

# **PARENT/CARER POLICY**

## **PARTNERSHIP WITH PARENTS/CARERS**

### **General Communication**

We view our role in the care of children within the nursery as very much a partnership with parents. Good communication is vital and is a very important part of work within the nursery. Making time for talk between nursery staff and parents ensures high standards of childcare and parents should also allow time for this to take place. We must always appreciate that the child and his/her welfare are paramount and that they are the most important. In addition to daily talks there are various events throughout the year, which offer a good opportunity to communicate and discuss progress. We recognise the need to work together for the benefit of the child. We welcome any parental involvement including suggestions. We aim to promote the partnership in a variety of ways, and strongly encourage all parents/carers to become involved. We provide regular newsletters to keep you up to date with current events in the nursery.

### **Daily Communication**

This offers the opportunity for staff or parents to discuss any issues or activities involving their child, including progress and well being. We ensure that time is available for these discussions, not only are they important for the parent but the communication is two-way and we can learn more about the child. As well as being verbal, within the baby room and owlets there is also a system of daily diaries in which are recorded nappy changes, meals, sleeps and a paragraph of what your child has been doing in the day. Please use this book to write any messages to us or even what your child's has been up to over the weekend.

### **Keyperson and Buddy System**

Our 'keyperson' system enables us to record a child's developmental and learning goals and together with parental input provides us with the information needed to assess the child and further promote their development whilst continually recording their progress. Your child will be assigned a keyperson as soon as their place is confirmed, this may change after the child has settled in if the child has an attachment to a different member of the team, we wait a while to see who your child bonds with the most. This key worker will then complete your child's learning journey and key group time.

### **Settling In**

During this process it is especially important that we work closely in partnership, communicating frequently. All needs differ and some children take longer to settle than others, they may need their confidence boosting whilst taking this first big step. We feel it is essential for parents to talk to staff who will offer help and support.

### **Parent Observations**

We ask parents to communicate and share with us their child's achievements and experiences so that these can be recorded and shared in your child's learning journey.

### **Parent's Evenings**

We operate two parents' evenings per year when the opportunity is available for parents to spend individual time with their child's keyperson to discuss progress. We also have all nursery and curriculum information displayed along with

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photograph record books and new childcare issues/information. Information about the nursery can be freely obtained and nursery staff are available to discuss any area as appropriate. You may, of course, review your child's learning journey and speak to your child's keyperson at any other time.

### **Social Events**

Throughout the year we hold various fun social events; these offer the opportunity to discuss your child in a relaxed environment and also get to know other parents. These are events such as garden parties, Christmas nativity play and are always a lot of fun.

### **Behaviour Management/Discipline**

At nursery we constantly use positive reinforcement and praise to encourage positive behaviour. When a child acts in a way which is harmful to others e.g. kicking, biting, scratching it is important that parents are informed to ensure that we can deal with the problem in partnership and develop a consistent approach to quickly resolve the problem.

### **Toilet Training**

We always work in close liaison with parents when toilet training children and although we will not decide when the time is right for this to happen, we are happy to support and discuss this with parents/carers. We fully support toilet training and will offer any advice or assistance as required.

### **Sleeping**

Within the baby room we follow babies natural sleep patterns although as children get older their routine changes and we always liaise with parents wishes on sleeping as to how often, how long, not after a certain time etc.

### **Feeding**

Mostly relevant for our babies where we must work closely in partnership especially when a child is moving on to solids. If parents can keep us informed of trying new foods via the child's daily diary we would appreciate this very much.

### **In Summary**

During your child's time at nursery it is our role to ensure all parents receive as much information about the nursery and its aims and objectives although if you have any further queries or would like further information please ask a senior member of staff.

At nursery we aim to:

- Make all parents aware of the nurseries policies and procedures.
- Ensure all parents are informed of their child's progress regularly.
- Ensure all parents have the opportunity to contribute their own skills, knowledge and interests.
- Involve parents in shared record keeping about their child
- Ensure parents receive regular newsletters.
- Make known to parents the procedures for complaints

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- Provide opportunities for parents to learn about the nursery curriculum and about their child's learning process.