



PARTNERSHIP WITH PARENTS POLICY

Little Owls Pre-School & Nursery recognises that parents/carers play the fundamental role in a child's development as their first educators of their young children and our aim is to support their role at all times. This is acknowledged as the basis for a partnership between Little Owls Pre-School & Nursery and parents/carers. Little Owls Pre-School & Nursery will ensure that the parents/carers of children in their care will be listened to, have their wishes respected, be provided with information needed, have their confidentiality respected, be given support and be involved in the care and learning of their child.

The staff team are committed to working in partnership with parents/carers to provide high quality, safe and stimulating care, learning and play opportunities for children.

Little Owls Pre-School & Nursery aims to achieve this by:

- Recognising and respecting each child as an individual.
- Respecting the different ways that different parents/carers love and care for their children and preparing them for adult life, according to differences in cultural practices and religious beliefs.
- Ensuring that all parents/carers are made to feel welcome and valued in all dealings with Little Owls Pre-School & Nursery.
- Ensuring that parents/carers' concerns are always listened to by Little Owls Pre-School & Nursery, whenever they are raised. The management team will ensure that parents/carers receive a prompt response from Little Owls Pre-School.
- We are committed to ongoing dialogue with parents/carers to improve our knowledge of the needs of their children and support their families
- Making all information and records held by Little Owls Pre-School on a child available to parents/carers, unless it is subject to investigation by the police or other statutory agencies e.g. tapestry (learning journal), newsletters, text alert)
- Settling in sessions are free, well planned, discussed with the parents/carers, flexible and reassuring.

- Ensuring that Little Owls Pre-School policies and procedures are made available to parents/carers upon request. Relevant policies and procedures are currently being uploaded onto the pre-school website.
- Ensuring that there are regular opportunities for parents/carers to meet with their child's key worker and discuss their child's progress and any problems that they might be encountering. This is a good time for parents/carers to contribute to their children's records with examples of achievements which have occurred outside of the pre-school.
- Informing parents/carers of what their child has been doing during their time with us, we give verbal feedback at the end of every session.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure/Policy.
- Encouraging parents/carers to undertake supportive roles in Little Owls Pre-School and Nursery such as, volunteering or participating in activities, visits or outings. Offers of help during sessions or in other ways are always welcome, or parents/carers may stay to 'play' at any time.
- Producing monthly newsletters giving parents/carers information about the nursery, news items, staff information, dates of events and special features.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of Little Owls Pre-School and Nursery. This will include questionnaires periodically. There is also a comments box in the reception area where parents/carers are invited to put any comments they wish to make in this box.
- Keeping parents/carers up to date with any changes in the operation of the pre-school, such as alteration to the opening times or fee levels.
- Providing a notice board in the nursery specifically to display information to parents/carers
- Displaying a list of key workers and their allocated children.
- We will contact the parent/carer should we have concerns about their child's wellbeing during the day.
- We ask that parents/carers keep us informed of any circumstances which could have an effect in their child's emotional well being e.g. bereavement, separation or illness in the family.
- Ensure that parents/carers are included in the contribution of the child's development in their Online Learning Profiles (Tapestry)
- Our website is regularly updated with news, events and photographs.
- Staff using Inclusive Communication which uses signing in conjunction with speaking with the children/adults.

- We provide information about opportunities for being involved in the nursery in ways which are accessible to parents for whom English is an additional language;
- We invite parents/carers into the nursery three times a year to discuss their child's development with their key person and we invite new and existing parents to home learning events to help promote partnership.
- We encourage all parents/carers to take part in special event/themed days such as Pirate Day and World Book Day.