

Working in Partnership with Parents Policy

We work in close partnership with all parents/carers, in order to provide the best possible care and learning experiences for the children who attend the setting. As a child's parent/carer, you will know your child best and make decisions of their behalf.

We will always aim to provide childcare with children's safety and wellbeing as our main priority, considering the requirements and wishes of parents/carers as much as possible. We will always do our best to meet the requests of parents/carers with regards to personal values and attitudes, family customs, beliefs, dietary requirements, additional support needs, disabilities and methods for personal care. The only exception to this will be if such requests risk the child's wellbeing/safety or are in any way discriminatory or prejudiced. Please see my Equal Opportunities & Inclusion Policy for more information.

In order to maintain a good relationship with parents/carers, it is important that you are open and honest with staff and come to us straight away if you have any questions or issues. The manager will always make herself available upon request if you wish to discuss any aspect of the childcare services, positive or negative. We will also aim to send questionnaires to parents/carers periodically to give them the opportunity to make comments or suggestions and will take on board any feedback which might help me to improve my provision or setting.

For every child in my setting, parents/carers must read and sign a contract to acknowledge their agreement to the terms and conditions of my childcare provision. This document includes aspects such as fees and the responsibilities of each party. We also provide parents/carers with an accompanying list of policies which set out how the setting operates, what is done in certain situations and the day-to-day procedures we follow to ensure children's safety, wellbeing and the provision of suitable learning experiences.

All contracts will be legally binding and as such, will be signed and dated by both parties. Contracts and policies be reviewed regularly and all updates will be shared with parents/carers, who will be asked to sign additional slips to confirm they agree to any changes.

Parents/carers will be required to share important details about their child, including their medical history, along with a list of emergency contacts. These should be kept up to date and we should be informed immediately of any changes. All information will be stored confidentially, in line with GDPR guidelines.

We will notify all parents/carers in advance when due to be inspected by the Care Inspectorate so that parents can contribute their views to the inspector if they wish to. We will supply parents with a copy of the Care Inspectorate report within five working days of publication.

We keep parents/carers regularly informed about daily routines and childcare practices, and share information about the children with their parents/carers using means such as email, text, telephone or face-to-face meetings. We informally share information with parents/carers when the children are collected or dropped off.

Children will only be released from our care to the parents/carers or to someone named and authorised by the parent/carer. A password might be used to confirm identity if the person collecting the child is not previously known to me. If a child is identified as a 'child in need', we will normally, with a parent/carer's permission, give appropriate information to referring agencies.

We ask that parents/carers inform me of any changes to the child's home circumstances, care arrangements or any other change which may affect the child's behaviour, such as a new baby, parents' separation, divorce, new partner or any bereavement. All information shared will be kept confidential unless there appears to be a child protection issue.

We offer regular review meetings with parents/carers to discuss their child's care and any issues or concerns, preferably when the child is not present. If we do not share the same first language as the child's parents/carers, I will find a way of communicating effectively with them. This may include seeking guidance from the interpreter services.

We work with parents to make sure that the care of their child is consistent for behavioural expectations and routines etc. Please see my Promoting Positive Behaviour Policy for more information on this aspect. A consistent approach benefits the child's welfare and helps to avoid confusion.