



Working with Parents Policy

Bumble & Bloom Childcare

At Bumble & Bloom Childcare we believe that strong, respectful partnerships with parents and carers are essential to every child's happiness, wellbeing and development. Parents are a child's first and most important educators, and we work together with families to provide consistent, loving and high-quality care.

Our commitment

- We treat every parent and carer with respect, warmth and openness, regardless of background, family structure or circumstances.
- We listen to parents' views, wishes and knowledge of their child and use this to shape the care we provide.
- We share information about each child's day, learning and wellbeing honestly, promptly and sensitively.

Settling in and getting to know your child

- We offer settling-in visits before a child starts, so children and parents can build familiarity with the setting.
- At registration we gather detailed information about each child's routines, likes, dislikes, dietary needs, medical needs, family and cultural background.
- We agree an individual care plan with parents and review it regularly as the child grows and changes.

Daily communication

- Parents receive daily updates through our childcare app, including photos, activities, meals, naps, nappy changes and observations.
- We are available at drop-off and pick-up for a friendly chat and any questions or concerns.
- Parents can contact Charlotte by phone, email or through the app at any reasonable time and we will respond as soon as possible.

Sharing learning and development

- Each child has an individual learning journal that tracks progress from their starting points through to school readiness.
- We share observations, next steps and progress check summaries (including the two-year progress check) with parents.
- Parents are invited to contribute observations, milestones and 'wow moments' from home to enrich the learning journal.

Working in partnership

- We involve parents in decisions about their child's care, learning and development.
- We seek parents' views through regular conversations and feedback and use this to improve our practice.

- With parental consent, we work alongside health visitors, speech and language therapists, schools and other professionals to support each child.

Respecting families

- We value and celebrate the diversity of every family and reflect this in our resources, activities and conversations.
- All information shared by families is treated confidentially and stored securely in line with our Data Protection & GDPR Policy.
- We use interpreters, translated materials or alternative formats where needed to make sure every family can be fully involved.

Concerns and feedback

- We welcome feedback from parents at any time and see it as an opportunity to learn and improve.
- Any concern is taken seriously and addressed promptly and respectfully in line with our Complaints Procedure.
- Parents can escalate unresolved concerns to Suffolk Childcare Agency, our registering childminder agency.

Review

- This policy is reviewed at least annually and updated in light of feedback from families and any changes to the EYFS framework.