

PARTNERSHIPS WITH PARENTS AND CARERS

Purpose

We recognise that parents/carers are the child's main educators and that they play a fundamental role in their child's development. We feel that the closer we work with parents/carers, the more their child will benefit and develop. We are therefore committed to working with parents/carers to provide high quality, safe and stimulating care, learning and play opportunities for the children. We aim to do this in the following ways:

- **Environment**

We will create an environment where parents/carers feel they can readily communicate with us verbally by:

- Making parents/carers feel welcome upon arrival and departure
- Ensuring that we greet parents/carers in an approachable manner so that they feel they can discuss any requirements or concerns
- Allowing parents/carers to have the opportunity to have any discussions with a specifically requested member of staff and/or in private should they wish
 - All discussions will be treated sensitively and kept strictly confidential
- Following the Complaints Procedure, should a parent/carer wish to highlight a concern

- **Communication**

We will communicate with parents/carers in a variety of ways and on a regular basis to ensure they are kept informed of key nursery matters and their individual child's development. This will be as follows:

In writing

- Parents/carers will receive a communication from us half termly. This may take the form of a Newsletter or other correspondence. We will share information which may include details of children's activities that have been carried out or are due to occur in the future and any other information regarding the nursery that we feel may be of interest and relevant to them

Via Notice boards

These will be used to share information regarding:

- The general learning experiences that the children have had the opportunity to participate in during the day
- Specific items of snack food that have been provided for the children who participate in Snack Time

Daily Diary Sheets

- These are completed upstairs for children under 2 years
- They include records of nappy changes, sleep times/duration etc

'My Learning Journey'

- These are completed for all children on an individual basis
- They include *All About Me* sheets and an *Individual Learning Plan*
- We will also ask parents/carers to complete relevant sections to give them the chance to share details of their child's preferences and progress at home. This will help their child's Key Person to plan their child's *Individual Learning Plan*.

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- **Continuous Improvement**

- We are always keen to hear of any ideas that parents/carers may have for improvement at our nursery and we welcome these at any time on an informal basis. From time to time we will also issue a Parent/Carer Questionnaire in order to obtain feedback. This feedback may be anonymous or parents/carers can request to have a specific discussion relating to their comments.
- At all times we will welcome parent/carer views on how we can deliver a service that encompasses individual needs

- **Policies & Procedures**

We will make our Policies and Procedures readily available to parents/carers upon request

- **Records**

We will ensure that parents/carers have the right to view any records we keep relating to their child

- Requests to view information will be handled in a controlled manner to ensure we adhere to the Data Protection Act and that only information relating to that parent/carer's specific child is viewed
- We reserve the right to withhold any information where we have been given a specific instruction to do so by the relevant authority e.g. Social Care