

# FIRST STEP PLAYGROUP

## Prospectus 2026 to 2027



### Our curriculum promise

We want every child to feel secure, happy, curious and confident - ready for their next step. We follow the Early Years Foundation Stage (EYFS) and use our 12 aspirations to make our curriculum meaningful for the children and families we serve.

### Our 12 Aspirations for Every Child

|                                                                                 |                                                                            |                                                                               |
|---------------------------------------------------------------------------------|----------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| <b>1 Make choices</b><br>Make simple choices and decisions.                     | <b>2 Grow in independence</b><br>Manage coat and shoes with support.       | <b>3 Know what comes next</b><br>Understand familiar routines.                |
| <b>4 Move with confidence</b><br>Climb, jump, run, balance and avoid obstacles. | <b>5 Express their needs</b><br>Communicate needs, feelings and ideas.     | <b>6 Mealtime skills</b><br>Grow confident with eating and drinking routines. |
| <b>7 Connect with nature</b><br>Enjoy and explore the natural world.            | <b>8 Secure relationships</b><br>Build warm, trusting relationships.       | <b>9 Explore &amp; create</b><br>Investigate, experiment and find things out. |
| <b>10 Keep trying</b><br>Build perseverance when things are difficult.          | <b>11 Value community</b><br>Know and value people and places around them. | <b>12 Love language</b><br>Enjoy books, poems, songs and rhymes.              |

**We welcome children from 3 months to 5 years. Your child's key person will celebrate progress from their own starting point and work closely with you.**

# Welcome to First Step Playgroup

First Step Playgroup is part of Play2Learn Childcare Ltd. We are a warm, inclusive playgroup where children learn through play, relationships, conversation, routines and real-life experiences.

## Your main contacts

Manager: Sandeep Kaur • Deputies: Harpreet Johal and Zankhana Patwa  
Telephone: 020 8577 6639 • Mobile: 07721 004606  
Email: [firststepmanager@firststepsheston.com](mailto:firststepmanager@firststepsheston.com)

## Opening hours & ages

We are open term time only, Monday to Friday, 8:30am to 3:00pm. We provide care and education for children from 3 months to 5 years.

## What matters most to us

- Children feel safe, settled and valued.
- Parents and carers are partners in their child's learning.
- Communication and language are at the heart of learning.
- Children become independent, confident and curious.
- Children learn indoors and outdoors, including Forest School.
- Every child is included and supported from their own starting point.

## Our learning environment

We aim to create a calm, welcoming, homely environment. Children have access to books, creative materials, natural resources and carefully chosen real-life items. Practitioners follow children's interests, join their play and extend learning through high-quality interactions.

## Please remember

Children learn best when they feel secure. Settling, relationships and emotional wellbeing come first.

# Communication is at the heart of learning

We talk, listen, sing, share stories and rhymes, use visuals and signing where helpful, and give children time to communicate in ways that work for them. Practitioners model language and add new vocabulary naturally through play and routines.

## Let's Talk Together - our continuing practice

First Step Playgroup previously achieved the Let's Talk Together accreditation. The scheme is no longer running, so the old accreditation logo has been removed. We continue to use the training and approaches because they remain a fantastic resource for practitioners and support excellent communication practice. Communication is at the heart of every child's learning.

## How we support language

- Warm, responsive conversations and careful listening.
- Books, stories, poems, songs and nursery rhymes every day.
- Visual clues and signing alongside spoken language where helpful.
- Small communication groups for children who benefit from extra support.
- Working with parents and, with permission, seeking specialist advice when needed.
- Extending vocabulary and ideas for children who are ready for more challenge.

## The EYFS

Our curriculum follows the Early Years Foundation Stage (EYFS): Communication and Language; Personal, Social and Emotional Development; Physical Development; Literacy; Mathematics; Understanding the World; and Expressive Arts and Design.

# A gentle start for babies

## Babies from 3 months

Our baby provision is designed to give very young children a gentle, nurturing start where they feel safe, loved and supported. Babies are cared for in a dedicated baby area with close attention to their individual routines, cues and development.

## Working with your baby's routine

- We ask about your baby's usual feeding, sleep, comfort and care routines before they start.
- Daily handovers include information about sleep, feeds, health, medication and anything that has changed.
- Babies are responded to as individuals rather than expected to follow a fixed group timetable.
- We share relevant feeding, sleep and care information with you at collection.

## Safer sleep

- Babies aged 12 months and under sleep in a cot on a firm, flat, clear sleep surface and are placed on their back to sleep.
- Babies under 6 months have an adult in the same room for every sleep and are checked every 5 minutes.
- New babies are also closely monitored while staff get to know their usual sleep pattern.
- Babies do not remain asleep in buggies, pushchairs, prams or car seats once inside the playgroup; they are transferred to a safe sleep space.
- We keep sleep spaces clear and monitor breathing, colour, comfort and sleep position.

## Settling your baby

We recognise that this may be the first time your baby has been cared for away from you. Settling arrangements are agreed with families and reviewed as we get to know your baby.

# Your child's day

## Key person

Every child has a key person who gets to know them well, supports settling, follows their interests and works in partnership with you. If the key person is absent, another familiar practitioner will support your child.

## Play, groups and routines

Children have plenty of time for child-led play and also take part in small adult-led experiences. These may include stories, rhymes, music, sensory learning, early sounds, social skills and communication activities.

## Outdoor play & Forest School

Outdoor learning is an important part of our curriculum. Children are encouraged to be active, explore, take managed risks and experience nature in different weather. Forest School opportunities take place through the year and are linked to children's learning.

### What to bring

Please dress your child for active, messy play and the weather. Label coats, clothes and bags clearly. Closed, secure footwear helps children move safely.

## EYlog and sharing progress

We use EYlog to share observations and progress with families. Parents can add comments and examples from home. We may also use WhatsApp for practical messages and selected photographs in line with our procedures.

# Starting at First Step Playgroup

We want every child to have a gentle, positive start. Settling is individual and we work with you to decide what your child needs.

- You will meet your child's key person and share important "All About Me" information.
- We discuss routines, interests, comforters, words/signs and family information.
- For babies, we also discuss feeding, sleep, weaning and daily care arrangements.
- Your key person and the Manager will work with you if settling takes longer than expected.

## Tell us what helps

Please share your child's routines, interests, family information, dietary needs and anything that may help them feel secure.

## Arrival & collection

- Please make sure the gate and front door close securely behind you.
- Do not let anyone else into the playgroup when you enter.
- Only authorised adults may collect your child. Tell us in advance if arrangements change.
- If we do not know the person collecting, we will follow our password/verification procedure.
- Please arrive on time and call us if you are unexpectedly delayed.

## Hugs, not phones

At collection time, please give your child your attention. They are often excited to see you and share their day.

## Food, drink & healthy routines

First Step Playgroup does not provide lunch. Children bring a healthy packed lunch and snacks. Mealtimes are social learning times and children are supported to develop independence and safe eating skills.

We do not reheat food at the playgroup. Parents who wish to send hot food may provide it in a suitable insulated food flask. It must be prepared, heated and packed safely at home in line with current food safety regulations and be ready for the child to eat without reheating at the setting.

### Babies and younger children

Feeding and weaning arrangements are agreed with parents and reflect each child's age, stage and individual needs. Staff follow safe eating, choking-prevention and allergy procedures and work closely with families around changes to feeding routines.

### Please tell us about allergies

Tell us about any allergy or dietary need before your child starts. We need to know the trigger, severity, medication, emergency contacts and whether specialist training is needed. We may need arrangements in place before attendance begins.

#### Important

Please follow the playgroup's current packed-lunch, allergy and medication procedures. Never send medication without completing the agreed process.

### Drinks and snacks

- Children are offered milk or water during the day.
- We encourage age-appropriate cup drinking and independence skills.
- Please follow the playgroup's current snack and packed-lunch guidance.
- No chewing gum because of choking risk.

# Health, safety & wellbeing

## If your child is unwell

Please tell us on the first day of absence. After sickness or diarrhoea, your child should not return until 48 hours after the last episode. Please follow the current sickness and medication policy for all other illnesses and medicines.

## Keeping children safe

- No smoking or vaping on the premises.
- No dogs on the playgroup premises.
- Please provide suitable sun protection and weather-appropriate clothing.
- We record accidents, incidents and existing injuries in line with our procedures.
- We have a safeguarding duty to act if we are worried that a child may be at risk of harm.

## SEND & inclusion

First Step Playgroup is an inclusive setting. Sandeep Kaur is our SENCO and works with families, the team and relevant early years professionals when a child may need additional support.

- Support is planned around the individual child.
- Parents are involved in decisions and strategies are shared for home and playgroup.
- Where appropriate, a targeted support plan may be agreed.
- We work with outside professionals when this is helpful and appropriate.

# Attendance, funding & fees

## Attendance

Regular attendance helps children settle, build relationships and benefit from the curriculum. Please tell us promptly about illness, emergencies or planned absence. Term-time holidays can affect your child's learning and funded-place arrangements, so please speak to Sandeep before making plans.

## Funding

Some children may be eligible for funded childcare depending on age and family circumstances. Eligibility codes must be checked before a funded place begins. Please ask Sandeep, Harpreet or Zankhana about the current funding arrangements that apply to your child.

## Fees and additional hours

Payment arrangements, notice periods, additional hours and any charges are set out in your First Step Playgroup contract. These remain specific to First Step Playgroup. Please refer to your current contract or speak to the Manager or Deputies for the rates that apply.

### **First Step operates differently from Play2Learn**

First Step's opening hours, packed-lunch arrangements, fees and day-to-day routines are specific to this setting. This prospectus keeps those First Step arrangements separate.

## Quick parent checklist

|                                                                                                                                                                             |                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Every day</b><br>Labelled clothing/bag • suitable coat • secure shoes • healthy packed lunch/snacks where required • anything specifically requested by your key person. | <b>Keep us updated</b><br>Phone numbers • emergency contacts • collection arrangements • allergies/medical information • changes at home that may affect your child. |
| <b>Talk to us</b><br>Share interests, achievements and new words/skills from home. Ask your key person about learning and progress.                                         | <b>Safety first</b><br>Close gates/doors • do not admit other people • follow collection passwords • no smoking/vaping • tell us about medicines/allergies.          |
| <b>Learning together</b><br>Read, sing, talk, explore outdoors and give your child time to practise independence.                                                           | <b>Questions?</b><br>Speak to your key person first, or contact Sandeep Kaur, Manager, or Deputies Harpreet Johal and Zankhana Patwa.                                |

## Contact us

**First Step Playgroup, Heston Village Hall, New Heston Road, Heston, Middlesex, TW5 0LW**

Manager: Sandeep Kaur • Deputies: Harpreet Johal and Zankhana Patwa

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### Complaints & Ofsted

Please raise concerns with First Step Playgroup first so we can follow our complaints procedure. If you remain concerned about registered childcare, you can contact Ofsted: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) • 0300 123 4666 • Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.