

## **EYFS Working in Partnership with Parents Policy**

In Early Years, 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.

### **Procedures**

- We ensure that there is a system of communication between our EYFS setting and parents/carers.
- Make every effort to ensure that information for parents/carers is made accessible to them.
- Arrange a briefing meeting with parents/carers before their child's admission, parents are informed about policies and procedures.
- 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 children's arrival and collection are clear, and understood by all staff and parents/carers.
- Establish a system in which only authorised adults 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.

### **Sharing information**

- A discussion is held before a child's admission to discuss practice and procedures in Early Years and to complete the required contact forms.
- 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 Nursery/Reception Class organisation.
- We provide information about themes/topics through regular newsletters.

- Parents are advised about visits/outings by letter and are informed about the purpose of the visit.
- We believe that the child's named key person is central to every exchange of information. Parents/carers are welcomed into Early Years to discuss their child's progress and welfare with the Key Worker/Head of Early Years and are urged to share any relevant information about changes to their child's normal family life routine.
- We pass any changes of details held about a child's circumstance 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 worker/Head of Early Years within Nursery. The key person must discuss any issues that cannot be resolved with the Head of EYFS and then the Head of Junior School if needed.

### **Dealing with complaints**

- The Head of Early Years/Reception Class Teacher deals initially with any general concerns/issues about the nursery/class and ensures that any information is passed on to the Head of EYFS.
- Any complaint is dealt with promptly by the Head of EYFS who then refers the complaint to the Headteacher. 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 and ISI, should the need arise. These are on display.

### **Privacy and confidentiality**

- Any personal data on children and their parent/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/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 more detailed reports are offered through written reports to parents/appointments by arrangement to discuss specific concerns (open door policy).
- Key persons may keep individual records on children's achievements and progress. These are kept securely.
- We allow parents access to their own children's records on request.
- We do not allow parents access to the records of other children unless as part of a Tapestry Record (See Tapestry Policy).