



## Partnership with Parents and Carers

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**Our Nursery recognises that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between the Nursery and parents/carers.**

The staff team is committed to working in partnership with parents/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. The Nursery aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the Nursery.
- Maintaining a dialogue with parents to improve the Nursery's knowledge of the needs of their children and to support their families.
- Informing all parents about how the Nursery is run and its policies through access to written information and through regular informal communication. We check to ensure parents understand the information that is given to them.
- Ensuring that parents'/carers' concerns are always listened to by the Nursery whenever they are raised. The Nursery will ensure that parents/carers receive a prompt response from the Nursery.
- Making all information and records held by the Nursery on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Encouraging parents/carers to comment on the Nursery's policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints policy.
- Encouraging parents/carers to undertake supportive roles in the Nursery, such as volunteering for roles on the committee or participating in activities, visits or outings.
- Encouraging parents/carers to help in the running of the Nursery, including becoming involved in its management committee where appropriate.

- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Nursery.
- Informing parents of the date of an inspection, where Ofsted has notified the Nursery in advance.
- Ensuring parents are provided with copies of the inspection report within 5 working days of receiving the report.
- Keeping parents/carers up to date with any changes in the operation of the Nursery, such as alterations to the opening times or fee levels.

In compliance with the welfare requirements, the following documentation is in place:

- written information about the Nursery, for example its admissions policy, hours, contact information, staffing, routines;
- complaints policy;
- complaints log; and
- activities provided for children.

Signed on behalf of the Management Committee:

..... Chairperson

This policy was updated by the Manager and staff and will be updated annually. Next due to be updated: September 2020

“Horspath Nursery is committed to safeguarding and promoting the welfare of children, families and staff at all times.”