



Parent Partnership

We aim to work with parents/carers to support and guide them in their role as educators, and involve them as much as possible in their child's progress and their life at Allsorts.

Practice

- Ensure all parents are made to feel welcome and respected.
- Ensure new parents are informed of group practices, policies and routines.
- Keep parents informed of child's progress and achievements, and give opportunities for/encourage parents to share in record keeping and their child's next steps through Family.
- Encourage parents and give opportunities to take part in home/ school activities with their child.
- Encourage parents' involvement in the management of the group or contribution to the group in whatever respect.
- Ensure meetings are held at times, dates and venues accessible and appropriate to all parents.
- Encourage parents to give their views and opinions as to the planning, curriculum, progress and general running of the setting.
- Assist parents in the transition period from preschool to reception class.
- Ensure parents are made aware of all aspects of the setting and the support it can give to families, and the support families can give to the setting.
- Communicate with parents via Family, newsletters, email, verbal messages or posters in all languages necessary to ensure information is relayed to all families.
- Listen to parent's views and opinions and act on them if appropriate.

Parent Helpers

- Parents are encouraged to come in and help out at preschool sessions whenever possible.
- Parents will be made welcome and introduced to all adults in the setting. Parents will be given information as to the storage of personal items, toilet facilities and basic expectations, rules and routines and mobile phone storage.
- Parents will be introduced to the children and treated with respect as another staff member.
- Parents will be made aware of the need for confidentiality within the setting.
- Parents will not be left alone with the children or counted in the staff ratio.
- If there is an emergency and there is insufficient staffing, parents may be required to make up ratios for a brief period of time.
- Parent helpers will be expected to adhere policies such as behaviour management, confidentiality, health and safety, child protection and smoking.

- Supervisory staff will diplomatically inform a parent helper if a problem does occur.
- Parents will take a full part in the activities of the setting but will not be left alone with the children for any reason.
- Any parent regularly attending to help out will be required to have an enhanced DBS disclosure.

Parent Behaviour

At Allsorts we are very fortunate to have a large parent body that are supportive and friendly. We recognise that the success of Allsorts Childcare is dependent on strong partnership between all members of the pre-school and school community. This partnership must be based on a polite, positive and respectful relationship and we believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. Behaviour that causes alarm or distress to users of the premises is contrary to these aims.

The purpose of this policy is to provide a reminder about the expected conduct from our Parents and visitors. We ask that all members of the pre-school and out of school community follow these principles:

- We all respect the children, parents and staff who use and work at Allsorts Childcare.
- Both Parents and staff need to work together for the benefit of the children.
- All members of the pre-school and out of school community should be treated with respect and, therefore, we must all set a good example in our own speech and behaviour.

In this context, threatening, violent or abusive behaviour, against any members of our Allsorts community, is unacceptable and will not be tolerated. All members of our community have a right to expect the pre-school and out of school to be a safe place in which to work and learn. Where the behaviour of parents or visitors falls below expected standards, Allsorts Childcare will take appropriate action.

Parental conduct

Parents are asked to communicate with each other and with other children, as well as all members of staff in a respectful and courteous manner; a manner in which they themselves would wish to be addressed.

Parental access

Parents/carers are only permitted to access the premises at core pick up times relevant to the individual setting.

Access to the building is not allowed during breakfast or afterschool club for the safety of the children and staff who are in attendance.

Behavioural Incidents

In order to support a peaceful and safe school environment, these types of behaviour are considered serious and unacceptable and will not be tolerated towards any member of the pre-school or out of school community which includes parents, children and staff.

- Conduct which undermines the safe and calm environment of pre-school or out of school provision.
- Using loud or offensive language, such as swearing.
- Shouting or rude/offensive tones in person or over the telephone.
- Displaying an unacceptable amount of anger or aggression.

- Threatening physical violence to a member of the pre-school or out of school community.
- Damaging school or personal property.
- Abusive telephone calls, emails, letters or other form of written communication.
- Defamatory comments about school staff or members of the pre-school or out of school club parent community on social media sites.
- Sexual abuse.
- Racial abuse.
- The use of physical aggression towards another adult or child. This includes physical punishment of one's own child.
- Approaching someone else's child in order to chastise them.
- Entering the school's premises without authorisation.

Procedures

Allsorts Childcare has processes in place for dealing with these behavioural incidents. Any behavioural incident will be reported to the relevant Director and/or Committee and appropriate procedure will be followed. This may include verbal warnings, written warnings and/or exclusion from the premises and services of Allsorts Childcare. At any stage, Allsorts may report serious incidents of abusive and threatening behaviour to the police. Allsorts has a responsibility to ensure that any act of actual or threatened violence is referred to the police immediately.

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