

# Partnership with Parents and Carers

---

**Little Pippins recognises that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between Little Pippins and parents/carers.**

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. We aim to achieve this by:

- Ensuring that all parents/carers are made to feel welcome and valued in all dealings with Little Pippins. 'Parents' includes mothers and fathers, step-parents, parents who do not live with their children but still play a part in their lives, foster parents and same sex parents. Supporting parents, as they are their child's first and most important educators, by involving them in their child's education and our setting.
- Expecting a respectful and courteous two way dialogue between parents and staff to improve our knowledge of the needs of their children and to support their families
- Informing all parents about how the setting is run and its policies including our Safeguarding *Children and Child Protection* policy and our responsibilities under the Prevent Duty, through induction visits, access to written information, our website, and regular informal communication. We check to ensure parents understand the information that is given to them.
- Making clear at the point of registration the expectations that we make on parents through discussion and written documentation.
- Making clear our expectation that parents will participate in settling their child at the start of their time at Little Pippins according to an agreed plan.
- Seeking parental consent to administer medication, take a child for emergency treatment, take a child on an outing and take photographs for the purposes of record keeping.
- Ensuring that parents'/carers' concerns and suggestions are always listened to by the staff and/or committee whenever they are raised. The Senior Practice Manager will ensure that parents/carers receive a prompt response from Little Pippins.
- Making all information and records held by Little Pippins on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Keeping information about a child and his or her family confidential within the setting. The exception to this is where there is cause to believe that a child may be suffering, or is likely to suffer, significant harm, or where there are concerns regarding child's development that need to be shared

with another agency. We will seek parental permission unless there are reasons not to in order to protect the safety of the child.

- Encouraging parents/carers to comment on our policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.
- Providing sufficient opportunity for parents to share necessary information with staff and this is recorded and stored to protect confidentiality.
- Regularly meeting with parents to discuss their child's progress and to share concerns if they arise.
- Where applicable, working with parents to carry out an agreed plan to support special educational needs.
- Where applicable, working with parents to carry out any agreed tasks where a Protection Plan is in place for a child.
- Involving parents in the shared record keeping about their children - either formally or informally – and ensure parents have access to their children's written and online (Tapestry) developmental records.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy.
- Encouraging parents to become involved in the social and cultural life of the setting and actively contribute to it.
- Providing opportunities for parents to contribute their own skills, knowledge and interests to the activities of the setting.
- Informing all parents of the systems for registering queries, complaints or suggestions and checking to ensure these are understood. All parents have access to our written complaints procedure.
- Providing opportunities for parents to learn about the curriculum offered in the setting and about young children's learning, in the setting and at home.
- Encouraging parents/carers to help in the running of Little Pippins, including becoming involved in its Management Committee where appropriate.
- Consulting with parents/carers and arranging meetings to avoid exclusion.
- Holding any management meetings in venues which are accessible and appropriate to all.
- Welcoming the contributions of parents, whatever form these may take.

- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of Little Pippins.
- Keeping parents/carers up to date with any changes in the operation of Little Pippins, such as alterations to the opening times or fee levels.
- Informing parents of the date of an inspection, where Ofsted has notified us in advance.
- Ensuring copies of the inspection report are available to parents within 5 working days of receiving the report

In compliance with the Safeguarding and Welfare Requirements, the following documentation is in place:

- written information about Little Pippins, for example our Admissions policy, hours, contact information, staffing, routines;
- complaints procedure;
- record of complaints; and
- development records of children.

We are committed to treating parents, carers and their children with the utmost respect. The staff team and committee members are entitled to be treated with same the courtesy and respect by parents and carers of children attending Little Pippins at all times.

This policy was adopted at a meeting of Little Pippins Management Committee

Held on: 5<sup>th</sup> June 2017

Signed on behalf of the Management Committee: *Sara Rowley*

Role of signatory: Chair

Review date: 2018

### **Related Policies**

Complaints

Safeguarding Children

Confidentiality