

Parents and Carers as Partners Policy

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The current version of any policy, procedure or guideline is the version held in the Knowledge Library on Workplace. It is the responsibility of all staff to ensure that they are following the current version.

Parents and Carers as Partners

EYFS: 1.16 2.1, 2.3, 2.6,
3.27, 3.48, 3.69, 3.74,

At YMCA Thames Gateway Group we welcome all as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner and include them as an integral part of the care and early learning team within all of our childcare settings. Working together ensures we can meet the individual needs of the family and child and provide the highest quality of care and education

The key person global system supports engagement with all parents and will use strategies to ensure that all parents can contribute to their child's learning and development. Parents contribute to initial assessments of children's starting points on entry and they are kept well informed about their children's progress using our parent zone communication app. Parents are encouraged to support and share information about their children's learning and development at home. The key person seeks to engage them in guiding their child's development at home too and ensures all practitioners use effective, targeted strategies and interventions to support learning that match children's individual needs.

Our policy is to:

- Recognise and support parents as their child's first and most important educators and to welcome them into the life of their child's setting
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child
- Welcome all parents into our settings at any time and provide an area where parents can speak confidentially with us as required by appointment
- Ensure childcare documentation and communications are provided in different formats to suit each parent's needs, e.g. Braille, multi-lingual, electronic communications where possible (must be requested)
- Ensure that all parents are aware of the YMCA Thames Gateway's children's services policies and procedures. A detailed parent prospectus will be provided and our full policy documents are available to parents at all times in the office or foyer areas
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- Build contact with our family inclusion officer to provide support for parents in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops and training where required
- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parents' evenings and a parents' forums
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of their setting, the types of food

and drinks provided for children and events through regularly distributed newsletters, parent consultations and updates through parent zone app

- Operate a key person system to enable parents to establish a close, working relationship with the practitioners in their child’s room and to support two-way information sharing about each child’s individual needs both in their setting and at home
- Inform parents on a regular basis about their child’s progress and involve them in shared record keeping. Parents’ consultations will be held at least twice a year. The setting staff will consult with parents about the times of meetings to ensure everyone is included
- Actively encourage parents to contribute to children’s learning through sharing observations, interests and experiences from home. This may be verbally, sharing photographs and written formats using the parent zone app
- Agree the best communication method with parents e.g. email, face-to-face, telephone and share information about the child’s day, e.g. food eaten, activities, sleep times etc.
- Consider and discuss all suggestions from parents concerning the care and early learning of their child and their settings operation
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities including signposting to relevant services, agencies and training opportunities
- Provide all parents with information of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents
- Make sure all parents have access to our written complaints procedure
- Share information about the Early Years Foundation Stage, young children's learning in the childcare setting, how parents can further support learning at home and where they can access further information
- Provide a written contract between the parent(s) and the setting regarding conditions of acceptance and arrangements for payment
- Respect the family’s religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so
- Inform parents how we support children with special educational needs and disabilities
- Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires, suggestion system and encouraging parents to review working practices. We will evaluate any responses and publish these for parents with an action plan to inform future, policy and staff development.

This policy was adopted by	YMCA Thames Gateway Group
On	10/02/2023
Signed on behalf of the provider	
Name of signatory	Amanda Allen
Role of signatory (e.g. chair, director or owner)	Head of Family and Children’s Services

Policy review date	10/02/2024 – on or before
Name of reviewer	_____
Signature of reviewer	_____
Role of reviewer	_____