

23a. parents and carers as partners

We believe that in order 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 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, are able to support parents in an open and sensitive manner.

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
- Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to nursing mothers
- Ensure that all parents are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided and our full policy documents will be available to parents at all times in the office.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- Support parents in their own continuing education and personal development and inform them of relevant conferences, workshops and training
- 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 regularly distributed letters.
- 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. Parents' evenings will be held at least once a year.
- Consider and discuss all 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 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
- Where there is SENCO involvement in a child's care, including initial concerns, parents will be informed of the processes and procedures. Parents are encouraged to work with the SENCO or senior practitioners for the benefit of their child.
- Provide opportunities for parents to learn about the Early Years Foundation Stage and about young children's learning in the nursery and how parents can share learning at home and where they can access further information via Tapestry
- Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment
- The nursery will communicate with parents regarding events and news and any relevant issues via face to face contact, phone and email. Where relevant, group emails will be sent to parents and consent is assumed where parents have provided us with an email address.
- 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, suggestion system and encouraging parents to review working practices. These are then evaluated by the nursery to promote nursery practice, policy and staff development.

Dated: 31st July 2017