

Charter of Partnership with Parents/carers

Our commitment to you:

We believe that children benefit the most when parents/carers and our team work together in partnership to ensure quality care, learning and development. The nursery welcomes parents/carers as partners and this relationship should be built on trust and understanding. It is important that we as a nursery are able to support parents/carers in an open and sensitive manner. A two way sharing of information is key to this.

If we become aware that we are going to be inspected by Ofsted, we will notify parents/carers. After an inspection by Ofsted we will ensure a copy of the report is freely available.

Each child has a key person and up to two backup key people. This will benefit the child and the parents/carers since the child has one particular person that they can relate to where possible; this provides a stable and consistent relationship for the child. At the same time a high standard of individual quality care and play is achieved, fulfilling in this way Sweet Peas Nursery's ethos.

We will:

- Recognise and support parents/carers as their child's first and most important educators and welcome them into the life of the nursery.
- Generate confidence and encourage parents/carers to trust their own instincts and judgement regarding their own child.
- Involve parents/carers in shared record keeping about their own child/ren, both formally and informally, ensuring that parents/carers have access to all written records on their own child/ren. They will also become familiar with and work with the key person and backup key people assigned to their child.
- Ensure that parents/carers are given information on a regular basis about their child/ren's progress and have an opportunity to discuss it with their child's key person, or other team members when appropriate. The nursery will hold parent consultation evenings on a regular basis.
- Ensure that all new parents/carers are aware of and can contribute to the nursery's systems and policies.
- Encourage parents/carers to actively contribute to their child's development profile and other planning.



- Emphasise and demonstrate to parents/carers the importance of play to children and how they are instrumental in their children's learning both within the setting and at home.
- Ensure that all parents/carers are fully informed about meetings which are held in venues which are accessible and appropriate for all.
- Make known to all parents/carers the systems for registering queries, complaints or suggestions.
- Provide opportunities for parents/carers to contribute to the nursery's curriculum and the learning of young children.
- Provide support and guidance, signposting where necessary to ensure parents/carers feel able to improve their own lives and their family's lives.
- Be discreet about information obtained when discussing issues and family circumstances. Confidentiality will be maintained unless we feel that the welfare of the child is at risk.
- Seek permission for outings and special events.
- Provide written Terms and Conditions between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment.
- Respect the family's religious and cultural backgrounds and accommodate any special requirements wherever possible and practicable to do so.
- Work to identify any special educational needs and monitor and record these, liaising with parents/carers or outside specialists if needed.
- We will seek to obtain the views and opinions of parents/carers. We will do this through regular feedback via questionnaires and encouraging parents/carers to review working practices. We will evaluate any responses and use these to promote nursery practice, policy and team development.

Your commitment to us

- We ask parents/carers to adhere to our terms and conditions.



Open Door Policy

We aim to involve parents/carers as much as possible as we believe, as the main carers, they are of extreme importance to the child's wellbeing and development. To do this, we aim to develop an effective partnership with each family that uses the nursery. Within the nursery we promote positive relationships between parents/carers and Practitioners.

'Parents/carers and Practitioners should work together in an atmosphere of mutual respect within which children can have security and confidence' as stated in the Early Years Guidance.

Parents/carers are free to visit at any time that the child is in attendance, other times need to be arranged with management so that we can ensure all children's needs are met.

All parents/carers are asked to adhere to our visitors' policy at all times whilst in the setting.

Whilst parents/carers are in the nursery environment, they must not:

- Be left alone with the children or used as part of the ratios.
- Have or be given access to information about other children including but not limited to profiles or individual planning.
- Take photos during their time in nursery or use their phone whilst in the nursery suites.
- Make any attempt to deal with any undesirable behaviour between children in our care. Parents/carers should be encouraged to alert a team member of any issue or concern for their support.
- Have access to the team room, office and children's bathrooms (without being accompanied by a team member).

All parents/carers must be briefed on any health and safety issues i.e. fire exits, wet floor signs. All parents/carers must be reminded about the importance of confidentiality and that anything they hear or see regarding other children must remain confidential and must not be discussed with any parents/carers or outsiders in general to the nursery.

During the session we try to use the skills that all parents/carers have from doing music with the children, playing on the computer or cooking. Children love to do anything different and with different people so new ideas are always welcomed.

Abusive parents/carers

We believe that we have a strong partnership with our parents/carers and an open door policy to discuss any matters that may arise. In the unlikely event that a parent/carer starts to act in an aggressive or abusive way at the nursery, our policy is as follows:

- Direct the parent/carer away from the children and into a private area such as the office or meeting room.
- Ensure that a second member of our team will be in attendance, where possible, whilst ensuring the safe supervision of the children.
- In a calm and professional way ask the parent/carer to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour.
- If the parent/carer is unable to calm down, they will be asked to leave the setting.
- Once the parent/carer calms down, the member of our team will then listen to their concerns and respond appropriately.
- An incident form will be completed detailing the time, reason and action taken.
- With incidents like this our team may require support and reassurance following the experience. Management will provide this and seek further support where necessary.
- Management will also signpost parents/carers to further support if applicable.
- Contact the police if the behaviour does not diffuse.