



Partnership with Parents Policy

Rationale

Alwoodley, Roundhay and Moortown Children's Centres are committed to the principles of the 'Early Years Foundation Stage' and will work with parents to ensure children are safe, achieve well and live positive and healthy lives.

Alwoodley, Roundhay and Moortown Children's Centres will provide quality education, information and care for their children and ensure that parents are involved in all aspects of the Centre's work and have access to relevant documentation outlining the policies and practices of the Centre and the development of their child.

Alwoodley, Roundhay and Moortown Children's Centres has written this policy to ensure that best practice and procedures are carried out at the Centre. This policy complies with the legal requirements of the Early Years Foundation Stage statutory framework.

Aims

- We will ensure that parents will feel valued and respected in all of their dealings and communication with the Centre.*
- We will develop a strong partnership between home and the Centre based on respect, trust, transparent working and honesty.*
- Alwoodley, Roundhay and Moortown Children's Centres will value the contribution that parents have to make to their child's development and to Alwoodley, Roundhay and Moortown Children's Centres.*
- We will develop effective communication systems at all times between the child's family and Centre to ensure parents are well informed about their child's progress and welfare.*

Implementation of the Policy

- 1. Alwoodley, Roundhay and Moortown Children's Centres will ensure that parents and carers always feel welcome and valued at the Centre.*
- 2. Alwoodley, Roundhay and Moortown Children's Centres will operate an open door policy welcoming parents at anytime. Staff members will be polite, respectful and courteous to parents and carers at all times.*



3. *Alwoodley, Roundhay and Moortown Children's Centres* will ensure that parents' or carers' concerns are listened to, taken seriously and treated sensitively by the Centre.
4. *Alwoodley, Roundhay and Moortown Children's Centres* will ensure that parents or carers receive a swift response from the Centre either verbally or in writing to any issues or concerns they have raised.
5. *Alwoodley, Roundhay and Moortown Children's Centres* will follow the legal requirements of the Freedom of Information Act by ensuring all information and records held by the Centre are made available to their parents or carer upon request, and in accordance with the Centre policy.
6. *Alwoodley, Roundhay and Moortown Children's Centres* will ensure that copies of the Centre's policies and procedures are available to Centre users upon request to the Centre Manager.
7. *Alwoodley, Roundhay and Moortown Children's Centres* will display the weekly programme of activities and planning within the groups and activities.
8. *Children's Centre staff* will be available for parents or carers to meet with to discuss their child. In the case of parents who are unable to meet in normal Centre hours, every effort will be made to find a mutually convenient time.
9. *The Centres* will deal with complaints by parents and carers according to the Centre's Complaints Policy.
10. *Alwoodley, Roundhay and Moortown Children's Centres* will ensure that complaints made by parents or carers are investigated thoroughly and as quickly as possible.
11. *Alwoodley, Roundhay and Moortown Children's Centres* will ensure that any changes to Centre policies and procedures will be communicated to the parents via the newsletter, displays and website.

Information Available to All Parents

The following information will be available for all parents on the Parents Information Board and Folders which are kept within Children's Centre groups and activities.

- 1) The range and nature services and activities available at the Centre.



- 2) Policies and procedures.
- 3) Details for contacting OFSTED.
- 4) Uncollected Child Policy.
- 5) Missing Child Policy.

New Parents and Carers Induction Process

All new parents and carers will be given an induction pack which contains the following information;

1. Children's Centre Registration form
2. Key Policies and Documentation for completion. (Group Agreements created by group users/ photograph Consent form)
3. Children's Centre What's On Guide
4. Recent newsletters and letters.

In addition new parents and carers will be given a tour of the Centre during working hours, to allow the parents to see how the Centre operates. The Group Facilitator will have a short meeting with every new parent/carer to discuss expectations that the Centre has and to provide parents with an opportunity to raise questions or concerns.

Sharing of Information

At Alwoodley, Roundhay and Moortown Children's Centres we have a wide range of communication strategies, including:

- Direct telephone calls (as necessary) to report positive as well as negative incidents.
- Programme of Activities and Copies of Planning available to parents.
- We display daily timetables and details of *Alwoodley, Roundhay and Moortown Children's Centres* on the noticeboard in the main reception of each centre.

Dealing with Complaints

- The Centre Manager will deal with complaints in the first instance according the procedures outlined in the Complaints Policy.



- Complaints will be dealt with promptly and ensuring the highest level of confidentiality. The Centre will keep detailed records of the complaint and these will be retained by the Centre Manager.
- If any action is required as a result of the complaint, it is the responsibility of the Centre Manager to ensure that this takes place.
- Details of how to contact OFSTED are made available upon request.

Privacy and Confidentiality

- The Centre will ensure that all data about children, parents and Centre users will be stored securely.
- The highest level of confidentiality will be maintained at all times and only staff who are involved will be informed of any details if the Centre manager feels it is in the best interests of everyone concerned.
- Staff members record the progress and observations of the child's achievements and progress. This information is stored securely and can be seen by parents upon request; however it will be shared with parents and carers during individual support sessions.
- The Centre will never allow parents and carers access to the information, data or records of any other child or parent.

Children with an Identified Need

- If the Centre identified that a child has a special need this will be discussed with the child's parents at carers at the earliest opportunity and in a sensitive manner.
- *Alwoodley, Roundhay and Moortown Children's Centres* will seek advice from a range of partner agencies and professionals if they require specialist advice on supporting and meeting the child's needs.
- *Alwoodley, Roundhay and Moortown Children's Centres* will follow the Centre's Special Needs Policy and Procedures.
- *Alwoodley, Roundhay and Moortown Children's Centres* will fully involve parents and carers in the development of individual plans and involvement of agencies or professionals.

Any questions about this policy should be directed to the Centre Manager



Alwoodley, Roundhay & Moortown
Children's Centre Group