



Get up and Go! (Gateshead) CIC

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Working with parents Policy

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Written and updated by	Gina Backhouse
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Introduction

As an Ofsted registered childcare provider we meet the statutory requirements of the Early Years Foundation Stage (EYFS 2014) as well as legislation Equality and Human Rights Commission and United Nations Convention on the Rights of the Child (1992). To this end, we have developed a policy to incorporate all children in our care setting. We will offer an inclusive practice that actively encourages participation by all. We encourage diversity and equal opportunity within our setting. This policy meets the EYFS specific requirements 'Providers must maintain a regular two-way flow of information with parents and between providers (e.g. when the parent regularly collects the child from the setting)'.

In order to see the child as a whole person, it is essential to work closely with parents and carers. They are the experts and understand how the child developed into the person they are today and know them best. To achieve the best outcomes for the child the cooperation between parents and carers and the childcare setting will ensure that the child's needs become the main focus of the childcare provision. An initial interview and the 'All about me' form will assess the needs and wishes of the parents, carers and child, and enable us to ascertain the type of service required. This allows parents or carers to tell us the likes and dislikes of their child and to inform us of any medical needs that we should be aware of.

Policy

We aim to work in partnership with parents and carers to meet the needs of the children we care for. In line with the EYFS principles, we respect that parents are children's first and most enduring educators. When parents and practitioners work together in early years settings, the results have a positive impact on children's development and learning. We treat all children and adults equally and create a welcoming, inclusive environment in our setting. We offer an open door policy, where parents and carers are able to contact us for a formal or informal discussion about the service we provide. We will aim to include their wishes within the service we provide. We will take notice of any advice that a parent offers in relation to any allergies or intolerances that their child may have, to ensure that the child is not put in any danger; these requests will be incorporated into our weekly menus to ensure that the child is in a safe environment.

Procedure

We keep up to date when working in partnership with parents and carers and with relevant legislation by taking regular training and by reading relevant publications, such as up to date publications on the Ofsted website.

We take on board any advice or requests that parents offer and we aim to incorporate them into our service. We take seriously any issues that a child may have in relation to allergies or intolerances, and ensure the child's safety by removing all triggers from the setting during the child's time in our setting

All parents receive a copy of our policies and procedures, details of activities provided and routines followed within our setting. We also have a noticeboard where we keep relevant information readily available for parents and carers to see.

Contracts and records

We draw up and sign a written contract with parents before the placement starts. The contract is signed and dated by parents. We give copies to the parent/s and any other party involved in the contractual arrangements.

We issue a receipt for all cash payments received from parents, and we acknowledge bank transfers received via the subsequent invoice. We aim to meet parents' requests for the care of their children according to their values and practices, preferences and attitudes.

We keep records of these requests with the child record forms which also contain emergency contact numbers, dietary requirements/preferences, food allergies, health requirements, and information about who has legal contact with the child and who has parental responsibility for the child. These records are revisited and updated during regular staff meetings and we will contact parents if we feel anything may have changed.

Communication with parents

We work together with parents to make sure that the care of their child is consistent. We make time for discussion about a child's needs by sharing information with parents about daily routines and activities in our setting and in the child's home. Ways of sharing this information can include inviting parents to add to children's profile books, email, Whatsapp, telephone, face-to-face meetings, and informal day to day feedback. All significant incidents are recorded in an incident book and will be shared and discussed with parents so that we can work together to resolve any issues.

We ask parents to give details of who has legal access to the child, who has consent to collect the child and who should be contacted in the case of an emergency. We regularly review the details that we hold on file and ask parents to update them when required.

We will discuss any changes in the setting or the child's home circumstances which may impact on the child's development or our ability to care for a child. We offer regular review meetings with parents to discuss their child's care after the first six weeks then every six months.

We welcome parents' feedback on our service. Please refer to our Complaints Policy on our procedures for managing negative feedback. We have a performance review that we ask parents to complete regularly. We display our Ofsted registration certificate and the Ofsted poster for parents that introduces Ofsted's childcare responsibilities and give Ofsted contact details.

Ofsted inspections

We will notify all parents in advance when we are to be inspected by Ofsted so that parents can contribute their views to the inspector. We will supply parents with a copy of the Ofsted report within five working days of receiving the report.

Conclusion

It is our aim to have a transparent working relationship with all the parent/carers of the children in our care. We will address their concerns and issues and where possible rectify the situation.

Signed _____ (Director and registered person)
Date _____

Signed _____ (Director and registered person)
Date _____

