



Ormskirk Church of England Primary School with Nursery

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Nursery Communications (N1/N2) Policy 2025-2028

Rationale

Feedback received from parents in the end of year Parental Questionnaire July 2025 suggested some parents were less satisfied with the level of communication between nursery and home than others.

The overarching principle of this policy is that nursery and parents understand the roles and responsibilities in communicating effectively to build a positive relationship which will ensure the wellbeing of the children.

This policy will outline the communication parents can expect from nursery and vice versa. The priority for nursery staff will always be time spent engaging with the children, rather than sending communications.

Summary of Expectations

We recognise and respect that parents are a child's first and most important educators. Therefore, we will always strive to work in partnership with parents to support the children's learning, development and wellbeing. We strive for our nursery to feel like a family and we want all stakeholders to feel welcome and respected in our nursery.

All children will be allocated a key worker within a week of them starting in the nursery. The key worker will introduce themselves to parents in person or via a tapestry message.

Parents should note that the communication they receive about their child's day will look very different from baby room to the end of preschool. As children get older and their communication skills develop, it is expected that children will be able to tell their parents more about their day in nursery themselves, and this should be encouraged as a way to develop the child's communication and language skills. This will vary depending on individual needs of children and our level of communication will, therefore, vary to reflect this.

There will be events that we will share with parents when they pick their child up, for example, if they have had an accident or injury, or been unusually distressed during the day. However, we will not necessarily tell parents if there has been a minor and isolated fall out with their peers or when a child has been spoken to by a member of staff about a minor behavioural matter as we will consider that a standard part of the nursery day - a learning opportunity - and the matter has been dealt with and is now finished. We will always share

with parents if we feel an incident has occurred that may cause further distress to the child at home so parents are aware of the context and are prepared.

There may be occasions when there has been a more serious incident or we notice a pattern of behaviour from a child or repeated issues between peers and, in these circumstances, we will speak to all involved parents to inform them, ask if they are aware of any issues and agree a way to work together to address the matter.

As a school, we use Medical Tracker to record accidents. When an accident occurs, you will usually receive an email notification about this and be asked to sign the accident form at the end of the day (or as soon as is practicably possible). In the case of more serious accidents, we will also phone you to notify you. Young children have many bumps and scrapes, especially as they are navigating an environment with lots of other children who are all learning about their own spatial awareness so please don't be alarmed if your child is having a few accidents. If we feel this is a cause for concern, we will speak to you.

Methods of Communication

Within our setting, we have a variety of different communication methods, some that are nursery specific and others which are school-wide. It does seem like there are a lot of communication methods to understand and this may be confusing at first. However, some methods are more suited to different types of communication e.g. urgent vs non-urgent; individual vs large group. This table is designed to clarify when each method will be used.

Method of Communication	Details
Tapestry	Daily care diaries including nappy changes, sleep record and food record (for children in N1) Observations of children's activities in nursery and at home Sending messages to inform Phase Leader of absences using the messaging function. Sending non-urgent messages to the Phase Leader or other practitioners about other matters (please note: only practitioners with 'manager' access will be able to receive direct messages. Mrs McBride is happy to receive messages for other key workers and will pass these on)
Gateway	Messages from parents to school are received by our office staff and forwarded on to the nursery Useful for sending short texts to parents that can be seen quickly Useful for nursery to send larger group messages and emails containing more detailed information about events/logistics etc

	School Meals can be booked Holiday clubs can be booked Please note: additional ad-hoc nursery breakfast and after school clubs are not set up to be booked via Gateway. These need to be booked by emailing Rachel McBride on r.mcbride@ormskirk-ce.lancs.sch.uk who will check for availability.
Face to face	Opportunities to give verbal handover between parents and nursery in the morning and between nursery and parents at home time. A good chance to build a strong, positive relationship However, understandably, parents are not always the ones to drop off and some children attend breakfast and after school club so some parents don't regularly see the room staff.
Telephone	To be used for urgent enquiries/messages. Please ring the nursery mobile numbers on 07425 429384 or 07443 346624 or the main school switchboard on 01695 574027 and your call will be transferred to the nursery. Staff will call parents if a child is unusually distressed and not settling. They may also call parents/emergency contacts for issues that require an immediate response such as a child who is unwell or to clarify who is collecting a child that day.
Direct email	Funding queries should always be directed to Mrs Bowman in the Pupil Office (Mondays to Thursdays). Her email address is m.bowman@ormskirk-ce.lancs.sch.uk The nurser staff don't deal with the funding so will be unable to answer your question. All other questions, queries or feedback regarding the nursery can be addressed to Mrs McBride, Nursery Phase Leader, at r.mcbride@ormskirk-ce.lancs.sch.uk. For enquires about nursery admissions and places, enquiries should be made to nurseryadmissions@ormskirk-ce.lancs.sch.uk
Medical Tracker	Accidents will be recorded using Medical Tracker. An emailed notification will usually be sent and the person collecting the child at the end of the day (or as soon as practicably possible) will sign to acknowledge the accident.

Details of Expectations

Nursery ➡ Home

In line with our Absence Monitoring policy, if a child is absent on a day they are expected in, and we have not been notified of the reason for the absence, we will contact parents via phone. If we cannot contact parents, we will reach out to the stated emergency contact numbers.

Parents should expect that, if their child has come into nursery upset or unsettled, they will receive a Tapestry message or observation later that morning to let them know their child has settled. If the child has not settled, they can expect a phone call to inform them and agree a plan of action.

At the end of the day, parents should expect a brief verbal handover to let them know how their child's day has gone and if there are any significant events that need bringing to their attention. For younger children or children who cannot communicate, it is expected this handover will be more detailed than for older children or more confident communicators. At this point, any accident forms will be signed. If parents are not collecting that day and there are any events that cannot be passed on via the caregiver who is collecting, the parent will be contacted directly either by phone or Gateway message at the end of the school day.

We will provide an update via Tapestry at the beginning of each half term about what we will be learning in nursery over the coming weeks. More detailed information about this can be found on the school website under 'Early Years Life' / 'Policies and Curriculum'.

Parents can expect to receive, on average, two observations via Tapestry each week showing examples of what their child has been learning and doing during their time in nursery. These may be individual or group observations. (Please be aware that some children attend five days a week, whilst others attend only one or two days so a difference in the number of observations is to be expected).

Parents of children in N1 (Caterpillars) can expect to receive a care diary each day. This will provide information about what the child has eaten for snacks and at lunchtime (not for children bringing a packed lunch as parents will be able to see from the lunchbox what has been eaten). The care diary will tell parents what their child has had to drink at snack and lunchtimes (we do not record ad hoc drinks throughout the day). The care diary also shows nappy changes and a sleep record, if applicable. Parents may also receive an occasional message on the care diary asking for more nappies or wipes to be sent in, for example. There will also be a brief general comment about something the children have particularly enjoyed or engaged with that day in nursery or a particular 'wow' moment we would like to share.

If a child is unwell during the nursery day, we will phone parents (or emergency contacts if we are unable to reach the parents) to arrange collection.

If an adult who we are not expecting or do not recognise arrives to collect a child and does not know the agreed password, we will phone parents to confirm that the child is able to leave with this adult.

If staff need to communicate a non-urgent message directly with a parent, this will be done via the Tapestry messaging function. It is important that parents check in with Tapestry regularly so messages are not missed.

If staff are sharing a general update to all/many parents, for example about an outbreak of illness or about arrangements for an event or future dates for the diary, this will be done via group text or email from Gateway (SchoolComms).

Parents will be invited to attend a Progress Review Meeting ('Parents' Evening') in February. This will be an opportunity for a two-way dialogue between parents and key workers.

Parents will receive a written report at the end of the school year. For our N1 children, these are a shorter progress report and for our N2 children, the report will provide more detail for parents and the child's prospective teacher as the child makes their transition to Reception.

We are always happy to talk with parents about their child's progress and wellbeing at other times throughout the school year. However, drop off and pick up times can be busy so there isn't always time to have a detailed conversation. Should parents wish to talk in more detail with their child's key worker or the Phase Leader, they can arrange a mutually convenient time when the member of staff can meet with them more privately and offer the time needed. This time can be arranged in person or by emailing Mrs McBride.

Home ➡ Nursery

In line with our Absence Monitoring policy, we require parents to send a message via Tapestry to Mrs McBride, Nursery Phase Leader, on the first morning that your child is unwell or unable to attend nursery. This message should give the reason for the absence and estimated duration of absence. Should the absence extend beyond this estimated duration, a further message should be sent with an update.

Parents will be required to notify staff at drop off time of any existing injuries that a child is arriving at nursery with. This applies to **all** injuries but is especially important in the case of head injuries so staff can be vigilant about any changes in the child's presentation throughout the day.

Parents should notify staff at drop off time of who is collecting their child that day. Should this change unexpectedly throughout the day, parents must telephone the nursery mobile numbers **07425 429384 or 07443 346624** to notify the nursery staff of the change. (Messages via Tapestry may not be seen before home time so phoning is the best way to notify us in this situation).

Parents should notify staff of any issues that may be causing upset or anxiety to a child on that day. Sometimes, something that may seem trivial to an adult can seem enormous to a child and can affect how they manage the nursery day.

Parents can add their own observations to Tapestry and it is lovely for staff to be able to talk to the children about things they have done with their family. It helps children to feel secure knowing that nursery and home are a partnership. Parents can make comments and 'like' the observations they receive on Tapestry.

Funding questions should be directed to Mrs Bowman as stated in the table above. The nursery staff do not have access to the system to answer questions.

Caveat

As stated above, our priority will always be time spent with the children, ensuring their safety, wellbeing and education. Therefore, there may be occasions when, for various reasons that occur within a busy nursery day, we don't manage to fulfil all our expectations in terms of daily communication. Likewise, we recognise that family life is busy and there may be occasional times when parents forget to notify us of something. However, this does not detract from the overarching policy principle of nursery and parents communicating well in order to work in partnership for the benefit of the children.

Policy to be reviewed September 2028.