Working in Partnership with Parents and Carers

At The Orchard Nursery, we believe that children thrive best when parents and staff work together in close partnership. We recognise parents and carers as a child's first and most enduring educators, and our role is to support and complement this. Effective two-way communication and mutual respect are the foundations of our relationship with families.

Our aim is to ensure parents are valued and active participants in their child's early learning and development journey.

Our Commitments:
We will:

- **Recognise and support parents** as their child's first and most important educators and actively welcome them into nursery life.
- **Ensure all parents are registered** on our online learning journey platform, *Eylog*, and download the eyParent app, which allows real-time access to their child's development updates and observations.
- **Build parents' confidence** by encouraging them to trust their instincts and judgments about their child.
- **Provide accessible communication**, offering documents in alternative formats such as Braille, different languages, or electronic forms, tailored to each family's needs.
- **Welcome parents into the nursery** and operate as flexibly as possible to accommodate their schedules and preferences.
- **Ensure all parents are informed** about the nursery's policies and procedures. Comprehensive parent information is provided upon joining, and full policy documents are available both digitally and in the main entrance.
- **Maintain regular, meaningful contact** with parents to establish a secure and beneficial relationship in support of their child's development.
- **Support parental growth** by sharing information about relevant educational opportunities, workshops, and training sessions.
- **Encourage parental involvement** through eyLog, parent coffee mornings , leaflets and social events.
- **Communicate nursery events and updates** through newsletters, daily communication tools, and the *eyParent* app.
- **Operate a key person system** to foster strong relationships, enabling effective two-way information sharing between home and nursery regarding each child's individual needs.
- **Share planning and progress updates regularly**, inviting parents to participate in planning by sharing photos, practitioners to complete termly reviews on progress and having parents evenings.
- **Value parent feedback**, considering all suggestions regarding their child's care, learning, or the nursery's operation.
- **Offer parents the opportunity to contribute** their knowledge, interests, and skills to enrich nursery activities.

Signed on behalf of the nursery.....Emma Middleton.....Date:… August 2025

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- **Inform parents of procedures** for registering queries, compliments, complaints, or suggestions, ensuring transparency and understanding. A written complaints policy is available to all families.
- **In cases requiring Early Help**, parents may be supported through regular meetings with other professionals (e.g. Early Help, TAF, Case Conferences, Core Groups). These may take place face-to-face or online (Zoom, Microsoft Teams).
- **Promote understanding of the Early Years Foundation Stage (EYFS)** and provide guidance on how learning can be supported at home.
- **Establish clear agreements** through written contracts outlining terms of acceptance, fees, and funding arrangements.
- **Respect cultural, religious, and individual family backgrounds**, accommodating special requirements wherever practical.
- **Seek regular feedback** via questionnaires, suggestions, and informal discussions to help evaluate and enhance nursery practice, policy, and staff development.

Signed on behalf of the nursery.....Emma Middleton.....Date:… August 2025