



BARNFIELDS EXTRA

BARNEY BEARS NURSERY

Working in Partnership with Parents and Carers Policy

Barney Bears Nursery believes that we can best meet the needs of individual children by working closely with parents and carers. We aim to develop partnerships between parents, carers and staff which are based on mutual trust and respect and which promote the sharing of information and knowledge for the benefit of the children in our care.

Implementation of the policy in Barney Bears Nursery

The Board of Barney Bears Nursery must:

- Ensure that there is a system of communication between Barney Bears Nursery, parents and carers.
- Make every effort to ensure that information for parents and carers is made accessible to them.
- Arrange a briefing meeting with parents and carers before their child's admission, to inform them about policies and procedures.
- Ensure that any consent forms or agreements are completed.
- Ensure that the required contact is kept up to date.
- Establish, where appropriate, the name of a child's legal guardian.
- Keep an up-to-date record of any particular needs of children. These records must be kept securely.
- Ensure that arrangements for the children's arrival and collection are clear, and understood by all staff, parents and carers.
- Establish system where only authorised adults can collect children and create a plan that can be used in an emergency when a child cannot be collected by the recognised adult
- Ensure that information about children is treated as confidential, is held securely and is only shared with parents, carers and relevant personnel.
- Ensure that all staff, volunteers and students are aware of this policy and the procedures followed in the nursery.

Sharing information

- We invite parents and carers to a briefing meeting before their child's admission to discuss policies and procedures in the nursery and to complete the required contact forms.
- We ask parents and carers for information about their child's individual needs and requirements in order to ensure that best possible care for them.
- We display daily routines and details of the nursery on the notice board in the entrance.
- Parents are advised about visits and outings by newsletters or letters. Permission slips have to be completed.
- We believe that the child's named key worker is central to every exchange of information. Parents and carers are welcomed into the nursery to discuss their child's progress and welfare with the key worker and are urged to share relevant information about changes to their child's normal family life or routine.
- We pass any changes to details held about a child's circumstances to the person in charge of records so that these can be up-dated.
- We encourage parents and carers to first discuss any concerns or issues about their child with the key worker. The key worker must discuss any issues that cannot be resolved with the nursery manager.

Dealing with complaints

- The manager deals initially with any general concerns or issues about the nursery.
- Any complaint is dealt with promptly. We keep a written record of the nature of the complaint, the action taken, the person responsible for investigating and taking action, the timescale and the outcome. We keep secure copies of this record.
- We provide parents with details of how to contact Ofsted.
- Privacy and confidentiality.
- Any personal data on children and their parents or carers is held securely.
- We treat information about children and their families as confidential. We only disclose this to staff on a 'need to know' basis and only with the agreement of the parent or carer.

- The key worker is responsible for sharing information about the progress and welfare of a child with his or her parents or carers. This information is also shared with other staff to ensure that the best interests and needs of the child are met.
- Some information exchange about children occurs informally on a daily basis either at the beginning or end of a session. Other opportunities for a more detailed report are offered through parents meetings (twice a year), appointments by arrangement to discuss specific concerns and an end of year report.
- Key workers keep individual record on children's achievements and progress.
- We allow parents, on request, access to their own children's records.
- We do not allow parents access to the records of other children.

Ofsted regulations require parents to give the following information to the nursery manager and parents will be asked to fill in several forms including:

Name, address and date of birth of the child.

Name, home address and place of work (including respective telephone numbers) of parent(s) or guardian(s) of child.

Name, address and telephone numbers of two further contacts (persons authorised to collect the child from the nursery).

Consent to prescribed medication being administered to the child by nursery staff.

Password.

Medication and any other medical information the nursery should know about.

Dietary needs and allergies.

Consent to child, if required, receiving emergency medical treatment.

Consent to child being taken out of the nursery premises (for occasional visits, etc.) by nursery staff.

Permission to take photographs or videos of the child.

These forms will be kept in the child's personal file in a locked cabinet in the nursery office.