

Statement of intent

We believe that children benefit most from early year's education and care when parents and settings and Communities work together in partnership.

Our aim

Our aim is to support all parents, as their children's first and most important educators by involving them in their children's education and in the full life of the setting. We also aim to support parents in their own continuing education and personal development.

Method

To fulfil these aims we:

- are committed to ongoing dialogue with parents to improve our knowledge of the needs of their children and to support their families. This is through all about me that you should receive when your child first starts.
- inform all parents about how the setting is run and its policies through access to written information and through regular informal communication. We need to know if there is anything, you are not sure about or unsure please ask.
- encourage and support parents to play an active part in the governance and management of the setting. All parents' opinions matter and we send out questionnaires as well as regularly posts on Tapestry asking for parent input.
- Encourage positive relationship between parents/carers and staff, this is on both sides, in staff inductions and in the code of conduct all staff are encouraged to treat all parents with respect and have clear channel of communication.
- Parents and carers are encouraged to communicate with the setting manager or staff member any issues which may affect their ability to communicate with any staff member appropriately, this information can be used to ensure all staff can effectively communicate with you.
- Parents and carers are reminded to speak to all staff appropriately and in the manner to which they would expect to be spoken to, any parent or carer who is heard to be swearing, abusive or making a staff member feel uncomfortable with the way they are communicating with them will be asked to leave the setting.
- Parents and Carers are asked to not communicate with current staff members on social networking platforms any questions, comments or queries are to be dealt with the setting manager face to face, by telephone or email. All staff are encouraged to not be friends or follow current parents/carers on social networks.
- Throughout the year we hold open/parents' evenings, this is an opportunity to speak to key workers one on one about your child.
- An open-door policy means parents are welcome to come into the setting when their child is in the setting at any time throughout the day.
- Stay and plays are held throughout the year, this is an opportunity for parents to come and play with their child, an insight to their child's day.

In compliance with The Welfare Requirements the following documentation is in place:

- admissions policy.
- complaints procedure.
- record of complaints; and
- Activities provided for children.

History

Rev.no.	Date	Description of revised issues
1	30/11/2016	Initial Revision
2	01/11/2017	No changes to content.
3	01/11/2018	No changes to content.
4	01/11/2019	No changes to content.
5	01/11/2020	No changes to content.
6	01/08/2021	No changes to content.

This policy has been approved and authorised by:

Author	Approved By	Authorised By	Revision No.	Valid From
Vicky Gray	Vicky Gray	Sarah Russell	6	01/08/2021

This document has been electronically approved; hence it contains no signature(s).