Working in Partnership with Parents/Carers and Other Agencies Policy

Aim

At Clopton Nursery, we recognise that parents/carers are their child's first and most important educators. We value their knowledge, views and involvement in their child's care, learning and development.

We also work in partnership with other professionals and agencies to promote the safety, health, development and well-being of children and their families.

Working with parents/carers

We aim to:

- Make parents/carers feel welcome, valued and included in nursery life.
- Share information about their child's needs, interests, achievements and development.
- Work with parents/carers to support their child's settling-in and transition.
- Encourage parents/carers to contribute to their child's learning through sharing experiences, photographs, interests and activities from home.
- Involve parents/carers in their child's ongoing assessment and progress, including the two-year progress check.
- Keep parents/carers informed about their child's day, learning and development.
- Listen to and consider parents/carers' views when making decisions about the nursery.
- Encourage parents/carers to take part in activities, events, outings and projects where appropriate.
- Provide opportunities for parents/carers to give feedback and contribute to the development and review of nursery policies and procedures.
- Provide information about how to raise a concern or complaint. Details of Ofsted and other relevant contacts are available to parents/carers.
- Make reasonable adjustments to support parents/carers with disabilities or additional needs.
- Provide interpreters or translated information where reasonably possible.
- Respect the confidentiality of information shared by families.

Before a child starts, and throughout their time at nursery, parents/carers are asked to provide relevant information about their child, including allergies, dietary requirements, health needs, routines and developmental needs. This information is recorded, stored securely and shared only where appropriate.

Parents/carers will be asked for consent where required, for example for medication, photographs, outings and emergency medical treatment.

Information about children and families will normally only be shared with other agencies with parental consent. However, information may be shared without consent where this is necessary to protect a child from harm, safeguard their welfare or where there is another lawful reason to do so.

Parents/carers and safeguarding

Parents/carers are provided with information about:

- Our safeguarding procedures.
- Their responsibilities when using the nursery.
- The Prevent Duty, where relevant.
- How to raise concerns or make a complaint.

Parents/carers are encouraged to speak to their child's key person or the nursery manager if they have concerns about their child or any aspect of the service.

Working with other agencies

Clopton Nursery works with relevant professionals and agencies to support children and families. This may include:

- Local authority early years services.
- Family Hubs and family support services.
- Health visitors, GPs and other health professionals.
- Speech and language therapists and other specialists.
- SEND services and other professionals supporting children with additional needs.
- Social care and safeguarding professionals.
- Local schools and other early years providers.
- Ofsted and other relevant organisations.

We follow appropriate procedures when sharing information with other agencies and ensure information is handled confidentially and securely.

Staff must not casually discuss or seek informal advice about a named child or family. Information provided by another agency will also be treated as confidential and will not be shared unnecessarily.
Professionals visiting the nursery must be appropriately identified and must not have unsupervised access to children unless this has been formally agreed and is permitted by the relevant procedures.
We welcome professionals into the nursery and respect their roles while ensuring that the safety and well-being of all children remains our priority.

Working with schools

We work with local schools to support children as they prepare for the move from nursery to school.
Where appropriate, we:

- Share relevant information to support a smooth transition.
- Work with parents/carers and schools to meet individual children's needs.
- Support children to become familiar with their new school.
- Transfer records in accordance with our confidentiality and information-sharing procedures.
- Build positive relationships with local schools and share good practice where appropriate.

Volunteers and parents helping at nursery

Parents/carers and other volunteers may sometimes be invited to help with activities or outings.
The nursery will ensure that appropriate safeguarding arrangements are followed. Regular volunteers may be required to provide references and appropriate DBS checks, depending on the nature and frequency of their role. Occasional supervised helpers, such as parents/carers accompanying an outing, will be managed in accordance with current safeguarding requirements.

Signposting families to support

Where appropriate, we may signpost parents/carers to other services that can provide advice, information or support. This may include Family Hubs, health services, SEND services, welfare advice, community organisations and other specialist services.

We will work with families in a supportive, respectful and non-judgemental way and, where appropriate, encourage them to access additional support.

Relevant legislation and guidance includes:

- Early Years Foundation Stage (EYFS)
- Childcare Act 2006
- Education Act 2011
- Data protection and information-sharing requirements
- Current safeguarding guidance

This policy was adopted by	Clopton Nursery Trust	*(name of provider)*
On	08/09/2026	*(date)*
Date to be reviewed	08/09/2027	*(date)*