

GREENACRES

Childcare at its best

Parent Partnership

Working with parents to ensure the very best care for the children in our setting is considered to be a great asset. Greenacres acknowledges that parents and carers are children's first and most influential teachers and that it is critical to involve them in supporting children's development. Only through regular sharing of information and discussion with parents, can children be properly supported to gain knowledge and skills at home and in the early years setting.

It is highly recognised that by sharing information about children, Greenacres can support the learning and welfare more effectively. Each child's progress and achievements are conversed with 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 with during their children's time with us.

Keeping parents informed

Liaison Sheets – for younger babies, these are 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 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.

Consultations – At the end of each term parents are invited to a consultation to discuss their child's progress. The key person completes a profile of learning that covers all aspects of the children's development over the last term. The parent and member of staff use this time to look at the strengths of the child's learning and how to use this to move them forwards at home, here at Greenacres and at any other setting they may attend. New goals are then set for the child with the key person and parents understanding where we are heading and how best to achieve these goals.

During the term closest to the child's 2nd birthday, staff will invite parents to a 2 year check consultation, in conjunction with the Health visiting Team, to ensure they are equipped with the information about their children to move them forward and identify if early intervention is needed. (Integrated review)

Newsletters – Bi-annually 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 about what is new in childcare. Each room writes an age appropriate article that will be of interest.

Social Media – Greenacres uses Social media to get as much information to parents as possible. We have a facebook account which we use to send out alerts to parents of current information and updates. It is also used to signpost parents to things happening in the local area, classes and information about any aspects of childhood. Parents can also access our website for information about the setting in general.

Spidergraph board – Our learning journey boards are available for all of the parents to see how learning takes place in all of our rooms. The board is designed to allow parents to see what is happening within the room this month. It shows how the planning is extended, achieved and then followed on. Each month a spider graph showing where our learning is guided to is displayed with the children's interests being at the heart of this. Our learning and work is then added to the board over the month so parents can see how this learning has been achieved and how the children have guided the process, changing it as they see best to do. This will then lead into the next months learning, making a continuous circle of learning.

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 then adds an individualised goal that they have been working on with the child, for the parents to see how we are supporting their child and how they can support this at home. We ask the parents to return the bottom part of the form so we can incorporate this into our planning. Learning taking place at home, WOW moments, celebrations and any changes happening can all help with your child's development and learning at nursery.

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. These parts of the day can be busy as parents need to get to work or get their children home so we advise arriving in plenty of time to be able to talk to the staff and communicate any vital information about your child.

Parent involvement

From the moment we view parents around the nursery we begin to gain information including the child's background, family unit, values and beliefs. The first settles into the room enable us to build a picture of each family's individual needs and specific interests. Paperwork such as medical forms and our 'All about me' packs contain essential information that enables us to meet the needs of each child.

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 send questionnaires out annually to our parents/carers to gain feedback and suggestions about the care we provide and what we could offer them.

Parent Consultations - parents are invited in to chat with their key person 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 their child's strengths and how we are planning on moving them forward, with all parties involved in the child's life working together they will feel much more secure.

Parent forums - the nursery is open for the parents to come along, have a chat with staff, see the rooms set up, view artwork more closely and meet other parents; all without having to rush home. This is a time where parents can come together, to discuss current issues that may have arisen and give suggestions that will help inform our plans for developing and improving our service and care.

Parent events - Each room plans events for parents to attend throughout the year. Mothers/Fathers Day Tea Parties, BBQ's, Macmillan Coffee mornings to name a few, give parents the opportunity to spend time in their child's room, meet other parents and speak to staff in a more relaxed environment.

Parent helpers - we always encourage 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.

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.

Greenacres is GDPR compliant, our GDPR folder has more details.

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

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.

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, that s/he should immediately discuss this with a member of management.

The manager will record the issues and 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 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

Ofsted

Applications, regulator & contact (ARC) team

Piccadilly Gate

Store Street

Manchester

M1 2WD

Helpline: 0300 123 1231

Website: www.ofsted.gov.uk/parents