



Footprints Day Nurseries Outstanding Practice™ Policy and Procedure Document

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Policy summary

Strategies that are in place to support, involve, include and accept all parents and how we can work together for the benefit of the children in our care.

Why is this policy important to us?

This policy is important to us because it paves the way for secure and individual learning for all children. It allows us to work alongside families to achieve the very best for them.

How is this policy put in to practice?

Via a combination of procedures and attitudes:

- Through interaction and approachability of the 'Key person'.
- Via our 'Open door' policy.
- On 'Arrival and Departure' with the Nursery Manager.
- Through Learning Journeys.
- By providing 'Enabling and welcoming environments' in all areas.
- Through Approachable and open minded staff.
- Through Newsletters.
- Through interaction with the web site.
- Through the Parent suggestions box and ideas board.

How is this policy and associated procedure audited?

It is standard practice at Footprints to audit and review every policy under one or all of the following situations;

1. All policies are reviewed annually.
2. This policy will be audited as part of a rota system of weekly spot checks.
3. We encourage and empower all staff to 'Self Evaluate' all policies and procedures. As part of this process this policy could be audited.
4. This policy will be audited if sub-standard practice has been observed in the area(s) to which it relates.
5. This policy will be audited as a result of new risk assessments or post-incident risk assessments.
6. This policy will be audited if new relevant legislation comes to light.

Partnerships with parents

At Footprints we believe that an environment rich with learning opportunities, quality care and gentle, supportive adults is the most positive way to guide and lead children in their experiences.

In order to provide early learning that suits children's individual needs, parents and staff need to work together in a close partnership.

To keep our core values open and accessible to everyone, (staff and parents) our policies are available on our website and in clearly labelled folders on a shelf in our reception area.

Footprints wishes to ensure parents are an integral part of the care and learning team within the nursery and the following points will help us to do this.

- We believe that parents are their children's first and most important educators. It is our policy to support and recognise their role and welcome them into the family life of the nursery.
- We operate using an 'open door' policy which means that parents and carers are welcome to visit the nursery at any time during our opening hours.
- We want to generate and build confidence in parents regarding their own judgements and instincts about their children. Also we support parents in their own continuing education and personal development and inform them of relevant conferences, work shops, training and support. For example our local Sure Start centres. Some parental guidance material is provided in our parents' hand book.
- Parents are invited to two parents' evenings per year where opportunities are created for parents to talk to staff in a secure and supportive environment where confidentiality procedures are upheld.
Other partnership events include open days, stay and play sessions, fun days and presentations designed to enlighten and engage parents in areas like preparing for school and understanding more about the EYFS.
In addition, key people are always available to meet and talk to parents if they ever need to discuss anything about their child.
- Our website and regular news letters and emails keep parents up to date with upcoming events.
- Regular and continual contact with families and carers is very important to us. This is maintained through our arrival and departure policy where informal

and informative conversation can be had between parents and their child's key person at the beginning and end of the day.

- We strive to make Footprints a culturally and ethnically diverse place to be. We love to share with families about their beliefs, traditions and values and want to celebrate the uniqueness of all our families. **We promote British Values by communicating, working together and showing respect for one another.** We also accommodate any special requirements associated with religious beliefs and culture where possible.
- **With British Values in mind we will always offer opportunities and support for all parents to contribute their skills, knowledge and interests to the activities of the nursery.** For example a parent who could demonstrate to the children how to tie an Indian sari or help us with some Japanese origami or to simply talk about their work or hobbies.
- Our key person system allows a close working two way relationship with all parents.
- Parents will be regularly informed about their child's progress through their child's Learning Journey. These are available for parents at any time and are a wonderful way of celebrating the children's successes both at home and at nursery. Parents are encouraged to share in this form of record keeping as personally and as often as they like. To encourage this we display them outside the rooms each morning and evening.
- Partnerships with parents are strengthened as we as a nursery learn about the expectations and wishes of families in our care. This is achieved through regular questionnaires, **a parent's suggestion board on the notice board outside each room**, parent's agenda at our monthly staff meetings and by encouraging parents to review working practices. These are then evaluated by the nursery to promote best practice, policy and staff development. We will consider and discuss all suggestions concerning the care and learning of children and nursery operation.
- Parents will be supported and guided as their child grows and moves through the nursery. Parents will receive a letter the month before informing them of their child's next steps as they move from Babies to Toddlers, Toddlers to Tots and Tots to Pre-School. During that month, children due to move will spend time in their new room getting to know the staff and their new key person. The necessary information will be shared between the old and new room via a 'moving through report' and parents will be taken to visit

their child's new team and key person before they move. More about me sheets are also reviewed by parents and the key person to ensure all the information is current.

- All parents will be informed of the systems for registering queries, compliments, complaints or suggestions and it is our responsibility to ensure that these systems are understood.
- In the case of a family breakdown, Footprints are unable to prevent either parent from collecting their child from the nursery, unless a Court Order can be produced to the Manager stating the name of the parent who is not legally able to have access to the child. We will use the information you provide us with on your child's information form to ascertain who has parental responsibility where necessary.
Details on your child's information form are only used for use within the nursery however, Footprints' safeguarding procedures (where applicable) override confidentiality.
- A written contract will be provided between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment.
- Informative parent notice boards are displayed in our reception area. They include our:
 - Mission statement
 - Outstanding Practice overview
 - Key policies
 - OFSTED and insurance certificates
 - Team of nursery nurses and their qualifications
 - Complaints procedure
 - Illness exclusion periods
 - First aiders
 - Menu
 - Fire procedure

This information will be made available in a format to suit individual parent needs. For example, Braille, multi-lingual, electronic communications.