

Working in Partnership with Parents and Carers



The Arc Nursery aims to create an open, welcoming environment for both children parents and carers and make it assessable to children and families from all sectors within the local community.

The Arc nursery believes that in order for children to receive quality care and early learning qpartnership we recognise and support parents as their Childs first and most important educators Due to this we:

Invite parents/carers into the nursery before they register their child with us to make sure they are confident and happy this is the right nursery for their child.

- Visit the family in their home, this begins the process of getting to know each other.
- Provide a two week settling period where parent/carers are invited into the setting to settle their child. Where parents fill out forms regarding their child's routines and needs, with their key person. It is an ideal opportunity to start building up a good relationship with the parents. Every child is allocated a key person.
- The key person will liaise with parents/carers finding out any additional information that will be beneficial to the individual child whilst in our care.
- Maintain regular contact with parents to help us build a secure and beneficial working relationship with their children through hand over time at the end of the day, open days and parent's evenings or meetings with the child's key person on request from parents/carers.
- The children in the Sunshine room are given daily sheets every day so parents can see how they have been throughout the day.
- We encourage two way communications between parent and staff. Ensuring staff ask about the child's welfare when they enter nursery and giving parents feedback about their child's day.
- We inform parents about activities and topics the children are doing through monthly newsletters and recipes and activities that they can try at home with their children. Within both the rooms we send a teddy and a doll home with the children where parents can put photos of the children in caring for the teddy and doll.
- We provide a phonic library for the children in the Rainbow room. Each child has a book bag and parent with their child can choose books to take home and share/read with their family.

- Ensure that parents/carers are aware of the nursery's policies and procedures. A welcome pack will be given to the parents when they register their child. Staff go through the policies and procedures with parents on the induction.
- When giving information to parents the Arc nursery takes into consideration how the information can be accessible to parents possibly through different languages, audiotapes, Braille, signing or with an interpreter where needed.
- We also have a comment and suggestion box in the hall way where parents have the opportunity to provide feedback on what they like and what they would like to see the setting do or start doing.
- We hold an open day once a year for parents to have hands on experiences of the activities and talk to their child's key person. Also look around the nursery, chat with other parents and enjoy lunch together.
- The board of Trustees send out a questionnaire once a year for parent to feedback. This is then followed by a parents meeting with the board and senior staff and manager. This allows the board to engage with parent and ensures we are meeting the needs of the parents and ensuring good customer service, within current legislation

We value the information given to us by the parent/carers we therefore encourage the parent/carer to inform us of anything they feel we need to know, in addition to the information on the registration form. In return, we ensure the parent knows they can ask the appropriate member of staff for any information regarding their own child's progress in the nursery.

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