

# Parents and Carers as Partners 2017



The legal framework for this policy is based on:

Childrens Act 2004

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<b>Purpose</b>	To provide a two-way relationship between parents and nursery staff which works towards a common goal promoting the best interests of the child in their education and well-being.
<b>Scope</b>	All staff, students and parents
<b>Responsibility</b>	Owner/Manager/Staff

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## Procedure

We believe that in order for children to receive quality care and early learning that suits their individual needs, parents/carers and staff need to work together in a close partnership. The two-way sharing of information is essential to facilitate this. The nursery team welcomes parents/carers as partners to build a relationship of 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 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 through our website.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children (i.e Tapestry updates, parent meetings and chats on drop off/pick up)
- Support parents in their own continuing education and personal development and inform them of relevant conferences, workshops and training they can attend to help their child's learning journey.

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- 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' events.
- 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 newsletters and also the nursery website.
- 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. Parents will be consulted about the times of meetings to avoid excluding anyone.
- Where a parent wishes to have any further meetings this may be arranged at a time convenient for both the parent and the nursery.
- 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 our website, other regular recorded feedback, suggestion systems and encouraging parents to review working practices. The feedback is then evaluated by the nursery to improve nursery practice, policy and staff development.
- Ensure good communication to promote a good working relationship between nursery and parents. On commencing nursery the setting will request details from you relating to a child's daily routine,

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emergency contact, special considerations etc. This list may be found in the parent pack and all forms must be completed before a child will be allowed to remain in the nursery without supervision of their parent.

- Allow parents to feed into our self evaluation procedure.
- Encourage parents to engage in the different communication methods we provide i.e Tapestry, emails etc

## Entering and Leaving the Nursery

- Parents must adhere to the nursery's password system. On commencing their care at Heaton House each parent will be informed of the relevant password. This should be used when arriving.
- Parents should pay close attention to closing the doors and gates of the nursery and should never admit anyone on entering or leaving. Failure to comply with this is a fundamental breach of our parent safeguarding partnership.

## Working Together to maintain Children's wellbeing

Nursery children and their families may experience upset, grief and loss of close family members or friends whilst with us in the nursery. We understand that this is not only a difficult time for families but it may also be a confusing time for young children, especially if they have little or no understanding of why their parents are upset and why this person is no longer around.

We aim to support both the child and their family and will adapt the following procedure to suit their individual needs and wants:

- We ask that if there is a loss of a family member or close friend that the parents inform the nursery as soon as they feel able to. This will enable us to support both the child and the family wherever we can and helps us to understand a potential change in behaviour of a child who may be grieving themselves
- The key person and/or the manager will talk with the family to ascertain what support is needed or wanted from the nursery. This may be an informal discussion or a meeting away from the child to help calm a potentially upsetting situation

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- The child may need extra support or one-to-one care during this difficult time, the nursery will adapt their staffing arrangements so they are fully supported by the most appropriate member of staff on duty, preferably the child's key worker
- The nursery will be flexible wherever possible to adapt the sessions the child and family may need during this time
- The death of family pets is also an area that children and their families may need support with. We will follow the above procedure wherever it is appropriate to support the child to understand their loss and support their emotions through this time.

Although these changes can often be upsetting to any child, we also ask parents to inform the nursery of any daily instances of upset which may cause a child to behave differently.

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