

## **Communication with Parents Policy**

At Brook Green Nursery, we believe that strong, open communication is the foundation of a successful partnership between home and nursery. We are committed to ensuring that every family feels informed, included, and connected to their child's daily experiences and long-term development. Our communication approach is flexible, responsive, and designed to meet the diverse needs of our community.

### **Daily Communication**

Daily face-to-face contact is central to how we build relationships with families. During drop off and collection, parents have the opportunity to speak directly with their child's key person or another member of the team. These brief but meaningful exchanges help us share updates, celebrate achievements, and ensure continuity of care.

To make this possible, our staff work 8-hour shifts, allowing us to maintain consistent staffing levels throughout the day and ensuring that team members are available for conversations when families need them. If parents prefer to receive a handover before greeting their child at collection time, we are always happy to arrange this.

### **Alternative Ways to Stay in Touch**

We understand that not all parents are able to drop off or collect their child due to work or other commitments. In these situations, families are welcome to contact the nursery by phone or email at any time during the day. We are always happy to provide updates, answer questions, or pass on information to the child's key person.

### **Private and Confidential Conversations**

While daily handovers are essential, they are naturally brief, and our busy corridors are not always ideal for sensitive or detailed discussions. Parents are therefore encouraged to book a private meeting with their child's key person or the nursery manager whenever they would like a longer or more confidential conversation. These meetings can take place in person or over the phone, depending on what works best for the family.

## **Digital Communication: Tapestry, Blog & Newsletters**

We recognise that some information is easier to absorb at home, in a quiet moment. To support this, we use Tapestry, our secure online learning journal, where parents can view developmental records, observations, and updates at their own pace.

Our nursery blog and email newsletters offer additional ways for families to stay connected. These platforms allow us to share:

- Updates about nursery life
- Important announcements
- Photos and often videos of the children's experiences

These snapshots provide a wonderful window into each child's day and help strengthen the home-nursery connection.

## **Developmental Meetings**

We offer developmental meetings up to twice a year, either in person or virtually. These meetings give parents the opportunity to:

- Share updates from home
- Ask for support or advice
- Discuss their child's progress
- Hear professional observations from the key person and nursery manager

These conversations help us work in true partnership with families to support each child's learning and development.

## **Parent Involvement in Nursery Life**

We warmly welcome parent involvement and encourage families to take part in our special events throughout the year. These include:

- Our Nativity Show
- Christmas Party
- Spring Party
- Summer Party

These celebrations offer families the chance to come together, enjoy the children's achievements, and feel part of our vibrant nursery community.