

## Policies and Procedures: Working with Parents.

I aim to work in partnership with parents to meet the needs of their children.

All children and adults are treated with equal concern and are made to feel welcome in my home.

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.

I draw up and sign a written contract via 'Signable' with parents before the placement starts which details 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, via email link through 'Signable' to the parent(s) and any other party involved in the financial arrangements. The contract is reviewed every year thereafter or when circumstances change (ie a child becomes eligible for funding or their days 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 are respected as detailed in my 'Equal Opportunities' policy.

Records of the requirements agreed are kept attached to the child's record forms. These records are revisited and updated during regular reviews with parents.

I will notify all parents in advance when I am to be inspected by Ofsted (if I know in advance) 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. (Parents can find all reports by searching the OfStEd report database for my registration detail: EY452551 and EY547884).

I keep parents regularly informed about my daily routines and childcare practice and share information about the children with parents using an electronic daily diary. This is sent out as a screenshot usually via WhatsApp, but by any electronic means. This is usually just sent out to the parent listed as contact one, but please specify if you would like it to be sent to someone else. The diary main information on the diary sheet (meals etc) is a template for the day. Any specifics for your child (ie notes if they didn't eat all their lunch, or if they had it later for any reason) are written in the column after. There may also be a short sentence or two on any additional activities your child has done. After the child's third birthday, this form of

communication stops. This is to encourage your child to tell you about their day, improving their recall, speech and overall communication. By the door is a wipe board with the day's information logged as to help your child remember the day's events. If your child has an identified need that may limit their communication, the daily diary will continue until we are agreed that there is no longer a need.

Parents are asked to occasionally write a short paragraph about what their child enjoys at home. This is to ensure I am up to date with a child's interests in different environments. This can be emailed, hand written or texted to us. We print this off and stick it in your child's file. Another great way of keeping us informed is via social media. We love receiving WhatsApp or SnapChat images of your child enjoy things at home with you and with their family and friends. If these images are on Facebook and you have signed consent for us to use them from there, please feel free to tag Elly/EllyTotts in the image so we can pop it in the file.

I maintain a record of parent(s)' emergency contact details as well as contact details for the child's GP and appropriate consent forms. All details will be kept confidential and records are kept secure.

Children will only be released from my care to their parent(s)/carer(s), or to someone named and authorised by the parent/carers. A password might be used to confirm identity if the person collecting the child is not previously known to me. To help with these occasional collections, it would be great to have a photo of people who have permission to collect, this can be added to the registration form or sent in separately.

If a child is identified as a 'child in need' (section 17 of the Children's Act 1989) I will, normally with the parent's 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 any bereavement (including pets and distant relatives). All information shared will be kept confidential unless there seems to be a child protection issue.

I offer regular review meetings with parents to discuss their child's care and education and any issues or concerns, preferably when the child is not present. If I do not share the same first language as the parent(s), I will take whatever necessary action to facilitate effective communication. This may include seeking guidance from the local early years team.

