**Policy**

Monkey Puzzle Day Nurseries believes that in order to enhance the quality care and early learning that suits and meets their individual needs, parents/carers and staff need to work together in a close partnership. The two-way sharing of information is key to this. The nursery team welcomes parents/carers as partners and this relationship needs to be built on trust and understanding. It is important that we, as practitioners, are able to support parents/carers in an open and transparent manner. We will work together to create meaningful connections foster a love of learning.

The nursery endeavours to ensure parents/carers are an integral part of the care and early learning team within the nursery. Parent partnerships are not the same as information sharing, information must be shared between both parties contractually however an effective partnership will embrace and elevate the child’s wellbeing and development.

**Procedure**

* The nursery operates a key person system to enable a close working relationship with all parents. Parents are given the name of the key person of their child when the child starts nursery.
* The key person should build ‘relationships’ with parents, keep them up to date with their child’s progress and respond to observations that the parents share. They involve them in assessments and support them to guide their child’s development at home. Monkey Puzzle Day Nursery operates an ‘open door policy’ welcoming all parents/carers into the nursery at any time.
* Ensure nursery documentation, communications and nursery policies are available for parents.
* The nursery team will maintain regular contact with parents/carers to help us to build a secure and beneficial working relationship for their children
* We will support parents/carers in accessing a range of services which help them to support their child.
* We will inform parents/carers 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 regular communications.
* We promote two-way information sharing regarding each child’s individual needs both in nursery and at home on a daily basis
* We will inform parents/carers on a regular basis about their child’s progress and involve them in the shared record keeping.
* We will inform all parents/carers of the systems for registering queries, compliments, complaints or suggestions and to check that these systems are understood by parents/carers. All parents/carers have access to our written complaints procedure
* We provide opportunities for parents/carers to learn about the Early Years Foundation Stage and about young children's learning in the nursery and how parents/carers can share learning at home and where they can access further information
* We provide a written contract between the parent(s) and the nursery regarding terms & conditions and arrangements for payment
* We respect and embrace religious and cultural backgrounds and beliefs and accommodate any individual requirements wherever possible and practical to do so

**Attendance**

* For the safeguarding of children, attendance will be monitored.
* We will request that parents/carers notify the nursery if their child will not be attending on their set booking pattern, with an explanation of their absence. This will ensure that the parent partnership remains open and transparent.
* If there is a failure to notify the nursery in a timely manner, the nursery will telephone the parent/carer to establish the reason for absence. This will be carried out by 10am for a morning booking or by 3pm for an afternoon booking. If neither parent/carer can be contacted, the nursery will continue by calling the emergency contacts until they have made contact, and an answer has been sought.
* Absences must be logged with an explanation and reviewed for any patterns that could give cause for concern.

**Linked Policies**

The Role of the Key person & Settling in Policy

Safeguarding and Child Protection Policy