



## **Partnership with Parents / Families – POLICY and PROCEDURES**

**This policy is monitored by the SMT, made available to customers via the company website and reviewed regularly.**

We believe that for a child to succeed and be happy at Nursery and School it is the responsibility of parents, carers and all our team. We actively seek to establish quality relationships with families so that we work in partnership for the benefit of each child and we welcome and value parents/carers opinions and feedback regarding the service and education we provide. By demonstrating our commitment and partnership we ensure that a child's education, early years and primary school experience is successful and rewarding for all concerned.

At Ashbridge we:

- provide an open and welcoming environment
  - Nursery and School is open from 7.00am to 6.00pm, daily Monday to Friday for 52 weeks per year.
  - An Open Door policy welcomes parents/carers to visit at any time.
- are available and accessible to parents and carers
  - Key people meet with parents/carers each day and the Senior Team are readily available
  - Systems operate for consultation meeting appointments to be made at mutually convenient times.
- provide detailed and clear information on practices, policies and procedures and curriculum.
  - Brochure and contents of welcome pack issued on enrolment (Nursery & School) provide detailed information.
  - Policies can be viewed on our website, as can further information on both the Early Years and primary curriculum.
  - Regular newsletters and updates are sent out.
- invite comment, feedback and suggestions.
  - We welcome feedback through conversation, completion of questionnaires, surveys and at regular meetings across each year.
- operate a clear complaints policy and procedure.
  - A comprehensive Complaints Policy and Procedure is available on the website.
- provide regular information on a child's progress and development.
  - Daily record sheets are issued for our youngest children.
  - Learning Journeys (EYFS) are shared with and are accessible to parents/carers.
  - A statutory two year old progress report is completed and a meeting held for discussion.
  - Written reports are issued in school with request for written feedback.
  - Consultation evenings are held twice a year for children in the primary school.

- provide a comprehensive website, Facebook page and Twitter account along with regular newsletters.
  - *A Peek at Our Week- our weekly Newsletter* is issued in school each Friday to all families and by email to all school and nursery parents.
  - Informative notice boards are in entrance areas and classrooms and comprehensive Twitter accounts highlight current practice, news and activities.
- operate a clear set of home/ school/nursery principles.
  - Home/School and Home/Nursery principles and terms and conditions on enrolment forms make expectations clear.
- gather information to support our work with a child.
  - All about Me and Child Profile forms are completed by families on enrolment
  - A variety of strategies operate to support this across all age ranges
- hold events to forge links and relationships.
  - Open days, Christmas fair and Spring Festival, concerts, parent assemblies, grandparent craft and tea parties etc are held to build links and relationships.