

Policy Name	Communication with Parents
Date Issued	January 2012
Author / Owner	Hagbourne Pre-School

Statement of Intent

Children's interests will be best served if there is positive communication in both directions between Pre-school and the families.

Aim

To ensure that the lines of communication between all those concerned with the welfare of the children are open.

To ensure that as wide a range of methods of communication as possible is used, but remembering always that confidentiality is paramount.

Method

Pre-school Staff and Management Committee communicate with parents and carers in the following ways:-

- By initial phone calls, emails and face to face meetings before the child starts at Pre-school.
- Face to face – all staff are available to talk to parents before, during and after sessions. At times it may be more appropriate to make a separate appointment to meet.
- The Key Worker system means that each child and their family has a personal member of staff responsible for their care. If the Key Worker is absent, their staff Buddy will contact the parent.
- By telephone - Pre-school requires that parents provide relevant phone numbers before a child starts pre-school. Phone calls can be made to parents in private.
- Email - Pre-school can contact all parents, a specific group or individual parents via email.
- Staff and Committee members' photos are on the notice board.
- Committee members can be contacted via the echair@hagbournepreschool.org email address, or in person at a committee meeting.
- Occasional announcements will be posted to our social media page.
- Weekly newsletter, sent via email every Friday during term times.
- Information about events, weather, etc. is posted on the website.
- Notice boards in the Village Hall - Pre-school has 2 designated notice boards. Parents pass them on their way in and out of the Large Hall.
- Large white board clearly visible when parents enter the lobby. This is used for daily / emergency notices.
- Written notices are handed to the parent/guardian during drop-off or pick-up times. These notices will also be emailed and added to the facebook group.
- Annual open afternoon/evening. Parents are invited to attend these with their child in order to learn more about how Pre-school is run.
- Parent Liaison afternoons - These take place once a term and key workers are available to discuss individual children's progress with their parents.
- Pre-school policies are available on the website.
- The Annual General Meeting of all Pre-school parents is held in October. The Agenda is posted, the nomination forms for Committee members are on the notice board, and the minutes published in the usual places.

Parents can communicate with Pre-school in the following ways:-

- Face to face – all staff are available to talk to parents before and after sessions. At times it may be more appropriate to make a separate appointment to meet. Staff and Committee members' photos are on the notice board
- By talking to the Key Worker or their staff buddy.



- By telephone - Pre-school's mobile number is on all paperwork. The phone is on from 8.15 am each day.
- By Email - Pre-school has an email address and emails will be passed to the relevant person.
- By handing a written note to the member of staff at the main door as you enter the Large Hall.
- Attending committee meetings and/or the AGM
- On Open afternoons.
- On Parent Liaison afternoons.
- At the Annual General Meeting.
- At Coffee mornings – committee members are present, and staff can be contacted.
- Parents can contact Ofsted direct. The address is on the website and the notice board.

This policy was reviewed and updated (where required) on 08/01/2022 (date)

Reviewed/updated by Dominique McCann (Chairperson)

Reviewed/Updated by _____ (Manager)

Reviewed/Updated by Julie Higgins (Deputy Manager)