



Working in Partnership with Parents and Carers Policy

Aim

We believe that we can best meet the needs of individual children by working closely with parents/carers. We aim to develop partnerships between parents/carers and staff which are based on mutual trust and respect and which promote the sharing of information and knowledge for the benefit of the children in our care.

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
----------------	------------------------	-----------------------	--------------------------

Implementation of the policy.

The Head teacher, EYFS Leader, Senior Management and Governors must:

- ensure that there is a system of communication between early years and parents/carers.
- make every effort to ensure that information for parents/carers is made accessible to them.
- arrange a induction meeting/home visit with parents/carers before their child's admission, to inform them about policies and procedures.
- ensure that any consent forms/agreements are completed.
- ensure that the required contact information is kept up to date.
- establish, where appropriate, the name of a child's legal guardian.
- keep an up-to-date record of any particular needs of children. These records must be kept securely.
- ensure that arrangements for the children's arrival and collection are clear, and understood by all staff and parents/carers.
- establish a system in which only authorised adults can collect children, and create a plan that can be used in an emergency when a child cannot be collected by the recognised adult.
- ensure that information about children is treated as confidential, is held securely and is only shared with parents/carers and relevant personnel.
- ensure that all staff, volunteers and students understand that information held on children and their families is confidential.
- ensure that all employed staff, volunteers and students are aware of this policy and the procedures followed in Early Years.

Sharing information

- We invite parents/carers to a briefing meeting before their child's admission to discuss policies and procedures and to complete the required contact forms.
- We ask parents/carers for information about their children, their individual needs and requirements in order to ensure the best possible care for them.
- We display daily routines and details of the organisation in this folder and on the Nursery door.

We provide information about topics through regular newsletters, and the Curriculum leaflet, which is sent to all parent/carers.

- Parents are advised about visits/outings by letter and are informed about the purpose of the visit.
- We believe that the child's named key worker is central to every exchange of information. Parents/carers are welcomed to discuss their child's progress and welfare with the key worker and are urged to share any relevant information about changes to their child's normal family life or routine.

- We pass any changes to details held about a child's circumstances to the person in charge of records so that these can be updated, where appropriate.
- We encourage parents/carers to first discuss any concerns or issues about their children with the key worker. The key worker must discuss any issues that cannot be resolved with the Early Years Leader.

Dealing with complaints – see separate policy

- The class teacher deals initially with any general concerns/issues.
- Any complaint is dealt with promptly by the class teacher, Early Years Leader or Headteacher.
- We provide parents with details of how to contact OFSTED, should the need arise.
- The telephone number of our regional centre is;
- **08456 40 40 40** Website; www.ofsted.gov.uk/childcare
-
- Ofsted, National Business Unit, Royal Exchange Buildings, St Ann's Square, MANCHESTER M2 7LA

Privacy and confidentiality

- Any personal data on children and their parents/carers is held securely.
- We treat information about children and their families as confidential. We only disclose this to staff on a 'need to know' basis and only with the agreement of the parent/carer.
- The key worker is responsible for sharing information about the progress and welfare of a child with his/her parents/carers. This information is also shared with other staff, to ensure that the best interests and needs of the child are met.
- Some information exchange about children occurs informally on a daily basis; other opportunities for a more detailed report are offered through parent meetings/regular written reports to parents/appointments by arrangement to discuss specific concerns.
- Key workers keep individual records on children's achievements and progress. These are kept securely.
- We allow parents access to their own children's records on request.
- We do not allow parents access to the records of other children.

Arrival and collection of children

- The arrangements for bringing children in to the setting are:
Nursery: Parents bring their children into the Nursery.
Reception: Parents take their children into school or leave their children on the playground with a member of staff.
- We do not allow any child to be left without a member of staff being made aware of his/her arrival.
- The procedures for collecting children are:
Nursery: Parents collect their children from the Nursery classroom.
Reception: Parents collect their children from outside the classroom and are only allowed to go when the class teacher has checked their parent/carer is there.
- We only permit the authorised adult to collect a child unless we have already received written permission for another named adult to do so. Proof of identity will be required if that person is not known to the key worker. We only release children into the care of an adult.
- In an emergency situation, where the authorised adult cannot collect the child, the person who does collect the child will need to provide evidence that he/she has the authorisation of the parent/carer. The child's safety will be the primary concern at all times.

Parents/carers need to provide a letter or verbal permission.

Children with an identified need

- When a child is identified as having a particular need by either the parents/carers or a member of staff, the concern will be discussed with the parents/carers, as well as the person in charge.
- We will follow the procedures set out in the Policy for Special Needs.
- We will consult parents/carers about all decisions that are made regarding the provision for their child.

Links, References and Regulations

Links to other policies

- Organisation
- Safety
- Health
- Food and Drink
- Special Needs
- Child Protection and whole school Child Protection
- Documentation
- Data Protection
- Freedom of Information Act

Children Act Regulations relating to our policy

Records must be kept of the name, address and date of birth of each child and the name, address and telephone number of a parent.

When a parent has made a complaint about the service a statement must be kept of the procedure that was followed.

There is a responsibility (on the local authority) to provide appropriate services to children who are considered to be 'in need' as a result of problems caused to their development or health by a range of factors. Where a child has been identified as being in need, the local authority is required to work with other interested parties to promote the welfare of the child.