



Parents and Carers as Partners

February 2025

At YMCA Childcare we believe that parents and staff need to work together in a close partnership for children to receive the quality of care and early learning to meet their individual needs. We welcome all parents as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner and include them as an integral part of the care and early learning team within the setting. Working together ensures we can meet the individual needs of the family and child and provide the highest quality of care and education.

The key person system supports engagement with all parents and will use strategies to ensure that all parents can contribute to their child's learning and development. We ask parents to contribute to initial assessments of children's starting points on entry and they are kept well informed about their children's progress. Parents are encouraged to support and share information about their children's learning and development at home and the key person seeks to engage them in guiding their child's development at home too. The key person system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs.

Our policy is to:

- Recognise and support parents as their child's first, and most important, educators and to welcome them into the life of the setting
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child
- Welcome all parents into the setting at any time and provide an area where parents can speak confidentially with us as required
- Welcome nursing mothers. The setting will make available a private area whenever needed to offer space and privacy to nursing mothers
- Ensure our childcare documentation and communications are provided in different formats to suit each parent's needs, e.g. Braille, multi-lingual, electronic communications
- Ensure that all parents are aware of the organisation's policies and procedures. A detailed parent prospectus will be provided and our full policy documents will be available to parents at all times in reception.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- Support parents in their own continuing education and personal development including helping them to develop their parenting skills and





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inform them of relevant conferences, workshops and training, where required

- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parents' evenings and a parents' forum
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and any events planned through regularly distributed newsletters, our website and our Facebook page.
- Operate a key person system to enable parents to establish a close working relationship with a named practitioner and to support two-way information sharing about each child's individual needs both in our care and at home. Parents are given the name of the key person of their child and their role when the child starts and updates as they transition through the setting
- Inform parents on a regular basis about their child's progress and involve them in shared record keeping. Parents' evenings are held at least twice a year. The setting will consult with parents about the times of meetings to avoid excluding anyone
- Actively encourage parents to contribute to children's learning through sharing observations, interests and experiences from home. This may be verbally, sharing photographs or in written form
- Agree the best communication method with parents e.g. email, face-to-face, telephone and share information about the child's day, e.g. food eaten, activities, sleep times etc.
- Consider and discuss all suggestions from parents concerning the care and early learning of their child and our settings operation
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the setting including signposting to relevant services, agencies and training opportunities
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents
- Make sure all parents have access to our written complaint's procedure
- Share information about the Early Years Foundation Stage, young children's learning in the setting, how parents can further support learning at home and where they can access further information
- Provide a written contract between the parent(s) and us regarding conditions of acceptance and arrangements for payment





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- Respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so
- Inform parents how we support children with special educational needs and disabilities
- Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires, suggestion system and encouraging parents to review working practices. We will evaluate any responses and publish these for parents with an action plan to inform future, policy and staff development.

This policy was reviewed on:	Reviewed by:	Date for next review:
21.02.2025	K. Streater	20.02.2026
Signed on behalf of YMCA Trinity Group:	A.Spence	

