



Sunshine, Sunbeams and Footsteps Nurseries



Partnership with Parents, Carers and Guardians Policy

Our aims

The nursery recognises that working in close partnership with the parents, carers and guardians of the children in our care is of immeasurable value and importance to the nursery and nursery staff in enabling us to provide a happy, caring and stable environment for our children and their families.

We aim to form and build on good relationships with parents, carers and guardians based on respect, trust and honesty creating an environment whereby they feel comfortable and confident to approach staff and management with any questions, queries or concerns regarding the service and care we provide.

It is equally as important to us that we share and foster open relationships where information regarding their child /children – be it developmental, social or health related – can be exchanged easily, comfortably and in confidence by nursery staff and parents.

We strive to share information regarding the running of the nurseries, government guidelines, share policies and procedures on how and why we operate in the way in which we do and encourage and welcome feedback at all times.

We recognise it is important that not only the children are valued but that their parents, carers and guardians are too.

Each family will be welcomed, respected and valued regardless of their ethnic or religious background, beliefs, gender, age, race, sexuality or disability.

We have put together a detailed list which shows the ways in which all of the staff and managers aim to work alongside the parents, carers and guardians of the children in our care in order to develop the best possible relationships.

- We will provide a warm, welcoming environment for you and your child / children and encourage you to come into the playroom, settle your child and share information about your child's evening or weekend with the staff.
- In the evenings when you come to collect your child / children, we will share information with you about their day and ask that you take a minute to read the daily information sheet and sign your child out in accordance with our policy.
- A member of management or senior member of staff will always be available for discussion with parents; arrangements can also be made for a meeting at an agreeable time.
- Parents are welcome to call the nursery throughout the day if they would like to check how their little one is doing or if they would like to talk to a member of staff or management. It may be necessary for us to call you back at a more convenient time but we strive to do so within one hour.
- We welcome the involvement of parents and carers in nursery life, we have been fortunate enough to have visits from parents who are doctors or vets for example to support the children in their topics of learning.
- Parents are encouraged to participate in nursery outings and events such as our annual summer trip, annual pantomime trip, garden parties and parents meetings.
- During your child's initial settling in period prior to their start date, parents, carers or guardians are encouraged to stay as long as they like. We do suggest a settling in schedule but this is naturally flexible in accordance with the needs of the child and parents. During this time, we ask that you share as much information relating to your family, your wishes and your child so as to

make this as much a relaxed, positive experience for all. There are several important forms and policies you will be required to read and sign during this period. This is also an important time for parents, carers and guardians to get to know the staff.

- Your child will be assigned a key-worker who will be responsible for maintaining detailed observations on your child's areas of learning and regular written developmental records in accordance with the Early Years Foundation Stage. We also include photos of your child enjoying different experiences and examples of their artwork building you a wonderful keepsake record of their development and time at nursery. Your key-worker will liaise regularly with you, work with and support you on working towards new skills such as potty / toilet training and be available to answer any concerns or questions you may have regarding their development and offer advice as necessary. Parents and carers are welcome to take their child's personal folder home, and are encouraged to add comments, achievements and any differences observed at home.
- All information regarding your child / children will be kept strictly confidential and treated on a need to know basis only. The nurseries value and respect confidentiality and adhere to the Data Protection Act. In accordance with the current EYFS guidelines, information relating to each child must be kept for three years after they leave the nursery.
- We request that you share with us all relevant information regarding developmental check-ups, doctors' appointments for routine immunisations etc so we can ensure our records are kept up to date. It is vitally important that you keep us updated of any changes to your work conditions e.g. phone numbers, hours of work as well as personal mobile phone numbers. In the event of any changes, please drop a note or email directly to the office.
- Parents, carers and guardians are also requested to keep us informed of any circumstances which may have an effect on their child's emotional and general well-being e.g. a family bereavement, separation, illness in the family, moving home or any changes to their requirements.
- If we have any concerns regarding your child's well being during the nursery day, every effort will be made to contact you or your emergency contact person. We have a strict medication and sickness policy which we adhere to at all times. We ask that as parents, you respect this policy and help us ensure we maintain as healthy an environment as is possible by keeping poorly children home from nursery. We use the guidelines as set down by the Health Standards Agency when considering exclusion periods for unwell and contagious illnesses.
- We strive to share with you as much as possible about your child's day at nursery. We display as much information as possible on each of the playrooms notice boards e.g. weekly menus, current nursery news etc and on the parents notice board which houses useful information about the nursery. You will find information more specifically related to your child's day within their own playroom. Typically, this will include their daily information sheets, daily routine, dietary record {if applicable}, weekly activity plans, plans of current themes and festivals and key group information. Parents are welcome to request copies of plans. We encourage and welcome input from our families and often request items from home {on loan} to support our themes such as coloured objects, photographs, books etc.
- In addition, we often send information home by means of letter or email to keep our families up to date on nursery issues. We provide a monthly newsletter with current news and events, children's birthdays, new children joining, staff training and activities for the coming month. This enables families to talk about nursery at home and helps to maintain a positive sharing of information.
- Parents, carers and guardians are expected to abide by all of the nursery policies and procedures and show respect for all other children and families. Failure to do so will be challenged.

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