



## Partnership with Parents/Carers Policy



As we are to be such a large part of your child's life it is imperative that we work together. By forming a close relationship with you as well as your child, we all benefit.

Please feel free to visit the nursery at any time. It is only by seeing the nursery in action and talking to the staff that you will gain an insight into your child's time with us and what we offer. You will often be invited to particular functions and open days that we hold throughout the year.

All parents will have access to any records relating to their child and will be consulting at every stage of their child's care.

Parents/carers will have access to an online daily account of their child's day and will also receive feedback either verbally, or by a display board. Please discuss any feedback you require with the key worker assigned to your child. Do not hesitate to ask to speak to the Manager if you have any queries, however insignificant they may seem.

Parents/carers will have access to all written policies; these are kept in the reception area. Parents/carers will be encouraged to make comments and suggestions. Only by continuous monitoring, evaluation and review can we keep up to date and satisfy our customers. We encourage parents/carers to use our comments/suggestions box and to complete our annual feedback questionnaire.

All nurseries and childcare providers observe and track children's progress under the government's Statutory Framework for the Early Years Foundation Stage. Observations, assessments and images of 'moments' produced for your child allow us to keep abreast of their progress and development and plan further learning activities to engage and stretch them.

Ongoing dialogue, sharing and regular two-way observations on learning and development with parents leads to overall improved outcomes for children. Parents and practitioners should use this shared knowledge to plan together and think through ideas of how to encourage a child and progress their development. You will be encouraged to contribute to planning for your child. Your child's observations be seen at any time by asking your keyworker, and in addition to this, days are set aside during the year where your keyworker will be available to discuss your child's development in more depth and to go through the Learning Journey with you. Please do not hesitate to ask any questions you might have or ask the Manager to book an appointment for you to go through anything in more depth.

All observations and assessments are available in printed format upon request if a parent does not have access to technology.

Each child will be allocated a key worker and parents will be informed of who this person is upon attending the setting for the first time and whenever this

changes. The key worker will ensure that all learning and goals and next steps are tailored to meet each individual child's needs. They will also seek to engage the support of the parents in guiding development at home. If a child's key work is absent for a period of over two weeks, another member of staff may temporarily be appointed as a first point of contact for parents. This member of staff will be one that also knows and works closely with your child.

By getting to know you as well as your child, we can obtain an overall picture of development. We can often help in stressful times for your child such as when a new baby is born or if you are moving house. Often children do not give the full picture of what is troubling him or her. By maintaining good contact with parents/carers many of these problems can be easily solved.

We produce a Behaviour Management Policy. Children argue and fall out all the time and usually the conflict blows over quickly. However, if two children appear not to get on or are spiteful more than once to each other, we aim to prevent further problems by discussion with both the children concerned as well as their parents/carers. More often than not, just a short period of separation, e.g. doing different activities, sorts the issue out.

Cooperation when your child is ill is very important. We understand the difficulties faced by working parents, however, please try to understand that children need to be at home when they are ill and they will then recover more quickly. The nursery can seem a very busy, noisy place when you don't feel like playing. You will not be called to take your child home unless the Manager considers that your child is too unwell or infectious. Our staff are trained in child health issues and you will only be called if we are genuinely concerned.