



**Parents and Carers as Partners Policy**  
EYFS 2024 (1.1, 2.5, 2.8, 3.34, 3.77, 3.82)

At Fledglings, we believe that parents\* and staff need to work together in a close partnership in order for children to receive the quality of care and early learning to meet their individual needs. We welcome parents as partners and support a two-way sharing of information that helps 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 team within the nursery.

Our key person system supports engagement with all parents and we use strategies to ensure that all parents can contribute to their child's learning and development. Parents contribute to initial assessments of children starting points on entry and they are kept well informed about their children's progress. Parents are encouraged to support and share information about their child's learning and development at home. The key person system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs.

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 all parents into the nursery at any time and provide an area where parents can speak confidentially with us as required
- 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, eg multilingual, electronic communications
- ensure that all parents are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided and an area for policy documents will be available to parents. Key policies are available on the nursery website
- maintain regular contact with parents to help us build a secure and beneficial working relationship for their children
- create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days and parents evenings
- 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 regular newsletters and the nursery Facebook page.

- 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 in a home. Parents are given the name of the key person of their child and the role when the child starts
- inform parents on a regular basis about their child's progress and involve them in shared recordkeeping. Parents evenings will be held at least twice a year. The nursery will consult with parents about the times of meetings and have a flexible approach to how meetings are conducted, for example face to face/telephone/online
- actively encouraged parents to contribute children's learning through shared observations, interests and experiences from home this may be verbally sharing photographs or in written form
- agree the best communication method with parents eg e-mail face to face telephone and share information about the child's day eg food eaten, activities sleep times etc.
- consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation
- provide opportunities and support for all parents to contribute their own skills knowledge and interest to the activities of the nursery including sign posting to relevant services agencies and training opportunities
- inform all parents of this systems for registering queries compliments, complaints or suggestions and check that these systems are understood by parents
- make sure all parents have access to our written complaints procedure
- share information about the early years foundation stage young children's learning in the nursery how parents can further support learning at home and where they can access further information
- provide a written contract between parents and the nursery regarding conditions of acceptance and arrangements for payment
- respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements where possible and practical to do so
- inform parents how their 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 systems and encourage parents to review working practises we will evaluate any responses and publish these for parents with an action plan to inform future policy and staff development

*\*whilst we have used the term parents throughout our policies we recognise that Parents include mothers and fathers, as well as other caregivers who act as parents for example foster carers, guardians or extended family.*