



## Working in Partnership with Parents and Carers

### **EYFS Legal Requirement:**

The Safeguarding and Welfare Requirements

**Every Child Matters Outcome:** Make a Positive Contribution

This policy applies to

1. Early Years Register (EYR)
2. Childcare Register (CR)

### **Policy**

We are committed to working together and creating links with the parents/carers of the children who attend the Nursery. We understand that parents/carers are a child's first and best teachers.

The Nursery understands the importance of sharing information with parents/carers and listening to their views to ensure a consistent approach in helping their child to develop.

The Nursery ensures the sharing of information and good relationships with the children's parents/carers in the following ways:

- By holding regular parental meetings to discuss children's progress. The Person in charge is available daily to speak to any Parents/Carers if they have any questions or queries.
- By sharing any relevant information that we may need to share with Parents/Carers through letters, newsletters and by verbal handovers and communications.
- Parents/carers can arrive/leave the Nursery at any time of the day.
- By asking parents/carers to complete regular questionnaires, to allow us the opportunity to comment on our service which we can then look to improve.
- By asking the parents/carers every 12 months to up date the details and information involving circumstances regarding their child.
- We ensure the safety of the children by asking Parents/Carers for names, addresses and telephone numbers of people authorised to collect their child along with a password that may be asked for in the event of anyone other



than the child's main carers picking up the child. We then ensure that anyone failing to inform the Nursery of this password will result in access being denied. Only people aged 16 years or over will be allowed to collect children from the Nursery.

- By making Parents/Carers aware of our complaints' policy and that they are welcome to follow the procedures within it in the event of having a complaint about our service. Any complaints that are made will receive a response within 28 days of the complaint being made.
- By having a confidential area within the Manager's office to discuss any matters that may arise or for any (in)formal conversations the Parents/Carers may wish to have.
- By following a key carer system that ensures each individual child in the Nursery has their own allocated key carer, who monitors all aspects of the child's well-being. They then ensure that the child receives adequate activities to suit their individual capabilities and specific likes in order to learn and develop. The key carer then works alongside Parent/Carer's in asking them about how the child is developing at home and will then agree a way to move forward in conjunction with each other to further their learning and development.
- By holding discussions with the Nursery Manager and the Parents/Carers to arrange convenient dates and times for their child to attend the Nursery for their settling in sessions. We always inform the Parents/Carers that there is not set amount of settling in sessions that we offer, we will come to a mutual agreement with them as to when their child is ready to finish these. We ask the parents/carers before attending the sessions, to inform the child's allocated key carer about their current routines at home. The key carer then discusses with the other staff members the child's routine to be continued at Nursery and then notes this down for reference in the child's file, along with any medical or dietary information staff members will need to know. Children's Parents/Carers are advised that they can contact the Nursery at any time in the day to discuss how the child is getting on.
- By asking Parents/carers on arriving at the Nursery for the child's first settling in sessions to fill out for us a list of all the foods that the child may be given, these foods must have been previously given at home to ensure they do not have any adverse reactions to newly introduced foods whilst at Nursery. The child's key carer will need to know what vaccinations the child has had, if there are any special requirements that the Parent/Carer has for the child,



their medical history, authorised people to collect their child, photographs of these people and a password that can be used for verification in the event of these people collecting the child.

- By asking for signed consent forms for a variety of situations such as Emergency medical treatment in the event of not being contactable, photographs/DVDs/press photographs and sun cream. Parents/Carers will also be asked to sign the Nursery terms and conditions information.
- By maintaining privacy and confidentiality of the children's information given by Parents/Carers in a locked cabinet in the Manager's office. Any person(s) wanting Parent/Carer details for any reason other than to safeguard the child will be refused access to these.

Date created: June 2017