

# GREENACRES

## Childcare at its best

### Parent Partnerships

*'Working with parents to ensure the very best care for the children in our setting is considered to be a great asset.'*

It is highly recognised that by sharing information about their child, Greenacres can support the learning and welfare much more effectively. Each child's progress and achievements are informed to parents and we encourage a two-way flow of information through monthly feedback letters, formal and informal appointments and general daily liaison.

We promote the relationship between staff and parents/carers from the onset. We ensure parents are provided with good quality information about our care and the opportunities they can get involved in their children's time with us.

### Keeping parents informed

***Liaison Sheets*** – sent home daily to let parents know about their child's day at nursery, how well they have eaten, slept and nappy changes

***Notice boards*** – Welcome boards, future events, insurance and registration details, menus and displays. These can be found in all areas of the nurseries to ensure parents have the up to date information about the upcoming events special activity days, what food is being provided and details about our registration.

***Reports and consultations*** – The child's key worker will write a report to discuss with parents at a consultation termly. It allows times for parents and staff to discuss the child's learning and development and plans for future learning.

***Newsletters*** – Once per term we send out a newsletter with useful information for parents to read through at leisure about the nursery and other interesting information. These may include policy updates, dates for your diary and information that is new about childcare.

***Social media*** - Greenacres has an app, Twitter, Face book in which we send out alerts to parents of current information and updates. Parents can use our website which has more information on.

***Learning journey board*** – our continuous provision boards are available for all of the parents to see how learning can take place in all of our rooms. The board is designed to allow parents to see the provision that is always ready for the children to explore, with a section for an explanation as to how we will be extending this learning today.

***Monthly liaison letters*** – each month we send out a letter explaining what our plans are for the following month. The parents will receive an outline of the activities we are planning, things we may be collecting and ways they can get involved. The key worker writes an individual goal that the child is working on. We ask the parents to return the bottom part of the form letting us know what learning has happened at home.

**Verbal feedback** - we believe that nothing can replace the conversations that take place at the beginning and end of the day between staff and parents.

## **Parent involvement**

We provide many different ways to get parents involved in the nursery day but also to feel more comfortable and confident in the staff caring for their children.

**Nursery officer for the day** - parents are invited to join us for the morning to see how the nursery works, gain an insight into nursery life or to see the room their child may be moving to next. We then discuss the experience with the parent to gain feedback in order to improve the service we provide.

**Parent Questionnaires** - we regularly send out questionnaires to our parents/carers to gain feedback and suggestion about the care we provide and what we could offer them.

**Parent Consultations** - parents are invited in to chat with their key worker so they can discuss their child's development and the next steps we are taking in their learning. This is a great opportunity for parents and staff to discuss where the child is at and how we are planning on moving them on, with all parties involved in the child's life working together they will feel much more secure.

**Open evenings/forum** - the nursery is open for the parents to come along, have a chat with staff, see the rooms set up, view art work more closely and meet other parents; all without having to rush home. This a time where parents can come together, to discuss current issues that may have risen, or that may be new incentives. There are opportunities to have a 1:1 chat with Susan the director and a mini consultation with your child's key worker.

**Parent/staff social events** - these normally take place away from the nursery and give parents a chance to get to know staff in a relaxed atmosphere whilst having fun.

**Parent helpers** - we always encourages parents to get involved in whichever way they can, if any parents would like to join us to share their knowledge, skills or just be an extra pair of hands for the afternoon.

Decision making is also seen as a valuable area that parent input is vastly important. Meetings, open days, questionnaires, consultations, monthly liaison letters and open channels for suggestion all help inform our plans for developing and improving our service and care.

## **Confidentiality**

The information that is received by Greenacres is often confidential. Greenacres will ensure to maintain parents confidence using a professional approach to this information.

All parents can see details kept about their child and themselves at any time

Parents will not be given any access to information kept on other children or their families

All feedback will only be given to parents about their children's day and progress unless they have stated a third party can be involved e.g. nanny, childminder etc

Information about a child's medical needs or status i.e. HIV or concerns about child protection issues will be kept in a separate file and will only be available to authorised personnel

Any students or visitors to the nursery will be made aware of the importance of confidentiality of information and their responsibility within the group.

Information about individual members of staff will not be given out to anyone without permission of that person except in cases of child protection.

## **Data Protection**

Greenacres controls its own data in accordance of the Data Protection Act. We will need to collect information from you, which will be stored securely and used to support teaching and learning, monitor and report your child's progress and assess and provide appropriate care.

Greenacres does not hold personal information about children or their families on the computer records. Our only computerised details are records of payment for each child, which are accessible only to the accountant.

Personal information is recorded as follows:

### **Registration and medical forms**

Are kept in a registration file to enable staff to access information for contact, medical emergencies and dietary requirements.

\*These are accessed only by staff members involved in the child's care.

### **Development records and profiles**

Are kept in development packs to enable staff to log and plan for the child's next stage of development.

\*these are accessed only by the key workers involved in the child's care

### **Child protection details**

Are kept in a locked folder for each individual. Parents will be informed and involved in any investigations or observations and contacts made.

\*these are accessed on a 'need to know' basis only.

### **Accident and incident forms**

Are kept in a file to enable staff to assess any patterns, to continue further risk assessment and to ensure correct safety procedures are followed. Parents and management sign for agreement on each form.

\*These are accessed only by staff members involved in the child's care.

### **Senco and Behavioural care plans /targeted plans**

Are kept in a locked area to enable staff to work in partnership with parents and other professionals to ensure the correct care and forward planning for the individual.

\*these are accessed by the nursery Senco, area Senco, key workers and any other individuals involved with parental permission.

## Complaints

At Greenacres we feel it is important for parents and staff to understand how to register a complaint or express a concern over an issue.

### **Staff**

If a member of staff has a concern they should immediately discuss this with the senior practitioner of the appropriate age group.

The senior practitioner may choose to refer the matter to the manager or deal with the concern themselves, keeping the manager informed.

The manager will record the issues alongside higher management and will investigate.

Feedback should be given within 3 days.

### **Parents**

If a parent has a complaint or concern, staff must refer them immediately to a member of management.

The manager will record the issues and investigate.

Staff members may be involved in gathering information.

Feedback should be given within 3 days.

If a staff member or parent wishes to voice a concern they may also choose to speak directly with higher management; the senior practitioner of the appropriate age group would be informed. If the parent is still unsatisfied with the result of the concern or feels that their complaint should be taken further they should be advised of the right to contact our regulatory body

### **Ofsted**

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