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

I will always aim to provide childcare with children's safety and wellbeing as my main priority, taking into account the requirements and wishes of parents as much as possible. I will always do my best to meet the requests of parents/carers with regards to personal values and attitudes, family customs, beliefs, dietery requirements 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 Oportunities Policy for more information.

In order to maintain a good relationship with parents/carers, it is important that you are open and honest with me and come to me straight away if you have any questions or issues. I will always make myself available upon request if you wish to discuss any aspect of my childcare services, positive or negative. I will also aim to send questionnaires to parents 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 responsibilites of each party. I also provide parents/carers with an accompanying set of policies which set out how my setting operates, what I will do in certain situations and the day-to-day procedures I follow to ensure children's safety, wellbeing and the provision of suitable learning experiences.

All contracts and policies will be legally binding and as such, will be signed and dated by both parties. Contracts and policies will 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 I should be informed immediately of any changes. All information will be stored confidentially, in line with GDPR guidelines.

I will notify all parents in advance when I am due to be inspected by Ofsted so that parents can contribute their views to the inspector if they want to. I will supply parents with a copy of the Ofsted report within five working days of publication.

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

Children will only be released from my 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’, I will normally, with a parent’s permission, give appropriate information to referring agencies.

I expect parents to 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.

I offer regular review meetings with parents to discuss their child’s care and any issues or concerns, preferably when the child is not present. If I 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 local early years team.

I work with parents to make sure that the care of their child is consistent for behavioural expectations, feeding/sleeping routines, etc. Please see my Behaviour Policy for more information on this aspect. A consistent approach benefits the child’s welfare and helps to avoid confusion.