



Parent Partnership

The Scheme recognises that parents and carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between the Scheme and parents and carers.

The team is committed to working in partnership with parents and carers to provide high quality, safe and stimulating care, learning and play opportunities for children.

Parents are provided with information on how to access the Scheme's policies and procedures. Parents must sign to say that they agree with them and a copy of the policies and procedures are available in the reception and hard copies are also available from the Manager on request. Any information regarding the policies and procedures can be requested and discussed with the manager if you have any concerns. We also have a notice board in the entrance foyer which provides a copy of the complaints policy and Ofsted address.

We display the food and drink being provided by the serving hatch. We also clearly display the routine for the day/week on the notice board. All team members wear ID badges with their name & photo and photos are displayed in the foyer.

During the settling in sessions the parents are given the opportunity to discuss their child's needs, get to know the routine and become familiar with the staff.

Regular newsletters are available to all parents to ensure they are informed of any news and updates on any changes or requests relating to their child's needs. These will be emailed termly and displayed in the reception area.

The team are always available to talk to about children's progress.

If a parent wishes to make a complaint, please refer to the Complaints Policy.

We welcome all parent contribution within the Scheme. We send out an annual Your Opinion Counts survey to gain feedback from parents/carers.