



## **Parents and Carers Partnership**

The Nursery recognises that parents are the child's primary carers, with this in mind we aim to work with parents to provide quality care for your children. We understand that leaving a child in the care of others can be a worrying experience. At Stepping Stones Nursery, we want parents to feel as relaxed and comfortable as possible, to ensure that the children's time with us is as happy and productive as it can be.

We believe it is essential to build a strong and positive relationship with parents, as we understand that parents are the experts of their own child. At Stepping Stones Nursery parents are seen as partners in the care of their child and it is essential that this relationship is built on mutual trust and respect. Good communication is the key to this process, as staff and parents keep each other informed about each individual child. This will help to ensure that the needs of each individual child and their family are met. Staff work hard to develop open and honest relationships with each family, by keeping parents updated on nursery life and provide lots of opportunities to share information about the child's home life.

### **Information shared with parents on admission will include:**

- Relevant nursery policies and procedures and a policy signature form for parents to sign.
- A settling in policy and procedure
- Transition document including settling in sheets for parents to complete about their child.
- Nursery ethos and mission statement
- Details on fees, holidays and sickness
- Information on items that parents need to supply e.g. suitable clothing, nappies etc
- Nursery terms & conditions

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 nursery documentation and communications are in a format 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 available on request (located in the manager's office)
- ❖ Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- ❖ 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' association group



- ❖ 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 displayed notices
- ❖ 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 twice a year. Parents will be consulted with about the times of meetings to avoid excluding anyone
- ❖ 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
- ❖ 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
- ❖ 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
- ❖ 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.

**Parents should provide staff with all relevant information about their child including:**

- Their physical and mental development
- Their likes and dislikes
- Medical conditions
- Allergies
- Special diets
- Religion
- People authorised to collect their child
- Emergency contact numbers

Any information which is provided will be treated as confidential. This information will only be shared with key staff or in some circumstances, relevant outside agencies as described in the nursery confidentiality policy.



### Once a child is settled into nursery:

It is important that lines of communication remain open. It should be seen as the parent's responsibility to let their key person know about any changes in circumstances, especially significant events that may affect a child's behaviour. It is equally important for parents to pass on information regarding any existing injuries on their child, such as bumps, cuts and bruises caused by accidents at home. We will use this information to monitor the child and keep relevant staff informed. It is also important to inform the staff about any absences, such as holidays, sickness, family emergencies etc.

### In order for parents to be kept updated have an input into how the setting is operated, we offer the following:

- **Daily Feedback Book (babies& toddlers).** Keeping parents updated on the day to day running of the nursery and their child's activities, including meals, nappy changes, sleep times, etc.
- **Key Person.** As part of this developing relationship with the setting your child will be allocated a key person, this will enable you to have a direct member of staff to talk to and put forward any questions or concerns you may have.
- **Newsletters.** Keeping parents updated on what has been happening at nursery and plans for the future.
- **Parent questionnaires.** Handed out on our parent evening (twice a year), inviting parents to give their honest opinion about the service we provide and an opportunity to share their comments and ideas for improvement.
- **Consultation Evenings.** Twice a year there is an opportunity to meet with your child's key person. During this time you will be able to see the progress your child is making through their own personal learning journey, which includes observations made by staff, photo evidence and work products.
- **Parent Suggestion Boxes.** Comments, concerns or suggestions, that you wish to put forward anonymously or otherwise. These can be posted into the suggestion boxes in the main hallways, the management team review these on a regular basis.
- **Day trips and Social Events.** The nursery has an events calendar, which includes main celebrations on a cultural, religious, national and child-specific basis. We also have our internal celebrations, which involve on-site events and trips.
- **Information on the Nursery EYFS Curriculum.** Posted on the parent notice boards on a weekly basis.
- **Information and Records on the Children.** Parents are made aware of what information is kept on their child and who is able to access that information.
- **Consent Slips.** Staff may need to gain written consent for some nursery activities including some trips and outings, any medication, first aid and photographs.
- **Curriculum Evenings.** Held yearly to help parents have a clearer understanding of the nursery curriculum, including planning, observation and assessment.
- **E Mail.** Informing parents of ideas for the coming week, following careful observation of the children. This has proved successful in providing parents with an opportunity to contribute to their child's learning.
- **Complaints Policy.** The nursery has a procedure for parents to follow in the event of a complaint. The policy is contained in the parent pack presented at induction.
- **Careful Staff Deployment.** The staff employed at the nursery, have a range of experience. The nursery manager is careful to consider the staff's strengths when deploying them. Parents are made



aware of who is looking after their children throughout the day and how the management team is made up.

- **Home Link Books (Pre-School).** The nursery provides a home link sheet/book for each child. They add in suggestions for activities to complete at home, in line with the nursery planning. The books are then sent home and the parents are encouraged to complete them over a weekend period. This gives staff an insight into the children's home life and provides opportunities for the parents to take part in their child's learning.
- **WOW Board.** There is a board located outside all play rooms for parents to share information about what their child can do. Information can be in the form of photographs, post it notes, certificates etc
- **Coffee Mornings/Stay & Play.** Staff will plan activities suited for the different age groups and invite the parents to take part, explaining the benefits of each activity and how it links with the planning. There are fun activities to take part in such as water play, cooking, clay, paint, construction etc.
- **Support.** Staff at nursery has been chosen for their friendly and approachable manner. They will do their utmost to offer parents their support where necessary.

Further information on the roles of the management and the staff, the running of the nursery, conditions of registration for Ofsted or the inspection process can also be provided on request.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>August 2017</i>	<i>Adele Stone</i>	<i>August 2018</i>