

Keyperson Role Explained – Parent/Carers



Starting nursery is a big step for both children and parents. One of the most important parts of helping children feel safe, secure, and happy is the key worker system (often also referred to as the key person system).

If you've come across the term but aren't quite sure what it means, this guide explains everything you need to know — and why it plays such a vital role in your child's experience at nursery.

WHAT IS A KEY WORKER IN NURSERY?

A key worker (also known as a key person) is a member of staff who is responsible for supporting your child's care, development, and wellbeing during their time at nursery.

They act as your child's main point of contact — someone who:

- Builds a close, trusting relationship with your child (the www.strongerpracticehubs.org.uk/hubs/ldn/brighter-start-e-ldns-ey sph/resources/5-things-know-about-key-person-approach explains more about attachment.
- why these early relationships are so important for children's development) the
- Gets to know their individual needs, routines, and interests
- Supports their learning and development
- Communicates regularly with you as a parent

In a well-run key worker nursery, each child is supported by a familiar adult who understands their individual needs and helps them feel secure. At Childhaven Nursery we believe that strong relationships are at the heart of early childhood, and the key worker system helps ensure every child feels known and valued.

WHY IS A KEY WORKER SO IMPORTANT?

For young children, especially babies and toddlers, feeling safe and secure is essential.

A key worker helps to:

- Provide emotional security in a new environment
- Support children through transitions, such as starting nursery
- Build confidence and independence over time

- Create a sense of consistency and routine

This is particularly important during periods such as settling into nursery, when children may feel unsure or overwhelmed.

HOW DOES A KEY WORKER HELP WITH SETTLING IN?

When children start nursery, they are adjusting to:

- A new environment
- New routines
- Being away from their parents

A key worker plays a central role in this transition by:

- Offering comfort and reassurance
- Spending time building trust and familiarity
- Learning what helps your child feel calm and secure
- Keeping you updated on how your child is settling – particularly if they are finding the transition more challenging (you can read more in our guide on [18-month-old-not-settling-at-nursery](#)).

Over time, this relationship helps children feel more confident and ready to explore.

WHAT DOES A KEY WORKER DO DAY TO DAY?

Your child's key worker will be involved in many aspects of their daily experience, including:

- Welcoming them into the setting
- Supporting them during activities and play based learning
- Observing their development and progress
- Helping with routines such as mealtimes and rest
- Providing comfort if they feel unsettled
- Sharing updates and feedback with you

They become someone your child recognises and trusts — which makes a big difference to how they experience nursery.

HOW WILL I COMMUNICATE WITH MY CHILD'S KEY WORKER?

Good communication between parents and nursery staff is essential.

At a supportive nursery, you should expect:

- Regular updates on your child's day
- Opportunities to discuss progress and development

- A chance to share information about your child's routines and preferences

At Childhaven Nursery, we use clear and consistent communication to ensure parents feel informed and reassured every step of the way.

WHAT IF MY CHILD PREFERS ANOTHER MEMBER OF STAFF?

This is completely normal.

While each child has a designated key worker, nurseries work as a team. Children often build relationships with several staff members, and this is encouraged.

The key worker remains the main point of contact, but your child will always be supported by familiar, caring adults throughout the setting. Each child has another two members which are named on home visits. These are the wrap around team who are also there to support drop offs and handovers.

A FINAL REASSURANCE: YOUR CHILD'S KEY WORKER WILL SUPPORT THEM

Choosing a nursery is about trust — and if you're still exploring your options, our guide to choosing the best nursery may be helpful.

Within a key worker nursery, the system is designed to give your child:

- A strong sense of security
- A familiar face each day
- The confidence to explore, learn, and grow

With the right support, most children quickly form positive relationships and begin to feel at home in their new environment.