

It is very important for your child that we work in partnership. This will give your child continuity of care and he or she will not become confused with different standards of behaviour and boundaries.

As parents you are the central adults in your child's life and the ones making decisions on their behalf. We will endeavour to work closely with you in order to carry out your wishes for your child wherever we can. It is therefore important that we have an excellent communication system. We appreciate that as a working parent you will be in a rush to go to work in the mornings and in the evenings you may well be tired and need to go as quickly as possible, so we like to use a parent-nursery contact book for daily communications (under 3's) We will complete a page each day that will include what your child has eaten, naps, experiences etc. We would request that you use this book to note down if your child has had a disturbed sleep, is not feeling well or any other piece of information that will help us to provide him or her with the best care we can. Each child is allocated a key worker and they will be available for you to speak to daily, to exchange information and to discuss any concerns or issues.

We shall also display daily experiences boards in the entrance hall that will allow all parents to see what is happening in each playroom.

We are always happy to discuss your child and their care with you at any time that is convenient to us both, whether in person or over the phone.

We would also appreciate it if you could inform us if there are any changes to your contact numbers, including work and mobile numbers and those of your emergency contacts.

As your child grows and develops, issues will crop up that are very important for us to discuss in order that we can work together and your wishes can be incorporated into our care routine for your child. These could include weaning, pottling training, managing behavior, starting school, etc. We shall also invite you in to the centre on a termly basis to complete your child's care plan, if this is not suitable then this shall be sent home with your child for you to comment on and return to the centre

If you wish us to incorporate a special activity into our routine — perhaps a festival or religious holiday that you celebrate — please let us know.

We will also provide home link experiences and play and stay days for parents to attend as well as parents' evenings twice yearly.

If we have any concerns about your child's behaviour, development, eating, etc we will share them with you and if necessary work with you to seek support from outside agencies.

If your child is already involved with other support agencies, please let us know. With your permission we may be able to work directly with these organisations to provide a more comprehensive service for your child.

If you have any concerns or issues regarding the care we are providing for your child please let us know. Often a concern is a simple misunderstanding that can easily be resolved; if un-aired it can fester and become a major issue.

We welcome input into our nursery from parents. Please discuss with the manager or your key worker if you would like to help within the provision. This might include working as a volunteer, coming along on outings, providing specialist information or skills, helping with writing of policies and procedures, and providing feedback.