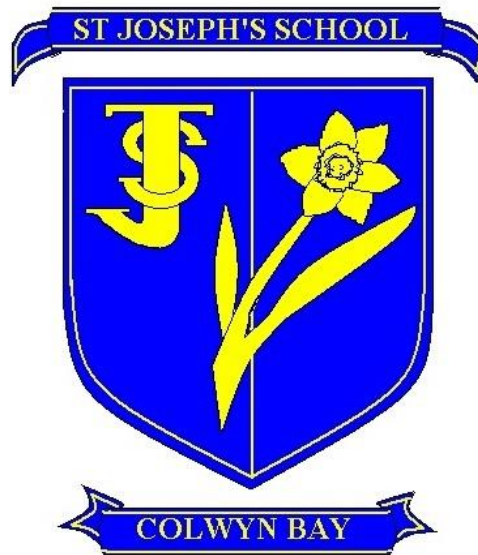


**Playgroup**



**Cylch Chwarae**

# Handbook

2022 -2023

The policies, procedures and other details contained within this handbook were agreed by St Joseph's Playgroup on 1<sup>st</sup> September 2021

Signed: .....

Mr J Wilkinson  
Registered Person

Signed: .....

Mrs M Wellings  
Playgroup Leader

Signed.....

Miss S Aldred  
Playgroup Supervisor

Signed.....

Mrs C Crowther  
Playgroup Supervisor

Signed.....

Mrs Z Scmit  
Playgroup Supervisor

Signed.....

Miss F Pitman  
ALN coordinator (part time)

This handbook will be reviewed annually, or as a response to changing legislation and amended as necessary.

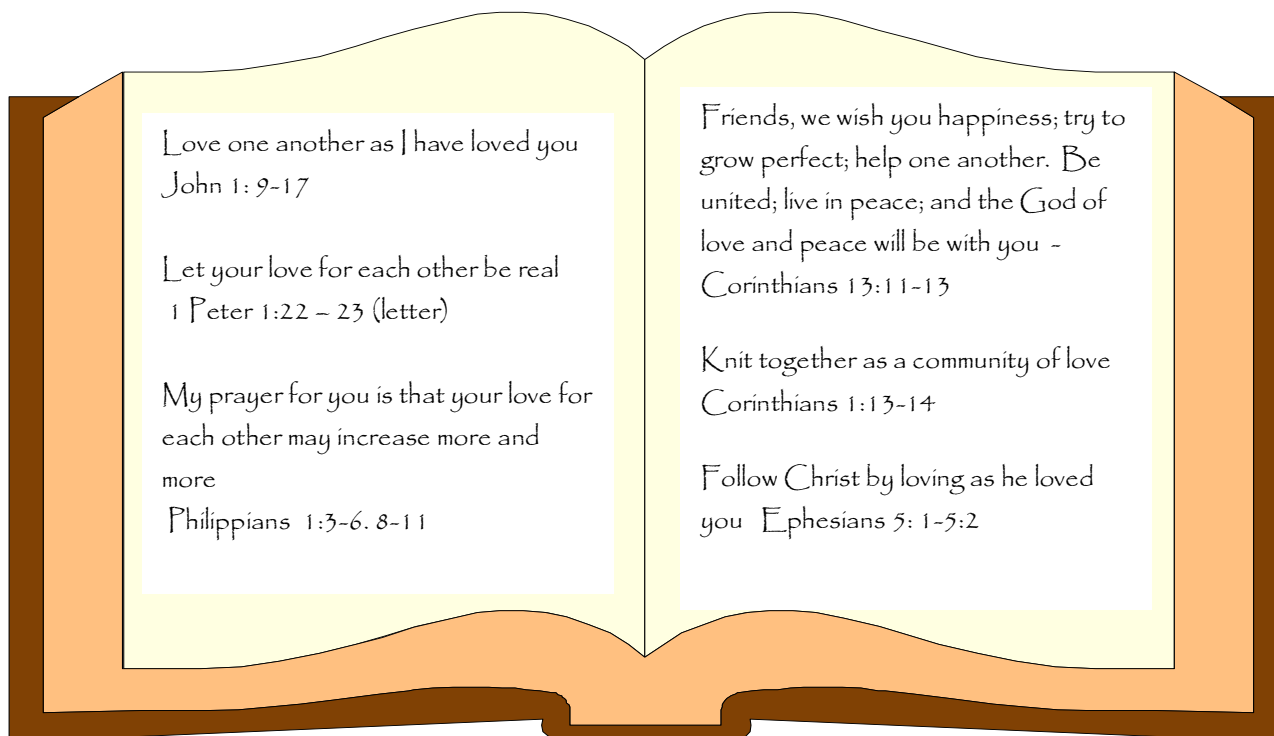
CIW will be kept informed of any significant changes to the service offered in line with regulations.

## Contents

Mission Statement	4
Staffing	5
Opening Hours	5
Fees	5
Admission Policy	6
Timetable and Organisation	6
Attendance	7
Collection	7
Clothing	8
Healthy Snacks	8
Healthy and Sustainable Pre-School Scheme	8
Individual Needs	9
Child Protection	9
Additional Learning Needs	13
Healthcare	13
Medication	14
Toilets and Nappy Changing	15
Confidentiality	15
Opportunities for Play and Learning	16
Outings	17
Use of electronic equipment, media and publicity	17
Mobile phones	18
Behaviour	18
Bullying	19
Parental Involvement	21
Children's Involvement	22
Equal Opportunities	22
United Nations Convention on Rights of the Child	23
Financial Procedures	23
Quality Assurance	24
Complaints	24
Staff Disciplinary Procedures	25
Whistleblowing	26
Health and Safety	26
Contract with Parents	26

## Mission Statement

### Grow in Love



St Joseph's Catholic Primary School

Mission Statement

We believe that starting Playgroup should be a happy time for both you and your child and therefore we aim to foster close relationships between staff, children and parents.

St Joseph's aims to provide a happy, caring atmosphere in which your child can develop individually within a safe and stimulating environment.

We aim to provide quality childcare and to also develop close links with St Joseph's school where we are based.

Indeed, the majority of our children go on to continue their Nursery and full-time education at the school.

Our Mission Statement is that adopted by St Joseph's School. At its heart is a belief that Christ and the message, which the church received from Him, must be the foundation of our whole life.

## Staffing

Registered Person	Mr J Wilkinson
Playgroup Leader	Mrs M Wellings (Level 5)
ALN Coordinator	Miss F Pitman (Level 5)
Playgroup Deputy	Miss S Aldred (Level 2-w/t Level 3)
Playgroup Supervisor	Mrs C Crowther (Level 3)
Playgroup Supervisor	Mrs Z Szmit (Level 3)
School Secretary	Mrs J Pritchard
Contact Information	St Joseph's School Brackley Avenue Colwyn Bay LL29 7UU
Contact Telephone	01492 532394

St Joseph's Playgroup aims to provide good quality childcare. Children's needs are met by employing well-qualified personnel and maintaining a good adult/child staffing ratio.

All staff are required to have the appropriate experiences, skills and training to ensure good quality provision of childcare. Staff are informed of Health and Safety and Child Protection procedures and are encouraged to attend appropriate training courses. Staff's training needs and development are to be reviewed on an annual basis.

## Opening Hours

Monday to Friday from 11.30am to 3.10pm

Playgroup is not open at weekends or during school holidays and staff training days. Details of holiday dates and staff training days are included within this document

## Fees

£7 per session (1.00pm-3.10pm)

Or wrap around

£10 per session (11.30am-3.10pm)

To be paid at the beginning of the week in a sealed labelled envelope.

## Admissions Policy

St Joseph's Playgroup currently caters for both boys and girls up to a maximum of 30 children at any one session.

Children may attend St Joseph's Playgroup from the term in which they reach 2.5 years of age until they are ready to begin full time education in Reception class. Children attending the Playgroup usually live within the catchment area of St Joseph's School.

Our playgroup is included in the Welsh Assembly Government Flying Start initiative. Children who live in a flying start postcode may attend St Joseph's Playgroup from the term after their 2<sup>nd</sup> Birthday. This initiative aims to provide early years care and education and develop a strong partnership with families and other services that cater for young children. Pupils living within the designated Flying Start catchment area will be able to access free childcare funding prior to the receipt of Early Years Funding.

**We are part of the 30hr childcare scheme, which allows children in the Nursery class to attend our Playgroup from 11.30am until 3.10pm. Pupils below Nursery age can only attend Playgroup from 1.00pm until 3.10pm.**

Please note that a place in St Joseph's Playgroup does not guarantee a place in the school Nursery. Places in the Nursery are limited to 30 pupils and applications are dealt with following the criteria as detailed in the school's admission policy.

## Timetable and Organisation

1.00pm	Entry into playgroup
1.05pm	Welcome song, Registration and circle time
1.20pm	Activities-indoors and outdoors
2.15pm	Tidy up time
2.25pm	Songs/Discussions
2.35pm	Wash hands, healthy snack
2.45pm	Physical playtime on school yard
3.05pm	Home time prayer
3.10pm	Home time

Activities in the Playgroup take place through the medium of English, but we do encourage the children to use incidental Welsh within the environment in line with the policy of St Joseph's School.

Medium term and fortnightly themed planning take place in the Playgroup. Activities are well organised to ensure the safety, welfare and development of the children. The registered person is Mr J Wilkinson. Mrs M Wellings is the Playgroup Leader and Miss F Pitman is the ALN Coordinator, Miss S Aldred, Mrs C Crowther, and Mrs Z Szmít are Playgroup supervisors.

St Joseph's Playgroup promotes and develops the ethos of the school within the setting. As a result, children have the opportunity to interact with the adults caring for them and the staff actively seek to build good relationships with them.

The staff utilise a flexible system of working within the Playgroup and during each session, a range of activities is provided. Opportunities are provided for small groups of children to interact and play together. Several groups are established within the setting and movement of children and staff between these groups takes place in order to provide a richer experience for the children and enable staff to observe their achievements.

Groups of children are allocated to individual members of staff. Whilst the responsibility for observing the achievements of pupils within the various activities is shared by the staff, each member of staff has responsibility for recording their group's progress. The staff report to the Playgroup Leader, who in turn reports on particular issues to parents at the end of each session.

Voluntary helpers and staff are expected to undergo police checks prior to commencing work within the Playgroup. Planning is reviewed by the registered person and an overview of activities undertaken is available within the St Joseph's Playgroup File for inspection by parents.

## **Attendance**

We aim to increase attendance and to ensure the well-being of our children using the following procedures;

- Parents are advised to let the playgroup know on the first day of absence.
- Playgroup leader will phone parent on child's first day of absence if unaware of reason child is off and again on third day of absence.
- If child's attendance is poor and no reason for absence, or unable to contact parent then other agencies will be informed such as flying start / health visitors and they will get in contact with the family.
- If a child is known to social services and has poor attendance, then the safeguarding officer will be informed

## **Collection**

Children should be brought to and collected from the Playgroup entrance. At home time, please make sure you pick up your child on time. Children become anxious if they are kept waiting. Please inform the Leader if someone different will be collecting your child. Please telephone the school if your child is unable to attend Playgroup for any period.

In the event of a child not being collected at the appropriate time the following procedure will be followed:

- Initially the parent/guardian or relevant carer will be contacted by telephone.
- If we are unable to make contact with the above, then all other contact numbers will be utilised.
- A member of staff will remain with the child on the premises until the parent/guardian or carer arrives.
- In the event of serious concerns arising all other relevant authorities will be contacted as required.

Children attending St Joseph's Playgroup only participate in activities outside the premises when accompanied by Playgroup staff and parent helpers to ensure vigilant supervision. The Playgroup Leader will ensure that the children's contact information and a mobile phone are available for use in the event of a problem arising. The movement of children between activities or areas will be closely supervised and organised by the Playgroup Leader. In the unlikely event of a child going missing, staff will immediately notify the Playgroup Leader who will arrange an immediate search of the vicinity. If following the initial search, the child is not found, then the Playgroup Leader will inform the police, parents and registered person who will contact other relevant authorities as required.

## **Clothing**

Children are encouraged to wear the school tracksuit, which is obtainable from: Boppers Boutique, Colwyn Bay. (Tel: 01492 534421)

Please mark clearly all items of clothing and bags. **No jewellery is to be worn in Playgroup.**

## **Healthy Snacks**

We provide a Healthy Preschool snack during the afternoon, with a choice of milk or water. If your child has any allergies or intolerances, please inform a member of staff. Children in 'Wrap Around' should be sent with a healthy packed lunch in a wipeable lunchbox.

The adult who holds a food and hygiene certificate will prepare the snack which will be placed on a plate for each child to help themselves to teach them to be independent. An adult will sit with the children at each table to role model how to sit nicely at the table and to keep a close eye on each child whilst eating.



## **Healthy and Sustainable Pre-School Scheme**

The playgroup is proud to be involved in Conwy's Healthy and Sustainable Pre-School Scheme (HSPSS). The scheme was launched in Conwy in 2012 as an extension of the successful 'Welsh Network of Healthy School Schemes' and is jointly funded by the Welsh Government and Conwy Flying Start. The HSPSS looks at ways in which pre-schools settings can contribute to the health of children, staff and the wider community through the development of a health-promoting environment. A health promoting setting actively promotes and protects all aspects of health: physical, emotional, mental and social, through positive action. This includes action on seven different health aspects, as outlined in the HSPSS 'National Award Criteria'. All staff are committed to plan and provide for the children in our care in the context of the seven health aspects outlined in Conwy's 'Healthy and Sustainable Pre-School Scheme' (HSPSS). The seven health aspects outlined by the HSPSS National Award Criteria are as follows:

1. Nutrition and Oral Health - we will be promoting healthy eating within the playgroup.
2. Physical Activity / Active Play - we will support and promote the development and access of play and activity opportunities and experiences for the children attending the playgroup.
3. Mental and Emotional Health, Wellbeing and Relationships - we will support and promote the Mental and Emotional health of the whole setting as well as developing wellbeing and relationships within the playgroup.
4. Environment -we will encourage environmental and sustainable development issues within the playgroup.
5. Safety- We will support and promote the development of safety within the playgroup.
6. Hygiene - We will support and promote the development of hygiene within the playgroup.
7. Workplace health and wellbeing - We will demonstrate a commitment to the health and wellbeing of all staff and volunteers at the playgroup.

## **Individual Needs**

At St Joseph's Playgroup, we aim to cater for each child's individual needs. In order to do this, we aim to work closely with parents. Before your child begins Playgroup, it is important that you visit us, phone or email, and discuss any particular needs or preferences that your child may have. We welcome your comments and any additional information you may provide to enable us to provide a good level of care for your child

## **Safeguarding and Child Protection**

### Key Contacts

**Designated Safeguarding Lead** – James Wilkinson 01492 532394

**2<sup>nd</sup> Named DSP** – Janet Pritchard 01492 532394

**Conwy Social Services Duty Desk** – 01492 57111

### Overview

It is the policy of St. Joseph's Playgroup to make children's safety, wellbeing and protection our highest priority.

We do this by:

- Following the Wales Safeguarding Procedures
- Recognising that it is our legal duty to respond to and refer all allegations of child abuse in line with the Wales Safeguarding Procedures
- Ensuring that all staff and volunteers know that Safeguarding is the responsibility of everyone
- Ensuring that all members of staff have relevant Safeguarding training including awareness and recognition of the signs and symptoms of abuse
- Operating a clear and thorough recruitment policy and procedure for staff and volunteers. These include maintaining current enhanced criminal records checks within Disclosure and Barring Service (DBS)

### Key Safeguarding Procedures

1. If anyone in St Joseph's Playgroup have a concern that abuse has occurred or is likely to have occurred they must discuss their concern immediately with the Designated Safeguarding Person (or directly with Social Services if the concern regards the Designated Safeguarding Person)
2. If a child tells a member of staff that they or another child or young person is being abused the member of staff 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. We will not interrupt when a child is recalling significant events and will not make a child repeat their account.
  - We will explain what actions we must take, in a way that is appropriate to the age and understanding of the child.
  - We will write down what we have been told using the exact words where possible.
  - We will make a note of the date, time place and people who were present at the discussion.
  - We will then report our concerns immediately to the Designated Safeguarding Person

3. The Designated Safeguarding Person will consider the concern and discuss the concern with Children's Social Services (Duty Desk - 01492 57111) where necessary.
4. If deemed appropriate the Designated Safeguarding Person will make a referral to Social Police
5. We work closely with Conwy Social Services and other relevant agencies regarding any Safeguarding concerns
6. We keep written record of Safeguarding concerns and any actions that are taken in response to concerns
7. Following a referral to Conwy Social Services the Registered Person will notify the Care Inspectorate Wales (CIW)
8. In the event of an allegation of abuse being made against staff or volunteers:
  - Allegations of abuse against a staff member or volunteer must be referred to the Designated Safeguarding Person (or directly to Social Services if the allegation regards the Designated Safeguarding Person)
  - The member of staff will only be informed of the allegation of abuse after permissions has been given for the Designated Safeguarding Person to do so by either the police or Social Services.
  - The Designated Safeguarding Person would consider, with guidance from social services and the police, whether immediate suspension of the member of staff is required in order to safeguard children.
  - The police and Social Services would be responsible for any investigation.
  - In all cases where abuse is alleged, the child's parents / carers would be informed at an early stage by Social Services of details of the allegations and procedures to be followed unless to do so may further endanger the child or compromise any investigation.
  - The Care Inspectorate Wales (CIW) would be informed by the Registered Person

## **Additional Learning Needs**

St Joseph's Playgroup aims to have regard to the National Assembly for Wales Code of Practice on the Identification and Assessment of Special Education Needs, and to provide welcome and appropriate activities for all children.

- Children with Additional Learning Needs like all other children are individuals. They are admitted to our Playgroup after close consultation between parents / carers, to make sure that we have the required resources and personnel to take care of their needs.
- Parents are informed regularly about their child's development.
- Our systems of observations and record keeping, which operate in conjunction with parents / carers enables us to monitor children's needs and progress on an individual basis.
- We aim to work closely with other professionals and outside agencies to meet the children's specific needs.
- We aim to ensure that staff attend Additional Learning Needs training courses, when appropriate.
- Facilities within the building are available:
  - a) To allow the provision of private, intimate care if required.
  - b) To allow access to all areas of the building and grounds for children with Special Needs or disabilities.

## **Health Care**

We aim to promote the good health for children by:

- a) Providing a clean and safe non-smoking environment for staff and children.
- b) Ensuring all staff are aware of up to date hygiene procedures through attendance on relevant courses.
- c) Ensuring food preparation and handling complies with food safety and hygiene regulations.
- d) Equipment used within the Playgroup is clean and protected from contamination where necessary.

- e) Encouraging the children to learn about personal hygiene through the daily routine.
- f) Ensuring staff are trained in First Aid procedures.
- g) Ensuring that all accidents are recorded in the accident book and that parents are informed of the incidents.
- h) Ensuring that in the event of a child falling ill in our care then the parent/carer will be contacted and asked to collect the child as soon as possible.
- i) Ensuring that in the case of a serious accident or illness occurring whilst a child is in our care, then the parent/carer will be contacted immediately along with the medical profession and the appropriate action taken. In the unlikely event of the parent not being available, we will, if necessary, accompany the child to hospital along with all relevant details provided by the parent, with the admission, personal details document and parental permission for emergency treatment.
- j) Ensuring that the person responsible for replenishing the First Aid box is informed of any short fall.
- k) Ensuring parents complete a permission form allowing the seeking of any necessary emergency medical treatment or advice should the need arise. This form will be completed on entry to the Playgroup.
- l) Following the recommended procedures and incubation/exclusion period for infectious diseases as published by the Department of Public Health. These will be available for reference in the Playgroup Policy and Procedure File.
- m) Children having the opportunity to play in the fresh air throughout the year in the outside area or on outings into the community.
- n) Ensuring appropriate clothing is worn for all outdoor activities/weather (including sunhats/wet weather clothes)
- o) Ensuring sheltered places are available for use outdoors on sunny days.
- p) By asking parents to apply high factor sun lotion before coming into the setting, when necessary. Staff members will not administer sun cream.
- q) The classroom will be monitored to ensure that the temperature is maintained at 18 degrees centigrade

## **Medication**

It is the policy of St. Joseph's Playgroup to support any child who becomes unwell during their time in our care; and to welcome children who require prescribed medication to be administered by the designated first aider, to maintain their wellbeing while attending this provision, in line with equality and inclusion policy.

St. Joseph's Playgroup does not accept children who are unwell at the time of arrival at the provision.

Administration of prescription medicines may take place if:

- a) The parent gives prior written permission to administer medication.

- b) Staff training has taken place on the administration of the medication from a qualified health professional. This training is specific to the individual child concerned.
- c) Staff agree to undergo training.
- d) Written procedures are in place for dealing with the emergency administration of the medicine.
- e) Staff are aware of where the medication and procedures are kept out of the reach of children.
- f) The medicine is clearly labelled, not out of date and prescribed for the child by a doctor.

## **Toilets and Nappy Changing**

Children always have access to toilet facilities. Help and assistance is given where needed. Independence is encouraged and privacy is respected. Toilets are checked regularly and cleaned/disinfected daily (or according to need) Water temperature in the sinks is controlled.

Your child may attend Playgroup whether or not he/she is in nappies or trainer pants. We work with parents towards toilet training, unless there are medical or other developmental reasons why this may not be appropriate at the time. We make necessary adjustments to our bathroom provision and hygiene practice in order to accommodate children who are not, yet toilet trained. We see toilet training as a self-care skill, which children have the opportunity to learn, with the full support and non-judgemental concern of adults. Parents are asked to provide each young child requiring changing with a bag containing a supply of nappies or 'pull ups' and changing wipes. Changing mats and related equipment are disinfected after each use. Staff members will not administer nappy cream to a child. Personal Protective Equipment (PPE) will always be worn when changing your child

## **Confidentiality**

St. Joseph's Playgroup's work with children and families involves being aware of, recording and keeping sensitive and confidential information. This policy applies to all staff, volunteers, students and management/committee members.

Detailed records are kept in Playgroup. These are kept secure and confidential but are made available for inspection by the CIW. Parents are entitled to have access to all written records about their children.

This policy applies to all staff, volunteers, students and (management/committee members) St Joseph's playgroup ensure that all who use and work in the provision can do so with confidence.

We respect the need for confidentiality by:

- Obtaining parents' consents before using cameras or video recording equipment with their children.
- Ensuring that any computer or electronic device that has shared use has a system of password protection for any stored personal information.
- Disposing of any information (that can be disposed of) responsibly, by shredding.
- Taking seriously and breach of confidentiality at St Joseph's Playgroup. This is considered as gross misconduct that can lead to disciplinary action and dismissal.
- Keeping records of concerns/information relating to the children's safeguarding, confidentiality and in line with St Joseph's Playgroups child protection policy and the AI Wales Child Protection Procedures.
- Making available personal data to CIW as required by day care regulations.
- Ensuring that confidential information is shared with other agencies only by St Joseph's Playgroup delegated person who has the authority to do so. In the circumstances, the parents' consent is obtained (except in cases where this may place a child at risk)
- Keeping all documents/forms and electronic data containing personal information securely in line with the Data Protection Act 1998 (This is kept in a locked filing cabinet)
- Ensuring that staff, volunteers and students sign that they have read, accept and implement this privacy and confidentiality policy at their induction.

## **Opportunities for Play and Learning**

At St Joseph's Playgroup, your child will have the opportunity to experience play in a variety of activities. These include sand, water, role-play, painting, play dough, craft activity and constructional play.

At St Joseph's Playgroup, we aim to provide a range of activities, which assist the development of children's emotional, physical, social, intellectual, language and creative development.

We believe that children develop best in an environment that is both safe and stimulating.

Through play and a variety of first-hand experiences and activities, we aim to allow the children to build on their natural curiosity to develop their mathematical, language, social and imaginative skills.

Children are given access to both indoor and outdoor activities. Staff plan and record all activities to actively encourage the children to develop their full potential. Central to this is a good understanding of the children's individual needs and circumstances and the development of good relationships with the staff and their key workers.

As the children develop, we aim to offer a sound foundation for future learning. In so doing, we are aware of the five developmental pathways that support the new

curriculum. We will observe and offer experiences that follow the pathways which include:

- Belonging
- Communication
- Exploration
- Physical Development
- Well-Being

These areas of learning complement each other and work together to provide a practical, relevant curriculum, which develops children's skills

## **Outings**

We organise safe outings for children in our care as part of their learning experience, sharing the events with and involving, the children's parents and children wherever possible.

We do this by:

- Completing a risk assessment of the chosen venue and associated activities prior to the outing taking place (including a pre-visit as needed)
- Maintaining records of own vehicles and drivers used (as appropriate)
- Informing parents of the proposed outing by displaying information on the notice board and by letters containing all details and consent forms, which are required to be returned at an agreed date.
- Ensuring all details for contacts and individual needs are taken on the outing and held by a named person.
- Ensuring at least two mobile phones (that have signal coverage and battery use throughout the outings duration and location) are available.
- Maintain a register of all children attending; checking children are present at regular intervals throughout the outing as well as at the beginning and end.
- Identifying and informing all adults attending of the named first aider who will carry a first aid kit and any appropriate equipment such as inhalers.
- Asking parents to dress their children in clothing that is suitable for the event.

## **Use of electronic equipment, media and publicity**

We place children's safety and well-being as their highest priority, while acknowledging the advantages of information and communications technology in our world.

We will do this by:

- Maintaining and implementing a rigorous child protection policy, confidentiality policy and code of conduct for staff.



- Ensuring all adults in St Joseph's Playgroup are clear about their duty of care when in a childcare environment.
- Setting appropriate controls on computer use by any children in our care, including access to the internet and any software provided by St Joseph's Playgroup.
- St Joseph's Playgroup has a designated camera for recording activities and events related to our practice for the purpose intended and no other and in line with written consent obtained and our privacy and confidentiality policy.

## **Mobile Phones**

- All members of staff must ensure that their mobile phones are kept in their bags or a locked cabinet during work hours.
- Only the leader or designated person have use of a mobile phone to take pictures for the playgroup twitter and class Dojo account. All photos are deleted once uploaded.
- When on outings the leader and designated person will take their personal mobile phones for emergencies.
- If any member of staff has a personal family emergency, the leader must agree where a mobile phone is needed during the playgroup session.
- Under no circumstances must a camera enter the bathroom area – if a photograph of a child washing hands is needed then senior member of staff will be informed and staff member will be supervised whilst carrying out this kind of activity.
- All cameras in the playgroup including those on staff phones can be subject to scrutiny at any time by the safeguarding officer or senior manager.
- Visitors must leave their mobile phones in their bags, coat or pocket.
- Should a visitor need to use their mobile phone they must leave the premises.
- Written consent must be gained to use photographs on the internet.

## **Behaviour**

At St Joseph's Playgroup, we aim to create an environment that encourages acceptable behaviour. In line with our Mission Statement, we believe that each child has a unique worth, which must be nurtured and respected.

We encourage each child to grow in confidence, self-awareness and sensitivity to the needs of others.

We aim to develop in all children a sense of self worth and respect for those around them.

We believe that at all times children should be treated fairly, with kindness and respect.

Should an incident of inappropriate behaviour occur then the following procedures will be adhered to:

- 1) Intervening as soon as an incident occurs
- 2) Restore calm to the situation through dialogue or movement to a quiet area if necessary.
- 3) Establish eye contact and use appropriate language with any child involved
- 4) A child may be removed from their current activity, and settled in another
- 5) Talk to those involved to find out what occurred.
- 6) Report incidents when necessary in the incident book.
- 7) Inform parents of the incident.
- 8) Involve parents in all strategies employed to improve behaviour.
- 9) Ask parents to sign a behaviour support form.
- 10) Help children understand that it is their specific action/behaviour we don't like, not the child
- 11) Reasonable physical restraint may be used if a danger is posed to the individual child or another person.

## **Bullying**

In line with the Rights of Children and Young Persons (Wales) Measure 2011 and the UN Convention on the Rights of the Child we believe that children in our care have the right to feel safe and valued as individuals, and it is our policy to model and promote behaviour that encourages mutual respect

It is the policy of St. Joseph's Playgroup that no physical punishment, or the threat of it, is used to moderate children's behaviour. Children are never shaken, smacked, humiliated, shouted at, intimidated or shamed. Restraint, or holding, is never used except when necessary to avoid or prevent personal injury to the child, other children or an adult or serious damage to property.

It is the policy of St. Joseph's Playgroup to challenge any bullying that may be perceived during operational hours.

### Entitlement

All children deserve to be part of a community, which is free from humiliation, oppression and abuse. Every person who is a part of this Playgroup has a responsibility to take action to care for each other.

### Definition of Bullying

Bullying can be persistent. It is the deliberate, unjustifiable and unprovoked use of force. It causes physical, emotional or mental hurt to the victim. It violates a person's freedom and rights.

It can be perpetrated by an individual or a group.

Although identification of bullying depends of the specific context of the behaviour, examples include:

Hair pulling, mimicking, blackmailing, pushing people, saying horrid things about family, clothes or appearance, name calling, kicking, hitting, spreading rumours, damaging someone's property, excluding people.

#### Children's definition of bullying

A bully is a person who makes life hard for others by **deliberately** picking on them for no reason. This happens not just once or twice but many times.

It can be hitting, kicking, hair pulling and other things that hurt the body.

It can be spreading rumours, name-calling or threatening to hurt you inside and make you afraid. Bullying is nasty.

People will get hurt if there is a bully around.

In terms of the community at St Joseph's, bullying is detrimental to the ethos of the school and Playgroup and therefore against everything we are working towards.

#### Positive Strategies

1. We are committed to a whole community approach against bullying, we will use the appropriate strategies, rewards, and sanctions set out in the policy to raise awareness of the issue and deal with incidents.
2. Playgroup practice and curriculum will be positively used as a vehicle for raising awareness and understanding of the concept.  
We will:
  - teach children to work and play co-operatively
  - teach about cause and effect and rights and responsibility
  - teach children that you don't lose face if you apologise
  - Teach children to examine their own behaviour to see if it is provocative.
3. Staff will identify potential victims of bullying and try to help them to be more assertive.
4. We will use carpet time to communicate our message.
5. We will endeavour to encourage purposeful activities outside the classroom environment eg; co-operative play/games etc.
6. We will implement positive interventions wherever possible, for example:
  - Seeing the opportunity for teaching and learning within the misdemeanours.
  - Making the steps clear, being persistent and consistent, sharing responsibility and giving clear messages of our vision.
  - Seizing opportunities to reward co-operative behaviour.

#### Rewards

We will try to never miss an opportunity to offer praise.

Praise: Highlight positive behaviour and set achievable goals

Encouragement: Acknowledge children and positive actions in carpet time

### Sanctions

Immediate:

- Apology to victim
- Report to Playgroup Leader / Headteacher
- Parents notified
- Possible loss of privileges

If bullying re-occurs:

- Involvement of parents
- Behaviour contract/including parents

### Monitoring

Incidents will be recorded in the Incident Book. A record of any letters to, or contracts with parents, will be kept to allow simple monitoring procedures.

What can we do to help prevent bullying in our community?

Implications for Staff:

1. To be prepared to find time and listen to children and take them seriously in a way which won't lead to them being humiliated or embarrassed, eg; by ensuring privacy.
2. To look out for possible bullying behaviour and be aware of bully hotspots. Establish routine opportunities for children to talk about bullying.
3. To include teaching about positive behaviour through the curriculum and at carpet time.
4. To implement the rewards and the sanctions as quickly as possible.
5. To recognise that we, as staff, sometimes need help and seek it if appropriate.
6. To examine our own behaviour to make sure we are not bullying pupils, colleagues, parents, etc.
7. To encourage collective responsibility to ownership of the problem.

### Implications for Parents

Parents need to:

1. Contact school if you are aware or suspect bullying is taking place.
2. Encourage children **NOT** to be aggressive with other people.
3. Support the school if further action needs to be taken.

### Implications for Pupils

Pupils need to:

1. Trust staff to take action if being bullied.
2. Tell staff if you are being bullied.
3. Try to be helpful and kind to other people at all times.

### Implications for Management

Management needs to:

1. Establish and maintain an effective two-way reporting system with Playgroup supervisors.
2. Upkeep and monitor incidents of bullying and recording systems.
3. Communicate with parents and staff.

4. To instigate the policy review and make sure it is not forgotten.

## **Parental involvement**

We believe that it is important to keep parents well informed. A copy of our policies and procedures, is available on the school website for all parents to read. A copy is available, on request.

St Joseph's playgroup is a member of Early Years Wales and supports their vision, mission statement and statement of principles:

Vision – Inspiring quality childcare while learning through play

Mission – To promote the delivery of high-quality childcare through guidance, support and representation across Wales.

We provide high quality day care that enhances the development, care and education of pre-school children in a safe and stimulating environment, where they learn through play in partnership with parents.

We do this by:

- Encouraging parents to visit us with their child before registering.
- Informing parents of the ethos, statement of purpose, operational plan and policies and procedures of St Joseph's Playgroup prior to their child starting.
- Asking parents to provide a comprehensive and detailed account of the needs and preference of their child before starting.
- Making every effort to communicate clearly with all parents.
- Encourage parents to take part in the provision's activities, learn about the playgroup's curriculum and the importance of play in their child's development in St Joseph's Playgroup and at home.
- Sharing details of a child's achievements, any changes in behaviour, and so on, and encouraging all parents to discuss the progress of their child formally or informally, in confidence and in privacy, as they need.

## **Children's involvement**

We recognise that involving children in decisions about their care increases their self-esteem and it is our policy to include the voice of the children in our care in all aspects of our work.

We will do this by:

- Ensuring staff (including students and volunteers) implement positive attitudes about children's participation in their work, which foster warm relationships, a child's sense of security, self-esteem, independence and confidence in a responsive, nurturing atmosphere.
- Provide training for staff as appropriate

- Incorporating child led activities as routine.
- Listening to what children say to us, and taking action as needed.

## **Equal Opportunities**

It is the policy of St. Joseph's Playgroup to be fully committed to the active promotion of equality of opportunity for all children and adults involved in our provision.

Within St Joseph's Playgroup, we value and respect the different racial origins, religions, cultures and languages of the children in our care, their families and carers. Each child will be valued as an individual, without racial or gender stereotyping. Children will be encouraged to develop positive attitudes to differences of race, culture and language. The way in which we provide care and our activities, book and toy provision will reflect this equal opportunity policy and will provide children with positive images and positive attitudes towards difference. This will assist them in their social development, by encouraging the development of their self-esteem and self-confidence.

## **United Nations Convention on the Rights of the Child**

The United Nations Convention on the Rights of the Child (UNCRC) is an international human rights treaty for children. It lists the rights that children have and the obligations that governments and all adults have in promoting those rights. The Welsh Assembly Government has drawn up Seven Core Aims based on the UNCR as the basis for its policies for children:

- have a flying start in life and the best possible basis for their future growth and development
- have access to a comprehensive range of education, training and learning opportunities, including acquisition of essential personal and social skills
- enjoy the best possible physical and mental, social and emotional health, including freedom from abuse, victimisation and exploitation
- have access to play, leisure, sporting and cultural activities
- are listened to, treated with respect, and have their race and cultural identity recognised
- have a safe home and a community which supports physical and emotional well-being
- are not disadvantaged by child poverty

In line with these aims, St Joseph's Playgroup is aware of its role in recognising children's rights and helping them reach their potential as individuals by providing an environment in which all children are kept safe, nurtured and treated with respect.

## **Financial Procedures**

St Joseph's Playgroup keeps records of all financial transactions. Accounts are prepared on an annual basis and these are externally audited. Records of these accounts and all paperwork are available for inspection by CIW if requested. The Playgroup carries adequate public liability insurance, which is displayed within the facility.

## **Quality Assurance**

St Joseph's Playgroup aims to provide quality day care service, which is well planned and monitored. The service provided is continually monitored to ensure that it meets the needs of the children. We value the views of the children in our care and their parents. Staff meet regularly to plan activities, discuss progress and consider any new suggestions, advice or initiatives from parents, affiliated bodies or the CIW.

## **Complaints**

At all times the staff are happy to deal with your questions and comments on the provision offered at St Joseph's Playgroup. We do not anticipate any problems, but should any arise, then please use the following procedures:

- Initially discuss your concerns with Mrs M Wellings the Playgroup Leader. They will investigate the issue, record it in the incident file and report back to you.

If a satisfactory conclusion cannot be drawn, please proceed to the next step.

- Contact Mr J Wilkinson, either in person, on the telephone, or writing to:

St Joseph's School  
Brackley Avenue  
Colwyn Bay  
LL29 7UU  
01492 532394

The registered person will make further inquiries and complaints subject to local resolution will be responded to as soon as is reasonably practicable and in any event within 14 days. (This may be extended by a further 14 days with the agreement of the complainant.)

Complaints that are subject to formal consideration will be responded to as soon as is practicable and in any event within 35 days of the request for formal consideration. Where a complaint relates to a matter that may be being investigated

elsewhere (complaints subject to concurrent consideration), the registered person will consult with other parties about the best way to handle the complaint. This may involve the discontinuation of inquiry if it appears that further investigation would prejudice or compromise the other consideration. In this case, the complainant will be informed, and the consideration may be resumed at any time.

If you are still not happy with the result, you may contact:

CIW North Wales Region,  
Government Buildings  
Sarn Mynach  
Llandudno Junction  
LL31 9RZ

Telephone: 0300 7900126

email: [ciw@gov.wales](mailto:ciw@gov.wales)

The Inspectorate will then investigate any comments and reply to you in writing. In some situations, agencies other than CIW might be involved. Complaints will be dealt with promptly, fairly and in a confidential manner.

## **Staff Disciplinary Procedures**

It is our policy to provide a working environment that is fair and consistent and promotes a confident open relationship between employers and employees

We do this by

- Operating effective recruitment and induction procedures
- Maintaining individual staff files
- Operating regular appraisals
- Promoting continuous professional development

In the event that we need to implement staff disciplinary procedures, we will:

- Establish the facts promptly
- Deal with the employee sensitively
- Offer support and set up reasonable action plans
- Maintain records of discussions
- Provide a process of appeal for any formal disciplinary meeting

### Procedures

1. Informal Approach – Most issues would be resolved between the line manager and the jobholder with relevant action plans put into place. Records



will be kept as required. Further action (Formal) will be necessary if there is no improvement.

2. Formal Approach – In cases deemed more serious where the impact is of greater significance or where misconduct is deemed to have taken place, the following procedures will take place following a full investigation.

Step 1 – statement of grounds of action and an invitation to a meeting. The issue will be set out in writing and the employee invited to a meeting within 7 days.

Step 2 – the meeting. This will take place before any action is taken. The employee will be fully informed of the issue and will have been given time to consider their response to the information presented at the meeting. The employee has legal right to be accompanied at the meeting. Following the meeting the employee will be informed of the outcome in writing and of their right to appeal. Disciplinary action may take place before the appeal.

#### Outcomes of disciplinary meetings

- Verbal warning
- Written warning
- Final written warning
- Dismissal with notice
- Dismissal without notice (only in cases of gross misconduct)
- Suspension and taking of action that may lead to suspension

#### Examples of gross misconduct

- Failure to report and incident of abuse
- Theft/fraud
- Physical violence or bullying
- Deliberate damage to property
- Serious insubordination
- Unlawful discrimination or harassment
- Deliberate access to offensive internet material
- Serious misuse of property or organisation's name

### **Whistleblowing**

- We expect staff to place children's interest as their highest priority at all times.
- We expect staff/ volunteers/ adults who may have concerns about the actions or behaviour of any other person employed, working or volunteering within the setting to act professionally and to share their concerns with the appropriate person as soon as practicable.

## **Health and Safety**

In line with the policy of St Joseph's School, we follow the Conwy County Health and Safety Policy. The facility is checked by the Fire Safety Officer regularly and staff and children are aware of procedures in the event of a fire. Fire drills take place on a termly basis with the school and electrical appliances and extinguishers are checked annually. Clear signs indicating exits have been installed, along with sirens and flashing hazard lights for pupils with visual or hearing difficulties. The children are supervised at all times and the building is protected by external fencing, CCTV cameras and an electronically operated door safety lock to the main facility. We aim to take positive steps to promote safety within the setting and to ensure proper precautions to prevent accidents. All visitors must sign in upon arrival to main entrance and wear the photo id printout



## Contract with Parents

This is a contract between St Joseph's Playgroup and the parents. This sets out the expectation as to the care of the child, activities provided, and the business arrangements.

The policies and procedures followed in St Joseph's Playgroup are set out in the Policy File located within Playgroup and on the school website

In signing this contract parents agree to all the policies and procedures contained within the St Joseph's Playgroup File.

<b>Arrival and Collection Times: 1pm-3.10pm</b>	Children to be brought to and collected from the Nursery entrance. Playgroup will only be open Monday – Friday during term time only.
<b>Arrangements in the case of Sickness</b>	If a child is unable to attend St Joseph's Playgroup due to illness or other reason, parents are asked to inform the school as soon as possible.  Should a child become ill whilst in the care of St Joseph's Playgroup, the parents will be contacted and asked to collect their child.  Parents are asked to read and agree to the Health Policy.
<b>Administration of Medicines</b>	Medication will not generally be administered to children attending St Joseph's Playgroup. Medication will only be administered as outlined in the Medication Policy.
<b>Special Dietary Needs</b>	Please include special diets, cultural diets and allergies.  Favourite Foods -  Disliked Foods -
<b>Arrangements in case of Emergency</b>	The Playgroup adopts the procedures followed by St Joseph's School for dealing with all emergency situations and will use the information contained on the child's personal detail sheet to

	<p>contact parents.</p> <p>An incident report will be written in each instance and the Care and Social Inspectorate Wales (CSSIW) and outside agencies will be contacted as appropriate.</p>
<b>Policy on Behaviour and Sanctions</b>	Parents are asked to read and agree to the behaviour policy.
<b>Access Arrangements</b>	<p>The following people are authorised to collect my child from St Joseph's Playgroup:</p> <p>Name: _____</p> <p>Name: _____</p> <p>In the event of any change I will notify the Playgroup immediately.</p>
<b>Financial Matters, including charges during absences.</b>	<p>Fees: <b>£7</b> per session <b>£35</b> per week Only if a child is in hospital will fees be waived.</p> <p>Fees to be paid every <b><u>Monday or first day child attends,</u></b> in a sealed clearly labelled envelope.</p> <p>Our playgroup is part of the Welsh Assembly Government Flying Start initiative. Pupils living within the designated Flying Start catchment area will be able to access free childcare funding prior to the receipt of Early Years Funding.</p> <p>Children aged 3 will be able to apply for a free place at our Playgroup. This initiative by Conwy Local Authority has been funded through the Welsh Assembly Government. Application forms are available from the Playgroup Leader.</p>
<b>Provision of snacks</b>	We provide a healthy snack during the afternoon with a choice of milk or water.
<b>Policy on Equal Opportunities</b>	<p>Within St Joseph's Playgroup, we value and respect the different racial origins, religions, cultures and languages of the children in our care, their families and carers. Each child will be valued as an individual, without stereotyping. Children will be encouraged to develop positive attitudes to differences of race, culture and language. The way in which we provide care and our activities, book and toy provision will reflect this equal opportunity policy</p>

	and will provide children with positive images and positive attitudes towards difference. This will assist them in their social development, by encouraging the development of their self-esteem and self-confidence.
<b>Photographs</b>	Within St Joseph's Playgroup we take photographs of your child and other children engaging in a variety of activities throughout the year. On occasion photographs are taken by other Early Years practitioners or journalists for inclusion in local newspapers. In signing this contract, you agree to your child's photograph being included in group photographs for press release.
<b>Development and recording progress</b>	<p>As you know we are providing early education for your child/children.</p> <p>As part of the provision, we observe the children while they are learning through play and we will be recording their development to celebrate their achievements.</p> <p>If you have any queries regarding the above, please do not hesitate to contact us but we can assure you that this will be for the benefit of the children.</p>
<b>Information required.</b>	Parents are asked to complete a booking form prior to commencing Playgroup indicating the days on which they wish their child to attend. Where possible we will always try to accommodate parental choice but in the event of the Playgroup being full on a particular day an alternative choice might need to be made.
<b>Any other Information to be agreed?</b>	
<b>Arrangements for making complaints to the Care Standards Inspectorate for Wales</b>	<p>Parents have read and agreed to the Complaints Policy.</p> <p>Address of the local Care and Social Services Inspectorate Wales office is:  CIW North Wales Region,  Government Buildings  Sarn Mynach  Llandudno Junction  LL31 9RZ  Telephone: 0300 7900 126  E mail: <a href="mailto:ciw@gov.wales">ciw@gov.wales</a></p>

Name of Child: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Name of Parent/Guardian: \_\_\_\_\_

We/I the parent(s)/Guardian(s) of \_\_\_\_\_ have read and agree to the conditions of this contract and have read and agreed to the policies and procedures contained within St Joseph's Policy File.

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signed by the Playgroup Leader: \_\_\_\_\_

Dated: \_\_\_\_\_

Print Name: \_\_\_\_\_

I agree to my child participating in recognised Playgroup activities off the premises but within the neighbouring area and County of Conwy.

I understand that my specific permission will be sought for any activities which would involve commitment to extended journeys, or times, and expense. I understand that all reasonable care will be taken of my child in respect of the activity/visit and that my child will be adequately supervised at all times.

I am willing for my child's progress to be recorded to celebrate achievements.

Signature of Parent / Guardian: \_\_\_\_\_

Date: \_\_\_\_\_

*A copy to be given to the parent /guardian. Original to be kept by the Playgroup.*