

Our Policies & Procedures

A Parent-Friendly Overview

First Step Playgroup

Safe • Caring • Inclusive • Working in Partnership

This webpage information is a brief overview of the policies and procedures that guide our practice. When your child joins First Step Playgroup, you are welcome to request a copy of as many individual policies as you would like. If you would prefer to view our complete policies and procedures before deciding whether to join us, please call the setting and ask - we will be happy to make them available for you to read.

Our policies and procedures are reviewed to reflect the Early Years Foundation Stage (EYFS) statutory framework for group and school-based providers that applies from 1 September 2026, alongside other relevant statutory requirements and guidance.



Safeguarding

Keeping children safe is at the heart of everything we do. This section explains how we protect children from harm, recognise and respond to concerns, share information appropriately and work with families and other agencies. It also covers attendance and unexplained absence, missing or uncollected children, online and photographic safety, intimate care, visitors, serious incidents, lockdown arrangements, safer recruitment, staffing, supervision and how concerns about adults working with children are managed.

These policies help ensure that everyone at First Step understands their responsibility to safeguard children, listen to concerns, act promptly and create a safe culture where children's rights, welfare and wellbeing come first.

What this means for your child: clear procedures, vigilant staff and prompt action whenever a child's safety or welfare may be at risk.



Health and Safety

This section explains the practical steps we take every day to keep children healthy, safe and well cared for. It includes first aid, accidents and incidents, medicines, illness and infection control, allergies, food safety, choking prevention, nutrition, oral health, safer sleep, risk assessment, fire and emergency arrangements, security, extreme weather and safe use of the playgroup environment.

It also covers outings and handovers, staff safety and safe working practices. For babies and younger children, our procedures include safer sleeping, sleep monitoring, arrival and handover information, and safe eating and weaning practices.

What this means for your child: a carefully managed environment where children's health, safety, sleep, food, medicines and everyday care are planned and monitored.



Partnership with Parents

We believe children thrive when parents and practitioners work together. These policies explain how we welcome and settle children, work with each child's key person, communicate with families, seek permissions and support children's wellbeing, behaviour, play, physical activity and transitions.

They also explain how we respond sensitively to individual family circumstances, including separated families, multiple births and bereavement, and how we manage concerns such as biting or dummy use. Our complaints, compliments and conflict-resolution procedures make clear how parents can raise a concern and how we expect everyone to communicate respectfully.

What this means for your child: open communication, respectful relationships and a shared approach to helping your child feel secure, understood and ready to learn.



Special Educational Needs and Disabilities (SEND)

We are committed to identifying and supporting children's individual needs as early as possible. Our SEND policy explains how we work in partnership with parents, our SENCO and other professionals to understand a child's strengths and needs, plan appropriate support, review progress and help every child participate fully in playgroup life.

Our approach is inclusive and child-centred. We aim to make reasonable adjustments, remove barriers to participation and ensure children with SEND are valued, supported and given opportunities to learn, develop and thrive alongside their peers.

What this means for your child: early support, inclusive practice and close partnership with you and relevant professionals.



Staff, Volunteers, Data Protection and General Policies

This section explains how the playgroup is organised and how we maintain professional, consistent and accountable practice. It includes admissions and parent contracts, confidentiality, data protection and privacy, children's records and their secure transfer, equality and inclusion, and our approach to discriminatory behaviour.

It also covers the recruitment, suitability, training and development of staff, volunteers, students and younger workers; our Single Central Record; professional boundaries and staff conduct; and general procedures that help the setting operate fairly, safely and transparently.

What this means for your child: suitable, supported adults; respectful and inclusive practice; and careful handling of your family's information.



Want to Read More?

Our full policies and procedures contain much more detail than this overview. We want parents to feel informed and confident about how First Step Playgroup operates.

- ✓ Once your child joins, you may ask for copies of any individual policies - there is no limit to how many you can request.
- ✓ If you are considering joining and would like to read the complete policy and procedure document first, please call the setting and ask to view it.
- ✓ If you have a question about how a particular policy applies to your child, please speak to us. We are happy to explain our procedures and discuss your child's individual needs.

First Step Playgroup

Working with families to keep children safe, happy and thriving.