

Working in Partnership with Parents and Carers Policy

Aim

In Sidcup Baptist Church Playgroup 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 in Sidcup Baptist Church Playgroup

The management committee must:

- ensure that there is a system of communication between Sidcup Baptist Church Playgroup and parents/carers.
- make every effort to ensure that information for parents/carers is made accessible to them.
- inform them about policies and procedures before their child's admission.
- ensure that any consent forms/agreements are completed.
- ensure that the required contact information is kept up to date.
- establish, where appropriate, the name of a child's legal guardian.
- 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 persons can collect children, and create a plan that can be used in an emergency when a child cannot be collected by the recognised adult.
- ensure that information about children is treated as confidential, is held securely and is only shared with parents/carers and relevant personnel.
- 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 playgroup.

Sharing information

- 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 daily routines and details of the playgroup's organisation: These are on the parent noticeboard and also in the 'Guide to Parents' booklet given to parents when a place for their child is offered.
- We provide information about themes/topics through regular newsletters.
- Parents are advised about visits/outings by newsletter and are informed about the purpose of the visit.
- Non-confidential information is sent using email and WhatsApp. If confidential information needs to be sent, then this will be done using secure email through Egress.
- We believe that the child's named key person is central to every exchange of information. Parents/carers are welcome to discuss their child's progress and welfare with the key person and are encouraged 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 person. The key person must discuss any issues that cannot be resolved with the person in charge.

Dealing with complaints

- The person in charge deals initially with any general concerns/issues about the playgroup.
- Any complaint is dealt with promptly by Yvonne Parfett as Playgroup manager or, in the event that the complaint is against her, by members of the Management Committee - currently Rachael Wickington as Chairperson and Roy Maxim as HR and Compliance advisor. 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 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 person is responsible for sharing information about the progress and welfare of a child with his or 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 at the end of each term and appointments by arrangement to discuss specific concerns. Parents of children moving on from playgroup will be invited to discuss and sign the Record of Transfer during the summer term.
- Parents of children who start before their 3rd birthday will be invited to discuss and sign their child's Two Year Progress check at a mutually agreed time.
- Key persons keep individual records on children's achievements and progress. These are kept securely on site. Permission has been granted by Ofsted to take records off site for the purpose of updating and writing up progress reports as necessary.
- We allow parents access to their own children's developmental 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 at the start of playgroup are:
Parent/carers wait with their child in the area between the main door and driveway until the door is opened at 9.30am.
- The procedures for collecting children are:
Parent/carers are able to enter the driveway & waiting area once the children are safely inside following any outside play in the garden. The gates to the driveway will usually be opened by 12.20pm.
- We only permit the authorised person to collect a child from the playgroup unless we have already received permission for another named adult to do so.
- In an emergency situation, where the authorised person cannot collect the child, she/he must contact the playgroup and give the name of the person who will collect the child on their behalf. On arrival that person should make themselves known to the person in charge before taking the child from the premises. A password system is in operation. The child's safety will be the primary concern at all times.

Children with an identified need

- When a child is identified as having a particular need by either the parents/carers or a member of staff, the concern will be discussed with the parents/carers, as well as the person in charge.

- We will consult the local authority for advice on providing for the child's needs.
- We will follow the procedures set out in the Policy for Special Needs.
- We will consult parents/carers about all decisions that are made regarding the provision for their child.

References and Regulations

Reference to the Early Years Foundation Stage safeguarding and welfare requirements

Parents/carers should be kept up to date with their child's progress and development. Practitioners should address any learning and development needs in partnership with parents/carers and any relevant professionals.

When a child is aged between two and three, practitioners must review their progress and provide parents/carers with a short written summary of their child's development.

Providers must only release children into the care of individuals who have been notified to the provider by the parent.

Providers must maintain records and obtain and share information. They must enable a regular two way flow of information with parents/carers and between providers.

Providers must make the following information available to parents/carers:

- How the EYFS is being delivered;

- The range and type of activities provided, daily routines and how parents can share learning at home;

- How the setting supports children with special educational needs and disabilities;

- Food and drinks provided for children;

- Details of the provider's policies and procedures;

- Staffing, the name of the child's key person and an emergency contact number.

Children Act Regulations relating to our policy

Records must be kept of the name, address and date of birth of each child and the name, address and telephone number of a parent.

When a parent has made a complaint about the service a statement must be kept of the procedure that was followed.

There is a responsibility (on the local authority) to provide appropriate services to children who are considered to be 'in need' as a result of problems caused to their development or health by a range of factors. Where a child has been identified as being in need, the local authority is required to work with other interested parties to promote the welfare of the child.

References

Department for Education: Statutory Framework for the Early Years Foundation Stage (2017)

Reviewed and revised October 2020