

Parents and Carers as Partners

At Townsend Montessori Nurseries Limited 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 be an integral part of the care and early learning team 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
- Welcome parents/carers into the nursery
- Ensure that all parents are aware of the nursery's policies and procedures. A detailed parent pack will be provided, and our full policy documents will be available to parents at all times (please ask for the location of these) within the nursery and on our website
- Maintain regular contact with parents to help us to 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, parent's evenings and parent/child events
- 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 monthly newsletters, regular emails and the 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 and buddy key person of their child and their role when the child starts
- Inform parents on a regular basis about their child's progress and involve them in shared record keeping. Parent's evenings will be held once a term. If parents are unable to attend an alternative time can be scheduled to meet with the key person
- 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 such as WOW at home observations
- Agree the best communication method with parents e.g. email, face-to-face, telephone in order to share information
- 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 interests to the activities of the nursery
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions

- Display our written complaints procedure within the nursery and share with parents upon registration
- 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 the parents and the nursery regarding conditions of acceptance and arrangements for payment (see parent pack)
- Respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so
- 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, comment cards and verbal communication. We will evaluate any responses and use these to promote nursery practice, policy and staff development.

This policy was adopted on	Date for review
20.12.19	December 2020