

Parents as Partners

The nursery team recognises the important role that parents play in their child's development and progress whilst at the nursery. All parents are encouraged to be involved in their children's learning and take an active role both at home and within the nursery. The main purpose of developing an effective partnership with parents is to provide quality care for their children and families. The following points explain how we as a nursery aim to achieve this.

- Prior to admission there is a settling in period for all new children and during these visits key carers spend a large amount of time talking to parents and making notes to familiarise themselves with the child, their routine and their family.
- All parents are welcome to visit the nursery at any time although if they require a meeting within the key carer or manager an appointment will need to be made as staff ratios must be maintained at all times.
- Parents can have access to their child's records, once again by appointment to track their progress and make suggestions regarding how their child is progressing. All parents are invited to parent's evenings and are consulted in respect of the care given and any anticipated changes to their child's routine.
- Information about nursery activities and events is regularly distributed through a newsletter and through detailed planning formats, which are displayed on the room notice boards. These planning formats are designed to be clear and understandable and to provide parents with daily information about what their child has been working towards.
- Should it be required, every effort will be made to present information in languages other than English or through an interpreter.
- Parents are able to view the nursery's policies at any time and should you require a copy of any specific policy please ask the Nursery Manager. Some of the more relevant policies are given to parents before their child joins the nursery and the entire policy folder is shown to parents during their child's settling in sessions. All parents are encouraged to read the policies and familiarise themselves with them.

- Parents' Evenings are held twice a year and information is shared regarding children's development and progression within the nursery. At least one month's notice is given of these evenings and all parents are asked to book an appointment to discuss the development of their child.
- We ask that staff demonstrate good communication skills towards parents by creating time and space to listen to them as well as offering a welcoming atmosphere and being approachable. We appreciate that good communication is a two way process and we therefore ask that parents have positive attitudes towards staff in the nursery and understand that staff have knowledge and experience which can be beneficial to them and their child.
- The nursery is totally committed to a policy of open and honest communication with all parents, at all times. Therefore parents are encouraged to speak to their child's key carer or room team leader if there is anything that they are not happy with.
- A suggestion box is located within the reception area for parents to suggest improvements or tell us how well we are working. We welcome any feedback to help us improve our service and ensure that the best possible care is provided at all times.
- We continually strive to improve the service that the nursery provides. It is our policy that upon leaving the nursery we ask each parent to complete an exit questionnaire to provide us with feedback on the nursery and to help us improve the service in the future.

Please note that throughout this document where the word parent has been used this also covers legal guardians.