



Parents and Carers as Partners

Introduction:

BCoT nursery and the College believe that children benefit the most when parents/carers and staff work together in partnership to ensure quality care and learning for the children. The nursery team welcomes parents/carers as partners and this relationship is built on trust and understanding. It is important that we, as professional carers, are able to support parents/carers in an open and sensitive manner and a two way sharing of information is key to this. We are committed to ensure that all children are kept safe and protected whilst in our care. Both the nursery and parent/carers can ensure this in the following ways:

Procedures:

The nursery will:

- Recognise and support parents/carers as their child's first and most important educators, and welcome them into the life of the nursery.
- Ensure that all parents/carers are aware of the nursery terms and conditions, policies and procedures. The nursery terms and conditions, policies and procedures are available for all parents, either electronically or a hard copy. They are also accessible in a folder in the nursery reception area.
- Maintain regular contact with parents/carers to help build a secure and beneficial working relationship for their children.
- Operate a key person system involving parents/carers in open discussions and information sharing regarding the nursery and home circumstances, and the individual needs of children and families.
- Inform parents/carers on a regular basis about their child's progress and involve them in the shared record keeping about their child. We hold parents' evenings at least twice a year and parent/carers are able to make an appointment to see their child's key person at any time.
- Consider and discuss fully all suggestions from parents/carers concerning the care of their child and the running of the nursery.
- Provide opportunities for parents/carers to contribute their own skills, knowledge and interests to the activities of the nursery in ways which are accessible to parents with basic skills needs, or those for whom English is an additional language.
- Provide opportunities for parents/carers to learn about the Early Years Foundation Stage and how young children learn through their play in the nursery and at home.
- Provide a written contract between the parents/carers and the nursery regarding conditions of acceptance and arrangements for payment of fees.
- Respect the family's religious, ethnic and cultural backgrounds and accommodate any special requirements wherever possible and practical to do so.

We ask parent/carers to:

- Read the nursery terms and conditions, policies and procedures and give any feedback to the Nursery Manager.
- Maintain regular contact with the nursery particularly with relation to your child for example being absent from nursery, any changes in circumstance, medical history, the person collecting your child especially if it will not be one of the usual contacts
- Build a relationship with your child's key person and share information regarding home circumstances, and the individual needs of your child and family.
- Share information with staff on your child's development, health and wellbeing which may be used in their on-line learning journal and attend parents' evenings.
- Learn about the Early Years Foundation Stage and how your child learns through their play in nursery and at home.
- Sign the written contract regarding conditions of acceptance into the nursery and arrangements for payment of fees.
- Collect your child on time – if you are going to be unavoidably late then please contact the nursery immediately. There will be a fee issued for any late collection of your child, please see the Late Collection policy for details.
- Ensure you can safely transport your child to and from the nursery using age-appropriate car seat restraints, and that you are fit, well and alert enough to do so.
- Feedback any suggestions and ideas to the nursery staff and management team.
- Direct any worries, concerns or complaints to the Nursery Manager, arranging a meeting if required.
- Refrain from discussing sensitive issues within earshot of your child or other children.
- **DO NOT** use your mobile phone inside the nursery.
- **DO NOT** take photos or videos of children other than your own
- Refrain from using negative verbal or physical interactions whilst on the nursery site. We promote positive language and an interactive environment
- **DO NOT** use inappropriate language or display aggressive or threatening behaviour towards the staff, children or other parents/carers either in person, on the phone or in the writing. **Under no circumstances will this be tolerated.**