

Working with parents policy

Policy Statement

I aim to work in partnership with parents to meet the needs of the children. All children and adults are treated with equal concern and are made to feel welcome in my home.

Policy procedure

I keep up to date about working in partnership with parents and carers and with relevant legislation by taking regular training and by reading relevant publications such as 'The Professional Childcarer', 'Under 5' and the 'Early Years Foundation Stage' framework.

All parents receive a copy of my policies and procedures, which detail how I run my setting.

I draw up and sign a written contract with parents before the placement starts which detail the expectations of the care to be provided, activities and business arrangements. The contract is signed by the parent(s) and myself and dated. A copy is given to the parent(s) and any other party involved in the financial arrangements. The contract is reviewed generally every 12 months or when circumstances change.

Wherever possible, I try to meet parents' requests for the care of their children according to their values and practices, preferences and attitudes. Family customs and beliefs about dietary requirements, dress code, hair and skin care, help required with toilet and washing are respected.

Records of the requirements agreed are kept attached to the child record forms. These records are revisited and updated as and when.

I will notify parents in advance when I am to be inspected by Ofsted so that parents can contribute their views to the inspector if they want to. I will supply parents with a copy of the Ofsted report within five working days of receiving the report.

I keep parents regularly informed about my daily routines and childcare practices and share information about the children verbally, through diaries, photographs and profile books.

I maintain a record of parents' and/or carers' emergency contact details, contact details of the child's GP and appropriate signed consent forms.

All details are kept confidential and secure.

Children will only be released from my care to the parents/carers or to someone named and authorised by the parent/carer. A password might be used to confirm the identity of the person collecting the child, if not previously known to me.

If a child is identified as a child in need (section 17 of the children's act 1989) I will normally with the parents' permission, give appropriate information to referring agencies.

I expect parents to inform me of any changes in the child's home circumstances, care arrangements or any other change which may affect the child's behaviour, such as a new baby, parents' separation, divorce or bereavement. All information shared will be kept confidential unless there appears to be a child protection issue.

If I do not share the same first language as the parents, I will take whatever action necessary to facilitate effective communication. This may include seeking guidance from the local early years team.

I together with parents, aim to make sure that the care of their child is consistent. A consistent approach benefits the child's welfare and ensures the child is not confused.

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.

All complaints will be investigated. Please see complaints policy.

Mrs Beverley Flockton
Auntie Bev's Childminding
Reviewed October 2014