



The Wye Nursery Policies and Procedures

Parent Partnership Policy

The Wye Nursery welcomes parents as partners and supports a two-way sharing of information. This helps to establish trust and understanding. We are committed to supporting parents in an open and sensitive manner to include them as an integral part of the care and early learning within the nursery.

Our policy is to:

- Recognise and support parents as their child's first and most important educators and to welcome them into the life of the nursery.
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child.
- Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to nursing mothers.
- Ensure nursery documentation and communications are provided in different formats to suit each parent's needs, e.g. Braille, multi-lingual, electronic communications.
- Ensure that all parents are aware of the nursery's policies and procedures. A detailed parent prospectus can be provided, and our full policy documents will always be available to parents.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children.
- Support parents in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops and training.
- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parents' evenings and a parents' forum.
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events through regularly distributed newsletters and the nursery website.
- Operate a key person system to enable parents to establish a close working relationship with a named practitioner and to support two-way information sharing about each child's individual needs both in nursery and at home. Parents are given the name of the key person of their child and their role when the child starts in the setting.
- Inform parents on a regular basis about their child's progress and involve them in shared record keeping. Parents' evenings will be held at least once a year. The nursery will consult with parents about the times of meetings to avoid excluding anyone.
- Actively encourage parents to contribute to children's learning through sharing observations, interests and experiences from home. This may be verbally, sharing photographs or in written form.
- Consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation.
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents.
- Ensure all parents have access to our written complaint's procedure.
- Share information about the Early Years Foundation Stage and how parents can further support learning at home and where they can access further information.



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- Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment.
- Inform parents how the nursery supports children with special educational needs and disabilities.
- Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires, suggestion system and encouraging parents to review working practices. We will evaluate any responses and publish these for parents with an action plan to inform future, policy and staff development.
- Respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so.