Parent/Carer Partnership Policy

1. Introduction

Home from Home recognises the importance of working closely with all families to ensure that children receive consistent care tailored to their individual needs. We value every family and believe that parental involvement from the start provides long term benefit for children, carers and parents.

We believe that our relationship with families is invaluable. We actively encourage parents/carers to take an interest in the day-to-day running of the Nursery, contributing towards planning the curriculum or helping on trips and visits. We recognise that the children at the Nursery come from a diversity of backgrounds and we welcome each and everyone.

2. Contents

The following sections are included in this policy document:

1. Introduction
2. Contents
3. Aim
4. Methods we have in place to support parent partnership
5. Review
6. Version Control

3. Aim

To involve parents/carers in every aspect of children's care and learning development. To make parents/carers feel valued and welcome and a part of their children's nursery experience.

4. Methods we have in place to support parent partnership

- We hold a 'Policy and procedure' meeting with all new parents/carers on their child's third or fourth settling-in session. This is a chance to discuss our Policies and Procedures but also to explain our culture of open communication and get to know our families.

- All new parents/carers are asked to complete a 'Celebrating Me' booklet which provides the Key person and employees with specific details for their child including; likes/dislikes, special people in their lives and any fears they may have. A 'Routine of the Day' is also completed by parents in our Baby and Toddler Rooms so we are able to follow the exact routine that is followed at home, ensuring a smooth home – nursery transition.

- We have a 4 day Settling In period where parents/carers can become familiar with the nursery environment and our team. *(Refer to Settling in Policy for more information)*

- We ask parents/carers to bring in photos of family members which we display at children's level on our Family Boards or Family books so that children feel comforted by and can recognise images of their familiar people.

- We reflect on our practice by actively seeking feedback from our parents/carers, either verbally or using questionnaires. We take every point raised seriously and, where reasonably practicable, seek to improve our processes.

- We have a Complaints Policy which shows parents/carers the step-by-step process for making a complaint. In the first instance, we would ask that parents/carers voice their concerns directly to a room manager/nursery manager as most issues are easily resolved by open communication.

- We provide an 'open communication' environment where parents are encouraged to make contact if they want to discuss anything relating to their child.

- We will contact parents if their child is unwell and we emphasise this during their policy and procedure meeting, we explain that at times we may feel it necessary to contact them due to their child seeming unwell or 'out of sorts'. In the event of their child becoming obviously unwell and distressed we will ask them to collect. We will make a note of this in our communication diary.

- We have a robust Key Person / buddy system so that parents /carers have an initial point of contact. *(Refer to Key person policy for more information)*

- We regularly share information about events and activities that the children have been taking part in through the FAMLY app.

- We hold regular events every year including our two Parents Evenings, Leaver's Picnic each summer and our children's Christmas Parties in December. All of these are a great chance for parents/carers to socialise with other parents and employees.

- We regularly invite parents/carers to share their talents or jobs with our children and staff by coming in to nursery and holding talks or demonstrations of their craft.

5. Review

This policy will be reviewed annually and also in line with any changes in statutory guidance.

6. Version Control

Version	Date	Status	Comments	By
1	September 2011	Issued		Nicola Law
2	October 2015	Reviewed		Emma CM
3	October 2018	Reviewed		Polly Manners
4	January 2022	Reviewed		Cassie Jones
5	December 2023	Reviewed	Added Version control – added about sharing info via FAMLY	Sophie Eade
6	June 2025	Reviewed		Sophie Eade
7	May 2026	Reviewed		Sophie Eade