

## **BARNIES DAY NURSERIES AND OUT OF SCHOOL CLUBS**

### **PROMOTING THE PARENT PARTNERSHIP**

Barnies understands and promotes the statement "Parents are children's first and most enduring educators." This belief ensures that the parents needs play a significant part in the welfare of children attending Barnies and forms part of it's philosophy. Therefore the commitment to the Parent Partnership is paramount.

The staff are encouraged to listen to all parents comments, suggestions and ideas in order to understand and achieve, when possible, parental aspirations. In addition, staff are always available to offer support, advice and help with any query or situation. A two way communication is important and promoted by the daily contact book, newsletters, "me" books, Tapestry on line learning journal and by providing an `open house` parents are welcome at any time. Barnies recognizes that children come from a variety of family combinations and understands that there may be requirements for duplicate copies of correspondence and will endeavour to ensure that any such requirements are agreed.

Barnies is committed to providing a safe, stimulating, consistent and accessible service to the children and their parents. We aim to provide high quality services for everyone and it is hoped that both the parents and children will be completely happy with the provision of child care and information shared. We do accept, however, that sometimes things do not always go to plan and in such circumstances we want to know about it so we can put them right and learn from our mistakes.

#### **Complaints Procedure - Stage One**

Staff are trained to try to help resolve any complaint or query which is specific to their key person group. If they cannot provide a satisfactory result for the parent(s) then they will refer the parent(s) to the manager who will encourage them to talk over their concerns.

#### **Complaints Procedure – Stage Two**

If this does not resolve the situation or if the problem recurs the parent should put their complaint in writing which will automatically be met with a written reply or more formal meeting. A written record will be taken and, whenever possible, an action plan agreed. If, however, the matter is still not resolved to the parents satisfaction then the parent should again contact the Manager, Area Manager and/or Proprietor. It may be useful to invite an external mediator who has no legal powers but may be able to help to clarify the situation. All discussions will naturally be kept confidential. In some circumstances, external professional bodies may need to be involved, particularly if a child appears to be at risk or if there seems to be a breach of registration requirements. However, it is always hoped that all complaints will be resolved at the initial stages. Parents are assured that Barnies considers all complaints serious, confidential and of a positive benefit to the business. Parents are provided with the appropriate information to contact Ofsted directly at the following:

Ofsted National Business Unit Piccadilly Gate Store Street Manchester M1 2WD  
Tel. 0300 123 1231                      [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Prior to joining the Manager will take time to discuss any aspect of Barnies philosophies, activities, policies and procedures and confirm what each child will need eg. adequate clothing, nappies etc. When joining us the staff will allow for a settling in time which will be individually tailored depending on each child's needs. Parents are asked to attend with their child during this time until he/she is happy to be left. In addition, certain points require confirmation in order to ensure the health, safety and well being of each child is achieved. These will be discussed and confirmed when a place is requested and the relevant contract completed.

In order to broaden the implementation of this policy Barnies will endeavour to work in partnership with other providers involved in the care of children attending its settings. With parental consent Barnies will encourage the sharing of information as determined by the EYFS requirements. This also includes children in reception year at school.

Throughout the period of time each child, under school age, remains with Barnies, assessment records will be maintained. These will cover all aspects of development to include attitudes, feelings and social and physical characteristics. In order to be useful, these records will highlight individuals interests and achievements and therefore assist in the development of a personal curriculum to meet the child's needs. Therefore, staff will be able to encourage a child's development and build a complete picture of his / her ability.

Staff will achieve this through records of observations made over a certain period and by retaining a collection of dated work samples eg. drawing, painting, work books etc. Summaries will then be made on a regular basis and further programmes can then be planned.

Parents will be encouraged to provide as much information about their child's home life, needs or temperament including their own assessment and will have any opportunity to view or discuss these records.

Barnies works closely with parents and their children through all aspects of transition whether it is change of key person and group, moving on to school or to another setting.

It is usual that children attending Barnies may be photographed so that parents can share their children's experiences. Sometimes these photographs may be used to explain aspects of the EYFS , observations and/or assist with staff training and development. They are also an integral part of the Tapestry on line Learning Journal. As part of the contractual agreement parents are required to consent to their child(ren) being photographed and to the use of their email address so that they can access the journal or for other communication aspects. However, this does not extend to the use of video or photographic equipment, including mobile phones by personnel other than those employed by Barnies. Barnies does not permit any of this type of recording within its premises unless parents have signed a declaration of disclosure prior to use. This includes all events or activities in which their children are involved under the association with Barnies either on or off the site the child(ren) attend. Examples of such may include on site parties and presentations etc. or off site nativity play, sports events etc.

Barnies operates a confidentiality policy in all aspects of its operations and procedures. This policy is governed by its contents.

This policy will be reviewed on an annual basis or whenever further legislation is introduced which may require amendments to its constitution.

