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## Parents as Partners Policy

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### 1. Policy Statement

Snug Nursery Schools recognise parents and carers as children's first and most enduring educators. We are committed to working in strong, respectful partnership with families to support children's learning, development, wellbeing and safeguarding, in line with the Early Years Foundation Stage (EYFS) and Ofsted expectations.

Partnership with parents underpins high-quality practice, inclusive provision and positive outcomes for all children.

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### 2. Partnership with Parents and Carers

We work in partnership with parents by:

- Maintaining an open, welcoming and inclusive culture
  - Valuing parents' knowledge of their children
  - Operating an effective key person system to support secure attachments
  - Sharing information about children's learning, development, routines and wellbeing
  - Providing regular progress updates through Ovio, meetings and conversations
  - Encouraging learning links between home and nursery
  - Respecting families' cultural, religious and linguistic backgrounds
  - Ensuring communication is accessible and inclusive
  - Actively seeking parental views and feedback
  - Welcoming parents to events and celebrations throughout the year
  - Sharing safeguarding policies with parents on registration, through Ovio and on our website
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### 3. Communication and Continuous Improvement

- Parents are kept informed through daily communication on Ovio, weekly newsletters and face to face contact
  - Feedback is welcomed through discussion, questionnaires and suggestions
  - Leaders use feedback to drive reflection, improvement and staff development
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## 4. Admissions

### 4.1 Eligibility

- Provision is offered for children aged 3 months to 5 years, in line with EYFS requirements
- Admissions comply with statutory space, staffing and ratio requirements

### 4.2 Allocation of Places

Places are allocated fairly and transparently, without discrimination, taking account of:

- Availability of places and staffing
- Child's age and room availability
- Siblings attending the setting
- Length of time on a waiting list
- Requested attendance pattern
- Relevant family circumstances

No child is excluded on the basis of gender, race, disability, religion, language, family structure or belief.

### 4.3 Registration and Funding

- Parents complete a registration form and sign our Terms and Conditions prior to starting
- Funded early education is offered in line with government eligibility criteria
- Funding arrangements and any additional/consumable charges are clearly explained

### 4.4 Settling-In

- Children follow an individual settling-in programme led by their key person
- Parents are actively involved
- Flexible arrangements support emotional wellbeing and secure transitions

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## 5. Compliments and Complaints

### 5.1 General Principles

- We value feedback and take all concerns seriously
- Compliments are shared to promote reflective practice

### 5.2 Complaints Procedure

Stage 1 – Informal: Discussion with the key person or leadership team

Stage 2 – Formal: Written complaint with response within 7 working days

Stage 3 – Review: Formal meeting and written outcome within 28 days

Stage 4 – External: Parents may contact Ofsted at any stage

- All complaints are logged and available for inspection
- The log is retained in the setting for a minimum of 3 years

- The nursery Manager is responsible for the recording of complaints
- Safeguarding concerns are managed immediately in line with safeguarding procedures

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## **6. Parent Events**

The nursery holds a variety of parent events and celebrations which all parents are welcome and encouraged to attend. These events are communicated on Ovivio and through our weekly newsletter which is sent to all parents.

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Policy date: March 2026

Next review: March 2027

## **Appendix 1**

### **Education Inspection Framework (EIF)**

#### **Intent – Implementation – Impact Summary**

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##### **Intent** (*Why*)

- To develop strong, effective partnerships with parents that ensure that:
    - Children feel safe, secure and supported
    - Learning and development are enhanced through shared understanding and collaboration
  - To promote inclusion, transparency, safeguarding and high expectations for all.
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##### **Implementation** (*How*)

This policy is implemented through:

- Consistently positive relationships with families
  - An effective key person system
  - Clear admissions and complaints procedures
  - Accessible communication about learning and routines
  - Ongoing staff training and leadership oversight
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##### **Impact** (*What difference it makes*)

As a result:

- Children are confident, secure and make good progress
- Parents are informed, engaged and confident in the provision
- Transitions are smooth and well supported
- Concerns are addressed promptly and transparently
- The nursery demonstrates strong leadership, partnership and accountability