



LITTLE INSPIRATIONS

DAY NURSERY

## Working in Partnership with Parents and Carers Policy

CSSIW Theme:

Wellbeing, Care and development, Leadership and management

Wales National Minimum Standard

Standard 6

RCT Flying Start monitoring tool -

OMS.5

### **The aim of the policy**

At Little Inspirations we believe that we can best meet the needs of individual children by working closely with parents/carers. We aim to develop partnerships between parents/carers and staff which are based on mutual trust and respect and which promote the sharing of information and knowledge for the benefit of the children in our care.

### **Implementation of the policy in Little Inspirations**

#### **The senior management team must**

- Ensure that there is a system of communication between the school and parents/carers.

- Make every effort to ensure that information for parents/carers is made accessible to them.
- Arrange a briefing meeting with parents/carers before their child's admission, to inform them about policies and procedures.
- Ensure that any consent forms/agreements are completed.
- Ensure that the required contact information is kept up to date.
- Establish, where appropriate, the name of a child's legal guardian.
- Keep an up-to-date record of any particular needs of children. These records must be kept securely.
- Ensure that arrangements for the children's arrival and collection are clear, and understood by all staff and parents/carers.
- Establish a system in which only authorised adults can collect children, and create a plan that can be used in an emergency when a child cannot be collected by the recognised adult.
- Ensure that information about children is treated as confidential, is held securely and is only shared with parents/carers and relevant personnel.
- Ensure that all staff, volunteers and students understand that information held on children and their families is confidential.
- Ensure that all employed staff, volunteers and students are aware of this policy and the procedures followed in all settings.

### Sharing information

- We invite parents/carers to a induction meeting before their child's admission to discuss policies and procedures and to complete the required contact forms.
- We ask parents/carers for information about their children, their individual needs and requirements in order to ensure the best possible care for them.
- We display daily routines and details of the Early Years Foundation Stage organisation:
- We provide information about themes/topics through regular newsletters electrical through email and mail chimp. (as part of commitment to reduce paper use)
- Parents are advised about visits/outings by letter and are informed about the purpose of the visit.
- Parents/carers are welcomed into the setting to discuss their child's progress and welfare with the staff and are urged to share any relevant information about changes to their child's normal family life or routine.
- We pass any changes to details held about a child's circumstances to the person in charge of records so that these can be updated, where appropriate.

- We encourage parents/carers to first discuss any concerns or issues about their children with the staff. The staff must discuss any issues that cannot be resolved with the site nursery manager.

## **Learning and having fun together**

- The parents will be encouraged to have input with activities for planning.
- Parents will take part in our Scheme Design Smile where we will work together to ensure that children have good healthy dental hygiene practises.
- Parents will be invited in to share skills and experience with children e.g. cooking or talking about their jobs, etc.
- In some settings parents will be able to take part in the joint reading scheme by borrowing the child favourite book for the week.
- Staff will inform parent daily what their child has enjoyed playing with that session and given tips on learning values and they can extend the learning at home.
- Parents may attend market research workshops and ensure they have input on how the setting develops its services for the future.
- Home task will be set with all resources being provided so that learning continues.
- Child will take home one of the care animals (cuddle toy) for the whole family to take care for a week end or a holiday.
- The company also undertakes a large amount of local charity and community work such as fetes and concerts where parent will be asked to attend and help.

## **Dealing with complaints**

- The person in charge deals initially with any general concerns/issues about the setting.
- Any complaint is dealt with promptly by staff/Head of Foundation Stage. We keep a written record of the nature of the complaint, the action taken, the person responsible for investigating and taking action, the timescale and the outcome. We keep secure copies of this record.
- We provide parents with details of how to contact CSSIW, should the need arise.  
Please see our Protection and complaints procedure which is on all notice boards, parent hand book and staff induction.

## **Privacy and confidentiality**

- Any personal data on children and their parents/carers is held securely.
- We treat information about children and their families as confidential. We only disclose this to staff on a 'need to know basis' and only with the agreement of the parent/carer.

- All staff is responsible for sharing information about the progress and welfare of a child with his/her parents/carers. This information is also shared with other staff, to ensure that the best interests and needs of the child are met.
- Some information exchange about children occurs informally on a daily basis; other opportunities for a more detailed report are offered through (parent meetings/regular written reports to parents/appointments by arrangement to discuss specific concerns).
- Nursery staff keeps individual records on children's achievements and progress. These are kept securely.
- We allow parents access to their own children's records on request.
- We do not allow parents access to the records of other children.

### **Arrival and collection of children**

- The arrangements for bringing children in to the setting are:
- On arrival parents will sign and confirm collection information on their child on the list in the play room.
- Staff will greet, welcome and assist the parent to settle and leave the child
- This is the time where key workers will take note of any hand over information needed for the child care for that day or future care.
- We do not allow any child to be left in the setting without a member of staff being made aware of his/her arrival.
- **The procedures for collecting children are:**
- Children are handed over to parents or named person at the end of the session by a member of staff and parents are then required to sign their child out.
- Staff will give verbal information about the child day and well being, a email dairy will be sent before six o'clock confirming the child eating, sleeping, well being and activities for the day.
- We only permit the authorised adult to collect a child from the setting unless we have already received written permission for another named adult to do so. Proof of identity will be required if that person is not known to the member of staff. We only release children into the care of an adult. ( a person over eighteen unless it is the child's parent)
- In an emergency situation, where the authorised adult cannot collect the child. The setting will seek authorisation from parents/carers by telephone. A child will not be release until authorisation is given. The child's safety will be the primary concern at all times.

### **Children with an identified need**

- When a child is identified as having a particular need by either the parents/carers or a member of staff, the concern will be discussed with the parents/carers, as well as the person in charge.

- We will consult the child's health visitor and other professional bodies for advice on providing for the child's needs.
- We will follow the procedures set out in the Policy for Special Needs.
- We will consult parents/carers about all decisions that are made regarding the provision for their child.