



WORKING IN PARTNERSHIP WITH PARENTS/CARERS

Midyear reviews and end of year reports are given to the parents, of pre-school children, in February and June respectively. Parents/carers will have an opportunity to attend an **open evening** at the nursery twice yearly to discuss these. This will provide an opportunity to meet the staff and talk informally about the children's progress.

Nursery staff are always available during nursery hours for an **informal chat** to parents/carers about their child's individual needs and progress. Staff are aware of the need to maintain privacy about matters concerning children and families and the need to share information appropriately.

Alternatively, appointments can be made by parents/carers or by the Nursery Manager to discuss a child's progress and/or behaviour. These appointments can be held outside nursery hours in a private location suitable to both parties. The nursery's confidentiality policy will be followed in such circumstances. To make an appointment, simply contact the nursery owner or manager.

All written records kept on a child are accessible to parents/carers except where this would place the child's welfare at risk.

Parents/carers are responsible for notifying the nursery staff of any changes in the child's circumstances so that they can be added to the child's registration form and appropriate action taken.

Feedback from parents/carers is encouraged. A suggestion box is available in our main corridor for any suggestions parents/carers may have.

Regular 'customer satisfaction' exercises will be carried out (i.e. **questionnaires**) to ensure that the Nursery service continues to meet the needs of children and their families. Parents/carers are encouraged to actively take part in these exercises, as their opinion is important to the continued effectiveness of our service and their own child's fulfilment.

A regular **newsletter** will be circulated to parents/carers, children and others within the Nursery. A notice board can be found within the Nursery for parents/carers to be able to gain information on the Nursery and its activities.

At the beginning of every new "Topic" parent are given a copy of the Nursery's Medium term Planning outlining the activities planned, within the Areas of Learning, for the coming weeks. Parents are also encouraged to send suggestions/ideas in that could further enhance the children's learning related to the Topic.

Each day staff complete a diary of the morning activities, with the children, which is put outside for the parents/carers to read.

Usk Nursery will invite parents and carers to a '**Stay and Play**' twice a year. 'Stay and Play' sessions are organised to encourage parents to experience the Nursery environment and participate in their child's play.