

Working in Partnership with Parents and Carers

At Little Learners we believe that parents and staff 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 be an integral part of the care and early learning team within the nursery. Our policy 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.
- 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.
- Ensure that all parents are aware of the nursery's policies and procedures. Our full policy documents will be available to parents at all times in our reception areas and on the nursery website.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children.
- We work with parents to promote good attendance and will communicate promptly regarding unexplained or prolonged absences in line with our Attendance and Safeguarding Policies.
- 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 such activities as open days, parents' evenings and a parents' forum and stay and plays
- 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 through regularly distributed newsletters and the Little Learners website - [see here for example menu](#)
- 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.
- Where children attend more than one setting, and with parental consent where appropriate, we work in partnership with other providers to support continuity of care, learning, development and safeguarding.
- Inform parents on a regular basis about their child's progress and involve them in shared record keeping. Parents' evenings will be held once a year. The nursery will consult with parents about the times of meetings to avoid excluding anyone.
- Parents will receive and be involved in the statutory Progress Check at Age Two where applicable and will be supported to understand and contribute towards identified next steps.



- Where concerns are identified regarding a child's learning, development or welfare, we will work with parents and any relevant professionals to identify and implement appropriate support.
- 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, 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.
- 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.
- Where additional support is required, we will work collaboratively with parents, our SENCO, health professionals, the local authority and other relevant agencies to ensure children receive appropriate support and intervention.
- 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 use these to promote nursery practice, policy and staff development.

Expected Standards of Behaviour

We aim to maintain positive relationships with parents at all times so that children perceive a strong and supportive approach by both home and nursery. We ask parents to treat all staff, managers and each other courteously at all times.

Adults should set a good example to children at all times, showing them how to get along with all members of the nursery and the wider community. No member of staff, parents or children should be subjected to abusive behaviour or threats from other adults on or near the nursery premises.

Violent, abusive or harassing behaviour will not be tolerated, and action will be taken to protect children and staff.



Below is not an exhaustive list but seeks to provide illustrations of types of behaviour by parents that are considered serious and unacceptable and will not be tolerated towards any member of the nursery staff:

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Physically intimidating e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Using bad language or swearing at staff or on premises
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Malicious gossip
- Persistent or unrealistic demands that cause stress
- Causing damage/stealing from the premises
- Inappropriate posting on social networking sites will be deemed as bullying.

What we do about unacceptable behaviour

Threats of physical violence, or actual physical violence, toward any member of staff, parent, volunteer or visitor will be deemed a serious breach of this policy and will be immediately reported to the police

As we have a duty of care to keep our children, staff and others safe in our nurseries and we reserve the right to terminate any nursery bookings with immediate effect.

Relevant authorities will also be contacted, including Ofsted, the local authority and relevant safeguarding professionals.

Procedure

1. Any such instances will be reported to the nursery manager and/or the Regional nursery manager, who will support the person involved.
2. A written report will be completed.
3. All witnesses must write a statement detailing what was observed/heard.
4. Where applicable, the nursery manager will inform relevant authorities and support the person with reporting the incident to the police.
5. The Nursery Manager and Regional Nursery Manager will decide whether the incident warrants terminating the nursery booking and will communicate the decision to the parent involved.



This policy meets the requirements of the Early Years Foundation Stage (EYFS) Statutory Framework effective from 1 September 2026.

Date policy last reviewed/updated	10 th September 2026	Reviewed by	Terri Noone - Interim Regional Nursery Manager Jodie Richards – Nursery Manager Charlie Walton – Nursery Manager
Date of next review/update	September 2027		