



## Parent Partnership and Shared Care Policy

**Policy Reviewed and Updated:** June 2018  
**Reviewed By:** Samantha Tranter, Nursery Manager

### **This policy incorporates our Key Person System**

#### **Parent Partnership Statement**

Little Swans Day Nursery recognises that parents are the primary carers and educators of children and our aim is to work in partnership with parents to support and encourage the children to feel safe and secure in an enabling environment, which values the diversity and equalities of all of our families. This will ensure that the children develop a sense of belonging and support emotional well-being, enabling the children to learn and develop and become confident lifelong learners.

At Little Swans, we operate an open-door policy that encourages parent partnership. Parents are welcomed into the nursery at all times and the office door is quite literally “open” (unless a private interview is taking place) and parents are always welcome to call in. Samantha Tranter, Nursery Manager and Elaine Boulton Nursery Owner, make every effort to be around the nursery for informal contact.

Communication is very important with parents/carers. This ensures that we receive the correct and relevant information. To enhance this further we have a variety of systems to communicate with parents/carers; these are highlighted below.

#### **Key Practitioners**

Each room at Little Swans Day Nursery operates a key person system, so you will be seeing the same faces most of the time unless there is staff holiday, training or sickness. Our Supervisors are all room based, along with our qualified staff. Apprentices move around to gain experience.

At the nursery, we have a colour code system, allowing you to identify our staff and their role quickly.

Navy top	Management
Red top	Supervisors
Royal Blue	Qualified Nursery Nurses

Sky Blue                      Trainees  
Yellow Tabards              Students on Placement

You will quickly get to know the faces of the people in your child's room, and to help you out with remembering names, there is a staff photograph board in all areas as well as just inside the entrance of the main building. Information on the boards highlights each staff member's role and their qualifications for your reference. More informally we have 'All About' cards in areas which share information with parents about staff that they may like to know.

Each child is designated a key person, this is their special carer. They may form the strongest bond with your child. However, at Little Swans we also wait to see if a special relationship forms with your child and another key person. One that your child may have selected themselves.

Because our staff starts their shift at different times, you may not hand them over to their main carer on arrival or have your child's key person to speak with at the end of the session. However, you will be leaving them in the hands of a qualified member of staff that is a regular early morning member of staff. You will have time on arrival to pass on messages through this member of staff, who will make sure all messages are given to the main carer as soon as they start their shift. This is done through a diary entry as well as verbally. Each area has a diary that they use every day to make entries; regarding messages to staff that may or may not have started their shift, from the parent. These messages can be simple entries such as "J has been complaining about a headache could you keep an eye on him?" The key Person will read the entries and talk to staff prior to starting their shift, so they are aware of parent's wishes and endeavour to carry them out. Any private information that parent's do not wish to be shared will not be recorded this way. Parents also have the opportunity to record their own messages in our parent communication books located in the entrance area of each room. This enables parents to inform staff of relevant information if they are in a rush maybe and unable to have time to speak directly to a staff member.

You will meet your child's key person during the settling in stage and at your home visit, prior to your child taking up a permanent place. During the home visit, you will be given a starter pack that will contain lots of information about the nursery, along with an All About Me book that can be downloaded from our website [www.littleswans.org.uk](http://www.littleswans.org.uk). This can be completed at home with parent and child participation, and will be used for staff to gain more knowledge about the child and family members. In addition, a folder with photos of the nursery, toys, display boards and other staff members that also work in the area, will be used. Nursery Teddy Bear will also accompany the staff member on the home visit so that parent and child can read and look at photos of other family members of the setting (permission given beforehand).

It is important that this partnership is two way, and we would like you to share information with your child's key person. This may be how they have slept, if they have had a bad night or may be something that they have particularly enjoyed doing at home, which they can then continue to enjoy at nursery. Likewise, your child's key person will tell you about your child's likes and dislikes at nursery. For example, if your child enjoyed making a splash in water play! You could talk about this with them at bath time and continue the fun!

This makes strong bonds between the nursery and home and will help your child to feel secure and loved by us as well as you. We ask for parent input on a daily basis when dropping off and collecting your child and also through using your online journal account.

Children needing extra support during the transition period, for example children with medical or educational needs will be offered extra home visits whereby the key person can

observe the child more in the home environment. This will enable them to build up a detailed picture of the child's needs and how these can be best supported in the nursery environment. The visits will enable staff to engage with parents and gather information applicable to the child's needs as well as identify any additional training or support including resources that the nursery as whole need to access.

Each day when your child attends the setting staff will complete an online daily report detailing how they have spent their time at nursery, along with sleeps, nappy changes, what they have eaten during mealtimes as well as the amount, snack times as well as any requests for nappies, food (for the under one's) or wipes.

### **Parents Evenings**

These are more formal feedback sessions with your child's key person, in order to discuss development. They are held twice a year; In April and November. You will also receive a Transition Document, prepared by the key person, which will detail your child's progress in the Early Years Foundation Stage. These are completed each time your child moves areas or moves to a new setting, and are important information for your child's new key person as well as for parents and carers. You will also receive a transition report as a yearly report in June/July, a copy will be sent to your child's new school as well. The report will help your child's class teacher to settle your child without too much disruption and upset.

### **Children's Profile and Planning**

We follow the Early Years Foundation Stage and Framework. Each child has an individual profile, called a 'Learning Journey' which is completed each week online (electronic). This is photographic evidence of your child taking part in activities in all areas of their learning. The staff enjoy completing these "Journals" and as your child moves on through the groups you will have a wonderful memento to keep. Superb memories...

The staff team, through observations and talking to your child as well as yourselves, will plan activities for them to enjoy, based on their interests and stage of development, these are identified as your child's next steps.

We ask you to help plan for your child's learning by completing initial information forms telling us about your child's routine, interests, likes and dislikes as well as other members of the family who are important to them. As we plan our activities around the children's interests it is good to hear when they have been on a visit to a farm or park as well as visits to additional family members such as aunties, uncles, and grandparents.

If they have a favourite story at home, you could tell us about this and we could arrange activities around it.

Please feel free to access your child's Learning Journey online and add to it and leave your comments. We also provide time each month for parents to come into nursery and speak with Dianne our SENCO member of staff should you have any concerns or would just like to speak about your child's learning and days of attendance. You are welcome to contribute to your child's Learning Journey by making comments and uploading photographs as well as asking about your child's next steps or telling your key practitioner about milestones your child has achieved when at home with you.

## **Trips and Outings**

The pre-school children have story sessions at the library and computer lessons where they are fortunate to have the use of a computer each. We ask for parents to volunteer their time to accompany our children on these well organised trips. We also visit Yardley Primary school to spend time in the classrooms, forest school as well watching the school children performing in their assemblies.

Preschool also visit the Elderly at their Sheltered Accommodation twice a year, during Christmas and Easter, to sing to our senior citizens as well as them singing to our children. The children in preschool classes all participate in a leavers' assembly and nativity performance, held at the local library where we have more than 40 parents/grandparents and carers in attendance.

The children also have the opportunity to participate in dance lessons. These are charged separately to parents and provided by Creative Flair. The sessions are aimed at all ages including our Jelly Babies and offer a variety of both music and dance and movement. For more information please visit their website [www.creativeflairkids.com](http://www.creativeflairkids.com)

## **Organised Parties**

The children have a Christmas and Halloween party held for all the family including extended family, parents and carers which takes place off the premises at the local Social Club. Father Christmas, children's games, raffle, buffet, as well as children's disco and face painter ensures your child goes home happy and very tired!! A fabulous time is had by all and we are now into our 12<sup>th</sup> year running this very special occasion. All staff help to organise activities, food etc. It is such a special time for all.

We hold a fancy-dress competition at Halloween again held at the Social Club. Parents, staff, children, extended family members as well as carers get to dress up as witches, pumpkins ghosts and mummies. The best dressed receives a prize It's a real old fashioned family occasion!!

## **Family and Carers Helping out at the Nursery**

We have Grandparents, dads, mums and aunties who come into nursery and tell stories to the children or help out with activities. The children love to show off their family members to others, and we are always on the lookout for new recruits....

### **Ways in which effective partnerships can support children:**

- *Being a welcoming and friendly nursery for parents/carers and visitors*
- Management aim to respond swiftly and efficiently to the needs of all callers and visitors
- Parents and carers are asked about the reception they receive. Their responses are read, analysed, followed up, acted upon and reviewed
- Delivering family learning courses for example "keeping up with your child"
- Offering leaflets and guidance on specific areas of the curriculum, e.g. reading, to enable parents to support their child's learning
- Providing play and stay groups termly modelling learning and play to parents

### **Newsletters**

At the beginning of each month we send a nursery newsletter home thorough email and the nursery app detailing the events taking place, along with any trips or outings for the month ahead, and general news. We also email the newsletter for those with internet access.

As well as the newsletter informing parents of the month ahead, we also have a parent notice board by the main entrance outside the building. On this notice board, we have contact details for OFSTED, should a parent be unhappy with the service for any reason.

### **Nursery Mobile Phone**

We have a nursery mobile phone in order to further establish contact/communication with parents and carers. We inform parents and carers of nursery events, reminders for appointments as well as parents using the number to inform the nursery of absences and pass on messages to their child's key worker. They can also call the mobile if the landline is engaged.

### **Questionnaires**

We ask our parents and carers for more formal feedback every year in the form of a parent's Monkey survey questionnaire sent out via an email link once a year as we really appreciate your input so thank you in advance for taking the time to complete these. Please refer to the survey details below.

Parents also help the nursery plan winter and summer meals for the children. During each menu change a letter is emailed to all parents asking for advice; what they would like to see on the new one; what we can change alter or improve on, as we welcome the contribution of parents in all areas of their child's care.

### **Survey Monkey**

The nursery annually sends out electronic questionnaires via the internet for the website Survey Monkey. This will enable nursery to obtain views off parents and carers regarding the service we provide. Questions focused on leadership and management, children's behaviour as well as Learning and Development will be asked to engage views. All information is then correlated and then used as a tool for nursery to improve and develop its services.

### **Comments and Suggestions**

We have a comments and suggestion box in the entrance hall of the main building. Please feel free to post suggestions that will help our nursery to develop and move forward, as well as letting us know if you are happy with the existing service you receive.

Along with this, ideas for activities, trips etc are welcome as are comments about our care and our staff team. Our staff get a "special thanks" on the staff board for any specific feedback they get.

### **Provide support for all parents as their child leaves the setting or transfers to another room**

We aim to provide support and resources to help parents make informed decisions about choices and transitions to school by:

- Providing impartial guidance on transition to parents and carers
- Supporting parents with the procedures for applying for school including individual support parent consultations and guidance in an appeals procedure
- Identifying the SENCO, if appropriate as the link to other agencies and resources

Parents are welcomed into the nursery at mutually convenient times to learn more about their children's progress and to celebrate their achievements. There are numerous opportunities throughout the year (both formal and informal) to meet together and get to know each other. Meetings are arranged at a variety of different times to enable as many parents and carers as possible to attend.

#### **Formal**

- Induction events for new parents including home visits and six week reviews
- Meet the Staff sessions: two transitional evenings in May and June for parents to meet the staff in their child's new room. These are held on a Saturday when we have an open day for the nursery in order for existing and prospective parents to see how the room runs and speak with the room supervisor. A Jolly Phonics parent session for the parents of preschool; information sharing to go through what Jolly Phonics is and what they need to provide
- Play and stay sessions held at the library once a term for parents and their child and staff in their child's key area will attend where possible (dependent on child/ adult ratios)
- Transitions: A meeting is held in July in the evening for existing parents to come along and meet the staff of their child's new room as well as have a look around the environment.
- Meetings to discuss, evaluate and update Individual Learning Plans for children with Special Educational Needs

#### **Informal**

- A variety of assemblies held by our pre-school classes
- Christmas concerts
- Educational visits
- Support from parents for educational workshops for example Diwali, Eid, cooking as well as other activities which promote learning.

#### **Communication**

We are continually updating and improving our communication systems. Currently parents receive regular updates from the nursery including:

- Regular monthly newsletters and information letters
- Termly topic letters
- Annual progress reports as well as termly reports

- Notice boards all around the nursery
- Text messaging service
- Regularly updating our website
- Weekly blogs
- Twitter information
- Email system for distribution of letters and newsletters
- Nursery App

### **Nursery Website**

Our nursery website can be found at [www.littleswans.org.uk](http://www.littleswans.org.uk) we update the content regularly and provide parents with information regarding policies and further development at the nursery.

### **Nursery App**

Our nursery App is live in the Apple and Google Play stores. You can keep in touch with our events, news and receive important messages from us! To download the app visit the Apple and Google Play Stores and search for Little Swans Day Nursery.