

At Storybook Montessori, we believe that parents (for the purpose of this policy, the term parents includes carers and guardians) 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 school. We work in partnership with parents by:

- Recognising parents as their child's first and most important educators and welcoming them into the life of the nursery school.
- Generating confidence and encouraging parents to trust their own instincts and judgement regarding their own child.
- Welcoming all parents into the nursery school at any time.
- Supporting the home language of the family
- Welcoming nursing mothers. The nursery school will make available a private area whenever needed to offer space and privacy to nursing mothers.
- Ensuring nursery school documentation and communications, if and where required, are provided in different formats to suit each parent's needs, e.g. Braille, multi-lingual, electronic communications.
- Ensuring that all parents are aware of the nursery schools policies and procedures. A detailed parent prospectus will be provided and our full policy documents are available to parents at all times in the nursery school and on the Storybook website.
- Maintaining regular contact with parents to help us to build a secure and trusting working relationship for their children.
- Supporting parents by informing them about relevant childcare and education developments, conferences, workshops, training events and changes to safe caring practices.
- Creating opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days and parents' evenings.
- Informing 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.
- Operating 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 the nursery school and at home. Parents are given the name of the key person for their child and information about their role when the child starts.
- Informing parents on a regular basis about their child's progress and involving them in shared record keeping, for example, through the My Montessori Child system (MMC). Parents' evenings will be held at least twice a year. The nursery school will consult with parents about the times of meetings to avoid excluding anyone.

- Actively encouraging 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 e.g. through MMC.
- Agreeing the best communication method with parents e.g. email, face-to-face, telephone and sharing information about the child's day, e.g. food eaten, activities, sleep times etc.
- Considering and discussing all suggestions from parents concerning the care and early learning of their child and how the nursery school operates.
- Providing opportunities for all parents to contribute their own skills, knowledge and interests to the activities of the nursery school.
- Informing all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents.
- Ensuring that all parents have access to our written complaints procedure
- Sharing information about the Early Years Foundation Stage, young children's learning in the nursery school, how parents can further support learning at home and where they can access further information.
- Providing a written contract between the parent(s) and the nursery school regarding conditions of acceptance and arrangements for the placement and the associated payment.
- Respecting the family's religious and cultural backgrounds and beliefs and accommodating any special requirements wherever possible and practical to do so.
- Informing parents how the nursery school supports children with special educational needs and disabilities.
- Finding out about 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 improve nursery school practice, policy and staff development.

### **Covid 19 alterations**

Current restrictions are in place to limit the number of visitors who have access to Storybook due to the Covid 19 pandemic. Parents are not currently permitted, other than in exceptional circumstances, to enter the nursery school and receive information and updates regarding their child through regular telephone calls and through the use of My Montessori Child.

All current restrictions, including extra measures taken by Storybook in relation to the pandemic, are detailed in our Covid 19 operational plan.