

Deganwy Playgroup

Ysgol Deganwy
Park Drive
Deganwy
LL31 9YB

Tel: 07891717320

Playgroup manager – Lisa Morgan
Registered Charity No. 1182908



Information Pack Playgroup Pecyn Gwybodaeth



WELCOME TO DEGANWY PLAYGROUP

The playgroup is a registered charity and is run by a voluntary committee of parents, and a dedicated team of staff.

The main aim of the Playgroup is to create a happy and friendly environment in which children can gain confidence and develop social skills. To express themselves through simple art activities including painting and play dough and to stimulate their imagination using songs, stories, dressing up and “let’s pretend”. However, most of all we want the children to have fun and enjoy themselves!

STAFFING

Playgroup is staffed by a Playgroup Manager, Play Leader, Supervisor and a team of Play Workers all of whom are appropriately qualified in childcare. We have an Admin Assistant. All team members hold an Enhanced Disclosure Certificate.

INTRODUCTION TO PLAYGROUP

A happy introduction to our group is very important, both from the parent's point of view and the child's. The Manager can be contacted to answer any questions/concerns parents may have. The Playgroup is an English-speaking group although a basic introduction to the Welsh language is included.

INTAKE

Children can start playgroup from the half term they turn two and a half years of age.

The Playgroup is registered with the Care Inspectorate Wales for a maximum of 30 children per session.

PLAYGROUP TIMES AND SESSIONS

Monday to Friday – 8:45 to 10.45 - £13.20 per session.

Additional sessions for 3-year-olds

On your child's 3rd birthday, they are eligible to attend a longer

session, these are:

Monday to Friday 8:45 to 13:00 @ £25.60

Monday to Friday 8:45 to 14:45 @ £37.20

All sessions are subject to availability, and we may operate a waiting list if necessary. Where bookings are high, we may need to limit those who book far in advance.

Playgroup operates in line with Ysgol Deganwy, if they are closed, we will be closed.

ARRIVING AT PLAYGROUP

All parents/carers are asked queue at the green gate and when called walk up path where your child will be signed in by one of the Aunties. It would be helpful if you could enter and leave Playgroup as quickly as possible, thus enabling Playgroup to commence and avoid people congregating. Please do not arrive prior to 8:45.

LEAVING PLAYGROUP

Please arrive promptly at the end of Playgroup sessions, 10:45 as appropriate. Parents/carers are requested to queue at the green gate, then move to reception to complete a signing out register for your child's collection.

If your child is to be collected by someone else, it is important that you inform one of the staff at the beginning of the session.

CLOTHING AND BAGS

It is **essential** that your child's coat and bag and any other possessions are marked with their name to avoid any mistakes.

Many of the activities undertaken at Playgroup can be messy; parents are advised to avoid sending children in their best clothes. Accidents do happen in Playgroup and a change of clothing is advised to be hung in reception in a marked bag.

REFRESHMENTS

The Playgroup will provide a drink of water or milk and a healthy snack at snack time. We follow a 3-week menu which is reviewed termly. If your child has any allergies or special dietary requirements, please inform a member of staff so an alternative snack can be arranged.

PAYMENT OF FEES

The cost of each session is **£13.20** and is payable weekly, monthly, or termly **in advance**. Payment is accepted by direct bank transfer to Deganwy Playgroup, account Number 81652710, sort code 40-30-07, using your child's name as reference.

We are also able to accept payment through employer Childcare Voucher schemes, Tax free Childcare and the Welsh Government's Childcare Offer for 3 and 4 year olds. We are a registered Flying Start setting, contact Conwy Family Information Service on 01492577850 or email fs-childcare@conwy.gov.uk to apply. All funding applications are the parents responsibility, please notify jo@deganwyplaygroup.co.uk of any funding you will receive.

Non-payment of fees longer than two weeks will result in your child's place being put at risk.

It is necessary for payment to be made even if your child does not attend a session for whatever reason, to cover for staff costs allocated to cover that session.

In the event of playgroup being closed due to unforeseen circumstances i.e.: adverse weather conditions, strike action or lockdowns then you will not be charged for those sessions.

If you wish to change the days your child attends, either temporarily or permanently, please email jo@deganwyplaygroup.co.uk with your request in advance. Please note, 2 weeks' paid notice is required for cancelled sessions or

contract termination.

If you are in receipt of certain State Benefits you may be eligible for support with your fees. Forms for the “Assisted Places Scheme” are available from the Manager.

EARLY YEARS EDUCATION FOR THREE YEAR OLDS WITH A 3RD BIRTHDAY BEFORE 31ST MARCH.

We receive funding from the Welsh Assembly Government for subsidised part-time early education to all three-year olds for the terms following their third birthday. If your child is three on or before the 31st December they will qualify for free early education from the start of the term in January, if your child's third birthday falls on or between 1st January and 31st March they will qualify from April (on return from the Easter Holidays). You can only register for this funding through one organisation. Reminders will be sent out in December and March to those children eligible. For more information do not hesitate to contact the Manager.

HOLIDAYS

Playgroup has the same holidays as the Deganwy Primary School, details of these can be found on our website www.Deganwyplaygroup.co.uk.

POLICY ON THE TAKING OF PHOTOGRAPHS AND VIDEOS

The taking of photographs or videos is not permitted by parents/carers and will only be taken by a Playgroup representative with your consent. Any photographs obtained by the Playgroup will be kept on Playgroup premises. Playgroup staff use these photographs at their discretion, within appropriate publications, e.g. Wall displays, publications, and group photographs.

EQUAL OPPORTUNITIES POLICY

We will ensure:

- Equality of care for all children, irrespective of race, culture, colour, ethnic or national origin, religious

- beliefs, disability, gender, sexual orientation, or the ability to pay, in any matter to do with the Playgroup.
- Both the management committee and the staff will ensure that the services they provide are accessible to everyone.
- This policy will be actively promoted through our decision making, employment practices and service provision and we will strive to monitor its implementation and its effectiveness.

A copy of this policy is available at Playgroup if you wish to see it.

NOTICE OF WITHDRAWAL

Written notice of two weeks must be given of the withdrawal of any child from the Playgroup. Your child's place will be kept until notice is given and consequently payment of fees will stand, irrespective of reason for withdrawal.

VOLUNTEERING

Deganwy Playgroup and Playgroup Plus is run by a voluntary group of parents and we are always on the lookout for the next generation of committee officers – Chairperson, Deputy Chair, Secretary and Treasurer are all essential roles for the Playgroup as a charity and a rewarding way to get involved and gain new experiences. All parents are very welcome to get involved.

COMPLAINTS PROCEDURE

Deganwy Playgroup offers a warm welcome to all children and families and by working in partnership with parents/carers provides a warm, caring environment, where all children can learn and develop as they play.

Any parent/carer who is uneasy about any aspect of the group's provision should talk over any worries and anxieties with the groups' Manager or Playleader. In the unlikely event that there is no satisfactory outcome within two weeks, or the problem

reoccurs, the parent/carer should put the concerns or complaint in writing to the committee.

Most problems should be resolved informally at this initial stage. If an agreement cannot be reached after all avenues have been explored, then please write direct to:

The Inspection Officer,
CIW North Wales Region,
Government Buildings,
Sarn Mynach,
Llandudno Junction
LL31 9RZ Telephone: 0300 7900126

A full copy of our complaint's procedure can be obtained from the Secretary of the Management Committee.

HEALTH, ILLNESS AND EMERGENCY

It is our policy to encourage and promote good health and hygiene for all the children in our care. This specifically includes monitoring the children for signs and symptoms of communicable diseases such as chickenpox, measles, diarrhoea, vomiting, fevers etc. It also includes head lice infestation. A copy of the incubation periods for a variety of the communicable diseases can be found by clicking on the following link, Welsh language <https://phw.nhs.wales/services-and-teams/harp/infection-prevention-and-control/guidance/cymraeg-phw-exclusion-period-for-common-infections-june-2023-v6-1/>

English language

<https://phw.nhs.wales/services-and-teams/harp/infection-prevention-and-control/guidance/english-phw-exclusion-period-for-common-infections-june-2023-v6-1/>

A paper copy is available on request.

With the welfare of the sick child in mind and in the interests of the remaining children, we reserve the right to contact the parent/carer and request the child be collected as soon as possible. If you notice any of the symptoms listed in the PHW table, we request that you refrain from sending your child to Playgroup and that you inform staff immediately and where communicable diseases are concerned, children's family G.P. and/or Health Visitor.

Staff must be convinced that the child has returned to good health before re-admission.

In the case of serious accident or incident the parent/carer will be contacted immediately, and the appropriate action taken. In the event of a minor accident e.g. bump or graze occurring it will be reported to the parent/carer on collection. An accident book is held at Playgroup, which will be completed by staff and parents will be asked to sign it. We will always inform parents about their child's health care needs, and this includes any issues arising during a Playgroup session.

As part of the National Minimum Standards for Sessional Care we are required to hold a valid first aid training certificate in first aid for infants and young children. These can be viewed upon request.

BEHAVIOUR MANAGEMENT POLICY

As a Playgroup we are committed to making the child's experience a positive one. We always encourage acceptable behaviour, enabling the individual child to develop self-discipline and respect for other members in the group. Unacceptable behaviour is behaviour likely to hurt, injure or upset another child, himself/herself or an adult. Unacceptable behaviour shows a lack of respect for others, disrupting play and learning.

Certain circumstances, such as bullying, racist language, physical abuse or dangerous behaviour will not be tolerated and will be

dealt with accordingly.

The Playgroup team endeavour always to avoid criticism of a child and comparisons with other members of the group. We believe that it is important to deal with the children in as sensitive a way as possible.

The children are encouraged to develop social skills and are praised when they do so. There are many opportunities for this to happen in the normal day-to-day activities in the sessions e.g. listening to one another at story times, sharing snack time, helping each other to tidy up and taking turns when participating in activities.

In the event of an incident of unacceptable behaviour, the member of staff will:

1. Intervene initially by taking the child to one side and discussing with them the reasons for their behaviour.
2. If this does not have the desired effect, then the child will be encouraged to have some quiet time to reflect on their behaviour and on how they can improve it.
3. If, for any reason the unacceptable behaviour continues, then the Manager will talk to the child's parent/carer about how they could overcome the problem together. We believe that working together with the parents on an issue is much more likely to achieve an improvement.

BEHAVIOUR AND DISCIPLINE POLICY

Good behaviour and discipline are essential to ensure the smooth and safe running of the group. The foundation is provided for the development of morals and values whilst advocating acceptable behaviour in children. Deliberate bad behaviour is never acceptable.

Adults involved in the group are aware of their role in promoting

acceptable behaviour and will:

- Act as a good role model by showing consideration, respect and good manners to, and for, others particularly the children.
- Provide a social environment where activities are stimulating and appropriate for the developmental stage of the children.
- Provide situations where everyone can enjoy freedom without threatening the enjoyment of others.
- Understand age/stage appropriate behaviour.
- Encourage children to develop self-discipline.
- Be positive, constructive, and fair, rewarding and praising acceptable behaviour.
- Be able to differentiate between deliberate and accidental occurrences.
- Be aware there may be underlying problems when unacceptable behaviour occurs.
- Use appropriate language and establish eye contact when talking to the children.
- Work with parents and carers to promote and encourage acceptable behaviour.
- Always respect confidentiality.

CHILDREN WILL **NEVER** BE SMACKED, SHAKEN, HUMILIATED, RIDICULED, THREATENED, LEFT IN ISOLATION OR MADE TO FEEL UNWANTED OR UNDervalued.

CONFIDENTIALITY POLICY

The group's work with children and families will sometimes bring contact with confidential information.

To ensure that all who use and work in the group can do so with confidence, confidentiality will be respected in the following ways:

- Parents/carers will have access to any files and records of their own children but will not have access to information about any other children.
- Staff will not discuss individual children, other than for purposes of curriculum planning/group management with anyone other than the parents/carers of that child *without their permission*.
- Information given by parents/carers to the Manager/ member of staff will not be passed to other adults without permission other than for the purposes outlined above.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group except with the staff and the committee officers.
- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Students/parent helpers (observing or on placement in the group) will be advised of our Privacy policy (available on request or see noticeboard in reception) and be required to accept it.
- The safety and well-being of the child will be of paramount importance.
- All staff/ volunteers will conform to our Privacy Policy.

CHILD PROTECTION POLICY AND PROCEDURES

This policy has been drawn up to safeguard the children from abuse and neglect. It sets out the procedure that we must follow

in the event of any allegation of abuse or neglect. The duty of the Playgroup to protect a child from harm comes before the need to maintain confidentiality. The safety of the child must be our paramount consideration and comes before the needs of parents or carers. We are aware that suspicion of abuse may take the form of concerns rather than known facts. Concerns can and will be shared with social services through a referral.

As a Playgroup, we need to be aware of child abuse and neglect. Somebody may abuse or neglect a child by inflicting harm or failing to act to prevent harm.

Physical abuse may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child whom they are looking after.

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children.

Sexual abuse involves forcing or enticing a child or young person to take place in sexual activities, whether the child is aware of what is happening. The activities may involve physical contact including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or in watching sexual activities or encouraging children to behave in sexually inappropriate ways.

Neglect is the persistent failure to meet the child's basic physical

and / or psychological needs likely to result in the serious impairment of the child's health or development. It may involve parent or carer failing to provide adequate food, shelter, and clothing, failing to protect a child from physical harm or danger or the failure to ensure access to appropriate medical care or treatment.

There is a requirement that should we have a concern that abuse has occurred or is likely to have occurred that we contact, as soon as possible, **one** of the following agencies, but the first point of contact should always be a local social services child protection team duty social worker using the telephone number below:

- a. Conwy Child Protection Team Duty Social Worker
Tel: 01492 575111 or out of hours tel: 0300 123 3079
- b. A Police Constable, Tel: 101 or 999 in an emergency
- c. Care and Inspectorate for Wales Tel: 0300 7900126
- d. An Officer of the NSPCC Tel: 0808 8005000

We agree to liaise and co-operate with Conwy Social Services, or any Social Services in which the relevant premises are situated regarding any allegations of abuse or neglect affecting a relevant child.

We agree to keep written records of allegations of abuse or neglect and any action that we may have taken in relation to that allegation.

We will ensure that we will take consideration of the fact that it may be necessary to protect relevant children following an allegation of abuse or neglect. We will therefore request guidance from the Duty Social Worker as to whether we are able to contact to parent or carer of the child concerned following a referral or allegation of abuse. We are aware that social services may not wish a child parents / carer to be contacted in certain circumstances.

If a child tells us that they or another child or young person is being abused, we will:

- Show that we have heard what they are saying, and that we take their allegations seriously.
- Encourage the child to talk but will not prompt them or ask leading questions.
- Not interrupt when a child is recalling significant events and will not make a child repeat their account.
- Explain what actions we must take in a way that is appropriate to the age and understanding of the child.
- Write down what we have been told and using the exact words where possible.
- Make a note of the date, time, place, and people who were present at the discussion.
- Report our concerns immediately to the Duty Social Worker. It is better that we have discussed our concerns with somebody with the experience and responsibility to assess the situation.

Following our referral to Conwy Social Services, we will notify Care Inspectorate Wales in accordance with National Minimum Standard 18.3.

SPECIAL NEEDS POLICY

Playgroup has regard to the National Assembly for Wales Code of Practice for the Identification and Assessment of Special Educational Needs and to provide good care and appropriate learning opportunities for all children. Parents can obtain the code of practice by downloading it as a .pdf document from the National Assembly for Wales web site or by telephoning 029 2082 6078. A copy can be viewed at the Playgroup.

Children with special needs (including physical disability), like all other children, are admitted to our Playgroup after consultation

between parents and the Manager.

A record is kept of decisions made regarding a child's plan of care, where they are identified as having a special need. This plan will be reviewed regularly in consultation with parents and relevant supporting agencies.

Written permission is sought from parents to enable the Manager and key worker to liaise with any supporting agencies to enable them to provide the best care for the child.

We will work in liaison with staff outside the group, including therapists, health visitors, psychologists, social workers, paediatricians, and portage workers as required, in order to meet children's specific needs.

We have a system of record keeping and observation records, which operates in conjunction with parents, and which enables us to monitor children's needs and progress on an individual basis, where they have been identified as having a special need.

Where a child's needs cannot be met in the Playgroup without the support of a one-to-one worker, the child will not be provided with a place until such a time as the appropriate funding is available and the necessary worker in place.

We ask that the parents or the supporting agencies, to enable us to best meet the needs of the child according to their care plan, provide any specialist equipment required.

When specialist equipment is large and cannot be stored appropriately at the site, it will need to be provided daily by the child's carers or supporting agencies.

Our staff will attend, whenever possible, in-service training on

special needs arranged by The Childcare Partnership and other professional bodies.

Arrangements to ensure the privacy of children with special needs when intimate care is being provided would be discussed upon admission and suitable provisions written into their plan of care and acted upon by staff.

Children identified as having special needs will always have access alongside their peers to the facilities, activities and play opportunities whenever reasonable, to promote their welfare and development.

There will be a designated staff member at our Playgroup that will be responsible for liaising with supporting agencies and parents regarding special educational needs provision. This would normally be the supervisor of the group.

This policy will be updated in accordance with legislation and standards or resulting from information obtained from training and research to enable this group to best meet the needs of the children attending or wishing to attend the playgroup.

STAFF AND EMPLOYMENT POLICY

It is recognised that a high adult to child ratio is essential to provide good quality pre-school care and education.

In the group: -

- There will be at least one member of staff to every four children for 2-year-olds and one member of staff to every 8 children for 3-year-olds.
- We will adhere to our Equal Opportunities Employment Policy, which provides for employment equality for all, irrespective of gender, including gender reassignment, marital or civil partnership status, having or not having dependants, religious belief or political opinion,

- race (including colour, nationality, ethnic or national origin), disability, age or sexual orientation.
- Appraisals will be held with the staff.
- We will adhere to all relevant legislation when recruiting, appointing and employing staff.
- Parents/carers and volunteers will be encouraged to take advantage of training opportunities.
- The budget will include an allocation towards training costs.

STUDENT PLACEMENT POLICY

The group is aware that a pre-school group provides an ideal place for students from childcare courses, on placement from school and college, as well as those on the Diploma in Playgroup Practice and other Wales PPA Courses.

When students are welcomed into the group:

- The needs of the children are paramount. Students will not be admitted in numbers which would hinder the work of the group.
- They must be confirmed by their tutor as being part of a bona-fide childcare course.
- Written permission must be obtained from the child's parents if they are required to carry out a child study.
- Unless registered as a 'fit person', students will not have unrestricted access to children.
- Any information gained by students, about the children, families or other adults in the group must remain confidential.

ADMISSIONS

The group is open to every family in the community.

The individual needs of each child and family wishing to join the group will be considered; a first come, first served basis will not be

adhered to rigidly. Children need not attend every session. The group will be flexible in providing sessions to suit many parents/carers and children.

PARENTS' ROLE IN THE GROUP

The group will encourage the involvement of parents/carers by making them welcome and by respecting the differences in families, their language and culture and by encouraging them to contribute in whatever way they can.

CHILDREN IN THE GROUP

The group will ensure that all children are respected and their individuality and potential recognised, valued, and nurtured. The needs of children in the community will be provided for, with special needs wherever possible. The children will be given the opportunity to learn to respect cultures, languages, and celebrations other than their own. The children will be offered activities to give them the opportunity to explore, acknowledge and value similarities and differences between themselves and others.

Contact Us:

Deganwy Playgroup, DPLA Building, Park Drive, Deganwy, LL31 9YB.

Tel: 07891717320

Website: www.deganwyplaygroup.co.uk

Email: Jo@deganwyplaygroup.co.uk for applications, fees queries and information regarding sessions. Or

Lisa@deganwyplaygroup.co.uk for child development and behavioural issues/information.

You can also contact us through our Facebook page.

While your child is attending Deganwy Playgroup we aim to cover the seven areas of learning which are:

Language, Literacy and Communication Skills

To recall songs and nursery rhymes, listen and respond to stories, sharing their news with other children and adults, enjoy mark making experiences

Personal and Social Developments

To show respect and affection for other children and adults. Learn to take turns, share and take responsibility for personal hygiene and an understanding of living things and to respond to a range of Welsh phrases.

Mathematical Development

To use mathematical language in contexts: - recognise patterns, numbers, counting games, sorting and matching, colours.

Welsh Language Development

Develop skills through communicating in a range of enjoyable practical planned activities using a range of stimuli that build on children's knowledge and experiences.

Knowledge and Understanding of the world

Talk about home and where they live, begin to understand about different places, have a basic understanding of the seasons, time, and begin to recognise other cultures.

Creative Development

Imagination within role play, beginning to understand sound using musical instruments, singing and dancing, art activities: - painting, pencil work, colouring, play dough.

Physical Development

Begin to understand about health, hygiene and safety, using outdoor toys, toys that can be constructed, understanding the

difference between: - running, jumping, skipping, climbing and hopping.