the club's is based. We observed that plenty of fruit and sandwiches were offered at snack time and as a treat children had ice cream which they delighted in having.

Children settle quickly and swiftly engage in play. They are calm and interact with one another well. We saw small groups of children chat nicely together, as others were getting ready to have snack time. Children confidently call to their friends asking them to sit by them at snack time. They are familiar with staff and engaged confidently with the inspector. Children receive appropriate attention from staff who offer cuddles and clap when children follow rules well. Children voted to go outside after snack and the rest of the session was taken up playing outside, played hide and seek with their friends and the staff. Some children chose to ride wheeled toys from one end of the playground to the other. Children often seek adults to join in with their activity. For example, we heard a child ask a member of staff "*Do you want to come for ride with me? You'll have to peddle as well.*" The staff agreed and both went across the playground peddling their bikes. We observed small groups of children sitting on the grass embankment soaking up the sun, happily chatting with their friends.

Children are developing basic independence skills. Older children access the bathroom independently and younger ones are escorted by staff. A few children helped to tidy snack dishes when they had finished. Older children can use the time at the club to do their homework independently or with some support from staff.

Care & Development — Adequate

Staff work suitably well to keep children safe. Most of the staff have appropriate paediatric first aid, safeguarding and food hygiene training. Staff understand the importance of safeguarding children and suitably answer what they would do in a child protection scenario. Overall, staff have an adequate awareness of the health and hygiene procedures to keep children safe and this includes knowledge of dietary, and allergy requirements. They carry out routine cleaning procedures, such as wiping down tables and sweeping the floor after snack time. Staff told us they carry out daily visual checks. However, these procedures are not effective. For example, at the start of the session once children had arrived, we checked the toilets, and we noted that most of the soap dispensers in both the boys' and girls' toilets were empty. Only one soap dispenser in the boy's toilet had a small amount of soap left. Therefore, children can be at risk of becoming ill. Children's toilets were unkept with toilet rolls left on the floor. Staff prepare snack and this is laid out well at a table to allow children to queue and help themselves.

Staff are kind and caring, they observe children and support their needs suitably. Staff engage with children and most of them clearly know the children well. For example, they know children's hobbies, likes and dislikes. They treat children and each other with respect. Staff remind children of the club rules and expectations in their play. For example, *"We don't need to use outside voice inside, it might be a bit loud for some".* Staff manage children's behaviour by getting to their level and engaging warmly with them. They encourage children to be kind and take turns. Staff engage in children's play and ask suitable questions to extend their learning. They encourage children to participate, and children confidently help to carry out head counts intermittently. Staff interact positively with children, mingling with them when eating and moving around the setting supporting them in their play.

Staff generally know the children well and understand their individual needs. They provide children with opportunities to play with an appropriate range of activities. Staff take on board children's interests and loosely plan activities around what children like to do. They encourage children to have fresh air and regularly use the playground and other outside spaces during warmer months. We heard incidental Welsh being used by the children and staff.

Environment — Adequate

Leaders and staff provide a suitable after school club provision. They care for children in an environment that is generally safe, secure and clean. Entrance is controlled as there is a buzzer system in place at the main entrance. Doors are secure and visitors sign in. The building has the required annual safety checks in place, including fire and electrical tests. Written risk assessments were not available on the day of the inspection; these were provided before the inspection process had been completed. On viewing the risk assessments, in the main, they were suitable in identifying minor risks, but major risks were omitted, particularly outside. For example, when playing hide and seek children easily accessed storage facilities not belonging to the service that had not been risk assessed and ideally would have been out of bounds to children. This can be dangerous if children get locked in. We also observed that the playground the children use, was also used as a thoroughfare by parents and visitors not associated with the club. This could compromise children's safety as they may come into contact with unknown adults. We expect the provider to make improvements; this will be checked at the next inspection. Some fencing in the playground had been removed and whilst this is the school's responsibility, leaders did not know when this would be replaced. This issue had not been risk assessed by leaders inside, risk assessments were not being implemented. For example, they highlighted children should not play around on furniture but in practice we saw children standing on chairs in the hall. In practice this was not observed as we observed some children standing on chairs in the hall.

The large, bright, airy hall has ample space for children to move freely and children have an area to store their belongings. Within the hall, there are tabletop activities and floor space allowing children to engage in activities and play. We were told that staff organise the play environment. On this occasion we did not see this inside as all the children wanted to play outside in playground. During winter months, staff confirm they use the smaller secure playground area as there is better lighting. They informed us, they access the field more generally in the warmer months. We did not see this as the school was using the field for their own end of year activities

Management, ensure the quality of resources and equipment are of a suitable standard. They offer children a satisfactory variety of age-appropriate furniture, toys and equipment. For example, small world toys, arts and crafts, building blocks, games and a quiet area. Equipment is generally suitable for all children attending.

Leadership & Management — Adequate

The manager and the management team share a suitable vision with staff and have a suitable range of policies and procedures in place, which contribute generally to the smooth running of the setting. However, we noted some policies lacked information to help support staff in knowing who to call if an incident were to occur. For example, the lost/missing child policy, uncollected child policy and safeguarding policies did not contain the contact details of the regulator Care Inspectorate Wales (CIW) or the setting's local safeguarding board contact details. Some of these policies did not note that if an incident were to arise, they must contact CIW and safeguarding board 'as soon as possible' or 48 hours of the incident occurring. This can delay in referral being made in a timely manner. The statement of purpose provides a suitable description of the service offered. This enables parents to make an informed decision about whether the setting meets theirs and their child's needs. The medication policy does not contain current reference to the Welsh Government guidance for emergency medication for the administration, storage and record keeping of liquid paracetamol.

In the main, the setting maintains mostly accurate records. The manager completes the daily registers with actual times of children's arrival and departure. Staff registers are also consistently completed. There are procedures for recording accidents and incidents, with parental signatures sought. Children have complete contracts, with consent forms in place. These were not available at the inspection, but they were provided before the inspection process was completed. Fire drill logs were not available during the inspection as most records are kept electronically. The manager reported that internet connection is not consistent at the setting. Therefore, accessing all records was not possible on the day and was therefore requested to be sent to CIW. The paperwork was provided before the inspection process was completed as requested and before feedback.

There are systems in place for the evaluation of the service. A quality of care report has been provided alongside the Self-Assessment of Service Statement (SASS). The report provides accurate information on the provision. The management team ensure staff have Disclosure and Barring Service (DBS) checks. These records were not available during the inspection but provided before the inspection process was completed. Staff said they feel supported by their manager and management team and each other. Staff files contain the required information, demonstrating that safe recruitment checks are in place. We viewed staff supervision records and although the information notes basic information, records did not include information about staff strengths or weakness regarding their practice.

Staff promote positive partnerships with parents. They keep parents up to date, through verbal conversations at the end of the session. Parents spoken to during the inspection told us they are happy with the service provided. Some parents said, "*We are very happy with the setting, my child has been attending since they started school*" other parents said, "*We are happy with the setting and staff are very approachable and friendly, I am happy my children attend the setting*".

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
CIW can not be assured that all risks are considered in a meaningful way in order that the children full safety is reasonably assessed and therefore the outdoor play area is free from hazards and risks to their safety.	16/07/25

CIW has not issued any Priority action notices following this inspection.

National Minimum Standards

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

Standard	Recommendation(s)
Standard 5 - Records	Ensure that daily checks written or otherwise include all areas of the setting including indoor and outdoor areas.
Standard 11 - Medication	Ensure the medication policy is updated to include the current Welsh legislation guidance regarding administering emergency medication such as liquid paracetamol.
Standard 5 - Records	Ensure the safeguarding policy, lost/missing child, uncollected child policies all states that the provider is required to notify the safeguarding board and CIW as soon as possible or within 48 hours of any incident occurring. These should also include contact details for the regulator CIW and local safeguarding board.
Standard 3 - Assessment	Ensure that staff supervisions files include comprehensive information regarding how individual staff are progressing in their practice.

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