

Parent/Carer Partnerships Procedure

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.

For your child to thrive, it is important to develop continuity between their home life and their childcare setting.

- ⊗ Good communication, honesty, trust and mutual respect, will be essential to building a successful working relationship.

How are personal preferences from parents/carers incorporated into childcare provision?

— As a parent/carer, you know your child best and will be able to help make decisions on their behalf.

I will always aim to be flexible with my provision and to provide childcare with children's safety and wellbeing as my main priority.

I will take into account the requirements and wishes of parents as much as possible.

- ⊗ Parents/carers will be asked to provide details of any special requirements before their child starts in the setting.

I will always do my best to meet the requests of parents/carers with regards to personal values and attitudes, family customs, beliefs, dietary 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.

What information will parents/carers need to share about their child/family?

Parents/carers will be required to share important details about their child, including their medical history, allergies/diet, any additional needs and a list of emergency contacts.

These records should be kept up to date and I should be informed of any changes immediately. All information will be stored confidentially, in line with GDPR guidelines

Before a child starts in the setting, I will also gather lots of information about their background, home life, interests and previous experiences.

I will use this information along with details about their current skills, knowledge, abilities and learning needs, to provide a welcoming and stimulating environment for them.

I may also ask for details about how parents/carers support the child at home, including behaviour management techniques, calming strategies and potential triggers that might upset a child. All of this information will be used to support the child's transition into the setting, to make it as smooth and easy as possible.

What daily information will need to be shared with the childcare setting and when?

If a child has had any issues at home or may have differing needs during a childcare session, then this should be shared on arrival at the setting.

This may include, but is not limited to: not eating breakfast, having a poor night's sleep, being upset about something, etc.

If a child is unwell or not their usual self, this should be communicated with the setting before arrival, as they may be turned away if necessary

If a different adult than usual is collecting the child, this needs to be shared before collection time.

If a child will be dropped off, collected or require a nap at a different time than usual, this needs to be shared as soon as possible to allow us to plan our day.

What if there is a change in family/home circumstances?

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/emotional state, such as a new baby, change in household members, new partner, bereavement, etc.

All information shared will be kept confidential, unless there may be a child protection issue as a result of such changes.

How will information be shared with parents/carers?

Parents/carers will be given details about my daily routines, food menus (where applicable), curriculum, childcare practices, policies and procedures before their child starts at the setting. I will keep parents/carers regularly informed about any changes to these. General information about the setting may be sent as a message via

I will give parents/carers brief information about their child's day informally at the end of each session.

Further information about children's progress and activities may be shared with their parents/carers using learning journals, emails, texts, Whatsapp messages, childcare apps, telephone and video conversations or face-to-face meetings.

Parents/carers will be asked for permission for photographs or videos to be taken and sent using such methods.

I will also keep parents/carers regularly updated with information about any family holidays or annual leave I have planned, special events, outings and other dates for their diaries.

Will parents/carers be given advice on how to support their child's learning and development at home?

I will keep parents/carers up to date with how their child is progressing within the setting and if there are any areas where they might need more support.

I will suggest next steps in learning for each child and discuss these with parents/carers regularly, asking for their input from what they have seen at home.

Parents/carers are also encouraged to work on their child's next steps at home, where appropriate, as this will help their child to make better progress and feel more confident.

I will also complete a written report called the 'Progress Check at Age Two' for all children who access childcare with me while they are two years old.

This is a statutory requirement and will include parent/carers' comments wherever possible. On completion, parents/carers of the child will receive a copy.

Will parents/carers be notified when the setting is being inspected?

I will notify all parents in advance when I am due to be inspected so that parents/carers can contribute their views to the inspector if they wish and so they are aware of an adult being present at the setting.

I will supply parents/carers with a copy of or link to the official report within five working days of publication.

Parents/carers should be aware that it usually takes a number of weeks between an inspection visit and an inspection report being published. During this period, practitioners will not be allowed to share their grading or details about how the inspection went with anybody.

Will partnerships be made with other settings a child attends?

I may communicate with other childcare providers if a child attends more than one setting, or when a child transitions from one setting to another.

This is important to provide continuity for the child and to ensure all settings are meeting the child's ongoing needs.

All information will be shared confidentially and only with those who are working with the child. Only information that supports the child's wellbeing and/or education will be shared.

What terms and conditions do parents/carers need to know about?

Before a child starts 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.

I also provide parents/carers with an accompanying set of policies and procedures which set out how my setting operates, what I will do in certain situations and the day-to-day practices I use to ensure children's safety, wellbeing and the provision of suitable learning experiences.

My policies and procedures form part of the terms and conditions of a contract, so should be read carefully. If anything is unclear or parents/carers would like more information about anything included in these documents, they should ask before signing their contract with me.

All contracts and policies will be legally binding and as such, must 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 amendments.

Will parents/carers be given an opportunity to provide feedback on the setting?

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, whether positive or negative.

I will also aim to send questionnaires to parents/carers periodically to provide the opportunity to make comments or suggestions and I will take on board any feedback which might help me to improve my provision or setting.

Please also see my Complaints Policy for details on how to proceed if you are unhappy about the way I have dealt with your comments and wish to make a formal complaint. This Policy also covers who to contact and what aspects of my provision they can support you with.

How will information about children's progress and any issues be communicated?

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.

How does the setting provide continuity for children?

I work with parents to make sure that the care of their child is consistent for behavioural expectations, feeding/sleeping routines, etc. A consistent approach benefits the child's welfare and helps to avoid confusion.