



# Welcome Pack



Welcome to Marshfield Monkeys Playgroup  
A member of Wales PPA



*Wales Pre-school  
Providers Association*

A registered charity. A company limited by guarantee.  
Eiddo'n gofrestrwyd. Cwmni cyfyngedig drwy warant.

*Cymdeithas Darparwyr  
Cyn-ysgol Cymru*



# Marshfield Monkeys Playgroup

Castleton Village Hall

Marshfield Rd

CF3 2UW

Tel: 07874 232680

Email: [enquiries@marshfieldmonkeys.co.uk](mailto:enquiries@marshfieldmonkeys.co.uk)

Website: [www.marshfieldmonkeys.co.uk](http://www.marshfieldmonkeys.co.uk)

## GENERAL INFORMATION

**Opening Hours:** Monday – Friday 7.45am to 5.00 pm (term time only)

### Fees

**Breakfast Club:** 07.45am/8.00am to 09.00am £6.50/5.00  
(includes breakfast)

**Morning Session:** 09.00am to 11.50am £9.00

**Lunch time Club:** 11.50am to 12.50pm £5.00  
12.00pm to 1.00pm

**Afternoon Session:** 1.00pm to 3.30pm £8.00

**All Day Session:** 09.00am to 3.30pm £22.00

**After Playgroup Session:** 3.00 – 5.00pm £2.50 per ½ hour

**PickUp from/Walk Over to Castleton Playgroup/Marshfield Primary Nursery:**  
11.30am/12.00pm/3.00pm/3.30pm and 12.45pm/1.00pm

Please note: there is an additional £1 (£2 for all day) per session for children under 3yrs due to the increased adult/child ratio. Invoices are sent out on a half term basis.

**Number of Children per session:** 26

**Age:** 2 to 4 years 11 months.

**Adult Child Ratio:** 1:8 children 3-4years  
1:4 children 2-3years

**Language Spoken:** English and some Welsh

**Playgroup Management:**  
Natasha Sullivan-Dungey  
07833 942226

**Playgroup Leader**  
Helen Payne  
07874 232680

Welcome to Marshfield Monkeys. We are a privately run group set up by Natasha Sullivan-Dungey. The day to day running of the setting with the help from experienced staff is managed by our Playgroup Leader Helen Payne.

Marshfield Monkeys playgroup is situated in a private room in Castleton Village Hall, Marshfield Road in Marshfield. We also have use of the kitchen, toilets and a secure front garden Monday to Friday. We are fully registered with the Care and Social Services Inspectorate Wales.

## **STATEMENT OF PURPOSE**

Marshfield Monkeys Playgroup recognises parents as the first and most important educators of their children. Our aim is to welcome and encourage parents, to take an active interest in what their child is doing and learning at the group.

Our aims and objectives are:-

- To provide a good quality playgroup open to all boys and girls of all creeds and cultures between the ages of 2 to 4 years 11 months
- To provide your child with a caring, safe, secure and stimulating environment to learn through play in partnership with parents/guardians.
- To develop your child to their full potential.
- To provide individual care and attention, with the appropriate ratio of adults to children
- To provide opportunities to develop social, personal, intellectual and physical skills
- To develop their writing, speaking and listening skills and encourage a love of books.
- To investigate the world of maths, science and technology.
- To encourage their creative development in art, music and drama.
- To help them relate to both adults and children and to develop spiritual and moral awareness of the world around them.
- To prepare your child for a smooth transition to full time education.
- For children to make new friends and have lots of Fun!

**The Playgroup Welcome Book is reviewed whenever there is a change in the Minimum Standards. It is also reviewed annually by the Playgroup Management team, the next review will be August 2016.**

## ADMISSIONS

A registration form needs to be completed and a £10.00 registration fee paid before your child's name will be placed on the waiting list, priority is given to children within our catchment area, although admission is not solely decided on this basis. If a place does not become available then the registration fee will be refunded.

Before a child starts playgroup, you will both be very welcome to come and spend a morning with us.

The visit is intended to:-

- give parents information about the group
- staff and parents a chance to discuss the child needs
- opportunity to ask questions
- allows your child to familiarise themselves in their new surroundings.

If however parents cannot visit the group, a home visit can be arranged. Parents have the opportunity to see the full Admissions policy which is on the Parents Notice Board.

A copy of the Policy Booklet is also available on the Parents notice board. Parents will also be asked to complete a 'Parent Assessment' form that will help the staff meet your child's needs.

Children do not need to be dry as we will support parents towards toilet training their child.

Parents and the Playgroup Leader will sign a contract designed to ensure the wishes of both parent and playgroup are met and the needs of the child is catered for.

The group will try whenever possible to be flexible to the needs of the family as long as it is the best interest of the child. Unfortunately once final allocation of sessions has been made; it may not be possible to alter your sessions, until a space becomes available. One half terms' notice is required for your child to reduce their sessions or to leave playgroup.

Marshfield Monkeys Playgroup is actively involved in welcoming families from all cultures and religious backgrounds and children who may have a special or additional need.

## **SETTLING IN**

The early days at playgroup can be daunting for some, very exciting for others. At Marshfield Monkeys Playgroup we have a flexible approach to settling your child, as we recognise that all children are individuals.

Parents/guardians are encouraged to accompany their child to playgroup for initial visits prior to starting.

Arrangements may be made for parents to leave their child initially for short periods and gradually extending to the full session when you feel they are ready. If your child does become distressed in your absence, please be assured that we will not let them cry for a prolonged period of time and we will always contact you to put your mind at rest.

We therefore endeavour to work closely with you the Parent/guardian to find the most suitable strategy, in order to ensure a smooth transition for your child.

## **DAILY ROUTINE**

The children will follow a structured routine each day which includes:-

The register being taken at the beginning of each session, children will also participate in self registration, placing their names on the board to show attendance which encourages name recognition and independence. During circle time we discuss the weather, have a story and singing through the medium of Welsh, French and English.

Staff will lead focused activities with small groups of children in accordance to their stage of development. Children then access free play both indoors and outdoors, where they can enjoy table top activities such as puzzles, threading, small construction, number and letter games. Participate in role play, small world play, book corner, craft, sand and water play whilst being supported and stimulated by the staff.

We then have tidy up time and children are encouraged to wash their hands before having a snack. Adults and children sit together for a social experience sharing a healthy snack. Children will be offered milk or water. Support is given when needed and any allergies/dietary requirements are always considered. We would be grateful if your child could bring in a piece of fruit for each session. Fruit will be shared amongst all the children, encouraging them to eat healthily and to experience various different types of fruits.

This will be followed by participating in a physical activity indoors or outdoors.

Before the end of the session we have circle time where children will have opportunities to share their experiences before going home.

## **AREAS OF LEARNING**

All planning in the playgroup is done through topics and covers the seven areas of learning recommended by the Welsh Assembly Government.

### **Curriculum Cymreig**

The children will be given opportunities throughout the year to hear about Wales. We aim to enhance the children's experience of life in Wales, by talking about their locality, about names, people and events. Simple greetings, commands, songs and stories will be introduced so that the children are made aware of the Welsh Language

### **Physical Development**

The focus is on the children developing control over their bodies, having an awareness of space and being competent and confident with manipulative skills - for example - mark making, using scissors, construction toys, hoops, parachutes, as well as the larger outside equipment. It is important for children to experience all weather outside play.

### **Language Literacy and Communication Skills**

Children will be encouraged to talk with growing confidence, expressing their ideas, listen with increasing attention and concentration, enjoy listening to stories and rhymes during circle time and experiment in mark making and early writing. The children will also learn a Story / Rhyme of the Week and Words of the Week.

### **Personal & Social Development / Wellbeing & Cultural Diversity**

The children are helped to settle into their new environment and become part of new friendship groups. They are encouraged to take responsibility for personal hygiene and develop good eating and social habits. They will begin to express their own views, ideas and feelings and be aware of and accept the different needs and views of others, by sharing and cooperating. This is to increase self esteem, self awareness and confidence

### **Mathematical Development**

The children will be given the opportunities to sort, match, sequence and compare familiar objects. Through number rhymes and songs they will develop their understanding of numbers, counting to recognise numbers and to match number to patterns and sound.

### **Knowledge & Understanding of the World**

The children are encouraged to develop an understanding of themselves, other people, the environment around them and events that happened in the past. They are encouraged to use all their senses to explore the world in which they live. Activities include cooking, observing plants and animals, valuing other cultures and languages, and looking at photographs and objects from the past.

### **Creative Development**

The children are given opportunities to observe and explore colour, texture, pattern, shape and space, using a variety of media and tools. The children's work is very, very important, we consider each child's experiences to be of the greatest value and all praise is important to build your child's self esteem. Children will be encouraged to sing songs in Welsh and English and use musical instruments to enhance their compositions. Children are able to dance using ribbons and large pieces of material to move with the rhythm of the music.

## ARRIVALS AND DEPARTURES

Upon arrival, the staff will be ready to welcome and assume responsibility for your child at the beginning each session (9.00 and 13.00), once the parents have left. Parents bring their children into playgroup and encourage them to find their coat peg, hang up their coat and put their fruit in the fruit bowl. A member of staff will stay on the door until all the parents have departed.

The playgroup leader is available at this time if you want to talk about your child. All umbrellas must be taken home, as they can be a danger to other children. For the safety of your child, staff must be advised if anyone other than yourself is to collect your child (They must be over 16years old).

Upon departure, the door will open at the end of the session (11.50 and 15.30) where a member of staff will stay on the door until all children have gone home. The children must sit down until their name is called. A member of staff will also sit with the children ensuring they do not go before their name is called. Parents are responsible for their children once they have left the building, please ensure you hold your child's hand whilst in the car park

If at any time the member of staff has to leave the door, for example an emergency with a child or adult, the door will be shut. If you arrive late or need to collect your child early, please ring the Front Door bell on the garden gate.

Please collect your child on time as it can be distressing for them to be left when all the others have gone home. If for any reason you are unexpectedly delayed at this time please phone playgroup **07874 232680** as soon as possible. The supervisor is available for a chat after all the children have departed. Any dogs must be left outside the hall grounds.

### LATE COLLECTION OF CHILDREN

In the event of a child not being collected at the usual time the staff will:-

- Phone contact numbers. If the parent is contacted the supervisor will stay with the child on the playgroup premises until the parent arrives.
- If the parent or any of the emergency contact numbers cannot be contacted, the supervisor will stay with the child at the group for up to ½ an hour. During this time the supervisor will continue to try and make contact with authorised adults
- If no contact is made after 1 hour the child will be deemed abandoned and the police will be called.

If the child is in the care of the setting for more than one hour, depending on the circumstances, a charge of £10 per 15minutes will be made.

### **CAR PARKING**

The car park is open to playgroup parents from 08.00 - 15.10, please let us know if you are collecting another child from Marshfield School or Castleton Playgroup so that your car is not locked in at the end of the day.

Parents are responsible for the supervision of their children walking to and from the car. Please park safely and do not obstruct the building or exit of the car park. Three disabled parking spaces are available at the front of the building, please respect these and only park in them if you carry a disability car sticker.

## **CLOTHING**

Parents are asked to send their child in clothes which are comfortable as they will be learning through play and this will involve experimenting and exploring in play activities (involving messy materials, both indoors and outdoors.) Clothing needs to be manageable when using the toilet independently. Aprons are provided for creative work but please avoid sending children in best clothes as accidents do happen. **Names must be put on personal property – coats, bags etc.**

It is important that your child wears comfortable soft shoes at all times, as physical activities take place everyday. This will enable children to take part in all activities with confidence and help prevent injuries.

No child is excluded from participating in the playgroup who may, for any reason, not yet be toilet trained and who may still be wearing nappies or equivalent. We will support parents towards toilet training their child, unless there are medical or other developmental reasons why this may not be appropriate at the time.

Parents will need to supply a small changing bag with nappies/pull ups, wipes, cream and nappy sacks. We are not allowed to dispose of nappies with the waste at the hall so any changed nappies will be sealed in a nappy bag and sent home with the child.

## **BREAKFAST CLUB**

Breakfast Club is available from 07.45 before our morning session. Children have a choice of cereals, toast and yoghurt. Planned activities and free play are available up until 09.00 when the morning session starts.

## **LUNCH CLUB**

Children who attend lunch/wrap around club are required to bring a packed lunch with them. Please place an ice pack into their lunch box as we are unable to refrigerate lunch boxes. Small amounts of simple healthy food are best, in containers that are easy for little fingers to open!

## **EQUAL OPPORTUNITIES**

As members of Wales PPA, we are fully committed to the active promotion of equality of opportunity for all children and adults involved in the provision. We will try to provide a curriculum that reflects the fact the world is a multi-cultural society. We are aware of the important of providing a positive image towards race, religion, language, gender and disability. We always answer the children's questions in an honest way.

## **CHILDREN WITH AN ADDITIONAL NEED**

Children with special needs will be included in all activities, given as much independence and extra time and help if required. Staff will work with the child's parents and other professionals with parental consent to ensure the environment and activities are appropriate to help the child reach their full potential.

Our full policy relating to children with a special need and inclusion can be found in the Policy Booklet.

## **SICKNESS POLICY**

The group cannot undertake the care of sick children, under the Children Act 1889 sick children must not attend the playgroup. The following information from the 'Health and Safety for Playgroups, Nurseries and Schools' may be helpful:

Gastro-enteritis	Children should not return until 48 hours after their Sickness/diarrhoea last symptoms (CSSIW advice).
Impetigo	Once the spots/scabs are covered and treatment has commenced the child can return to playgroup.
Head Lice	Easily passed from one child to another. Check your child's head regularly, particularly behind the ears and the nape of the neck. Your child is not infectious once the appropriate shampoo has been used – available from Chemists. Please inform the playgroup staff if your child has head lice.
Chicken Pox	A child is infectious from one day before the spots appear until they have all scabbed over. Exclusion period – 6 days from the appearance of rash.
Conjunctivitis	Extremely infectious. Exclusion period – until the eyes stop running.
Measles	Infectious a few days before and 5 days after the rash appears.
German Measles	Exclusion 4 days from the appearance of the rash.
Tonsillitis	There is no official exclusion period but children should be kept away until they are free of the symptoms.

No matter how much a child wants to come to playgroup, if they are unwell,

- they do not usually enjoy the session
- they do not benefit by being there
- they could pass their illness onto other children

**IF A CHILD NEEDS MEDICINE TO BRING DOWN A TEMPERATURE THEY SHOULD NOT COME TO PLAYGROUP.**

## **HEALTH AND SAFETY**

The children's health and safety is paramount at all times. The staff check all equipment daily and observe fire regulations. The Playgroup Leader is a trained "First Aider" and an accident book is kept for parents to sign should a child hurt themselves during the session. The garden gate will remain locked until it is time for children to go home. Children will be supervised at all times, only staff and volunteers who have received relevant training and hold a DBS (Disclosure and Barring Service) check may accompany children to the bathroom. Staff will have access to all information about the children but will not discuss this information with anyone else other than other staff and the parents/guardians of that child. Parents will only have access to files of their own children.

Visitors to the group are pre-booked and will need to sign in and out of the Visitor Book.

## **POSITIVE BEHAVIOUR MANAGEMENT**

Children flourish best in an ordered environment in which everyone knows what is expected of them. Children will be free to develop their play and learning without fear of being hurt or hindered by anyone else. At Marshfield Monkeys we aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

We will:

- Provide a positive model for children with regard to friendliness, care and courtesy.
- Praise and endorse desirable behaviour such as kindness and willingness to share.
- Consistently apply the playgroup rules, so that children have the security of knowing what to expect and can build up useful habits of behaviour.

Bullying behaviour is unacceptable whether in the form of physical, verbal or gestural. Strategies for dealing with such behaviour will be appropriate to the age and development of each child so to reduce the likelihood of it being repeated, this will be discussed and agreed with the parents.

Children will be discouraged from an activity only if they are using unacceptable behaviour or endangering themselves or others. Staff will explain in very clear simple language why their behaviour was unacceptable - the behaviour and not the child will be rejected. The child may be asked to talk and think about what he/she has done, it may involve the child apologising for their actions. A period of 'Time Out' may be used to allow the child time to think or calm down.

When children behave in unacceptable ways, physical punishment such as smacking/shaking will never be used.

Recurring problems will be tackled in partnership with the child's parents. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between home and the Playgroup. In some cases we may request additional advice and support from other professionals, such as educational psychologist or child guidance counsellors.

## **STAFF**

As a member of Wales PPA we will ensure that our setting is kept up to date with current developments and initiatives in the field of childcare and education.

Staff will have First Aid and Food Hygiene training as a minimum. Playgroup leader will have a minimum of a Level 3 in Child Care. 50% of non supervisory staff are required to have a minimum of a level 2 recognised by the Care Council for Wales. At least half of these have a qualification at level 3.

Staff will be committed to ongoing training and development. Wales's pre-school playgroup association membership will provide support and will ensure that we are in touch with new thinking in the field of childcare and education.

Our setting receives the Wales PPA magazine Small Talk, which offers practical advice and up to date information. The setting also has access to publications from Wales PPA.

## **PARENTAL INVOLVEMENT**

Parents/guardians will be made most welcome and helped to become familiar with the day to day routine of the playgroup and good practices.

Parents are encouraged to take part in playgroup in any way you can. If you have a special skill or hobby and would like to share this with the group please let us know.

If you would like to volunteer at the playgroup we would be most grateful, the staff will deal with any incidents between the children whilst a parent helper is on the premises.

## **SAFEGUARDING AND CHILD PROTECTION**

Child protection begins by safeguarding the wellbeing of children. The playgroup will create an environment in which children are safe from harm and abuse.

In order to do this the playgroup will:

- exclude known abusers
- ensure good practice
- provide training
- support families
- keep accurate records
- respond appropriately to suspicion of neglect, physical, emotional or sexual abuse
- liaise with other agencies
- we will comply with Health and Social Services Guidelines on Child Protection

We have an obligation to report to the relevant authorities any suspicions we have that your child has suffered neglect or abuse. Natasha Sullivan-Dungey is the designated person to deal with Child Protection issues

## **FIRE SAFETY DRILLS**

Fire drills are undertaken every half term.

Fire alarms tested every week.

A copy of the 'Fire Procedure is on the notice board.

'Outside/In' drill undertaken every half term – procedure in Policy book.

Care is taken not to frighten the children in any way.

## **SMOKING**

The Playgroup operates a strict no smoking policy. Smoking is prohibited during working hours and prohibited at all times on the premises and in the car park.

## **FEES**

Invoices are sent out on a half term basis, payments are due by the end of the second week of the term. Playgroup bank details are included on the invoice for parents wishing to pay online.

We are registered with the following Childcare Voucher schemes:

Computershare Voucher services ref: 0017534914

Sodexo ref: 824633

Care4 ref: 97597216

Edenred ref: P20769318

Kiddivouchers : 46586

Fideliti: MAR624C

Busy Bees: Marshfield Monkeys Playgroup

You At Work: Marshfield Monkeys Playgroup

Our CSSIW registration number is available upon request via email or can be located on the registration certificate on the Parent notice board.

If paying by cheque, please make it payable to 'Marshfield Monkeys Playgroup'.

## **POLICIES AND PROCEDURES**

All policies and procedures are designed to offer the best possible environment and experience for the children and families in our playgroup. They set out in detail how we deal with situations and provide consistency in the running of the group. We hope parents/guardians will take the time to read these policies as it will provide valuable insight to how the group operates. The policies and procedures are reviewed regularly, at least annually, and updated as necessary.

The full version of the playgroup policies are available on the Parent Notice board or on our website.

## **COMPLAINTS**

Children and their parents are entitled to expect that careful attention will be paid to their needs and wishes. Our intention is to work in partnership with parents, and we welcome suggestions on how to improve our service to you.

A parent who would like to raise a concern or make a complaint should:

- In the first instance, raise any concerns directly with the playgroup staff.
- If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the Playgroup Management. They will investigate the complaint and report back to the parent within 3 days. This will be fully documented in the complaints log book with details of the nature of the complaint and any actions arising from it.
- If the matter is still not resolved, a formal meeting will be held between the management and the parent. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify conclusion of the procedure. Wales PPA may be able to act as a mediator.

Marshfield Monkeys Playgroup aims to deal with local complaints as soon as practical/ within 14 days. (This time limit maybe extended with the agreement of the complainant)

- Parents have the right to raise the matter with CSSIW, however CSSIW will only be concerned with matters that relate to the welfare of child or Regulatory Issues.

CSSIW, Mid & South Wales Region, Rhydycar, Merthyr Tydfil, CF48 1UZ  
Tel No: 0300 7900126

- Parents can also contact Family Information Service 0800 328 8483 for further advice.
- It is necessary to include an external body such as the police or social services when a serious complaint is made, the playgroup will suspend all investigations into the complaint and the external body will take over.  
If the external body decides that they have no interest in investigating the complaint the playgroup will consider whether it's in the interest of the playgroup to continue with the investigation.

The complaint log book will be kept in Playgroup. Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible to the parties involved. CSSIW will have access to this record at any time during visits to ensure actions have been met appropriately.

## **MARSHFIELD MONKEYS PLAYGROUP TERMS AND CONDITIONS**

1. A fee of £9.00/£8.00/£22.00 per session per child is payable in advance each half term. (An additional charge of £1/£2 for children under 3years due to increased adult/child ratio). Bank details are included on the invoice for parents wishing to pay online, cheques payable to Marshfield Monkeys Playgroup.
2. The fee is payable for missed sessions except in the case of hospitalisation.
3. Fees are payable for missed sessions due to holiday.
4. Non payment of fees will result in your child's sessions being allocated to another child.
5. Each child is to be collected by an adult known to be responsible for him/her. The supervisor is to be informed if there is a change of arrangement.
6. Children of 2 years to 5 years accepted. 'Pull-up' nappies may be worn if not potty trained. Playgroup will work with parents to help potty train their child when ready.
7. Parents must advise playgroup if their child is suffering from an infectious disease, e.g. chicken pox.....
8. Parents must contact the playgroup if their child is unable to attend.
9. If a child is absent for 4 weeks without advising playgroup their place will automatically allocated to another child.
10. No child to attend if obviously unwell.
11. Soft shoes and old clothes should be worn. Aprons or similar protective cover brought. Coats etc. must be marked with the child's name or no responsibility can be accepted.
12. Water and milk are given mid-session. We would be grateful if your child could bring in a piece of fruit for snack time.
13. Sweets are not permitted during the session.
14. Parents are asked to participate with fund raising, the proceeds of which will be used to provide new equipment, outings etc.
- 15. One half terms' notice is required to reduce your child's sessions or to leave playgroup.**