



Partnership with Parents

We believe that for children to receive quality childcare and early learning which suits their individual needs, parents and staff need to work together in close partnership. The two-way sharing of information is key to this. The nursery team welcomes parents as partners and this relationship needs to be built on trust and understanding. It is important that we, as practitioners, can support parents in an open and sensitive manner.

The nursery wishes to ensure parents are an integral part of the care and learning team with our setting.

Our policy is to:

- Recognize and support parents as their child's first and most important educators, and to welcome them into life of the nursery
- Generate confidence and encourage parents to trust their own instincts and judgment regarding their own child
- Welcome all parents into the nursery at any time
- Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to nursing mothers
- Ensure nursery documentation and communications are in a format to suit individual parent's needs.
- Ensure that all parents are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided alongside essential paperwork on enrolment and our full policy documents will be available within the setting or via our website.
- Maintain regular contact with parents to help build a secure and beneficial working relationship for their children. We use our online portal Family for the main sharing of information.
- Support parents in their own continuing education and personal development and inform them of relevant conferences, workshops and training
- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parents' evenings and questionnaire.
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events through newsletters

- Operate a key person system to enable a close working relationship with all parents. Parents are given the name of the key person of their child and their role when the child starts. Support two way information sharing regarding each child's individual needs both in nursery and at home.
- Inform parents on a regular basis about their child's progress and involve them in the shared record keeping.
- Consider and discuss suggestions from parents concerning the care and early learning of their child and nursery operation
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the nursery
- Inform all parents of the systems of registering queries, compliments, complaints or suggestions and to check that parents understand these systems. All parents have access to our written complaint's procedure
- Provide opportunities for parents to learn about The Early Years Foundation Stage
- Provide a written contract between the parents and the nursery regarding conditions of acceptance and arrangements of payment
- Respect the family's religious and cultural backgrounds and beliefs and to accommodate any special requirements wherever possible and practical to do so
- Inform parents how the nursery supports children with special educational needs and disabilities
- Find out the needs and expectations of parents. These will be obtained through regular feedback via questionnaires, suggestions system and encouraging parents to review working practices. These are then evaluated by the nursery to promote nursery practice, policy and staff development