



Policy Date: January, 2016.

## Working in Partnership with Parents Policy

Here at York House Childcare we work in partnership with parents to meet the needs of the children in our care.

We keep up to date regarding the best ways to work in partnership with parents and carers and with relevant legislation by taking regular training and by reading relevant publications (e.g. Nursery World).

All parents receive and have access to copies of our policies and procedures via our website and a hard copy is onsite.

A formal contract is put in place and reviewed regularly (i.e. every 6 months).

Wherever possible we will try to meet parents/carers requests for the care of their children according to their values and practices, preferences and attitudes. Any specific requirements will be kept with your child's records. These records are revisited and updated with parents regularly.

We will notify all parents/carers in advance of an Ofsted inspection so that you can meet the inspector if you want to. Upon completion of the inspection we will provide you with a copy of the Ofsted report within five working days of receiving it.

We use a variety of ways to share information.

- We will keep you informed via Kinderly (EYFS software portal) about your child's day with us.
- Photographs are uploaded to a family specific DropBox folder/Kinderly.
- Our newsletter.
- Our website [www.yorkhousechildcare.com](http://www.yorkhousechildcare.com)
- Face to face
- Telephone

We keep a record of your contact details. Who to inform in the event of an emergency, GP details and appropriate signed consent forms. All information is kept confidential.

Your child will only be released from our care to you the parents/carers or to someone authorised to collect on your behalf. When someone other than the parent/carer is collecting a child, a password will be used to confirm the identity of the person along with a form of ID such as a driver's licence or passport.

We ask that you inform us of any changes in your child's home circumstances, care arrangements or any other change which may affect your child's behaviour (e.g. a new baby, divorce, bereavement etc.). All information shared will be kept confidential.

We will work together with you the parents to make sure that the care of your child is consistent.

All complaints will be investigated (please see our Complaints policy).

All significant accidents/incidents are recorded and shared with parents/carers.