PARTNERSHIP WITH PARENTS & CARERS

At Little Holland Nursery we believe that parents and staff need to work together in a close partnership in order for children to receive the quality of care and early learning to meet their individual needs. We welcome 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 to include them as an integral part of the care and early learning team within the nursery.

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.

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 and provide an area where parents can speak confidentially with us as required
* Ensure nursery documentation and communications are provided in different formats to suit each parent’s needs, e.g. Braille, multi-lingual
* Ensure that all parents are aware of the nursery’s policies and procedures. Most policies or summaries are displayed on our website and our full policy documents will be available to parents at all times via the Nursery Manager
* 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 including helping them to develop their parenting skills 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
* 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 morning and afternoon updates on Famly (for parents and carers whose child is in the nursery at that time) and monthly update emails or Famly messages
* Operate a key person system to enable parents to establish a close working relationship with a named practitioner and to support two-way information sharing about each child’s individual needs both in nursery and at home. Parents are given the name of the key person of their child and their role when the child starts
* Inform parents on a regular basis about their child’s progress and involve them in shared record keeping. Parents’ evenings will be held at least twice a year. The nursery will consult with parents about the times of meetings to avoid excluding anyone
* Actively encourage parents to contribute to children’s learning through sharing observations, interests and experiences from home. This may be verbally or via Famly
* Share information about the child’s day via the Famly app, e.g. food eaten, activities, sleep times etc., and also update the parent or family member collecting the child at the end of the day on their individual progress
* 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
* Make sure 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. For example via our monthly updates of children’s Next Steps.
* Provide a written Parent Agreement between parents/carers 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
* Inform parents how the nursery supports children with special educational needs and disabilities
* Find out the needs and expectations of parents. We will do this through regular feedback requests to parents in monthly emails, and invitations to meet with the Nursery Manager or Director. We also ensure that comments made to staff are noted and passed to the Nursery Manager for review.