



## E1 - Partnership with Parents and Carers

*At Roots for Life, we believe that children thrive best in a consistent, loving environment where parents and carers play an active role in every aspect of their child's care and development.*

We aim to work in true partnership with families, recognising that parents are their child's first and most important educators. Together, we share the goal of helping each child reach their full potential, develop confidence, and enjoy meaningful, happy experiences throughout their time with us. We also understand that parenting is an ongoing learning journey. Our dedicated team is here to support and empower parents with guidance, reassurance, and professional expertise as their children grow and develop through the Early Years.

### **How We Work in Partnership**

To create strong and trusting relationships with our families, we:

- Ensure all staff are friendly, professional, and approachable.
- Appoint Key Persons for every child, who acts to build a strong bond with the child.
- Use EYLog to share termly progress updates.
- Communicate through WhatsApp messages, ensuring consistent and accessible communication.
- Send monthly newsletters and calendars highlighting upcoming events, learning topics, and important updates.
- Encourage parents to contribute to their child's learning journey, such as adding 'Wow Moments' on EYLog or sharing items for our floorbook.
- Respond promptly and thoughtfully to all queries and concerns raised by parents and carers.

We aim to build an open, transparent, and supportive relationship with every family, where communication is two-way and focused on the best interests of the child.

### **Parent Communication and Handover**

At Roots for Life, our first responsibility is the wellbeing and safety of the children. Staff's primary focus throughout the day is engaging, supporting, and observing the children in their care. For this reason, we do not provide detailed daily handovers for every child. Instead, handovers are provided when:

- There is a non-routine update (e.g., illness, behaviour changes, unusual events)
- A child requires additional communication (e.g., during toilet training, settling-in, or health management)

Where appropriate, a personalised communication diary may be used for individual needs. Parents are always welcome to ask staff for updates, and our team will respond warmly and informatively whenever possible.

### **Information Sharing**

We believe that communication should be consistent, reliable, and respectful. As such:

- All families are kept informed of key information through digital platforms including EYLog, WhatsApp, and newsletters.
- Sensitive information will only be shared with relevant individuals, in accordance with our

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Confidentiality and Safeguarding Policies.

- We let parents know ahead of any information being shared with other. Consent is assumed unless a parent withdraws it.

It is important for all parents and carers to be aware that when required by law (e.g. Safeguarding), Roots for Life is legally obliged to share information. Parents will be informed of these handovers in advance wherever possible.

### **Supporting Parents and Carers**

We understand that parenting can be challenging, and we are committed to supporting families holistically.

We do this by:

- Ensuring all staff are knowledgeable and approachable, able to signpost parents to useful information or services.
- Providing practical resources and advice, including printed materials for those who prefer or require them.
- Offering every family a starter pack which includes key information about oral hygiene, routines, and child development.
- Building a community where parents feel heard, respected, and supported.

### **Parent and Carer Code of Conduct**

At Roots for Life, we expect all members of our community, staff, parents, carers, and visitor, to treat one another with respect, kindness, and professionalism.

By choosing Roots for Life, all parents and carers agree to the following expectations:

- Respectful Behaviour
- Speak to all staff, children, and other families in a respectful and calm manner.
- Avoid shouting, swearing, threats, or physical aggression at any time.
- Raise concerns privately and respectfully, never through confrontation in front of children.
- Follow all safeguarding and security procedures, including signing in/out if entering the building, closing gates, and supervising siblings.
- Be aware that photography, recording, or sharing of images from within the setting is not permitted without prior consent.
- Mobile phones should not be used within the premises.
- To not consume alcohol or illegal drugs on site.
- To refrain from smoking or vaping on site.

Roots for Life reserves the right to withdraw services or restrict access in cases of persistent or serious breaches of this Code of Conduct, in order to safeguard the wellbeing of children and staff.

### **Use of Alcohol, Drugs, and Substances**

Parents or carers must not arrive at the setting under the influence of alcohol, illegal drugs, or any substance that may impair judgement or pose a risk to children. Staff have a duty of care and may refuse to release a child to a parent or carer who appears unfit to provide safe supervision. If necessary, staff will contact an alternative authorised adult to collect the child or seek advice from safeguarding agencies.

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### **Communication**

At Roots for Life, we value open and respectful communication. We ask that any queries or concerns be shared appropriately and courteously, following our Communication, WhatsApp, and Social Media Policy.

Our staff will always respond with care, professionalism, and respect, and we appreciate the same kindness and courtesy in return.