

## Elephant and Castle Child Care Centre

### How Information is Made Assessable to Parents/Carers Policy.

- Parents/Carers can ask to talk to a team member in private when they arrive or collect their child. If the required team member is not available, we can arrange a time to suit both parties. Ideally this would be with the child's key person.
- The children's learning stories are accessible for children and parents/carers at any time.
- We have an office available for private discussions.
- At settling in sessions, parents/carers are invited to spend time in the nursery observing the team. At later settling in visits, parents/carers have the opportunity to spend time in the office with a senior team member enjoying a drink (if staffing levels permit). This time enables the reading and discussing the settings policies and the opportunity to share family information.
- We have a set of policies in the office, for parents/carers to access.
- We use link books when a child attends more than one setting.
- We use home books for all children under two years of age and all other families who request one.
- We have a folder which contains 'At nursery I have...' and 'At home I have...' forms which are completed by the child's key person weekly.
- Parents/Carers are kept up to date with what is happening in the nursery through informal chats; displays, news letters, parents week, information sessions and website.
- The team and office are available for parents/carers if they need a quiet time or additional support.

This policy was reviewed and amended August 2012. Reviewed and amended, June 2013.  
Reviewed June 2014. Reviewed and amended April 2015.