**A logo for a child care company

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**Partnership with Parents/Carers Policy.**

Pegasus Childcare Centre recognises that Parents/Carers are the first educators of their children and our aim is to work in good partnership with Parents and Carers in providing an environment that supports the children and families and involves Parents/Carers  in the work of the setting.

**We will:**

* Make Parents/Carers welcome at the centre at all times
* Inform all Parents/Carers about the setting, how it operates, opening times, policies and procedures through written information such as the welcome pack or Parents/Carers notice board and/or informal communication
* Encourage Parents/Carers on an individual basis to play an active part in all the children’s experience at the setting by inviting them in to show the children something / read to them / bring something in/ talk about their job etc
* A key person will be assigned to each child and the key person will have regular communication with the child’s families
* We will hold meetings at Pegasus which are accessible and appropriate for all for example ‘Drop in Sessions’ or ‘Meet the Team Evening’
* We always welcome Parents/Carers contribution, providing opportunities for families to contribute their own skills, knowledge and interests. We will do a Parents/Carers Audit for all new families.
* Provide information on our fee structure, funding, payment, entitlement
* Provide all Parents/Carers with access to our complaint procedure and we will ensure that any complaints are dealt with effectively in accordance with the complaints policy and procedure.
* The families will also have the option to post comments and suggestions in our suggestion box and we always welcome any suggestions positive or negative. We will also do questionnaires throughout their time at the setting.
* Keep Parents/Carers informed with activities , themes, planning, display boards, information form the EYFS, by uploading things onto Tapestry, Pegasus website, Pegasus Childcare Facebook Page (see ICT policy,  Social Media policy) as well as weekly emails, newsletters, posters and daily sheets
* Provide opportunities for Parents/Carers to access information about the framework/activities/routine at the setting, this is in the child’s welcome pack
* Provide opportunity for families to see what their child has been up to while at Nursery and to be able to upload and comment on things from home. We use an online learning journey called Tapestry . See Tapestry Policy and Confidentiality Policy. We make sure Parents/Carers know they can discuss their child’s development or any worries or concerns at any point with key person or a member of the team
* Regular chats at drop off and pick times to see how everyone is doing and will call any meetings key person or staff feel they need or if Parents/Carers would like a longer chat. This can be done face to face or virtual via Zoom or Teams or phone call.
* Invite families to any performances or special events we go to or hold such as Christmas performance, Pegasus School Starters Awards, Sports day, fundraisers, attending any fundraiser at the local school or community and more
* All staff will have the time to speak to families. If at any point staff are available a phone or meeting will be arranged with families.
* All staff will be friendly, caring, open and honest to families and children while they are the setting

**This policy was adopted on** 5th June 2024

**Signed (Chair)**

**Signed (Manager)**

The Policy will be reviewed every three years.

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| **Date of Review** | **Policy Updated** | **Signed (Chair)** |
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