

## 1.4 Parents as Partners Policy

At **Wonderland Nursery** we welcome all parents as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner and include them as an integral part of the care and early learning team within the nursery. Working together ensures we can meet the individual needs of the family and child and provide the highest quality of care and education.

The key person system supports engagement with all parents, and we use strategies to ensure that all parents can contribute to their child's learning and development. A two-way sharing of information is important to develop relationships which are built on trust and understanding and enable practitioners to support parents in an open and sensitive manner. We ask parents to contribute to baseline assessments of children's starting points on entry and they are kept well informed about their children's progress. We encourage parents to support and share information about their children's learning and development at home and the key person seeks to engage them in guiding their child's development at home too. The key person system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs.

We believe that for children to receive quality care and early learning that suits their individual needs, parents and staff need to work together in a close partnership.

The nursery wishes to ensure parents are an integral part of the care and early learning team within the nursery.

Our policy is to:

- Recognise and support parents as their child's first and most important educators and to welcome them into the life of the nursery
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child
- Welcome all parents into the nursery at any time and provide an area where parents can speak confidentially with us as required
- 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. Key policies are available to parents via our website and parent information boards and our full policy documents are available to parents on request.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- Support parents 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 and parents' evenings.
- 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, conversations with key people, weekly newsletters, nursery displays, the nursery website and emails or letters.
- Operate a keyperson system to enable a close working relationship with all parents. Parents are given the name and a photo of the keyperson of their child and their role when the child starts and when we are planning transitions to new age groups.
- Inform parents on a regular basis about their child's progress and involve them in children's online learning journals. Parents' evenings will be held at least once a year, and parents will be able to arrange other times to discuss their child's progress if the date of the parent's evening is not convenient, we also provide Teams, calls or in person meetings to support parents busy schedules.
- Consider and discuss all suggestions from parents concerning the care and early learning of their child and the nursery operation, we annually offer questionnaires to parents via Microsoft forms to support this.
- Provide opportunities and support for all parents to contribute their own skills, knowledge, and interests to the activities of the nursery, we do this through home observations and tapestry.
- Inform all parents of the systems for registering queries, compliments, complaints, or suggestions, and to check that these systems are understood by parents. All parents have access to our written complaints' procedure
- Provide opportunities for parents to learn about the Early Years Foundation Stage, about young children's learning in the nursery and how parents can share learning at home and where they can access further information
- Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment

- Respect the family's religious and cultural backgrounds and beliefs and to accommodate any special requirements wherever possible and practical to do so, we always acknowledge festivals and encourage parents to support us with this.
- Inform parents how the nursery supports children with special educational needs and disabilities
- Find out the needs and expectations of parents through regular opportunities to give feedback via questionnaires and speaking to members of staff and as always, they can email a member of the management team to give feedback. These are then evaluated by the nursery to reflect on and develop the nursery's practice, policies, and organisation.