

1. What are your Pre-school opening hours?

Our Pre-schools are open from 7.30am – 5.00pm on Monday-Friday. We are closed on bank holidays and during any scheduled closures, which we will inform you about in advance.

2. Is there a registration fee?

No, we have no sign-up fee and no extra costs. Hot meals for lunches can be purchased at an additional cost.

3. Do I need to do anything before my child attends their first session at Pre-school?

We need all paperwork from your welcome pack returned including:

- Registration Form
- Funding Application Form
- Proof of IDs - 2 forms of ID from a parent/carer, one of which needs to be a photo ID with the other used for proof of address and a copy of the child's birth certificate
- Intimate Care, Tapestry and Parent agreement

You also need to have set up your Tapestry account prior to your child starting. A link will be sent to you directly from Tapestry to your email to allow you to set a password and activate your account. If you have any issues with this please contact Samantha, our Business Manager, who will advise you how to gain access to your accounts.

Tel: 07708 890 208 Email: admin@1ststeppreschool.co.uk

4. How do you settle children into Pre-school?

We offer two settling-in sessions prior to your child's start date. Both are an hour long and free of charge. At the first session you'll be invited in for a quick chat with the Lead Practitioner and/or your child's key worker to discuss any specific needs. If more settling in sessions are required to help smooth the transition process, this can be arranged with the Lead Practitioner tailored to your child's needs.

5. What do I need to bring for my child?

Please provide:

- A change of clothes clearly labelled with your child's name (including underwear and socks)
- Sufficient nappies, wipes, and cream if required
- A named water bottle so the children have access to water throughout the day
- Weather-appropriate clothing (e.g. coat, hat, gloves, wellies, sun hat, sun cream)
- Comfort items such as a dummy or blanket, if needed

6. Do you offer funded places?

Yes, we offer government-funded places for eligible children from 9 months old to 4-year-olds. Please speak to us about your eligibility and how to apply. Our Managing Director, Hannah, deals with all funding enquiries, please contact her on 07718 300 647.

7. How do I make payments for Pre-school fees?

We accept payments via bank transfer, and tax-free childcare account. Fees are due at the beginning of each month, prior to your child's sessions. Late payments may result in additional charges. Fees are still required in full regardless of absence, illness or holidays.

8. How do I contact the Pre-school during the day?

You can call or email us during Pre-school hours. We also use Tapestry to keep parents updated on their child's day. Please contact your setting directly to report any absences, or to receive any updates.

Blyth: 07480 783 685

Seaton Delaval: 07368 451 521

Mowbray: 07359 026 021

For any funding or invoicing queries, to complain, or to report a concern please contact our Managing Director Hannah on 07718 30 647 or hannah.lazenby@1ststeppreschool.co.uk

For all other matters please contact our Business Manager, Samantha, in the Main Office on 07708 890 208 or admin@1ststeppreschool.co.uk

9. Do I still pay if my child does not attend Pre-school?

Yes. Fees are still required to be paid, in full, regardless of attendance including absences for illness or holidays.

10. How do I receive my invoices?

Invoices are sent to your email address from Tapestry. Please be aware, there is no payment method on Tapestry so you can not make any payments on the site. All payments must be made via bank transfer and account details will be printed on the invoice.

11. How do I check my account balance?

Your Tapestry login will allow you to gain access to your account balance, this will let you know whether you're in credit or overdue. Please Note: our banking systems are not in any way linked to Tapestry, therefore when you make a payment your balance will not automatically change. This is done in the office manually and may take some time. Unless your account has been shown as overdue for a substantial amount of time please bear with us whilst we update this. In cases where your account is overdue; we will contact you via email. For instances where payments are not made your child's place may be suspended without notice.

12. Do you provide meals and snacks?

Yes! We provide healthy snacks throughout the day including milk and water. Please inform us of any dietary requirements or allergies so we can accommodate your child's needs. Hot meals can also be provided at an additional cost. Please speak to a member of staff at your child's setting for more information.

13. What is your policy on illness and absences?

If your child is unwell, we ask that they stay at home to recover and to prevent the spread of illness, this includes if they require Calpol. If they have a fever, vomiting, or diarrhoea, they must be symptom-free for at least 48 hours before returning. Please inform the setting directly if your child will be absent.

**All of our policies and procedures are available on our website or upon request.*

14. What happens if my child has an accident at Pre-school?

All staff are first aid trained. If your child has a minor accident, we will provide first aid, providing you have given permission on your registration form and inform you at pick-up. For more serious incidents, we will contact you immediately.

15. What is the staff-to-child ratio?

Our ratios follow legal guidelines:

- Under 2 years: 1 adult to 3 children
- 2 years: 1 adult to 5 children
- 3 years and over: 1 adult to 8 children (or 1:13 with a qualified teacher)

16. How do you support my child's learning and development?

We follow the Early Years Foundation Stage (EYFS) framework, providing a mix of structured learning, play-based activities, and outdoor experiences. We will track your child's progress and share updates with you regularly.

17. What is your notice period if I need to leave the Pre-school or change my hours?

We require 4 weeks written notice if you plan to withdraw your child from Pre-school. 4 weeks notice is also required to change your child's schedule and an attendance form must be completed at your setting.

18. Can my child attend Pre-school on different days if needed?

We try to accommodate additional or swapped sessions where possible, but this depends on availability. Please speak to the Pre-school Lead Practitioner to check. Please Note: Additional fees may occur when changing hours or session times.

19. What security measures do you have in place?

Our nurseries have secure entry systems, and only authorised adults can collect your children. You must inform us in advance if someone different is collecting your child. All 4 contacts named on your child's registration form have authority to collect your child.

20. How do you support children with additional needs?

We are an inclusive setting and work with parents and professionals to support children with additional needs. If you have any concerns, please speak to our Area SENCO (Special Educational Needs Coordinator), Emma, on 07359 892 201 or emma.miller@1ststeppreschool.co.uk