



## Working in partnership with parents/carers and other agencies policy

Alongside associated procedures - Working in partnership with parents/carers and other agencies, this policy was adopted by *The Enchanted Wood* in **March 2025**

### Aim

We actively promote partnership with parents/carers and recognise the importance of working in partnership with other agencies to promote the well-being of children and their families. This includes signposting parents/carers to support as appropriate.

### Objectives

- We believe that parents/carers are children's first and most enduring educators and our practice aims to involve and consult parents/carers on all aspects of their child's well-being.
- We also recognise the key role parents/carers must play in the day-to-day organisation of the provision.
- We consider parents/carers views and expectations and will give the opportunity to be involved in the following ways:
  - sharing information about their child's needs, likes, achievements and interests
  - settling in their child to the agreed plan according to our settling in procedures
  - taking part in children's activities and outings
  - taking part in activities and events arranged by the nursery.
  - contributing to the learning journey of their child with information, photos and stories updated in the Family app that illustrate how their child is learning within the home environment, taking part in day-to-day family activities
  - Sending out parent feedback forms to continue to build the relationship and get the appropriate feedback to continue to develop and grow.
  - Ofsted and the setting contact details are displayed for parents/carers who have a complaint that cannot be resolved with the setting manager in the first instance, or where a parent/carer is concerned that the EYFS standards are not being maintained

## **Partnership and signposting to other agencies**

- We are committed to ensuring effective partnership with other agencies including:
  - local authority early years services about the EYFS, training and staff development
  - local programmes regarding delivering children's centres or the childcare and early education element of children's centres
  - social welfare departments regarding children in need and children who need safeguarding or for whom a child protection plan is in place
  - child development networks and health professionals to support children with disabilities and special needs
  - local community organisations and other childcare and early education providers
  - Ofsted and setting contact details are made available to other agencies who have a complaint that cannot be resolved with the setting manager in the first instance, or where a parent/carer is concerned that the EYFS safeguarding and welfare standards are not being maintained.

## **Legal references**

Childcare Act 2006

Education Act 2011