

# POPIES DAYCARE NURSERY

## Partnership

### 6.1 Parental involvement

#### Policy statement

We believe that children benefit most from early years education and care when parents and settings work together in partnership.

Our aim is to support parents as their children's first and most important educators by involving them in their child's education and in the full life of the nursery.

Some parents are less well represented in early year's settings; these include fathers, parents who live apart from their children but who still play a part in their lives as well as working parents. In carrying out the following procedures we will ensure that all parents are included.

When we refer to 'parents' we mean both mothers and fathers; these include both natural or birth parents as well as step-parents and parents who do not live with their children, but have contact with them and play a part in their lives. 'Parents' also includes same sex parents as well as foster parents.

*'Parental responsibility' is all the rights, duties, powers and responsibilities and authority which by law a parent of a child has in relation to the child and his property*

#### Procedures

- We have a means to ensure that all parents are included – that may mean we have different strategies for involving fathers or parents who work or live apart from their children.
- We ensure ongoing dialogue with parents to improve our knowledge of the needs of their children and to support their families.
- We inform all parents about how the nursery is run and its policies through access to written information and through regular informal communication. We check to ensure that parents understand the information given to them.
- We inform all parents on a regular basis about their child's progress.
- We involve parents in the shared record keeping about their child – either informally or formally – and ensure that parents have access to their children's written developmental records.
- We provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the setting.
- We inform parents of relevant workshops or training.
- We are flexible about the times of meetings to avoid excluding anyone.
- We welcome the contributions of parents.
- We inform parents of the systems for registering queries, complaints or suggestions and check to ensure that these are understood. All parents have access to our written complaints procedure.
- We provide opportunities for parents to learn about the curriculum offered in the nursery and about young children's learning in the nursery and at home.

***In compliance with the Welfare Requirements, the following documentation is in place;***

- Admissions policy
- Complaints procedure
- Record of complaints
- Developmental records of children

## Poppies Daycare Nursery

### 6.2 Policy for Fees and Payments

Poppies Daycare Nursery has a very clear policy on money management, it is **No Pay, No play**

At Poppies Daycare Nursery we are committed to offering the highest standard and quality of childcare. When a child starts at the setting, parents are given a copy of the fee condition's and the nursery's terms and conditions, where it clearly states that all nursery fees **must** be paid in full, and one month in advance. Invoices will be sent at the end of the month prior to your childcare requirements e.g payment for June must be received by the 7<sup>th</sup> of June. Additional charges will be made for late or non-payment.

Should you experience financial hardship regarding payment of your nursery fees, **you must** contact the Nursery Manager immediately who will endeavour to provide an alternative payment plan. If at any time you default on an agreed payment plan, the Nursery Manager reserves the right to revert back to the nursery terms and conditions whereby all future payments must be made in full and in advance.

In the event that you fail to pay your fees and fall into arrears, Poppies Daycare Nursery Ltd will follow the procedure as set out below:-

- An invoice will be issued stipulating that payment is due within 7 days.
- Non-payment will result in your child's place being suspended for 1 week, however fees will still be payable during this time.
- A further invoice will be sent
- If the outstanding fees still remain unpaid, your child's place will be withdrawn to prevent any further arrears occurring.
- The arrears bill will then be passed on to our accounts department, Summit Consulting Ltd, for consideration of court action.
- This procedure will be put into action immediately.

***Please help us by paying your fees on time***