



Working in Partnership with Parents and Carers Policy

Rationale

At Minnows' Pre-School 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

The **Manager** must:

- ensure that there is a system of communication between the Pre-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 (in conjunction with the secretary).
- ensure that the required contact information is kept up to date (in conjunction with the secretary).
- establish, where appropriate, the name of a child's legal guardian(in conjunction with the secretary) .
- 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(in conjunction with the secretary) .

- ensure that information about children is treated as confidential, is held securely and is only shared with parents/carers and relevant personnel (in conjunction with the secretary).
- 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 the Pre-School.

Sharing information

- We invite parents/carers to a briefing meeting before their child's admission to discuss policies and procedures in the Pre-School 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 details of the Pre-School organisation on the notice board in the entrance.
- We provide information about themes/topics through regular newsletters/posters.
- Parents are advised about visits/outings by newsletters and are informed about the purpose of the visit.
- We believe that the child's named key worker is central to every exchange of information. Parents/carers are welcomed into the Pre-School to discuss their child's progress and welfare with the key worker 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 key worker. The key worker must discuss any issues that cannot be resolved with the person in charge.

Dealing with complaints

- The person in charge, [Mrs Anna Hall](#), deals initially with any general concerns/issues about the Pre-School.
- Any further complaint is dealt with promptly by the [Governors](#). 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 County/OFSTED, should the need arise.

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.
- The key worker 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/notice boards.
- Key workers keep 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:
 - Arrival at the Minnows' Pre-School Centre at 8.30am or 9am where ever possible.
 - Parents/carers help children to self register before they are brought to their key-worker.
- We do not allow any child to be left in the Pre-School without a member of staff being made aware of his/her arrival.
- The procedures for collecting children are:
 - Collection from the Minnows' Pre-School Centre at 11.30am or 12pm.
 - Parent/Carers collect children from their key-worker, then help child/ren remove their name from the register before they leave.
 - (Where children stay for lunch they are collected from the Pre-School centre no later than 1pm)
- We only permit the authorised adult to collect a child from the Pre-School 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 key worker. We only release children into the care of an adult.
- In an emergency situation, where the authorised adult cannot collect the child, the person who does collect the child will need to provide evidence that he/she has the authorisation of the parent/carer by the giving of an agreed password. The child's safety will be the primary concern at all times.