**Working With Parents Policy**

**Setting Statement**

Little blossoms staff 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 the setting.

**Procedure (How we put the statement into practice**.

Where possible we gather up to date information regarding working in partnership with parents and attend local authority training programmes regularly

All the policies and procedures for the setting are available to download via our Little Blossom web site.

A contract is drawn up and signed 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 setting and dated. A copy is given to the parent(s) and any other party involved in the financial arrangements. Should you require an invoice please ask and it will be provided. The contract is reviewed every 12 months or when circumstances change.

Wherever possible the staff 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 as detailed in the equal opportunities policy.

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

We will notify all parents in advance when we are due to be inspected by Ofsted so that parents can contribute their views to the inspector if they want to. We will supply parents with a copy of the Ofsted report within five working days of receiving the report via the website.

We will keep parents regularly informed about our daily routines and childcare practices and share information about the children with parents using face-to-face meetings. We informally share information when the children are collected or dropped off.

We maintain a record of parent(s)’ and/or emergency contact details, contact details for the child’s GP and appropriate signed consent forms. All details will be kept confidential and records are kept secure.

Children will only be released from our care to the parent(s)/carer(s), or to someone named and authorised in writing by the parent/carer. A password might be used to confirm identity if the person collecting the child is not previously known to staff.

If a child is identified as a child in need (section 17 of the Children Act 1989) we will with the parent’s permission, give appropriate information to referring agencies if asked.

Parents to inform us 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. All information shared will be kept confidential unless there appears to be a child protection issue.

We offer meetings with parents to discuss their child’s care and education and any issues or concerns, preferably when the child is not present. If we do not share the same first language as the parents, we will take whatever action necessary to facilitate effective communication. This may include seeking guidance from the local Early Year’s team.

We, together with parents try 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 complaints will be investigated. Please see the Complaints Policy.

All significant incidents are recorded and will be shared and discussed with parents so that we can work together to resolve any issues.