



## **Parents and Carers as Partners**

At Little Explorers Day Nursery and Preschool, we recognise that parents and carers are a child's first and most important educators. We are committed to building strong, respectful and trusting partnerships with all families to support each child's learning, development, wellbeing and safety.

We work in partnership with parents in line with the requirements of the Statutory Framework for the Early Years Foundation Stage 2025, which places a clear duty on providers to engage with and support parents, and to share information about children's learning and development.

Effective partnership working enables us to:

- Meet each child's individual needs
- Support continuity between home and nursery
- Safeguard children effectively
- Promote positive outcomes for all children

### **Aims**

We aim to:

- Build strong, open and honest relationships with families
- Ensure two way communication is consistent and meaningful
- Value and respect each family's knowledge of their child
- Involve parents in decision making about their child's care and learning
- Support parents to engage in their child's development at home
- Provide clear, accessible and transparent information

### **Our Approach**

We promote strong partnerships by:

- Creating a welcoming, inclusive and respectful environment
- Valuing diversity and recognising all family structures
- Encouraging open communication and mutual trust
- Respecting confidentiality at all times
- Offering flexible opportunities for involvement
- Providing private spaces for sensitive discussions

Parents and carers are welcome to speak with staff at appropriate times, and we encourage ongoing dialogue to support children's needs.

## **The Key Person System**

In line with the Statutory Framework for the Early Years Foundation Stage 2025, we operate a key person system to ensure every child and family receives personalised support.

The key person will:

- Build a secure and trusting relationship with the child and their family
- Support the child's emotional wellbeing and development
- Share information about the child's progress
- Work with parents to plan next steps in learning
- Support settling-in and transitions

Parents are introduced to their child's key person during the onboarding process and informed of any changes promptly.

## **Communication with Parents and Carers**

We ensure clear, consistent and accessible communication through:

- Daily verbal feedback on routines, care, meals, sleep and activities
- Regular updates via Ovivio childcare app (formerly Blossom), including observations and messages
- Newsletters and nursery updates
- Emails and telephone communication
- Nursery website: <https://www.littleexplorerstaunton.co.uk>

We ensure communication is:

- Two way and responsive
- Respectful and non judgemental
- Clear and jargon free
- Adapted where needed to meet individual family needs

## **Supporting Children's Learning and Development**

We work in partnership with parents to support children's learning by:

- Gathering information about children's starting points on entry
- Inviting parents to contribute to baseline assessments
- Sharing observations and next steps
- Encouraging parents to share learning from home
- Providing guidance on supporting learning at home

We provide:

- Regular progress updates in line with EYFS requirements
- Opportunities for discussion around development and next steps
- Support for school transitions and readiness

## **Parent Consultations**

We offer:

- At least two formal parent consultation meetings per year
- Flexible appointment times where possible
- Additional meetings where needed (e.g. SEND, safeguarding, concerns)

These meetings support joint planning and ensure shared understanding of each child's development.

## **Inclusion, Equality and Accessibility**

We are committed to inclusive practice in line with the Equality Act 2010.

We:

- Respect all cultures, beliefs, languages and family backgrounds
- Provide information in accessible formats (e.g. translated, digital, large print where possible)
- Encourage the use of home languages
- Support families with English as an additional language
- Provide a private space for breastfeeding or expressing milk
- Ensure all families feel welcomed, valued and included

## **Special Educational Needs and Disabilities (SEND)**

We work closely with parents of children with additional needs, in line with the SEND Code of Practice 0-25.

We:

- Involve parents in all stages of assessment, planning and review
- Work collaboratively to implement support plans
- Liaise with external professionals where appropriate
- Ensure parents are fully informed and involved in decision-making

## **Safeguarding and Information Sharing**

Partnership with parents is essential to safeguarding children.

We:

- Share relevant information appropriately to keep children safe
- Work in line with our Safeguarding and Child Protection Policy
- May share information with external agencies where there are concerns about a child's welfare, in accordance with statutory guidance

Where possible, we will work openly with parents; however, the child's safety is always our priority.

## **Feedback and Continuous Improvement**

We actively seek feedback through:

- Daily conversations
- Questionnaires and surveys
- Suggestion systems
- Parent meetings

We use feedback to:

- Improve practice and provision
- Inform policy updates
- Support staff development

We share outcomes and actions where appropriate.

## **Compliments and Complaints**

Please refer to our Compliments and Complaints policy

This includes:

- How to raise a concern
- Expected response times
- Escalation procedures

All concerns are taken seriously, handled promptly and used to improve practice.

## **Contractual and Operational Information**

Parents are provided with clear information including:

- Terms and conditions
- Fees and payment arrangements
- Sessions and attendance expectations
- Policies and procedures
- Health, safety and safeguarding practices

All policies are available:

- On our website
- On request in the nursery
- Within the Parent Welcome Pack

## **Confidentiality and Data Protection**

We respect the confidentiality of all families and handle information in line with data protection requirements.

Information is:

- Stored securely
- Shared only where necessary
- Managed in accordance with our Data Protection Policy

### **Policy Review**

This policy will be reviewed:

- Annually
- Following updates to legislation or EYFS guidance
- Following feedback or significant changes in practice

### **Linked Policies**

- Safeguarding and Child Protection Policy
- SEND Policy
- Compliments and Complaints Policy
- Data Protection and Confidentiality Policy
- Admissions Policy

<b>This policy was adopted on</b>	<b>Reviewed</b>
24/01/2022	4th May 2026