

**Introduction:**

At Bertie's Nursery we aim to create a strong link between nursery and home. Our staff team want to work in partnership with families and create the best start in a child's education therefore having good communication with families and working together as a team. At Bertie's we strive for excellent communication with parents/carers through different methods.

**Procedures for staff:**

- Information packs are sent to families who enquire about Bertie's Nursery. The packs include some information on staff, the EYFS curriculum, a brief example of the structure of our nursery day and sessional/daily charges.
- At Bertie's we have Open Days which enable parents/carers and families to visit and have a tour around Bertie's, meeting the staff and having the opportunity to ask questions and gather information about our setting, provision, teaching etc.
- Key Carers have daily discussions with parents/carers, both at drop off time, when the children are being handed over in the mornings and also at collection time. Key Carers inform parents/carers about things such as nappy changes/toileting habits, meal times, naps and other information about activities that children have participated in that day and activities which children particularly enjoyed or found challenging etc.
- At Bertie's we provide a 'diary' for each child. This diary acts as a communication book between Bertie's Nursery and home. Each child's Key Carer completes a diary (notes) for their key child. The book goes home with the child each day, providing a summary of information for the parents/carers of the child. The Diary has a section where parents too can write notes, providing information from home which will be beneficial and important for the Key Carer to know.
- At Bertie's Nursery, we have a software system called 'Childcare Connect', which is used for many purposes, including registration, assessment and communication with parents. This software enables staff to create a learning journey for each child, which parents can access and record their comments on. Staff can send observations for each child and pictures (evidencing learning) to each child's parents. Parents in turn can make comments on their child's learning (using the software) and send pictures from home, furthermore contributing to their child's learning journey and creating an in-depth portfolio of the child.

- The Head of Nursery can have direct communication with parents/carers, using the 'comms' (communication) tab on our software system (Child Care Connect) which enables instant messages to get to parents, for example important notices, reminders and site closure days etc.
- Newsletters are sent out each month to parents/carers, providing information of children's learning, special activities or trips which have happened in that month, including photographs, developments within the nursery, new members of staff (if new staff are recruited), reminders for parents/carers and important dates, for example if Bertie's or The Downs are holding special events etc.
- Currently there is some information available on The Downs website about Bertie's and our own website.
- In our setting we have an Information Board which provides information on things such as Safeguarding, a list of our staff members who have their paediatric first aid training, our certificate of Ofsted registration, anti-bullying information, our monthly newsletter, our weekly menu etc. We also have classroom display boards which display children's work and are evidence of children's learning and development, including photographs and children's own words (recorded and printed) which have been captured by staff.
- At Bertie's we hold Parents' Evenings, which provide the opportunity to pass over any information relevant to the child and their learning and development. Parent meetings also provide an opportunity for parents to ask any questions or voice any concerns that they may have regarding their child. Meetings include Settling In Meetings (which usually happen within six weeks of children starting Bertie's), Two Year Review Meetings and progress meetings, e.g. meeting with parents about their child's (pre-school) transfer documents. Further to these meetings, Key Carers and Senior Management Staff will speak to parents if they have any concerns about a child. Parents may also request meetings if they have any concerns of their own.
- The Head and Senior Management Team will assess whether provision of information at Bertie's Nursery is adequate and efficient.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
18/06/19	H Fulton	17/06/20