

Working in partnership with parents and other agencies

Aim

We actively promote partnership with parents and recognise the importance of working in partnership with other agencies to promote the well being of children and their families. This includes signposting parents to support as appropriate.

We believe that families are central in all services we provide for children. They are involved in all aspects of their child care, their views are actively sort and they are actively involved in the running of the setting in various ways.

Families

- Parents are provided with written information about the setting, with signposting to our website.
- Parents are made to feel welcome in our setting; they are greeted appropriately.
- Every effort is made to accommodate parents who have a disability or impairment.
- The expectations we make on parents are made clear at the point of starting.
- We consult with all parents to find out what works best for them.
- We ensure on-going dialogue with parents to improve our knowledge of the needs of their children and to support their families.
- Information about a child and his or her family is kept confidential within our setting. We provide you with a privacy notice that details how and why we process your personal information. 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. Reference is made to our Information Sharing Policy on seeking consent for disclosure.
- We seek specific 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.
- Parents are actively encouraged to participate in decision making processes according to the structure in place within our setting e.g AGM
- We encourage parents to become involved in the social and cultural life of the setting and actively contribute to it.
- As far as possible our service is provided in a flexible way to meet the needs of parents without compromising the needs of children.
- We provide sufficient opportunity for parents to share necessary information with staff and this is recorded and stored to protect confidentiality.
- Our key persons have regular contact with parents to discuss their child's progress and to share concerns if they arise, and be involved with their progress check at age two if relevant
- Where applicable, our key persons work with parents to carry out an agreed plan to support special educational needs.

- Where applicable, our key persons work with parents to carry out any agreed tasks where a Protection Plan is in place for a child.
- We involve parents in the shared record keeping about their children - either formally or informally – and ensure parents have access to any written developmental records.
- We provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the setting.
- We support families to be involved in activities that promote their own learning and well-being; informing parents about relevant conferences, workshops and training.
- We consult with parents about the times of meetings to avoid excluding anyone.
- We provide information about opportunities to be involved in the setting in ways that are accessible to parents with basic skills needs, or those for whom English is an additional language; making every effort to provide an interpreter for parents who speak a language other than English and to provide translated written materials.
- We welcome the contributions of parents, in whatever form these may take.
- We inform all parents of the systems for registering queries, complaints or suggestions and we check to ensure these are understood. All parents have access to our written complaints procedure.
- We provide opportunities for parents to learn about the curriculum offered in the setting and about young children's learning, in the setting and at home. There are opportunities for parents to take active roles in supporting their child's learning in the setting: informally through helping out or taking part in activities with their child, or through structured projects engaging parents and staff in learning about children's learning.
- Ofsted and setting details are displayed on the parent notice board.

Agencies

- We work in partnership or in tandem with local and national agencies to promote the wellbeing of children
- Procedures are in place for sharing of information about children and families with other agencies
- Information shared by other agencies (third party information) is also kept in confidence and not shared without consent from that agency
- When working in partnership with staff from other agencies, individuals are made to feel welcome in the setting and professional roles are respected
- Staff follow the protocols for working with agencies, for example on child protection
- staff do not casually share information or seek informal advice about any named child/family
- we consult with and signpost to local and national agencies who offer a wealth of advice and information promoting staff understanding of issues facing them in their work and who can provide support and information for families.

Schools

- we work in partnership with schools to assist children's transitions
- we actively seek to form partnerships with local schools with the aim of sharing best practice and creating a consistent approach.