

## Working in partnership with Parents/families



It is very important for your child that we work in partnership. This will give your child continuity of care and s/he will not become confused with different standards of behaviour and boundaries.

It is crucial that we have a good relationship and work together to meet the needs of your child. I welcome and listen to parents and families as they are the experts on their children. Respect will be shown for families' traditions and childcare practice. I will set up a contract with you so that everyone is clear about the service that is being offered. This should be followed up with regular discussions and updates.

**Communication** is an important part of our relationship.

Although drop off and collection time isn't always a good time to stop and chat I am always happy to discuss your child and their care with you at any time that is convenient to us both, whether in person or over the phone. I will text you if there is any information that needs your attention before pick up time I will also send home a paper message if needed.

I would appreciate it if you could inform me if there are any changes to contact numbers for yourselves, including work and mobile numbers and those of your emergency contacts.

If I have any concerns about your child's behaviour, development, eating etc. I will share them with you and if necessary work with you to seek support from outside agencies.

If you have any concerns or issues regarding the care I am providing for your child, please do let me know. Often a concern is a simple misunderstanding that can easily be resolved; un-aided it can fester and become a major issue.

I email parents with news and photos and send home a **termly newsletter** to give information to parents about issues such as:

- New children welcome note, or goodbye note to children leaving
- Any birthdays
- Photos & Pictures of/by the children
- Information updates

I am very much looking forward to working in partnership with you to care for your child.

Lucy Madge  
March 2018