



Strawberry Hill Pre-School And Wrap Around Care

Working with parents Policy

Wrap Around Care =
St James Breakfast and After School Club
St Richard Reynolds Breakfast and After School Club
Twickenham Prep Wrap Club

Strawberry Hill Pre-School and Wrap Around Care 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 at our pre-school.

We keep up to date about working in partnership with parents and carers and with relevant legislation by taking regular training.

All parents receive a copy of our policies and procedures, which detail how we run our settings.

We draw up and sign a written registration pack with parents before the placement starts which details the expectations of the care to be provided. The contract is signed by the parent(s) and dated. A copy is given to the parent(s) and any other party involved in the financial arrangements. We provide a weekly copy of the Pre-School short term planning so that parents are aware of what their child/children are doing.

Wherever possible we 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 registration forms. These records are revisited and updated during termly reviews with parents. (Reviews preschool only)

We will notify all parents in advance when we are to be inspected by Ofsted in England or the Care Standards Inspectorate for Wales (CSIW) in Wales so that parents can contribute their views to the inspector if they want to. We will supply parents with a copy of the Ofsted or CSIW report within five working days of receiving the report.

We keep parents regularly informed about our daily routines and childcare practices and share information about the children with parents using verbal and written methods plus termly meetings. 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 by the parent/carer. A password might be used to confirm identity if the person collecting the child is not previously known to us.

If a child is identified as a Child in Need (section 17 of the Children Act 1989) we will, normally with the parent's permission, give appropriate information to referring agencies.
<https://www.legislation.gov.uk/ukpga/1989/41/section/17>

We expect 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 will offer regular review 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 Years team.

Together we will work with parents 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 in an incident book and will be shared and discussed with parents so that we can work together to resolve any issues.

Reviewed March 2022