

Parents and Carers as Partners

At Snowdrop Cottage we welcome all parents as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner and include them as an integral part of the care and early learning team within the nursery. Working together ensures we can meet the individual needs of the family and child and provide the highest quality of care and education.

The key person system supports engagement with all parents, and we ask parents to contribute to initial assessments of children's starting points on entry and they are kept well informed about their children's progress. We encourage parents to support and share information about their children's learning and development at home, and the key person seeks to engage them in guiding their child's development at home too.

Our policy is to:

- Recognise and support parents as their child's first and most important educators and to welcome them into the life of the nursery.
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child.
- Welcome all parents into the nursery at any time and provide an area where parents can speak confidentially with us as required.
- Welcome nursing mothers.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children.
- Support parents in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops and training.
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events through the closed Facebook page and effective hand overs.
- Operate a key person system to enable parents to establish a close, working relationship with a named practitioner and to support two-way information sharing about each child's individual needs both in nursery and at home.
- Consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation.
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the nursery including signposting to relevant services, agencies and training opportunities.
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents.
- Make sure all parents have access to our written complaint's procedure.
- Share information about the Early Years Foundation Stage, young children's learning in the nursery, how parents can further support learning at home and where they can access further information
- Respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so.
- Inform parents how the nursery supports children with special educational needs and disabilities.
- Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires, suggestion system and encouraging parents to review working practices. We will evaluate any responses.

This policy was adopted on	Signed on behalf of the nursery	Date for review
September 2025	L Jones	September 2026