



Name:	Date first written:
Parent Partnership Policy	Sept 2021
Written by/Reviewed by:	Date of Review:
Louise Lloyd-Evans/Emma Holmes	15/9/23
Policy Statement	
At Young Friends we have drawn up a policy to illustrate how we work closely with parents to promote the care, learning and development of all children.	
Aims and Purpose	
Parents are the child's first and foremost educator, all parents will be treated with respect, which we expect to be reciprocated.	
The relationship between staff and families is essential for the positive development of the children in our care. Our key person and key buddy system enables us to treat each family uniquely, however there are certain procedures which are universal and effective and should be adopted by all staff.	
Applicability	
Staff Parents	
Definition of Terms	
n/a	
Overview	
Initial Engagement Drop Off and Pick Up Ongoing Procedures	
Procedures	
Initial Engagement	
<ul style="list-style-type: none"> • During the settle sessions the key persons/key buddies and families will begin to lay the foundations for their relationship. • An 'About Me' form is filled in and shared. This is a time the contents can be discussed and clarified. • After admission parents must keep us updated using the Family app. They must communicate via the message system only • The basic information (full name, date of birth, names and addresses) must be checked by the Pod Lead and parents must keep this information up to date 	

- Parents must share and keep us updated with their child's specific dietary requirements and full details of medication. Updates must be put in a message to management and pod leads and updated on Famly by parents
- Parents must add at least 2 contacts, that must be current, aware of their role and available to pick up in an emergency at very short notice
- Session times are set on admission and can be changed from the 1st of the following month if there is availability
- Parents must read all the information sent during the admissions process, read and commit to all the policies and procedures and refer to nursery guide.

Drop Off and Pick Up

During the COVID19 pandemic, we noted parents not coming into nursery for drop off and pick up had a positive impact on the flow of play and general well-being of the children. In consultation with parents and staff it was decided to continue this practice after the restrictions of the pandemic had passed.

We have around 40 + children a day with two drop off times and two pick up times. Having four transition times can be difficult to manage but are in response to families needing flexibility. Before COVID19 these times were chaotic and disruptive, especially for the children whose nursery session had already begun or not yet finished. There was pressure on the staff to chat to parents (taking them away from children) and to ensure the door was locked properly at all times, as we are situated on a busy road. There was also the added concern of not knowing exactly who was in the building, which, among other problems is a fire risk.

When the COVID restrictions were in place, we noticed the children were able to be in flow with their play uninterrupted. This encourages a deeper level of learning. It has a positive impact on their well-being too. Seeing parents coming and going throughout the day can be upsetting, especially to the babies.

That said, we feel very strongly about working in partnership with our families, they are the children's primary caregivers and their first educators. We continually see the positive impact of working in a triangle of care on the children's learning and development and the safeguarding implications on really knowing our families.

We love building our Young Friends Community!

Drop off and pick up times are now done at the door, with your child being handed to a member of staff or handed over by a member of staff. If parents are in good time, they will receive some feedback about their child's day. We will never discuss sensitive information or concerns in this way.

(See our **Arrivals, Departures and Late Collections Policy**).

Ongoing Procedures

- Children's 'journeys' are recorded to assess the progress of each child by their key person and buddy key person

- ✎ **The Pod Lead, Key Person and Buddy will work with parents to support them, making notes, communicating regularly via Family and face to face meetings and providing information about accidents or incidents**
- ✎ Parents must keep updated via the Monthly Newsletter on Family
- ✎ Pod Leads can provide a safe place for parents to discuss their child's needs in confidence at a mutually convenient time
- ✎ All zoom meetings and phone calls will be recorded for safeguarding and monitoring purposes
- ✎ Children will only be released back into the care of parents or to individuals notified to us by the parent (with a password) and who are over 18 years old
- ✎ We aim to send personal photographs each month of what your child has been doing in the nursery, within our Nature Curriculum and on trips.
- ✎ Parents will receive weekly photographs from their pod activities on Family. No children's faces will be shown
- ✎ Parents can see videos and photos and read information about life in the nursery through our active social media
- ✎ Parents receive information about eating and sleeping through our Family website
- ✎ Parents will receive one assessment each season (4 times a year) mapping your child's progress.
- ✎ Parents receive daily feedback on the boards outside each pod. This is intended to provide subject matter for a conversation on the way home
- ✎ Parents should turn up in good time if they are to receive feedback and be mindful of staff needing to go home at the end of the day
- ✎ If a child ever needs a support plan for whatever reason this is devised with the parents after a meeting to discuss ways forward.
- ✎ We have an open-door policy and parents are free to book meetings with key persons or buddies at any time, in fact we encourage this especially a couple of months after a child has started with us.
- ✎ Parents can also arrange to come in and see their child in the nursery environment, help with activities and read stories. This will only be possible if it will not upset or unsettle your child too much and the Visiting Parent Policy is adhered to.
- ✎ Parents are invited to two other planned social occasions per year – our Summer and Winter celebrations where they can meet other parents and chat informally to key persons and buddies.
- ✎ Parents are invited to join the Young Friends Community Facebook Page where they can chat with one another, advertise their business, arrange meet ups, sell/give away items etc.
- ✎ We invite parents in for informal evenings to give presentations on our curriculum, ethos etc.
- ✎ To keep contact time with children to a maximum staff will only check Family messages at the start of their day. All other messages to staff will be relayed to staff by office staff/management
- ✎ All communications between nursery team members and families or other must include Emma for safeguarding and monitoring purposes
- ✎ Parents should message Louise or Emma with any concern or complaint in the first instance

- We send out a parent survey once a year and formulate an action plan. We share our findings with parents on Family.

External Links and Organisations

Young Friends Community Group:

<https://www.facebook.com/groups/630873110960004/>

Relevant Policies and Documents

All policies!

Authorisation

Signature:



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