



Partnership with Parents Policy

Bijou Day Nursery & Crèche, Cowbridge

Policy owner: Nursery Manager / Rheolwr y Feithrinfa

Version: 2.0

Last reviewed: June 2026 / Mehefin 2026

Next review: June 2027 / Mehefin 2027

Approved by: Samantha Rennison, Responsible Individual / Unigolyn Cyfrifol

1. Policy Statement

Bijou Day Nursery & Crèche believes that parents are a child's first and most important educators. We are committed to working in genuine partnership with parents, valuing their knowledge, respecting their wishes, and communicating openly and honestly. A strong home-nursery partnership is essential for children's well-being, learning, and development.

This policy complies with the Child Minding and Day Care (Wales) Regulations 2010 (as amended), the National Minimum Standards for Regulated Childcare (2016), the Children Act 1989 and 2004, and the Curriculum for Wales framework (which recognises parents as key partners in children's learning).

2. Before Starting

- Parents receive a comprehensive information pack including our welcome guide, policies summary, fee information, and registration forms
- A pre-registration visit is offered so parents and children can explore the nursery environment
- Parents are invited to share detailed information about their child's routines, preferences, medical needs, cultural background, and any concerns
- Key person allocation is shared with parents before the child's start date

3. Daily Communication

- A daily handover at drop-off and collection: staff share and receive information about the child's day (activities, meals, sleep, nappy changes, mood)
- Daily activity summaries or learning journal updates are shared via our communication system
- Key persons are available for brief conversations at handover; longer discussions can be arranged by appointment
- Photographs and observations of children's learning are shared regularly

4. Formal Communication

- Parents' meetings / parent consultations are held at least twice per year to discuss the child's development, progress, and next steps

- Written progress reports are provided at key milestones and before transition to school
- Newsletters are sent termly, sharing nursery news, upcoming events, learning topics, and policy updates
- Our website (bijou-nursery.com) contains key information including policies, menus, and news

5. Involving Parents in Learning

- Parents are encouraged to contribute to their child's learning journal with observations from home
- Home activities and learning extensions are suggested to reinforce nursery learning
- Parents are invited to participate in nursery events, celebrations, and themed days
- Parent volunteers are welcome (subject to appropriate DBS and safeguarding checks)
- Parents' ideas, feedback, and cultural contributions enrich our provision

6. Feedback & Concerns

- We actively welcome feedback — positive and constructive — through surveys, suggestion boxes, and direct conversation
- Concerns are dealt with promptly and sensitively (see our Concerns & Complaints Policy)
- We are committed to continuous improvement based on parent feedback

7. Confidentiality

- Information shared by parents is treated confidentially (see Data Protection Policy)
- We do not share information about one family with another
- Sensitive discussions take place in private

8. Supporting Parents

- We signpost parents to local services and support (health visitors, Flying Start, speech and language services, family support, financial advice)
- We are sensitive to the diverse circumstances of all families and treat every parent with respect

9. Related Policies

- Concerns & Complaints Policy
- Data Protection & Confidentiality Policy
- Transition Policy
- Safeguarding & Child Protection Policy