

Townley House Nursery School

Working in Partnership with Parents and Carers Policy

Rationale

At Townley House Nursery School we believe that we can meet the needs of individual children most effectively by working closely with parents/carers. We aim to develop partnerships between parents/carers and staff which are based on mutual trust and respect and which promote the sharing of information and knowledge for the benefit of the children in our care.

Implementation of the policy

The management team must:

- ✧ Ensure that there is a system of communication between nursery and parents/carers.
- ✧ Make every effort to ensure that information for parents/carers is made accessible to them.
- ✧ Arrange a meeting with parents/carers before their child's admission, to inform them about policies and procedures.
- ✧ Ensure parents/carers are aware of who their child's key person is and liaise with them at induction and on all future aspects of home and nursery life.
- ✧ Ensure that any consent forms/agreements are completed.
- ✧ Ensure that the required contact information is kept up to date.
- ✧ Establish, where appropriate, the name of a child's legal guardian.
- ✧ Establish the names of those with parental responsibilities.
- ✧ Keep an up to date record of any particular needs of children. These records must be kept securely.
- ✧ Ensure that arrangements for the children's arrival and collection are clear, and understood by all staff and parents/carers.
- ✧ Establish a system in which only authorised adults can collect children, and create a plan that can be used in an emergency when a child cannot be collected by the recognised adult.
- ✧ Ensure that information about children is treated as confidential, is held securely and is only shared with parents/carers and relevant personnel.
- ✧ Ensure that all staff, volunteers and students understand that information held on children and their families is confidential.
- ✧ Ensure that all employed staff, volunteers and students are aware of this policy and the procedures followed in the nursery.

Sharing Information

- ✧ We invite parents/carers to an induction meeting before their child's admission to discuss policies and procedures in nursery and to complete the required forms.

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- ✧ We ensure that parents are aware of all nursery practises including food and drink provisions for the children.
- ✧ We give copies of the relevant policies to any parent wishing to read them.
- ✧ We ask parents/carers for information about their child, their individual needs and requirements in order to ensure the best possible care for them.
- ✧ We provide information about activities and organised events through regular newsletters and posters.
- ✧ Parents are advised about visits/outings by newsletters and are informed about the purpose of the visit. They must also sign an agreement before any visit takes place.
- ✧ We believe that the child's named key person is central to every exchange of information. Parents/carers are welcomed into the nursery to discuss their child's progress and welfare with the key person and are urged to share any relevant information about changes to their family life or normal routine.
- ✧ We pass any changes to details held about a child's circumstances to the person in charge so that these records can be updated, where appropriate.
- ✧ We encourage parents/carers to first discuss any concerns or issues about their children with the key person. The key person must discuss issues that cannot be resolved with the person in charge.
- ✧ We regularly invite parents to stay and play sessions.
- ✧ We invite parents to view and record their thoughts and comments on our parents boards.
- ✧ We invite parents to view their child's learning journeys when they wish, add achievements from home and complete home liaison sheets.

Dealing with complaints

- ✧ The manager and proprietor deals initially with any general concerns/issues about nursery.
- ✧ Any complaint is dealt with promptly. We keep a written record of the nature of the complaint, the action taken, the person responsible for the investigating and taking action, the time scale and the outcome. We keep secure copies of these records.
- ✧ We provide parents with details of how to contact OFSTED, should the need arise. Details of how to complain are on the parents notice board.

Privacy and confidentiality

- ✧ Any personal data on children and their parents/carers is held securely.
- ✧ We treat information about children and their families as confidential. We only disclose this to staff on a 'need to know' basis and only with the agreement of the parent/carer.
- ✧ The key person is responsible for sharing information about the progress and

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welfare of a child with his/her parents/carers. This information is also shared with other staff, to ensure that the best interests of the child are met.

- ⤴ Some information exchange about children occurs informally on a daily basis; other opportunities for a more detailed report are offered through parent meetings or appointments by arrangement to discuss specific concerns.
- ⤴ Key persons keep individual records on children's achievements and progress. These are kept securely.
- ⤴ We allow parents access to their own children's records on request.
- ⤴ We do not allow parents access to the records of others.

Arrival and collection

- ⤴ We do not allow any child to be left in nursery without a member of staff being made aware of his/her arrival. All children are greeted as they enter nursery by their key person or other room member of staff.
- ⤴ The procedures for collecting children are in collecting children procedures.
- ⤴ We only permit that authorised adults collect a child from nursery unless we have already received permission from another named adult. Proof of identity or a password will be required if the person is not known by the key person. We only release children into the care of an adult.
- ⤴ In an emergency situation, where the authorised adult cannot collect the child, the person who does collect the child will need to provide evidence that he/she has the authorisation of the parent/carer. The child's safety will be the primary concern.

Children with an identified need

- ⤴ When a child is identified as having a particular need by either the parent/carer or a member of staff, the concern will be discussed with parent/carer, as well as person in charge.
- ⤴ We will consult the local authority for advice on providing for the child's needs.
- ⤴ We will follow the procedures set out in the Special Educational Needs Policy.
- ⤴ We will consult parents/carers about all decisions that are made regarding the provision for their child.

This policy was reviewed by the Nursery Manager in January 2024.