

Partnership with Parents and Carers Policy

West Rise Nursery



November 2025

At West Rise Nursery we are fully committed to supporting parents, family members and carers in their role as the first and most enduring educators of their young children. We see our partnership as underpinning everything that we do to secure children's welfare and wellbeing and to nature their learning and development, therefore will ensure that the parents/carers of children in our care will be listened to, have their wishes respected, be provided with information needed, have their confidentiality respected and feel supported. We have a robust key person system to ensure that families can be sure that their child has a named member of staff who knows them well. In order to build strong, positive relationships between the staff of the setting and children's families, we share information, consult with parents, listen to what they have to say and respond to their views.

Information about the management, operating practices and daily routines of the setting is set out clearly in the prospectus and on the setting's website www.westriseinf.co.uk/nursery and in more detail in the policies and procedures file. All families are given a copy of the prospectus when they join the setting, and a copy of the policies and procedures file can be found in the reception area. The setting leader is happy to explain what these policies mean and how they are translated into practice. The parents' notice board in the reception area displays key information, important dates and the setting's monthly newsletter, containing news and information about events taking place and staff changes. The newsletter is distributed by email and/or as paper copy.

Staff members all wear name badges, and their photographs are displayed in the reception area. Every child has a dedicated key person who acts as the first point of contact between the family and the setting and ensures that parents are kept fully informed about their child's welfare and wellbeing. Information about the learning and development experiences that children of different age groups are involved in will be provided by the key person or setting leader. Parents receive regular updates on children's progress. Parents are encouraged to look at their child's development record at regular intervals and to meet with staff for a progress review twice a year. This will include the 27-month check.

Staff will listen to, and address, any concerns that a parent may have about their child's progress and will keep parents fully informed by discussing any issues relating to progress that they feel significant. The setting will provide parents with information about other services or organisations they feel parents may find helpful to further their child's learning and development or to support them in their parenting role.

Parents and other family members make an enormous contribution to the life of our setting. We greatly value the many different ways in which families support us, through spending time in the setting, assisting with specific projects, sharing their skills, expertise and life experiences, and acting as advocates for the setting in the local community.