

# West End Out of School Club - Glenagnes Day Care of Children

St. Joseph's RC & Victoria Park Primary Schools  
1 Glenagnes Road  
Dundee  
DD2 2AB

Telephone: 01382 435 313

**Type of inspection:**  
Unannounced

**Completed on:**  
17 February 2026

**Service provided by:**  
West End Out of School Club a  
Scottish Charitable Incorporated  
Organisation

**Service provider number:**  
SP2015012464

**Service no:**  
CS2015336361

## About the service

West End Out of School Club - Glenagnes is registered to provide a care service to a maximum of 70 children attending primary school at any one time. The care service operates between the times of 08:00 to 09:00 and 15:00 until 18:00, Monday to Friday during term time and 08:00 until 18:00 on in-service days and during school holidays.

The service operates from St. Joseph's and Victoria Park Primary School in the west end of Dundee. The club have access to the school dining hall, toilets, kitchen and office space. They also have regular access to the school gym hall and the outside playgrounds.

## About the inspection

This was an unannounced inspection which took place on Monday 16 February 2026 between 08:45 and 16:15. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with children using the service and reviewed feedback from members of their family;
- spoke with staff and management;
- observed practice and daily life;
- reviewed documents.

As part of our inspections, we assess core assurances. Core assurances are checks we make to ensure children are safe, the physical environment is well maintained and that a service is operating legally. At the time of this inspection, no improvements were identified relating to core assurances.

During this inspection we gathered specific information to help us understand more about how services support children's safety, wellbeing and engagement in their play and learning.

This included reviewing the following aspects:

- Staff deployment;
- Safety of the physical environment indoors and outdoors;
- The quality of personal plans and how well children's needs are being met;
- Children's engagement with the experiences provided in their setting.

This information will be anonymised and analysed to help inform our future work with services.

## Key messages

- Children were having fun, engaged in their play and learning.
- Staff worked well together to ensure children were cared for and their individual needs were met.
- Staff knew children well which supported positive relationships.
- Further development of self-evaluation and monitoring would support robust quality assurance processes.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

Leadership	3 - Satisfactory / Adequate
Children play and learn	4 - Good
Children are supported to achieve	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

## Leadership 3 - Satisfactory / Adequate

### Quality Indicator: Leadership and management of staff and resources

We evaluated this quality indicator as satisfactory/adequate where strengths just outweighed the weaknesses.

The aims and objectives of the service promoted children's right to play, relax and have fun in a safe, encouraging and supportive environment, whilst providing a reliable and consistent service for parents. These aims and objectives had not been reviewed or updated recently in consultation with children and families. Involving the children and families in developing the vision and values would ensure a clear and shared vision and values for the service that meets children, families and staff aspirations.

Children and families were consulted regularly to support the continued improvement of the service.

A parent commented "My child was chosen to be part of the Children's Committee group, which gives him responsibility to make sure that everything is well. We are given questionnaires and opportunities to share feedback about how the service could improve". Another parent shared "My child is asked her opinion on what she wants to do, and feels she is listened to".

Self-evaluation, monitoring and auditing should be further developed to support robust quality assurance processes. Management and staff should continue to develop their knowledge of frameworks, tools and guidance to support them in evaluating and reflecting on the development of the service. **(See area for improvement 1).**

An improvement plan was in place, identifying areas for development and improvement throughout the year. We suggested that the staff team reduce the plan and identify their priorities for improvement to make it more manageable and achievable.

Policies and procedures were in the process of being reviewed and updated to ensure they followed best practice guidance and remained relevant to the service.

Staff had been safely recruited in line with best practice guidance which supported children's safety and wellbeing. Newly recruited staff received an induction and mentoring support through supervision and appraisal meetings and guidance from senior staff. Staff told us they felt supported in their role.

### Areas for improvement

1. To promote a culture of continuous improvement within the service, the provider should enhance the approaches to self-evaluation and develop robust quality assurance processes.

This should include, but is not limited to:

- a) staff developing an understanding of frameworks, tools and best practice guidance;
- b) developing self-evaluation processes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which

state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19)

## Children play and learn 4 - Good

### Quality Indicator: Play learning and developing

We evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

Children were happy and having fun as they played with their friends and developed relationships with children from other schools. One child told us how she had become friends with a child of a similar age from another school, as they had met in the service during the holidays last year. Children were meaningfully involved in leading their own play, confidently moving around the club environment. They told us they were able to choose other toys they wanted to play with and we observed a child ask staff for a particular ball. Children were consulted about activities they would like to participate in, with some of these experiences displayed within the floorbook. The manager discussed encouraging staff to use their skills when planning activities to meet children's interests, for example, one staff member worked with Information Technology and supported children to produce a software programme, whilst another staff member led dance sessions with the children who were interested. Staff should continue to evaluate and reflect on activities to support responsive planning and child led play and learning.

Staff knew children's interests and were responsive to them, ensuring resources were available to meet needs and interests. There were a range of resources, toys and books available for the children to choose. Some of the children spent longer periods of time engaged in their favourite activities, such as reading, drawing and making things with paper and playing with the fidget toys. Staff should be mindful that the service is resourced for the older children attending.

Kind and caring interactions between staff and children helped children to feel valued. Staff sat with the children, engaged in play when invited or appropriate to do so. Children were supported well and encouraged by staff in their play, for example, a staff member explained how to use a snooker cue whilst another joined in making a marble run. Children told us they enjoyed coming to the club and staff were nice to them. One child shared "I like everything, all the staff and it is one of the best parts of my day".

Fresh air and physical play were encouraged within the service. Children enjoyed running around in the playground and the gym hall. During the inspection they had a walk to the local park and had fun on the equipment. The children were keen to share their positive experiences when they returned to the service.

## Children are supported to achieve 4 - Good

### Quality Indicator: Nurturing care and support

We evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

Staff interactions with children were warm, respectful, and supportive. They laughed and joined in

children's play, creating a fun and relaxed atmosphere. Staff consistently spoke to children using calm and encouraging voices, which reinforced a sense of security and trust. Praise and encouragement were given which made children feel valued. A parent told us "The club is wonderful and well led. Our child's time in the club over the years has been nothing but the best care and more often than not the happiest part of her day".

Staff knew children well. Personal plans were in place in the form of registration forms and 'all about me' information. This information was gathered to help staff support children as individuals. Management and staff should ensure all information contained within personal plans is reviewed at least every 6 months in line with legislation. Parents should date and sign plans on review or update to confirm the information is current. We signposted the service to the Care Inspectorate guidance "Guide for providers on personal planning, early learning and childcare (2021)" to support improvement.

Medication was stored safely within the service in a locked cabinet within the office. Lifesaving medication was readily at hand should it be needed. Management should ensure all details recorded within medication forms are accurate to keep children safe. Medication consents and administration information should be reviewed termly as advised in best practice guidance.

Families were warmly welcomed into the service. Relationships between staff and families were built through daily communications and the sharing of information within the family app, parent's board and newsletters. This helped keep parents involved in the life of the service. A parent commented "All staff greet you with a smile". Another parent said, "Supportive staff with open communication".

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

Detailed evaluations

Leadership	3 - Satisfactory / Adequate
Leadership and management of staff and resources	3 - Satisfactory / Adequate
Children play and learn	4 - Good
Playing, learning and developing	4 - Good
Children are supported to achieve	4 - Good
Nurturing care and support	4 - Good

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