

General Welfare Requirement: Organisation

Providers must plan and organise their systems to ensure that every child receives an enjoyable and challenging learning and development experience that is tailored to meet their individual needs.

Partnership

4.9 Open Door Policy

Policy Statement for St Joseph's Pre-school

We will endeavour to adopt an 'Open door policy' to ensure staff, pupils and parents feel St Joseph's pre-school is welcoming of communication and discussion and our services and information are fully accessible.

Families are welcome to visit the Pre-school and are encouraged to make suggestions on our service programs, philosophy, policies, procedures, practices and management.

We recognise that families are key contributors to a child's development. Family involvement in the early childhood environment sends a strong positive message to children that they are fully supported which in turn leads to greater outcomes for children. Family involvement in the Pre-school may include:

- Participation in excursions, we try to conduct at least one pre-school trip a year
- Attendance at special events on the Pre-school calendar: we have a Teddy Bears Picnic for new starters which takes place before the term starts in September; our pre-school nativity; our pre-school graduation for leavers.
- Sharing aspects of family culture with educators and children as well as providing appropriate experiences. We conduct 'get to know you meetings' in Term 1 which is a great opportunity to discuss with us in person or alternatively 'All About Me' pages are on our online learning journeys, Tapestry.
- Attendance at organised committee meetings, these take place termly.
- Reviewing and providing input into service policies and procedures, as part of the pre-school committee.
- Feedback of the service, in annual provider questionnaires as well as communication to either the pre-school chair or lead practitioner.
- Taking on voluntary committee roles which ensure the continued running of the Pre-school, joining the pre-school committee at the annual AGM.

St Joseph's Pre-school is aware that as parents/carers with young children life is pretty full on, and Pre-school allows time away from the child/children to get on with other things, whether it be working or doing the weekly shop. That is why we have planned events throughout the year with parents/carers. For example, parents' meetings take place twice a year to review your child's/children's progress and development in line with the [Early Years Foundation Stage](#) (EYFS) statutory framework.

Siblings are always welcome at St Joseph's Pre-school when children are being dropped off or picked up. However, our educators cannot assume responsibility for them.

Families will be kept informed of happenings within the Pre-school through discussions with staff, emails, letters, newsletters and via the "private" Facebook group (current parents).

The Lead Practitioner or the Chair of the Pre-school Committee will make themselves available to hear any suggestions, queries or complaints that anybody connected with St Joseph's Pre-school may have. In this way we hope to address any concerns and will seek to bring about appropriate solutions. In particular, if parents/carers feel that either they or their child is being unfairly excluded from becoming involved within the Pre-school, then we would very much like to hear from them with the aim to resolve the issue.

Associated policies and procedures

- No 4.1 Admissions

Version Number	Author	Purpose of change	Date
1.0	K Coupe	Reviewed and page numbered	Sept 2014
2.0	K Coupe	Reviewed, updated and version controlled	01 May 2019 Cttee Mtg
3.0	K Coupe & N Powers	Updated as follows • hyperlink to EYFS • inclusion of "associated policies and procedures" section as per EY safeguarding audit s175/157 2023 • more current information re activities at the setting included	17 July 2023 Chair (A Hitchings)
4.0	K Coupe and N Finn-Powers	Reviewed and update to advise who parents/carers should talk to re suggestions, queries or complaints.	5 May 2025 Committee Member (B Wheeler)