

<b>PARTNERSHIP WITH PARENTS/CARERS POLICY</b>	
Reference: CF22	Effective date: 31.08.2012
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Last revision: October 2023	Revision date: October 2024



## PARTNERSHIP WITH PARENTS AND CARERS POLICY

**As a setting we acknowledge that the parent and carer is the child's first and main educator. We recognise and value the role of parents and carers in their child's development and education and aim to work in partnership at every opportunity.**

How we will work in partnership with parents and carers:

Offer of a place (please see our Allocations policy for further information regarding offers of places)

- All prospective families will have the opportunity to visit prior to their child starting at our setting, giving parents and carers to see the setting in operation, meet the staff and ask questions.
- On acceptance of a place, all parents and carers will receive a 'welcome pack' before their child starts which will include:
  - Registration paperwork to be completed.
  - Information about how our setting operates, including opening times, closure dates, the daily routine, and our curriculum.
  - Settling in and the key person system.
  - Current fee rates.
  - Summaries of key policies.
- Every child will have an allocated key person who will be responsible for:
  - Supporting the child and parent and carers through the transition into the setting.
  - Getting to know the child and parents and carers, including, but not exhausted to, developmental needs, interests, family customs and life events.
  - Maintaining and keeping developmental records of the child on 'Family', this includes photographs, videos, observations, and assessments.
  - Supporting internal and external transitions.
  - Sharing and encouraging two-way information with parents and carers.
- All families starting with us will be offered three-five free hours of free settling in time. This provides both the child and parents and carers to begin building relationship with their key person and other room staff and begin to become familiar with the environment.
- During the first settling in session, an 'All about Me' sheet will be completed with your child's key person which gives you to opportunity share information about your child, their routine, and their interests. This information will help us support their transition into the setting.

Information sharing:

- We will share information in a variety of ways, for example messages via 'Family', emails, newsletters, letters, evaluation forms, parent and carer meetings and display boards.

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- All children and their families will be greeted at the start and end of each session and will provide verbal feedback at the end of your child's session; allowing a two-way conversation to take place about your child's day and their well-being.
- Please appreciate that at busier times staff's time may be limited and they may not be able to offer the time you may require, or they may want to offer due to the needs of the children in their care.
- If you require additional time, please arrive earlier, or arrange a suitable time with your child's key person.
- If you have something specific, you would like to discuss please telephone and speak to a member of the team in your child's room who will be happy to help.
- We encourage parents and carers to share new developments, events, or achievements with us and where possible, on 'Family'. This provides us with incite and the opportunity to link the setting and home and provide a consistent approach to their development and learning.
- Please ensure any changes to personal information, such as address and phone numbers, are passed on to us so the relevant records can be updated.
- All other information that parents and carers may need, and which concerns the provision, will be displayed appropriately e.g., Ofsted registration certificate, insurance certificate, staff photo board and support services.
- We are here to provide a service to support family and community needs and welcome and encourage parents and carers to participate in all aspects of the Children and Family Services and Windmill Hill City Farm, ways you can get involved include:
  - Sharing skills, knowledge, and interests.
  - Supporting fundraising events and other activities.
  - Joining our parents' group.
  - Joining the Windmill Hill City Farm Board of Trustees.

### Record keeping:

- The setting will supply parents and carers with all the relevant consent forms required for:
  - Trips and outings
  - Administration of medication.
  - Emergency medical treatment.
  - Use of photographs and videos. to be taken of the children whilst accessing our service.
- We will maintain and keep records of:
  - Information of any registered child information, including medical information, contact names and addresses of parents and carers and who to contact in the case of an emergency. All child records will be available to the parents/carers of that child (for further details please see the confidentiality policy).
  - Daily registers, including arrival and departure times and who they arrived and departed with.

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- Records of any accidents or incidents that occur.

Zero Tolerance for Harassment, abusive or violent behaviour:

We have an obligation to ensure the setting environment is a safe and secure environment for all where there is a culture of respect and understanding and will not tolerate any inappropriate behaviours from or towards any staff member, child or parent and carer.

This includes but is not exhausted to:

- Hostility or Bullying.
- Verbal or physical intimidation.
- Negative and inappropriate language, including name calling, inappropriate jokes, racial and sexist slurs.
- Negative and inappropriate gestures.
- Any form of Harassment, including discriminatory behaviour or actions, online and sexual harassment.
- Any threat or act of violence to persons or property.

Any such instances must be reported to the Management who will support the individual. The incident will be fully recorded, and statements will be gathered from all witnesses detailing what was observed and/or heard. Management will ensure all relevant authorities are informed which may include reporting the incident to the Police.

Any incident that occurs where staff, parents and carers, volunteers, or visitors commit an act of violence towards another person or behave in a way that a person fears for their safety will be reported to the police immediately.

We reserve the right to terminate any Nursery or Farm Adventurers booking with immediate effect, there will be no appeal process in such instances and relevant authorities will be contacted to include OFSTED, the Local Authority, and relevant safeguarding agencies.

**This policy works in conjunction with our Confidentiality, Transition Policy, and Equal Opportunities Policy.**