

This policy will cover;

- **Booking procedure**
- **Free entitlement provision**
- **Enrolment for children with SEND**
- **Settling in process**
- **Changes to information**

It is the intention of First Steps Childcare to provide high quality care and education for all the children that attend our provisions. Our settings are open Monday-Friday 7.30am – 6.00pm (excluding bank holidays). There are clear guidelines regarding the booking procedure, i.e. deposits, fees, changes to booking patterns, these can be found in First Steps Terms and Conditions.

Free Entitlement Provision

First Steps are committed to supporting the needs for Childcare in the local community; therefore each setting is registered to allow eligible 2 year old children to access up to 15 hours a week of free childcare for 38 weeks a year.

3 & 4 year olds are also able to access up to 15 hours a week of free childcare for 38 weeks a year. Or if eligible, up to 30 hours a week, for 38 weeks or stretched over 51 weeks a year. The number of free entitlement only sessions are limited on each day. This does not apply to those children accessing a full session with funding deducted from overall cost.

Children with SEND

First Steps are committed to securing the best possible services for every child. On an individual basis we will consider and assess the appropriateness of our setting and provision in being able to meet the child's needs based on the nature of their SEND. As part of this we will give consideration to the adult-child ratios offered, the needs of the individual and the requirements of the Disabilities, Discrimination Act and the Special Educational Needs - Code of Practice.

Settling in process

Following the enrolment of a child to First Steps and the completion of the booking and admissions process, settling in sessions will be planned to support the transition to nursery life. This will include both settling in taster sessions, and paperwork to gather the required information about each individual child. This paperwork must be returned prior to the child's start date.

Changes to information/circumstances

To enable First Steps to best support every child it is essential that parents/carers keep us up to date with relevant information. This includes any changes to personal information, such as contact details, or emergency contacts and collection permissions, and changes to circumstances; such as health updates (e.g. newly diagnosed illnesses/allergies, accidents/injuries or hospital visits) and family set up (e.g. any changes to home life that may impact on children's emotional health, such as bereavement, illness or separation).