

University of Wolverhampton – Little Scholars Nursery Working in Partnership with Parent Procedure

Introduction

The nursery recognises that parents are the child's first carers and educators and therefore their views and knowledge of their children are paramount in ensuring that we are able to provide the best possible care.

The Key Person / Room Leader Approach

The nursery operates a key person and room leader approach in order to provide the best possible working relationship for each child and their family and to ensure that individual needs are recognised and supported.

The nursery has three rooms; Buttercup (baby room,) Poppy (2-3 years of age) and Sunflower room (3-5 year olds) within each of these rooms there will be a designated room leader and then each child is nominated a key person. When you book your place at the nursery you will be given the designated names that are relevant to your child.

Communicating and sharing of information between parents and the nursery.

The nursery encourages the sharing of information both on a daily basis and through parents' evenings, when parents can book a time to discuss progress with their key person. Each key person is responsible for collecting a portfolio of evidence for their key child's developmental profile. This is looked upon as being a shared document and parents and carers are encouraged to provide information through their own observations and photos to also be included. The Learning Journals are books that are provided and placed in the designated area within the nursery. We rely on parents to keep us updated on their child's progress at home and concerning any changes to routine, diet and general health and well-being. Each child's learning journal has a parents' contribution box so that information regarding the child's current interests, photographs and learning at home is taken into account to help inform the planning choices made by staff. We strongly believe that the more information shared between the nursery and parent's regarding the child's learning leads to improved outcomes for the children.

The nursery regularly provides parents with information regarding the nursery through newsletters, posters, email, web pages and parents evening.

Involvement in the Nursery

We believe that a parent's involvement in nursery life enriches a child's experience and we therefore invite and encourage parents and carers to become actively involved from sharing particular talents, reading a story (particularly in a different home language) to simply joining us on our different fun days and events.

Families who have English as an additional language

The nursery is committed to ensuring all families feel welcome and included in the setting and we have adopted certain practices to help support families with EAL (English as an additional language). We also support children within the setting by using lots of visual aids, signing, props and puppets, labels and signs in home languages, multi-language books and tapes and finding out key words to help with communication.

Induction and transition into the nursery

When initially settling a new child into the nursery, we work together with the parents to devise the best induction programme that will help both the child and their parents become confident with the nursery routines and familiar with the staff. It is also suggested that the parent stays with the child if they are in the Buttercup room on their commencement to assist with the child being integrated within the nursery setting.

One to one communication with parents

The nursery advocates an open dialogue with parents regarding discussions around any concerns and we are committed to working together to resolve any problems or worries about a child or the care that they are receiving within the nursery.

If a parent has a concern about their child they are to initially speak to either the key person or room leader. Any other issues regarding the nursery should be taken to the nursery manager or deputy manager, the room leader or key person will make this appointment and confirm this to the parent.

If the parent or carer is unhappy with the outcome of the meeting with the nursery manager or deputy manager and feels it has not been successfully resolved. The issue should be escalated to either the University Formal Complaints Procedure or the OFSTED complaints procedure <http://www.wlv.ac.uk/current-students/conduct-and-appeals/complaints/> or <https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>

Parent's responsibility

It is the responsibility of the parent or guardian to ensure that the child is dropped off and picked up at the designated times. If this is not adhered to there may be additional charges levied if the child is left in the nursery longer than the designated agreed hours.

The nursery will not get involved in personal disputes between parents or guardians of children attending Little Scholars Nursery, failure to comply with this polite request may mean that the Nursery Manager or Deputy Manager will have no alternative but to suspend the child's place. In the event that a parental or guardian court order is in place for a child attending Little Scholars Nursery that may impact upon the Nursery procedures and policies then a copy of the court order should be given to the Nursery Manager or Deputy.