

Once Upon A Time Nursery
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Parents and Carers as Partners Policy

Wales: NMS
6.1 – 6.12

At **Once Upon a Time Nursery** we believe that parents and staff need to work together in a close partnership in order for children to receive the quality of care and early learning to meet their individual needs. We welcome parents as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner to be an integral part of the care and early learning team within the nursery.

The key worker system supports engagement with all parents and will use strategies to ensure that all parents can contribute to their child's learning and development. Parents contribute to initial assessments of children's starting points on entry and they are kept well informed about their children's progress. Parents are encouraged to support and share information about their children's learning and development at home. The key worker system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs.

Our policy is to:

- Recognise and support parents as their child's first and most important educators and to welcome them into the life of the nursery
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child
- Ensure nursery documentation and communications are provided in different formats to suit each parent's needs, e.g. Braille, multi-lingual, electronic communications
- Ensure that all parents are aware of the nursery's policies and procedures. Our full policy documents will be available to parents at all times in the hall and on the nursery website
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their child
- Support parents in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops and training
- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parents' evenings and a parents' forum

- Inform parents 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 the nursery app.
- Operate a key worker system to enable parents to establish a close working relationship with a named practitioner and to support two-way information sharing about each child's individual needs both in nursery and at home. Parents are given the name of the key worker of their child and their role when the child starts
- Inform parents on a regular basis about their child's progress and involve them in shared record keeping. Parent progress day's will be held every term in the nursery outside of nursery opening hours for parents to come and discuss their child's development.
- Actively encourage parents to contribute to children's learning through sharing observations, interests and experiences from home. This may be verbally, sharing photographs or in written form
- Agree the best communication method with parents e.g. email, face-to-face, telephone and share information about the child's day, e.g. food eaten, activities, sleep times etc. Consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the nursery
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents. Make sure all parents have access to our written complaints procedure
- Share information about the Welsh Government Curriculum for funded non-maintained nursery settings, how parents can further support 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 how the nursery supports children with additional educational needs and disabilities
- Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires, a suggestion system and encouraging parents to review working practices. We will evaluate any responses and use these to promote nursery practice, policy and staff development.