Clarecroft Day Nursery supports and enhances the development of every child and respects, understands and values the contribution of parents to their child’s development. We aim to support, guide and encourage the parents as the primary educators and meet the individual needs of the child and their parents.

Our staff will work with all parents as partners in providing quality care for their children. This contact is essential to the continued happy atmosphere in the nursery. We recognise that parents know their child best and we respect the parent’s wishes. The two-way sharing of information is key to this. The nursery team welcomes parents as partners and this relationship needs to be built on trust and understanding. It is important that we, as practitioners, are able to support parents in an open and sensitive manner.

When a parent registers with us they have the option of a home visit or online video meeting. All parents are invited to visit the nursery with their children before they actually start and to stay with their child on the child’s first settling in visit. These visits are outlined in our settling in policy. We ensure all parents are signed up to our online learning journey, where parents are able to log on and see their children’s development in real time as soon as they are uploaded to their parent portal login.

All parents and close family that are known to the nursery will be welcome to visit the nursery at any time, without prior arrangement, as we have an open door policy.

Parents are invited to talk to their child’s key person at any time and when they collect their child. If they require any more time with their child’s key person a mutually convenient appointment will made.

Parents will be kept informed of activities and special events that will be happening in the nursery via weekly bulletins, Parent Portal, our website, social media site and monthly update letters. Each child’s key person writes a personal target on the monthly update letters for every child and parents have the opportunity to write their own comments and observation back to their child’s key person using the Parent Portal.

We invite parents to share special interests or skills with the children and attend regular theme open mornings and stay and play sessions.

Parents will have access to their children’s records via their password protected parent portal login and will be consulted on their child’s wellbeing and progression.

Parents mobile phones, smart watches and cameras should remain in their pockets in the presence of any children. Incoming calls can be answered outside of the building as long as there are no children present otherwise, calls must be answered off the nursery premises.

Parents are requested not to allow their child to wear or bring in devices that may take photographs or record videos or voices. This includes smart watches with these capabilities, such as Vtech. This ensures all children are safeguarded and also protects their property as it may get damaged or misplaced at the nursery.

We recommend to all parents to read all policies and procedures. These are available in both entrances. Please also take note of the policy of the month board, we appreciate your feedback on these. where parents can ask questions and make comments about our policies.

If a child is to be collected by an adult other than the usual person, then a password, description and full name must be supplied to either the Nursery Manager or the nominated deputy.

A menu is displayed weekly on the window in the main entrance, near the main entrance in the Sun Group and on the Moons information board.

Parents' Evenings are held twice a year, along with anonymous questionnaires also being given. We have an open door policy so families can discuss any issues, concerns or questions at any time.

We inform all parents of the systems for registering queries, complaints or suggestions. All parents have access to our written complaints procedure.

Information provided by parents about their child/children will be kept confidential and treated on a strictly need to know basis.

If staff have any concerns about a child’s well being during the day every effort will be made to contact parents or their alternative nominated emergency contact.

Parents are requested to keep us informed of any circumstances which could have an effect on a child’s emotional well being, e.g. bereavement, separation or illness in the family.

Parents are requested to inform staff in writing of any changes to personal circumstances, e.g. Change of address, telephone number, doctor’s number, emergency contact.

In accordance with the Data Protection Act, a Data form will be issued annually to families to check that the information that we hold about them is still correct and relevant.

All Information held on Families, Staff and Students is securely held and will be retained for 3 years after their leave date, after which it will be securely destroyed.

Access and Storage of Information

Parents are welcome to view the policies and procedures of the nursery which govern the way in which the nursery operates. These may be viewed at any time when the nursery is open, simply by asking the nursery manager or by accessing the parent policy folder in the main entrance eon in the sun room a selection of policies are  on the nursery website. The nursery manager or any other relevant staff member will also explain any policies and procedures to parents.

Parents are also welcome to see and contribute to all the records that are kept on their child. However, we must adhere to data protection laws and, where relevant, any guidance from the relevant agencies for child protection.

As we hold personal information about staff and families, we are registered under data protection law with the Information Commissioner's Office. All parent, child and staff information is stored securely according to the requirements of data protection registration, including details, permissions, certificates and photographic images. We will ensure that staff understand the need to protect the privacy of the children in their care as well as the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality. Nursery records and documentation that are not required to be kept are deleted or destroyed in line with the current data protection laws more details are outlined in our Data protection folder.

Each room (Sun/Moon/Star) will provide a Welcome Letter which informs parents of the staff working within the room and the room routine, and conformation of the key person’s name.

Daily information is kept on all children; this is used to record significant events throughout the child’s day as well as the toileting, sleep and food eaten. This is also for parents to write their own comments or observations.

When children’s age permits them to move into another group a settling in period will enable the transition to be a happy and positive experience. Parents will be informed when settling in periods will take place. Parents will be asked to complete a moving up form and can request a show round of the new area.

We provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the setting. We invite all parents or close family members to stay and play sessions.

We have a Parent Portal for all children where parents can record their own observations and next steps.

We seek out parent’s opinions through questionnaires and have a comments box as well as an open door policy.

Nursery ‘take home’ bags are sent home with children once a week, which provides an opportunity for parents to be involved in their children’s learning at nursery. These bags include song CDs, and numeracy activities etc.

**Parents and visitors’ use of social networking**

We promote the safety and welfare of all staff and children and therefore ask parents and visitors not to post, publically or privately, information about any child on social media sites such as Facebook, Instagram and Twitter.We ask all parents and visitors to follow this policy to ensure that information about children, images and information do not fall into the wrong hands.

We ask parents **not to:**

* Send friend requests to any member of nursery staff
* Screen shot or share any posts or pictures from the nursery on social media platforms (these may contain other children in the pictures)
* Post any photographs to social media that have been supplied by the nursery with other children in them (e.g. Christmas concert photographs or photographs from an activity at nursery).

We ask parents to:

* Share any concerns regarding inappropriate use of social media through the official procedures (please refer to the partnership with parents policy and complaints procedures).

Clarecroft Day Nursery recognises that parents are experts on their own children and act as their first educators. To meet the individual needs of the children at Clarecroft the staff will endeavor to work with parents as partners in providing quality care and allowing the child to flourish and reach their full potential.