

## Parent Partnership Policy

At Bell House Nursery we believe that in order for children to flourish and reach their full potential, it is imperative that our staff team works closely with all parents and carers. This open relationship ensures that there is consistency between the home and nursery environment. It also enables us to have a more complete knowledge of the child and their abilities, in order to help meet their individual needs. We operate a fully 'open door' policy and aim to support parents in confidence and with sensitivity.

- We recognise and support parents as their child's first and most important educators, and welcome them into the life of the nursery
- We provide information about the nursery and the services offered. This is provided verbally in addition to using our notice boards, termly newsletters, our website, memos handed to parents, and via personal emails and weekly blogs. Each key person organises parent consultations to ensure each parent receives a 1-1 time with their child's key person. The parent consultations last 10-15 minutes to allow the parents to talk through the child's wellbeing, attachments and talk through their individual Learning Journey.
- We ensure that all parents are aware of the nursery's policies and procedures. Our full policy documents are available to parents at all times. These are situated in the reception area and on our website. Parents confirm that they are in agreement with our Policies and Terms and Conditions by signing the appropriate section of their child's registration form.
- Our open door policy welcomes any parent/carer/visitor to the nursery at any time
- All information is made accessible to parents/carers for example, their child's Learning Journey, observations and summaries. Each parent has an individual login where they can access their child's online development profiles and contribute to this.
- Parents/carers must update all relevant personal details, relating to the family, when necessary. These include, change of address, phone numbers and emergency contacts. This is to ensure we provide efficient childcare in case of emergency.
- Each room has either a book, daily sheet or board which provides parents with details of what their child has eaten, how long they have slept, toileting/nappy changing habits and which activities they have participated in during the day. This is also shared verbally with the parents at the end of the session.
- We support parents in their own continuing education and personal development, informing them of relevant conferences, workshops and training available within the local area, this can be found on our parent board in reception.
- We operate a key person system (see key person policy) which facilitates a close working relationship with all parents and supports a two-way information sharing relating to each child's individual needs, both in nursery and at home.
- We respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so.
- We will discuss and consider all parent's suggestions that concern the care and learning of their child.

- Surveys are displayed in reception to gain parent feedback on our strengths and weaknesses in order for us to improve our practice.
- We inform all parents of the systems for registering queries, complaints or suggestions and check to ensure these are understood. All parents have access to our written complaints procedure in the policy and procedure folder.
- We provide opportunities for the parents to learn about the Early Years Foundation Stage (EYFS) framework and about the education of children in their formative years.
- We promote opportunities for parents to come into the nursery to share their skills, knowledge or interests to support the children's learning.
- We welcome the contributions of parents, in whatever form these may take, for example, verbal, email or letter format.
- These aims all work in conjunction with the Equality and Diversity policy and the Inclusion policy documents.
- We ask that parents respect confidentiality and do not write negative comments about the Bell House Nursery on all social networking sites, including Facebook, but rather that you approach us directly with any concerns. In addition, we ask that in the interest of safeguarding the children in our care, you do not publish photos or videos of events or activities occurring in the nursery on any such websites.

**Reviewed by Clare Hayes and Annie Tolchard**

**Reviewed in April 2018**

**Next review date April 2019**