



Clwb Penmorfa

Statement of Purpose and Operational Plan

Address: Dawson Drive, Prestatyn, Denbighshire, LL19 8SY
Tel 01754 852757

Clwb Penmorfa is situated in the grounds of Ysgol Penmorfa and offers full day child care from the age of 2-11 years. We are located in what is considered the most deprived area of Prestatyn, therefore we are committed to providing high quality Early Years education and care, irrespective of social background or ability. Our vision is '**Every child matters, Every child counts**' so that all children can play, feel valued, learn and have fun whilst developing through the friendships, activities and opportunities they experience in our care

At Clwb Penmorfa we believe that learning through play is essential to children's development and therefore we take the child's lead and operate a free flow setting with access to outdoors at all times. We pride ourselves in the standard of care we offer and provide a support system for families offering a continuity of care that is essential for children to thrive and gain confidence during their early years.

Clwb Penmorfa is set on the Ysgol Penmorfa site and works very closely with the school to make sure that our children have a smooth and seamless transition into the nursery and also ensuring that this is a positive process.

Sessions

We are open from 7.45am to 6pm term time and 8am to 6pm in the school holidays, we do not operate on Bank holidays. We are able to provide sessional and/or full day care.

We operate various sessions between 7.45am- 6pm including wrap around sessions. Wrap around sessions can accommodate children aged 3-4 years who attend the school nursery. Clwb Penmorfa club can accommodate 52 children aged 2-11 years. We work to CIW minimum standards ratio requirements throughout all sessions.

School day

9 - 3pm £24.00

2.5 hours

9am - 11.30am £10.50

12.30pm - 3pm £10.50

3.5 hours and Wrap around

9am - 12:30pm

11:30 - 3pm £14.50

Afterschool Club

3.05/3.15pm - 4.15pm £3.50

3.05/3.15pm - 5.15pm £7.00

3.05/3.15pm - 6pm £9.00

Holiday Club

Morning £15.00

Afternoon £15.00

Full Day £30.00

Breakfast Club

7.45am - 9.00am £3.50

7.45am - 8.45am £2.00

8.00am - 8.45am £1.00

How we run

If your child attends Penmorfa nursery and you would like to access our Wrap Around service, your child will be collected or dropped off to/from school in time for their nursery class and attend Clwb Penmorfa for the rest of the day.

The children attending out afterschool club are brought over from school to setting and registered up on arrival. Children are then able to set up and help create the environment in which they spend their time, including a specially designated "Over 8` s Area".

At Clwb Penmorfa we operate a free flow environment allowing children to make choices about their own learning. Any planning is curated around children's individual next step and routines are limited to family group, lunch times and snack times, therefore allowing children to access uninterrupted exploration and play in order to develop their learning

The staff within our group believe in equality of opportunity and welcome all children. Our first language is English; however, we continually introduce the basics of Welsh to all of our children as well as different cultures through play-based activities. If English is your second language, we can access language link that will provide translation services to help us to help you.

Key Worker System

When your child first attends Clwb Penmorfa, they will be allocated a Key Worker. The Key Worker will spend time with your child and liaise with you as their parents/carers. They will explore what your child likes to do and encourage interaction with their new friends. You will be kept informed of your child's through seesaw and consistent verbal communications. Parents/carers will be encouraged to speak to their Key Worker and other staff about your child or any questions you may have.

Your Child's Progress

Under 4's term time

Your child's progress will be recorded in the form of photographs, assessments and written observations these are then compiled into a "Learning Journal" and as your child becomes ready to move up to school nursery, the book will be passed onto the Early Years Department, so that there is a smooth transition and clear understanding of the child's abilities and progress from playgroup to part time school. In July we hold a parents' evening and Graduation Day for your children before they move to big school. This is an opportunity for you to see what your child has learnt during their time with us and you will also be given an informal report on skills they have achieved within the Foundation Phase Learning curriculum. Your child's Learning Journal is available for you to view at any time.

Holiday Clwb

Admissions

Clwb Penmorfa will follow the same admissions policy in line with priority of need for individual families and the area in which the centre is situated. We offer reasonably priced childcare to help families in need and also to help eradicate poverty within the Prestatyn area. Before your child's starts we recommend all new children and parents come and have a look around the setting before making the decision that we are the right child-care service for them. This way you will get to meet the staff, ask any questions and your child can make themselves comfortable with the surroundings before the start of their first day.

Maintaining High Standards

Our priority at the Clwb is to provide a safe and stimulating environment for children and we adhere to strict health and safety policies and procedures to ensure that this is paramount at all times. We conduct regular risk assessments; fire evacuation drills and all staff have current enhanced DBS clearance and are either trained or working towards to the required qualification standards as set out by CIW (Care Inspectorate for Wales). In the event of an emergency, we collate up to date information for next of kin and other family members to provide us with the best possible contact information. We would contact the primary named carers in the first instance and if we failed to contact these then the next named contacts would be contacted. In the event of no contact being made and the child required professional medical treatment, the Childcare Supervisor/Manager along with the child's keyworker would accompany the child to the relevant doctors or emergency department along with the child's up to date records for treatment whilst members of staff at the centre would continue to try and contact the parents. Accidents and incidents are logged on relevant reporting forms which parents will receive copies of upon collection of their child.

We continually welcome feedback within the Clwb, both positive and constructive. We regularly complete parental and children questionnaires and information from these are compiled into a Quality of Care review. This is in order for us to continually review the service we provide to ensure that we provide the best for your children. Results of this review and any targets will be shared with parents and carers through a newsletter, keeping you up to date with all events and outcomes as and when they arise.

As part of our self-evaluation process, we review all policies and procedures including the statement of purpose at least annually and any changes which are made, CIW (Care Inspectorate Wales) are informed of at the time of amendment.

Complaints Procedure.

The Clwb aims to provide a high quality, efficient and accessible service to parents and children and the way that we work is reviewed regularly. However, from time to time a parent or child may feel that they have a complaint against some aspect of our childcare provision, or an individual member of staff. Usually it should be possible to resolve any problems locally as soon as they occur, however, in certain situations it may be necessary for a formal, concurrent investigation to take place with the registered person and may involve other organisations such as the Police and/or Social Services.

In the event of a parent/carer having a complaint the procedure below will be followed:

A parent/carer may make a complaint to the relevant member of staff, either by a letter, complaint form, or put forward the complaint verbally to the Room Leader. If you prefer to make your complaint verbally then the supervisor will record the details of the complaint/concern on the relevant form. Full details along with names and dates will be included, letting us know what it is you are unhappy about.

We will acknowledge your complaint as soon as possible and fully investigate the matter within 14 days. If there is any delay, we will advise you of the reasons. We will keep you up to date with what is happening and give you a full reply.

If at this point, the parent/carer is not happy with the response then this can be escalated to the Setting Person In Charge who will re-investigate the complaint or concern and provide a full written response to the parent/carer within 14 days.

All complaints and concerns are ultimately the responsibility of the Registered Responsible Individual/s who will be kept informed of any complaints or concerns raised and may conduct their own investigations if they are escalated to this level.

All registered childcare settings are regulated by the governing body of CIW (Care Inspectorate Wales) and must conform to minimum standards and requirements of their registration.

Parents/carers have the right to contact the local governing body with any concerns they may have and details of the local office are...

CIW (Care Inspectorate for Wales)

North Wales Region

Government Buildings

Sarn Mynach

Llandudno Junction

LL31 9RZ

Telephone No: 0300 790 0126

Responsible Individuals: Sharon Davies

Email: sharon.a.davies@denbighshire.gov.uk

Tel: 01745 852757

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