

PARTNERSHIP WITH PARENTS/CARERS POLICY	
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PARTNERSHIP WITH PARENTS/CARERS POLICY

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

This Policy has been updated in line with current Government Guidance in managing the COVID-19 Pandemic within Early Years Settings (21/05/2020):

<https://www.gov.uk/government/publications/coronavirus-covid-19-early-years-and-childcare-closures/coronavirus-covid-19-early-years-and-childcare-closures>

<https://www.gov.uk/government/publications/coronavirus-covid-19-implementing-protective-measures-in-education-and-childcare-settings/coronavirus-covid-19-implementing-protective-measures-in-education-and-childcare-settings>

The ways in which we aim to work with our parents/carers is:

- On offer of a place, all prospective families will have the opportunity to attend a booked visit prior to their child starting at our setting. This will give parents/carers the opportunity to see the setting in operation and meet the staff of the setting. It also allows the parent/carer to ask questions and alleviate any anxieties that they may have about leaving their child. Due to the COVID-19 Pandemic we are currently unable to offer visits to the setting but can arrange a telephone conversation with a member of the team who will be caring for your child. We are also in the process of getting videos of all the rooms so you can virtually visit the room.
- All parents/carers will receive a 'welcome information pack' before their child starts; this will include paperwork that needs completing, details of how our setting operates, and summaries of some of our policies. The pack will also outline some of the activities your child is likely to be involved in, the opening times and a list of current fees and charges. All other information that parents/carers might need, and which concerns the provision, will be displayed appropriately e.g. Ofsted registration certificate, insurance certificate, staffing structure via the photo board etc.

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- All families starting with us will be offered two - five free hours worth of settling in session slots (depending on which service you are going to be accessing) to allow both the child and parents/carers the opportunity to build a relationship with their key person as well as become familiar with their new environment. During the first settling in session you will receive an 'All about Me' sheet which you will be required to fill in. This sheet will allow you to share information about your child and their interests and allow us to support their transition into their new environment.
- We will communicate with and inform parents/carers through various ways e.g. e-mails, newsletters, evaluation forms, parent/carer meetings and display boards.
- Due to the continuing changes and updates to guidance in relation to COVID-19 we may have to amend and adapt our policies and procedures in order to meet these guidelines, sometimes at short notice. We will inform you of such changes via email and display boards at the earliest opportunity.
- As a setting all staff are happy to verbally feedback at the end of your child's session, this will allow a two-way conversation to take place with regards to your child's day and well-being. This is also an opportunity for any concerns/issues to be raised to enable us to support and monitor any situations if necessary. **Please note** that staff have many parents to feed back to at the end of the day, therefore they may occasionally only have limited time to give you. If you require additional time, please arrive earlier or arrange a suitable time with your child's key person. Due to current social distancing measures feedback may be briefer than usual and we are going also going to provide feedback slips. 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.
- As a setting we realise and understand the importance of greeting families at the start and end of a session. Whilst it is our aim to ensure that each individual is greeted please appreciate that at busier times staff may not be able to offer the time that you may require or that they may want to offer due to the needs of the children in their care.
- All children will have a key person; it will be the key person's responsibility to ensure that they work with and support the child and parents/carers to the best of their ability. The key person will develop an e-learning Diary for every child

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that they are responsible for; this will consist of observations, learning stories, photographs and children’s work. We encourage parents/carers at all times to share any new developments/achievements with their child’s key person and/or to record it via the e-learning diary (Tapestry). The sharing of information allows each child to have a consistent approach in their development and learning, it also allows us as adults to further support and challenge each child. If your child’s key person is not currently in attendance or furloughed from work, another team member will be allocated and you will be informed of your new key person at the earliest opportunity.

- The setting will supply parents/carers with all the relevant consent forms required for trips/outings, medical administration and for any photographs to be taken of the children whilst accessing our service. The provision will also maintain records of daily registers and of any accidents/incidents that occur. In addition to this the provision will hold child information forms which will contain medical information, contact names and addresses of parents/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).
- All parents/carers will be welcomed and encouraged to participate in all aspects of the Children and Family Services as we are here to provide a service to support family/community needs. We welcome any parent/carer who wishes to join the parents’ group and/or the Board of Trustees, or who would be interested in contributing their skills, knowledge and interests to any of the services in and around the Farm. When fundraising events are being organised, we would welcome and appreciate the help and co-operation of all parents/carers of children registered in our setting.

Zero Tolerance for Harassment

Our staff work positively towards developing a positive working partnership with parents, carers and extended family members of the children in our care. Therefore, as a setting, we will not tolerate any inappropriate behaviours from any individuals e.g. hostility, intimidation, negative language or gestures. As a staff team we have a statutory obligation to ensure the provision is a safe and secure environment for all of our children and staff at all times.

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Violence towards staff is a crime – The Management will press for maximum penalty for any person who behaves in a violent or abusive way towards our staff.

Abusive or Violent Behaviour

Any incident that occurs where staff, parents, volunteers or visitors commit an act of violence against any member of staff or other person, or behave in such a way that any such person fears for their safety will be reported to the police immediately. We reserve the right to terminate any nursery 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.

Expected Standards of Behaviour

We have a duty to provide a safe and secure environment for staff, children and visitors. Violent, abusive or harassing behaviour will not be tolerated, and decisive action will be taken to protect staff and children.

Harassment is defined as any unwanted physical or verbal conduct that offends, hurts or humiliates the recipient, that interferes with their ability to work and learn or leads to adverse job-related consequences, and that any reasonable person ought to have known would be unwelcome. It does not include the legitimate exercise of supervisory authority regarding performance reviews, work evaluations, or valid disciplinary measures.

Examples of harassment include, but are not limited to, racial or sexual slurs, name calling, racist or sexist jokes, negative stereotyping, physical assault, bullying, threats, demeaning pictures, posters and graffiti. Harassment includes discriminatory behaviour, personal harassment, sexual harassment and bullying.

Behaviours unacceptable on our setting premises include but are not limited to:

- Screaming, shouting and loud intrusive conversation
- Malicious allegations towards other parents, staff or visitors
- Threats or threatening behaviour
- Offensive language

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- Intimidating behaviour – verbal or non-verbal
- Harassment
- Bullying towards staff
- Wilful damage to nursery property or environments
- Theft
- Violence towards persons or property
- Derogatory, sexist racist remarks

Procedure

Any such instances must be reported to the Management staff who will support the staff member/individual. Any such incident must be fully recorded on an incident form as well as a written report being completed. All witnesses must write a statement detailing what was observed / heard. The Management staff will ensure all relevant authorities are informed and support the staff member/individual with reporting the incident to the Police.

As a service provider it is of key importance to us that we are working in partnership with you at all times. To allow this to happen, it has to be priority that we cascade all relevant information to each other for the well-being of the child e.g. change of contact details, any health changes or concerns etc. Please Note that this policy works in conjunction with our Transition Policy and Equal Opportunities Policy.