



## **Ducklings Childcare**

### **Charter of Partnership with Parents:**

#### Our commitment to you:

We believe that children benefit the most when parents and staff work together in partnership to ensure quality care and learning development. The nursery welcomes parents as partners and this relationship needs to be built on trust and understanding. It is important that we, as carers, are able to support parents in an open and sensitive manner. A two way sharing of information is key to this.

If we become aware that we are going to be inspected by Ofsted, we will notify parents and/or carers. After an inspection by Ofsted we will supply a copy of the report to parents and/or carers of the children attending on a regular basis.

Each child has a key worker and significant other. This will benefit the child, parent/carer and Ducklings Childcare Ltd since the child has one particular person that they can relate to where possible; this provides a stable and consistent relationship for the child. At the same time, a high standard of individual quality care and play is achieved, fulfilling in this way, Ducklings Childcare Ltd ethos.

#### We will:

- Recognise and support parents as their child's first and most important educators, and to welcome them into the life of the nursery;
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child;
- Involve parents in shared record keeping about their own child/ren, both formally and informally, ensuring that parents have access to all written records on their own child/ren. They will also become familiar with and work with the key worker and significant other assigned to their child.
- Ensure that parents are given information on a regular basis about their child/ren's progress and have an opportunity to discuss it with their child's key worker, or other staff when appropriate. The nursery will hold parent consultation meetings at yearly intervals.
- Ensure that all new parents are aware of and can contribute to the nursery's systems and policies.
- Encourage parents and carers to actively contribute to their child's development profile and other planning.



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- Emphasise and demonstrate to parents and carers the importance of play to children and how they are instrumental in their children's learning both within the setting and at home.
- Ensure that all parents are fully informed about meetings which are held in venues which are accessible and appropriate for all.
- Make known to all parents/carers the systems for registering queries, complaints or suggestions.
- Provide opportunities for parents/carers to contribute to the nursery's curriculum and the learning of young children.
- Provide support and guidance, signposting where necessary to ensure parents feel able to improve their own lives and their family's lives.
- Be discreet about information obtained when discussing issues and family circumstances. Confidentiality will be maintained unless we feel that the welfare of the child is at risk.
- Ask your permission for outings and special events.
- Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment;
- Respect the family's religious and cultural backgrounds and to accommodate any special requirements wherever possible and practicable to do so;
- Identify any special educational needs, to monitor and record these, liaising with parents/carers and outside specialists if needed.

### Your commitment to us

- Book and pay for childcare in advance.
- Notify us as soon as possible if your child will not be attending.
- Inform us of any important events and changes in your child's life.
- Read all letters sent home and sign forms where appropriate.
- Pick up your child from the nursery no later than the arranged time.
- Provide notice of 4 weeks if you are reducing sessions or withdrawing your child from the setting.



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### **Abusive Parents**

Here at Ducklings Childcare Ltd we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising (if applicable).

In the unlikely event that a parent starts to act in an aggressive or abusive way at the nursery, our policy is as follows:

- Direct the parent away from the children and into a private area such as the office (where appropriate)
- Ensure that a second member of staff be in attendance, where possible whilst ensuring the safe supervision of the children
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour
- Contact the police if the behaviour does not diffuse
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately
- An incident form will be completed detailing the time, reason and action taken
- With incidents like this staff may require support and reassurance following the experience, management will provide this and seek further support where necessary
- Management will also signpost parents to further support if applicable

### **Open Door Policy**

At Ducklings Childcare Ltd we aim to involve parents as much as possible as we believe as the main carers they are of extreme importance to the child's well being and development. To do this we aim to develop an effective partnership with each family that uses the nursery. Within the nursery we promote positive relationships between parents/carers and practitioners.

'Parents and practitioners should work together in an atmosphere of mutual respect within which children can have security and confidence' as stated in the early years guidance.



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Parents/carers are free to visit at any time that the child is in attendance, other times need to be arranged with management so we can ensure all children's needs are met.

Parents can stay and join in with the activities when they drop off or return early to play with their child or simply stay for the whole session (am or pm)

Security is obviously a very high priority to us so all parents who are staying or visiting must sign in the visitors' book.

The open door policy allows parents:

- To see the child has made friends and settled
- To see how the children learn through play and what the 'early year's foundation stage' means to see what we do and why
- Work closely with staff and build up the relationship

Whilst parents are in the nursery on visits please ensure they/you follow these simple rules. Parents must not:

- Intervene on disputes between children
- Be left alone with the children or used as part of the ratios
- Have or been given access to information about other children including profiles or individual planning
- Take photos during their time in nursery
- Have access to the staff room, office and children's bathrooms

All parents/carers must be briefed on any health and safety issues i.e. fire exits, wet floor signs and cleaning things. All parents/carers must be reminded about the importance of confidentiality and that anything you hear or see regarding other children must remain confidential and must not be discussed with any parents.

During the session we try to use the skills that all parents have from doing music with the children, playing on the computer or cooking, the children love to do anything different and with different people so just let us know what you want to do.