At Stebbing Green Day Nursery, we are aware of the importance of working with the parents/carers of the children. Just as the child needs to feel secure and happy in the setting, our parents need to have the confidence in us that we are looking after and caring for their child. We have an open-door policy and are happy to talk to parents face to face, on the phone, or make an appointment that is mutually convenient.

Children are the most important members of our community and we encourage the development of their confidence and independence alongside care and respect for others. We welcome and value all our children irrespective of ability, religion, race, gender or culture, encouraging them all to fulfil their potential.

We aim to provide the necessary resources and training to support professional development and work in a self-evaluating culture with the continuous aim of raising achievement.

We encourage parents to support and share information about their children’s learning and development at home. There are many aspects to our work with parents which contribute to these aims. These include: -

* Exchange of information on a daily basis about your child.
* Discussion regarding day to day organisation, routines and key working.
* Progress on their child’s learning and general well-being
* How we can work together for the benefit of their child.
* Building up positive trusting relationships and knowledge about family background.

**We respond to concerns by…**

* Listening to parents and their concerns
* Meeting with parents if there is a concern (expressed by parent or staff) about their child, policies or procedures.
* Ensuring parents can access the Complaints Policy and are clear about how to go about this process.
* Endeavour to resolve any concerns quickly, effectively and with a positive outcome for all.

**We regularly inform parents by……**

* **Notices** - Information and requests are often posted on FAMLY, doors or windows.
* **Website** - Lots of information for non-registered parents, website includes access to key nursery information.
* **Facebook** – Stebbing Green Day Nursery has an official Facebook page
* **Policies and Procedures** – These are readily available for all Parents
* **Famly-** This is our online database that enables parents to log-in and access their child’s learning journey and gives a daily active feed**.**
* **Parents evenings** – Parents evening are arranged to discuss their child’s progress. If a parent cannot make the meeting, then they can request an alternative time that is convenient for all. Prior to the meeting, parents are provided with their child’s Learning and Development Record as this gives them an insight and enables them to be able to have questions ready if needed.
* **Questionnaires**- Regular questionnaires are handed out for parent feedback on improvements and ideas. The manager then analyses the responses and if needs be puts into place an action plan
* **Suggestion forms**- Parents can make suggestion for improvement. This can be done anonymously, or we state we can respond personally if the parent adds their name.
* **“The WOW factor”:** - an achievement board where parents can write what their child has achieved on a star and add it to the board for discussion between the child and their keyworker or within a small group

**Special Events**

* **Extra-curricular classes: -** Baby Ballet, Superstar sports, Forest school
* **Special family days: -** Mother’s Day, Father’s Day, Grandparent’s Day

**Other linked Policies: - Aims of the Setting Policy, Data Handling Policy, Parental access to information Policy, Complaints Policy**

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| --- | --- |
| This policy was adopted by: Stebbing Green Day Nursery | Date: September 2019 |
| To be reviewed: September 2020 | Signed: |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: 3.73*