



WORKING IN PARTNERSHIP WITH PARENTS/CARERS POLICY

Monkey Puzzle Day Nursery believes that in order for children to receive quality care and early learning that suits and meets their individual needs, parents/carers and staff need to work together in a close partnership. The two-way sharing of information is key to this. The nursery team welcomes parents/carers as partners and this relationship needs to be built on trust and understanding. It is important that we, as practitioners, are able to support parents/carers in an open and sensitive manner.

The nursery wishes to ensure parents/carers are an integral part of the care and early learning team within the nursery. Our policy is to:

- Recognise and support parents/carers as their child's first and most important educators and to welcome them into the life of the nursery
- Generate confidence and encourage parents/carers to trust their own instincts and judgement regarding their own child
- Monkey Puzzle Day Nursery operates an 'open door policy' welcoming all parents/carers 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/carers needs, e.g. Braille, multi-lingual, electronic communications
- Ensure that all parents/carers are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided and our full policy document will be available to parents/carers at all times. This will be allocated **at the reception**
- Maintain regular contact with parents/carers to help us to build a secure and beneficial working relationship for their children
- Support parents/carers in their own continuing education and personal development and inform them of relevant conferences, workshops and training
- Create opportunities for parents/carers to talk to other adults in a secure and supportive environment through such activities as open days, parents/carers evenings and a parents' forum
- Inform parents/carers 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
- 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 nursery
- Support two-way information sharing regarding each child's individual needs both in nursery and at home on a daily basis
- Inform parents/carers 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/carers will be consulted with about the times of meetings to avoid excluding anyone
- Consider and discuss all suggestions from parents/carers concerning the care and early learning of their child and nursery operation
- Provide opportunities and support for all parents/carers to contribute their own skills, knowledge and interests to the activities of the nursery



- Inform all parents/carers of the systems for registering queries, compliments, complaints or suggestions and to check that these systems are understood by parents/carers. All parents/carers have access to our written complaints procedure
- Provide opportunities for parents/carers to learn about the Early Years Foundation Stage and about young children's learning in the nursery and how parents/carers 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/carers how the nursery supports children with special educational needs and disabilities
- Find out the needs and expectations of parents/carers. These will be obtained through regular feedback via questionnaires, a suggestion system and encouraging parents/carers to review working practices. These are then evaluated by the nursery to promote nursery practice, policy and staff development