

## **7.1 Parents and Carer's as Partners**

*EYFS: 1.10, 3.27, 3.72, 3.73*

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 key person system supports engagement with all parents and will use strategies to ensure that all parents can contribute to their child's learning and development. Parents contribute to initial assessments of children's starting points on entry and they are kept well informed about their children's progress. Parents are encouraged to support and share information about their children's learning and development at home. The key person system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs.

Key people will ensure that Parents/Carers feel comfortable about approaching them for advice, information, and support regarding their child's care at all times and we will use various ways of ensuring that Parents/Carers are fully informed about their child's day. We have an active Parent Committee who meet on a monthly basis. We regularly invite new members to be involved with decision making in the nursery- reviewing policies, tasting meals from our fresh menu, and contributing to the organisation of events.

All information about the day care service will be made accessible to any Parents/Carers with English as a second language, with sight or hearing difficulties, or any other difficulty which makes receiving information by usual means ineffective.

The nursery has several parents' notice board on which the following information is displayed (these notice boards are added onto with additional information on a regular basis):

- Photos and job titles of all staff concerned with the care of their children.
- Open door policy in person, by email, telephone and out of hour's mobile number.
- Advance warning of forthcoming events and meetings, holiday closures or any other changes to opening or closing times.
- Information about the planning of activities being undertaken by children.
- Displays including daily routines & calendar of events for each room.
- Weekly menus.
- Current Insurance and Ofsted Registration Certificates.

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 nursery documentation and communications are provided in different formats to suit individual parent's needs, e.g. Braille, multi-lingual, electronic communications
- 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 each room and reception
- 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
- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parents' evenings and a parents' forum
- 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 a regularly distributed newsletter, the nursery website, Twitter and Facebook sites.
- 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 3 times a year. The purpose of the meetings is to enable Parents/Carers to talk in depth about their child's progress and share knowledge about their overall development. These meetings are seen as vital, and Parents/Carers are supported in attending by offering times which fit in with their working arrangements etc.
- Encourage parents to contribute to children's learning through sharing observations, interests and experiences from home. This could be verbally, sharing photographs or in written form
- Share information about the child's day, e.g. food eaten, activities, sleep times etc. The best communication method, e.g. email, face-to-face, telephone, written, will be agreed in advance.
- 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
- Share information about the Early Years Foundation Stage, young children's learning in the nursery, how parents can further support learning at home and where they can access further information
- Actively encourage parents to contribute to children's learning through sharing observations, interests and experiences from home. This may be verbally, sharing photographs or in written form
- 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 including signposting to relevant services, agencies and training opportunities
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents
- Make sure all parents have access to our written complaint's procedure
- 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 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.