



## **Working In Partnership With Parents/Carers Policy**

Working in partnership with parents/carers is absolutely essential to children's learning and development and at Fizzy Fish we passionately believe that there should be a consistent and collaborative approach between families and our staff.

### **Key Person Approach**

Each child will be allocated a member of staff known as a '**Key Person**'. They will have knowledge and understanding on how children learn and develop and will have the unique understanding of what your child's current interests and needs are.

A Key Person has special responsibility for a particular child. The Key Person will work with the child and their parents/carers to ensure the child's care and educational needs are fully met.

The Key Person's aim is to ensure the child is happy and feels secure in the setting and to observe, encourage and extend the child's learning experiences.

It is not always possible for your child's Key Person to remain the same during their time at Fizzy Fish. As a child grows and progresses to new rooms and to the pre-school, their Key Person may change. However, being a small setting your child will know all the members of staff and changing Key Person should be a simple transition for them and they will be supported by your child's current key person. The Key Person may also not always be present on arrival or collection. In this case another member of staff will be on hand to receive and relay information. For all children, we provide a daily diary email through Dayshare and you can contact your child's key person by telephone or on the staff's email address [staff@fizzyfishhove.co.uk](mailto:staff@fizzyfishhove.co.uk).

Each Key Person has a buddy and if your child's Key Person goes on holiday for several days or is off on long term sick we will inform you of who this is as soon as is practically possible. We will try to make this someone that your child already knows and has spent time with. If you have any concerns during this period, please do not hesitate to contact Lou Adams or Karen Fothergill.

### **Key Person's Main Duties**

- To provide for the emotional needs of the child
- To comfort and reassure
- To care for the child
- To contribute to and ensure that the setting takes into account each child's race, culture, religion, language and family values.
- To liaise with parents/carers
- To observe the child's progress and with parent's/carers permission, keep records of their child's interests and development through Tapestry, our online journey.
- To meet the parents/carers on request and be available to speak to them during working hours
- To be available to speak to the parents/carers at the beginning and end of sessions if shifts allow.
- To liaise with the other settings on the progress and the welfare of the child.
- To liaise with the parents/carers and other professionals if there are any concerns
- To ensure parents/carers are always contacted about any concerns involving their child.
- To respect each family's confidentiality

The relationship between the 'Key Person', child and parent will begin on day one of your child joining Fizzy Fish. In order to build an attachment between your child and the Key Person, it is important your

child sees you spend time with their Key Person, which will lead to your child having confidence in their relationship with the Key Person.

The Key Person recognises parents/carers as the most important person in that child's life, it is the parent who will know their child best and we will work in partnership with the parent/carer to ensure we have all current information needed to settle and build upon your child's learning and development. The Key Person and parent will share as much information as possible so that a child's needs are understood and met.

In addition the Key Person will be there to provide assistance and support to the parent if they need help with their child's learning and development, behavior or general well-being. It is not our intention to judge or patronise but to guide and support you on your child's journey with us by passing on our experience and knowledge about general information or specifically about your child.

As well as Dayshare (daily diary) and Tapestry (online journal), we will informally speak to parents/carers at the beginning and/or end of the sessions. Engaging in a conversation with your child's Key Person can often produce useful information about new interests or experiences that can be used to plan exciting and challenging learning opportunities for your child. It will also be an opportunity to give you ideas for learning at home with your child.

### **Communication**

At Fizzy Fish, we understand how busy parents/carers are and it may not be possible to engage in a daily conversation with your child's Key Person. In recognising this, we provide number of ways in which we support a regular two-way flow of communication such as Dayshare, newsletters, texts, telephone calls and emails. Parents also have the opportunity to book meetings with their child's Key Person either in person or on the telephone, to provide opportunities to share observations, assessments and planning with parents and to be able to listen and respond to queries or concerns either party may have.

The Key Person will complete an Ongoing Learning and Development Summary at the end of each academic term. In the Comments section, the Key Person will give details of ideas for activities you could do with your child to help them reach their next developmental step.

### **Facebook**

We recommend that all parents 'like' our Facebook pages Fizzy Fish Nursery and Fizzy Fish Pre School as these give ideas of things to do with your child. Also at the end of the week we upload photos and information about what we have been doing with the children.

### **Queries or Concerns**

If you have any queries or concerns or would just like to have a general discussion about your child, we will always make sure someone is available to speak to you as we pride ourselves on our open door ethos. So that we can give you the time you need, please just call us or email to arrange a mutually convenient time.