

Howe Dell Day Care

Partnership with Parents Policy

Policy adopted in August 2007, to be reviewed May 2026

Aim

Parents (The term 'parent' implies any person or body with parental responsibility such as foster parent or carer). We recognise that parents play a fundamental role in their child's development and that this should be acknowledged as the basis for a partnership between Howe Dell and parents. The staff team are committed in working in partnership with parents to provide high quality, safe and stimulating care, and learning and play opportunities for children.

Procedure

All parents will be expected to complete the relevant registration paperwork.

Staff will ensure that policies and procedures are readily available for all parents to see. Parents are welcome to comment and be involved in the settings policies and procedures.

Staff will consult with parents on a regular basis about the activities that are planned and provided for their children.

Staff will ensure that parents are made to feel welcome and valued in all dealings with the setting.

Staff will ensure that parents concerns are always listened to whenever they are raised.

Staff will make all information and records held by the setting on a child available to their parents on written request, unless it is subject to investigation by the police or other statutory agencies.

Staff will ensure there are regular opportunities for parents to meet with staff to discuss their child's progress.

Staff will ensure that any complaints from parents are dealt with swiftly and effectively in accordance with the provisions of the complaints policy. See Complaints Policy

Staff will provide parents with formal and, if necessary, confidential means to comment on the work of the setting. Parents are encouraged to leave suggestions for Day Care.

Staff will keep parents up to date with any changes in the operation of the setting, such as alterations to the staff team or fee levels.

We will provide parents with updates on Tapestry, emails and newsletters off any changes and the activities the children have been participating in. We may consult with parents, when appropriate, when making changes in provision. Staff will provide verbal feedback to parents on a daily basis with information regarding the children's activities throughout the session.

Parents are requested to keep us informed of any changes to personal circumstances, which may have an effect upon a child, e.g. change of address, telephone number, doctor, emergency contact.

Parents are also requested to keep us informed of any circumstances, which could have an effect on a child's emotional well-being, e.g. bereavement, separation or illness in the family.

Staff will provide planned activities, displayed in the setting for parents to view.

Staff will ensure that they keep up to date with record keeping with regards to the children e.g. face to face conversation, daily diaries/charts, development charts and Tapestry.

Regular parent's consultations will be arranged where parents can meet with staff, discuss their child's progress and provide information on health topics, child development and managing behaviour.

Parents/Carers are always welcome to comment on the service offered.