

Tiddlywinks



Working in Partnership with Parents & Carers



November 2021

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The Early Years Foundation Stage states:

'Every child deserves the best possible start in life and the support that enables them to fulfil their potential. Children develop quickly in the early years and a child's experiences between birth and age five have a major impact on their future life chances. A secure, safe and happy childhood is important in its own right. Good parenting and high-quality early learning together provide the foundation children need to make the most of their abilities and talents as they grow.'

Tiddlywinks Day Nursery's team, work with parents/carers as partners in providing quality care for their children. This all starts from the first visit to the setting continuing through until the child leaves nursery. All new parents/carers are asked to make a prior appointment to view the setting bringing with them photographic ID for security reasons. All existing parents/carers are welcome to visit the nursery at a time that is convenient for both staff and parent/carer.

We share and exchange as much information as possible about your child's time at nursery. It is equally important for parents/carers to inform us of any relevant information, which may affect their child at nursery, for example, achievements, changes in family circumstances and concerns. This begins with a home visit or gradual admission at nursery where all information regarding the child is discussed and recorded and parents/carers wishes are noted.

Your child's keycarer or a member of the staff team are always available to discuss your child's day, should there be an occasion where you would like to discuss something specific or confidential, we will be happy to arrange an appointment at your convenience.

We work in partnership with parents/carers when carrying out the Two-Year Progress Check on their child. Information regarding this is given to the parent and a questionnaire regarding their child's development. We then meet up and discuss the child's development and a report is drawn up by the key carer and a copy given to the parent/carer to give to their Health Visitor at the Two-Year-Old Progress Check.

Parents/carers are welcome to read the nursery policies and procedures. There is a suggestion box at the entrance of the lobby, please feel free to make a comment regarding the childcare you receive using the slips provided. We also send a policy out by email alongside the monthly newsletter.

Information regarding nursery activities and events are displayed in the rooms. Letters, newsletters and calendars are sent home via email or a paper copy can be made available upon request, sharing information about planned activities and events in which your child will be taking part. Parent/carers may also participate in these activities and events during nursery time. You are warmly welcome to come along to our Stay and Play Sessions and also to join us on the nursery's local outings and trip, which is much appreciated by the nursery team.

We use a the Family app that is shared with parents, this is an excellent way to share with them what their child has done that day, this includes all key information such as nappy changes, meals stating how much the child has eaten and sleeps. Parents will also be updated if a child has had an accident which they can view on the app and acknowledge that they have read it.

Parents can choose to receive notifications which alert the parent each time the app has been updated throughout the day.

Parents/carers have access to their child's records and are consulted in every aspect of their child's care. We encourage parents/carers to contribute to their child's online Learning Journey on Family by uploading photographs and a written description of what the child was doing. This is a great way for parents to contribute to their child's learning, the staff are also able to link any home observations to the EYFS, this helps build a bigger picture of their child's development.

Parent/carer gatherings are held twice a year. This is a social occasion when you can discuss in detail your child's development with his/her keycarer, talk to other members of staff and get to know the other parents. You can have a look around the nursery and enjoy a drink and something to eat which the children have helped to bake. During the gathering you will have the opportunity to comment, give your ideas, thoughts and feelings in our Parents Voice Book and you will be asked to fill in a parental questionnaire regarding the childcare we provide, the nursery environment, practise, and working with the staff team.

As a member of Day Nurseries we ask parents to complete a recommendations feedback card or access the online system to answer and grade the setting which helps towards an overall rating score, this is then compared to other nurseries across the country and settings are placed in a order of recommendations.

We have parent/carer co-ordinators in every nursery, and they are there to encourage parents/carers to get involved with their child's time at nursery. They will plan activities and themes and share information with parents/carers about up and coming events. When we send out our newsletters and calendars, we attach a nursery policy for parent/carers to read. We encourage parent/carers to contribute to these policies or comment on them which will then be added to the policy as a "Parent's Voice".

At each setting there are a number of "Parent Guides" that we as a nursery have researched, collated and put together to share information and help parent/carers have a better understanding of the development of a child. These include Mark Making, Emergent writing and many more.

We strive to ensure that we build a professional relationship with our parents to enable our parents to feel comfortable to speak to us about any concerns or queries they may have. We will also provide any advice or support where necessary. We do need to ensure that the relationship remains professional and that friendships are not made; staff are not to add parents as friends on social media or accept any friend requests. From time to time some staff members may already be friends with parents, where this happens, they must inform management and ensure that relationships remain professional at all times. Staff are also not permitted to babysit for children that attend the nursery.

During your child's time at nursery we may have to work in partnership with outside agencies to help your child in one way or another. When we work with outside agencies we always make parent/carers aware of whom and why we want to contact them and keep them involved every step of the way. We signpost parents/carers in the right direction if they need help and advice and use our own resources, personal and professional knowledge to address the concerns to help both the child and parent/carer.

Inappropriate Behaviour

If a parent/carer becomes abusive to staff members, the Nursery Manager will be called and will attempt to defuse the situation or ask the parent/carer to leave until they have calmed down.

The Manager will then contact the child's secondary carer or designated person to contact in an emergency and ask for their advice. In severe cases the Nursery Manager will contact the Police. This behaviour will not be tolerated by the nursery staff team and will result in the child's place being immediately terminated.

It is an offence for any parent/carer found to be under the influence of alcohol or drugs and considered to be in no fit state to look after their child/ren, to take them from the premises. If parents/carers insist on doing so, a member of management will inform them that we are under a legal obligation to contact Children's Services and make them aware of the situation.

If a parent/carer feels they need to discuss any problems or require any assistance, i.e. phone a family member or a taxi, a member of staff will assist you in any way possible.

Parents and Carers Code of Conduct

Parent and carers will:

- Respect the caring ethos and values of Tiddlywinks Day Nursery.
- Work together with the nursery staff and especially their child's keycarer for the benefit of the children.
- Set a good example in their own speech and behaviour towards all members of the staff team.
- Approach our nursery in a calm and respectful manner to resolve any issues of concern or to discuss and clarify specific events in order to bring about a positive solution.
- Respect the learning environment appropriately.
- Park with consideration and respect for others when arriving and collecting children from nursery.
- Use Social Media responsibly.

Tiddlywinks Day Nursery will not tolerate Parents and Carers:

- Acting aggressively, using inappropriate language, displaying temper or acting in a threatening manner towards, staff, children or parents on the nursery premises.
- Threatening harm or physical aggression towards a child, member of staff or parent.
- Damaging or destroying nursery property.
- Smoking and consuming alcohol or other drugs on nursery premises or accessing the nursery whilst intoxicated.
- Social media, phones and emails being used to fuel complaints or concerns against our nursery, children, staff or parents or being used for libellous or defamatory posts or cyber bullying.

Tiddlywinks Day Nursery will take appropriate action in these circumstances.

NAME	ROLE	DATE	SIGNATURE