

10.3 Parents as Partners

EYFS: The Safeguarding and Welfare Requirements
1.16, 2.1, 2.3, 2.6, 3.27, 3.48, 3.69, 3.74

Policy Statement

At Hopes and Dreams Montessori Nursery 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 include them as an integral part of the care and early learning team within the nursery.

The key person system supports engagement with all parents and will use strategies to ensure that all parents can contribute to their child's learning and development. Parents contribute to initial assessments of children's starting points on entry and they are kept well informed about their children's progress. Parents are encouraged to support and share information about their children's learning and development at home. The key person system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs.

The nursery wishes to ensure parents are an integral part of the care and early learning team within the nursery.

Procedures

- Recognise and support parents as their child's first and most important educators, and welcome them into the life of the nursery
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child
- Welcome all parents into the nursery at any time and provide an area where parents can speak confidentiality with us as required.
- Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to nursing mothers
- Ensure that all parents are aware of the nursery's policies and procedures, which are available 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 parent afternoons and parents' evenings and parent forums.
- Inform parents about nursery activities and events through our regular parent bulletins, emails and our website

- Operate a key person system to enable a close working relationship with all parents.
- Inform all parents on a regular basis about their children's progress and involve them in shared record keeping. This is done verbally, electronically and through other media.
- Consider and discuss all suggestions from parents concerning the care and early learning of their child
- 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, and to check that these systems are understood by parents.
- All parents have access to our complaints policy.
- Provide opportunities for parents to learn about the Early Years Foundation Stage and Montessori Education
- Provide a written contract between the parent(s)/guardian(s) and the nursery regarding conditions of acceptance and arrangements for payment
- Respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so, and in the best interest of the child.
- Find out the needs and expectations of parents. These will be obtained through regular feedback via questionnaires and a suggestion system and by encouraging parents to review working practices. These are then evaluated by the nursery to promote practice, policy and staff development

When things go wrong

We cannot guarantee that things will not occasionally go wrong, or that as a parent you may not be unhappy about something, despite our best efforts to avoid this. But what we do pride ourselves on is taking swift action to rectify the situation and keep our relationships with parents positive.

The best way forward, when something isn't up to your expectations, is to communicate with us swiftly and clearly about your concerns. Speaking to staff and making them aware of the situation is obviously the best way to make steps towards improvement.

(Please see policy **10.5 Compliments and Complaints** for a more detailed breakdown on how to deal with complaints if you feel that the response from staff does not satisfy your concern).

Unacceptable behaviour from parents/carers

It is central to the community philosophy of the nursery that all adults should be positive at all times in front of the children, towards each other and towards the nursery. Any issues or problems arising with children, staff or parents should be discussed in private with the Nursery Management Team or sent by email to city@hopesanddreams.co.uk. It is not acceptable or necessary for any parent or member of staff to make openly negative comments about other parents, staff or children in any other form.

Unacceptable verbal behaviour includes any form of racist comments, verbal bullying, verbal aggression, and swearing towards or about the children, staff or other parents. Should any of these actions be witnessed or reported, the Nursery Management Team will take action to put a stop to it. Unacceptable physical behaviour will be dealt with in the same way.

If this behaviour cannot be resolved through discussion, there are two steps that can be taken:

- We will refuse the parent in question entry to the nursery, by only allowing drop off and pick up to be carried out by the other parent or a third party. If this is difficult for a family, then the parent can be greeted at the door and handover will take place there, rather than inside the rooms.
- The family as a whole can be excluded from the nursery

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| Reviewed: April 2022 | Next review date: April 2023 |
| Signed on behalf of the Nursery School: | <i>L. Thorpe Zurawska</i> |