

Partnership with Parents and Carers



Working in partnership with parents is central to the Early Years Foundation Stage (EYFS, 2023) in England. At Grass Roots we believe that in order for children to receive quality care and early learning that suits their individual needs, parents/carer(s) and staff need to work together in a close partnership. The two-way sharing of information is key to this. The nursery team encourages parent/carer(s) to be partners and this relationship needs to be built on trust and understanding. It is important that practitioners are able to support parent/carer(s) in an open and sensitive manner.

We wish to ensure parent/carer(s) are an integral part of the care and early learning team within the nursery. Our policy is to:

- Recognise and support parent/carer(s) as their child's first and most important educators, and to welcome them into the life of the nursery
- Generate confidence and encourage parent/carer(s) to trust their own instincts and judgement regarding their own child
- Welcome all parents/carer(s) into the nursery at any time
- Ensure nursery documentation and communications are in a format to suit individual parent's needs
- Ensure that all parent/carer(s) are aware of the nursery's policies and procedures, these are accessible on the nursery website to view. Copies are available to all parents and carers on request
- Maintain regular contact with parent/carer(s) to help us to build a secure and beneficial working relationship for their children
- Support parent/carer(s) in their own continuing education and personal development and inform them of relevant conferences, workshops and training
- Inform parent/carer(s) 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 newsfeed posts through the Family app, about me documents and a number of other ways
- Create opportunities for parent/carer(s) to talk to other adults in a secure and supportive environment through such activities as open days, parent groups/workshops, parent/carer(s) evenings and social event
- Operate a key person system to enable a close working relationship for parent/carer(s) and practitioners. Parent/carer(s) are given the name of the key person of their child and their role when the child starts.
- Support two-way information sharing regarding each child's individual needs both in nursery and at home
- Inform parent/carer(s) on a regular basis about their child's progress and involve them in the shared record keeping. Parent/carer(s) evenings/meetings will be held at least twice a year. Parent/carer(s) will be consulted about the times of meetings to avoid excluding anyone
- Inform all parent/carer(s) of the systems for registering queries, compliments or complaints, and to check that these systems are understood by parent/carer(s)
- Provide opportunities for parent/carer(s) to learn about the Early Years Foundation Stage and about young children's learning in the nursery and how parent/carer(s) 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 accommodate any special requirements wherever possible and practical to do so
- Inform parent/carer(s) how the nursery supports children with special educational needs and disabilities
- Find out the needs and expectations of the parent/carer(s). These will be obtained through regular feedback via questionnaires encouraging parent/carer(s) to review working practices. These are then evaluated by the nursery to promote the setting's practice, policy and staff development.

Personal Possessions Policy

The nursery provides a wide range of toys and activities for all the children, catering for different needs, abilities and ages. Whilst it is not necessary for children to bring additional toys with them to play with, the nursery appreciates that sometimes a child may have a particular comfort toy that they wish to bring or a toy that they have been playing with just before they left home.

Staff will endeavour to keep all children's toys and resources safe, however we are sure you appreciate that with multiple children in our care at any one time, it is not always possible to keep an eye on their belongings. Whilst losses are rare we would advise that if a toy is very special or expensive that it remains safely at home as the nursery will not be held responsible for loss or damage to them. We would also ask you to put your child's name on it so it can be identified if found.

If your child does have a comfort toy that they are very attached to, the nursery recommends that additional 'copies' are purchased as this can prevent great upset if it becomes lost, or that it does not come into the nursery.

We would also ask that all shoes, boots, coats, jumpers, hats etc. are all clearly named. With many children at nursery at any one time it's normal for several children to have the same items and it is very difficult to make sure that they all have the one they arrived with. Nursery will not be held liable for the loss, accidental swap or damage of any clothing or personal possessions that you or your child brings to the nursery.

Abusive Parent/Carer(s)

At Grass Roots Private Day Nursery we believe that we have a strong partnership with our parent/carer(s) and an open door policy to discuss any matters arising (if applicable). In the unlikely event that a parent starts to act in an aggressive or abusive way at the nursery, our policy is to:

- Direct the parent away from the children and into a private area such as the office (where appropriate)
- Ensure that a second member of staff be in attendance, where possible whilst ensuring the safe supervision of the children
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour
- Contact the police if the behaviour does not diffuse
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately
- An incident form will be completed detailing the time, reason and action taken
- With incidents like this staff may require support and reassurance following the experience. Management will provide this and seek further support where necessary
- Management will also signpost parent/carer(s) to further support if applicable.

This policy will be reviewed by management annually, who are responsible for ensuring the dissemination of this policy to all staff, volunteers and parents.