

028: Partnership with Parents Policy

We believe that in order for children to receive quality care and early learning that meets their individual needs, parents and staff should work together in close partnership. The two-way sharing of information is key to this. Our Centre team embraces and welcomes parents as partners fostering a relationship built on trust, dignity, mutual respect and understanding.

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 centre
- Generate confidence and trust in the partnership between carers and parents
- Welcome all parents into the Centre at any time
- Welcome nursing mothers. The Centre will make available a space for nursing mothers
- Introduce parents during the induction period to the Centre's policies and procedures. Policy documents will be available to parents at all times, these can be found on Centre's website or available on request.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- Support the means of two way information sharing between home and the Centre. For example through your child's electronic journal, drop off, pick up informal chats, 2 Year Check, transitions, formal review meetings, etc.
- Support parents in their own continuing education and personal development
- Create opportunities for parents to talk and meet with other adults and parents through such activities as social events, coffee mornings, craft day, Open days, and parents' forum
- Inform parents about Centre activities and events
- Operate a key person system - which also identifies a 'significant other' to enable a close working relationship with all parents which supports two-way information sharing regarding each child's individual needs both in the Centre and at home
- Inform parents on a regular basis about their child's progress and involve them in the shared record keeping. Optional Parent / Child reviews will be held at least twice a year. Parents will be consulted with about the times of meetings to avoid excluding anyone.

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- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents. All parents have access to our written complaints procedure.
- Consider and discuss suggestions from parents concerning the care and early learning of their child and Centre operation
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the Centre
- Provide information for parents about the Early Years Foundation Stage
- Provide a written contract between the parent(s) and the Centre regarding conditions of acceptance and arrangements for payment
- Respect the family’s religious and cultural backgrounds and beliefs and to accommodate any special requirements wherever possible and practical to do so
- Parents are reassured that their views and beliefs will be recognised and accepted
- Find out the needs and expectations of parents. These will be obtained through regular feedback via questionnaires, suggestion system and encouraging parents to review working practices. These are then evaluated by the Centre to promote Centre practice, policy and staff development
- Whilst we work to acknowledge, value and embrace your beliefs we hope that parents also recognise and embrace the ethos of Bright Beginnings and recognises the importance and individuality of everyone who attends the Centre.
- All contact attempts to parents via telephone will be logged and recorded.
- Parents are welcomed into the Centre to join and play with their child in the play areas, or invited to join us for planned activities, for example indoor stay and play sessions and outdoors in the Centre garden spaces and allotment.

Reviewed by	Fiona Hakin
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