



Senior Manager & Nominated Individual: Miss C Bates

Initial Policy date	September 2025	Next scheduled review	
Resource and Nursery Governor approved	September 2025	Key person/people	NI/ Senior Manager
Model policy		Model localised	

Key Person and Parent Partnership Policy

At **Rotherly Day Nursery** we believe that parents and employees need to work together in a close partnership in order for children to receive the quality of care and early learning to meet their individual needs. We welcome parents as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner to include them as an integral part of the care and early learning team within the nursery. The nursery particularly welcomes communication via our Famly app.

The **key person** system supports engagement with all parents and supports strategies which ensure that all parents can contribute to their child's learning and development. Parents contribute to initial assessments of children's starting points on entry and they are kept well informed about their children's progress. Parents are encouraged to support and share information about their children's learning and development at home, parents must also make the setting aware of medical needs and changes to these. Examples we expect parents to share include:

- Changes to a child's allergy/ intolerance
- Medical changes including changes to a child's medicine
- Completing a 'Before Setting Accident' form for any accident that has happened at home
- Updating all permission slips on Famly
- Sharing your child's learning achievements at home

Parents can communicate with the child's base room team and via the use of Tapestry and Famly. Tapestry is used to record children's learning journey by the use of photo observations, written observations and reports such as 2 year checks and school reports. Famly is used daily to record all children's toileting needs, meal consumption, accident forms and signing in/out. Famly is the app that is used for daily communication with parents.

The 'Key Person system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs.

Our intent is to:

- 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
- Welcome all parents into the nursery at any time and provide an area where parents can speak confidentially with us as required
- Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to nursing mothers
- Ensure nursery documentation and communications are provided in different formats to suit each parent's needs, e.g. Braille, multi-lingual, electronic communications, where appropriate
- Ensure that all parents are aware of the nursery's Statements of Intent, The Westgate School policies and procedures. A detailed parent prospectus will be provided as either a hard or electronic copy, and our full Statements of Intent and policy documents will be available to parents at all times in the nursery reception area, and on Rotherly Nursery website
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- Support parents in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops and training
- Create opportunities for parents to talk to other adults in a secure and supportive environment through activities such as nursery events, open days, parents' evenings and Partners in Learning sessions
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events are available in different ways, including regularly distributed newsletters on the nursery website, records displayed within the nursery and through daily Tapestry or Family postings
- Operate a key person system to enable parents to establish a close, working relationship with a named practitioner and to support two-way information sharing about each child's individual needs both in nursery and at home. Parents are given the name of the key person of their child and their role when the child starts
- Inform parents on a regular basis about their child's progress and involve them in shared record keeping. Parents' evenings will be held at least twice a year. The nursery will consult with parents about the times of meetings to avoid excluding anyone
- Actively encourage parents to contribute to children's learning through sharing observations, interests and experiences from home. This may be verbally, sharing photographs or in written form
- Agree the best communication method with parents e.g. email, face-to-face, via Family app, telephone and share information about the child's day, e.g. food eaten, activities, sleep times etc.

- Consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the nursery, including signposting to relevant services, agencies and training opportunities
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents
- Make sure all parents have access to our written complaints procedure
- Share information about the Early Years Foundation Stage, young children's learning in the nursery, how parents can further support learning at home and where they can access further information
- 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 beliefs and accommodate any special requirements wherever possible and practical to do so
- Inform parents how the nursery supports children with special educational needs and disabilities
- Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires, suggestion system and encouraging parents to review working practices. We will evaluate any responses and publish these for parents with an action plan to inform future, policy and staff development.