



Partnership With Parents/Carers Policy- Including Parent/carer agreement

Aim

This setting believes parents/carers and staff need to work together in a close partnership to ensure children receive quality care and early learning that suits their individual needs. We recognise the fundamental role parents/carers have in their child's development and our aim is always to support the role of parents/carers and welcome them into the life of the setting. Two-way sharing of information and a relationship built on trust and understanding is key to this.

Policies and Records

We will:

- Recognise and support parents/carers as their child's first and most important educators, and to welcome them into the life of the setting.
- Ensure all parents/carers are signed up to (or are supported to access) the setting's online learning journey Tapestry app, where parents/carers are able to log on and see their child's development in real time as soon as they are uploaded
- Ensure that all parents/carers are aware of the setting's policies and procedures, documentation and consent forms. Available on the website and within the registration documents.
- Inform all parents/carers of the systems for registering queries, compliments, complaints or suggestions; check these systems are understood by parents/carers. All parents/carers have access to the setting's written Complaints Procedure.
- On request, all parents/carers are entitled to see all records kept about their child. This will be provided in line with our Data Protection/GDPR policy.
- Provide a written contract between the parent(s)/carer(s) and the setting regarding conditions of acceptance of a childcare place and arrangements for payment and funding.
- Respect the individual circumstances of every child, individual or family; there will be no unlawful discrimination on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.
- Clearly share information on fees, payment schedules and any additional charges that may occur as part of the care of child/ren and any subsequent changes we need to implement, in a timely manner.



- Ensure parents/carers are aware of the management structure of the setting and the roles and responsibilities of management and staff.
- Explain to parents/carers the deployment of staff at the setting and, when relevant and practical, involve parents/carers in the decision-making process.
- Provide opportunities for parents/carers to join the Management Committee if they wish to be involved in the running of the setting
- Encourage parents/carers to participate with fundraising events at the setting.

Communication

We will:

- Maintain regular contact with parents/carers to help the setting to build a secure and beneficial working relationship for their children.
- Inform parents/carers about the setting's activities and events through regular emails.
- Operate a key person system to enable a close working relationship with all parents/carers.
- Support two-way information sharing regarding each child's individual needs both at the setting and at home.
- Inform parents/carers on a regular basis about their child's planning, progress and time at the setting and involve them in the shared record keeping.
- Ensure parents/carers have the opportunity to offer feedback and suggestions concerning the care and early learning of their child and running of the setting. This will be done by questionnaire
- Welcome parents/carers into the setting to share with the children any skills and/or experiences they may have e.g. reading a story in another language, talking about their job, cooking skills, bringing in a baby sibling or pet etc.
- Explain to the parents/carers how the requirements of the Early Years Foundation Stage (EYFS) are being delivered in the setting and how parents/carers can access more information.
- Explain to parents/carers the range and type of activities and experiences provided for the children, the daily routines of the setting and how parents/carers can share learning at home.



Parent/Carer Agreement/Contract

To enable us to effectively work in partnership with you and care for your child/ren, we have an agreement that we ask you to sign prior to your child/ren taking up a place.

It is recommended that parents review the contract thoroughly, ask for clarification on any unclear points, and keep a copy of the signed agreement for their records.

We need you to agree to:

Providing child and parent information:

- Full name, date of birth, and address of the child.
- Parent's or legal guardian's full name, address, and contact information.
- Details of who has parental responsibility for the child and who has legal contact with the child
- Any restrictions on contact with the child from a court order.
- Any care orders in place for the child
- At least 2 emergency contacts (we will work to identify these with you if needed)
- Details of any special needs, allergies, intolerances or dietary requirements.
- Information on any existing medical conditions or medications.
- Any information we need to know about your child's health, development or wellbeing and any emotional or behavioural concerns.
- Inform us of any changes to the above information as soon as they occur so we can keep your child/ren safe.

Providing previous childcare provider information:

- Full name and address of the childcare provider (e.g., nursery, childminder).
- Provider's registration number and contact details.

Us providing emergency medical treatment and understanding our responsibility to report concerns about the welfare and safety of your child/ren

- First aid treatment in the event of an accident
- Contacting emergency services if there is a more serious incident, in line with our emergency procedures



- Communicating with you regarding any concerns we have about your child/ren regarding their emotional wellbeing, behaviour or safety.

Paying of fees, deposits, late fees etc in a timely manner

- Setting up a direct debit or standing order
- Paying as invoiced in an agreed way e.g. BACS, cheque etc
- Making payments in line with our terms and conditions (see welcome/information pack/Website)

Policies and procedures:

- Read the policies shared with you in your welcome pack – specifically Safeguarding and Child Protection, Cancellation, Attendance and absence, Illness and medication, Emergency procedures and contact information, Data protection and privacy, and Procedures for handling complaints and resolving disputes.
- Agree to report any absence (planned e.g. a holiday, or unexpected e.g. an illness) as soon as possible, in advance if planned or within the first hour of opening if unexpected.

Behaving appropriately and respectfully towards other adults in our setting

- Our staff and management
- Other parents/carers

Legal and Contractual Clauses:

- Our notice statement
- Our terms and conditions

By signing this agreement/contract, you are agreeing to follow our terms and conditions, provide all information we need about you and your child/children to care for them effectively, accept our communication processes and our working in partnership aims.

Parent/Carer Name.....

Parent/Carer Signature.....

Date.....

Setting representative

Name.....

Setting representative

signature.....

Role.....

Date.....

August 2025



Copy to be retained by setting and filed, copy to be given to parent/carer

This agreement may be subject to change, if this is necessary (e.g. changes to legislation about the information we need to hold about you or your child/ren) we will inform you and provide you with an updated agreement for you to sign.