



Working Together with Families Policy

At **Little Cygnets Childcare Ltd**, we recognise the prime role that parents and carers play in their children's upbringing. We believe in working in partnership with parents and carers, as you know your child best. We value your input, respect your beliefs, and aim to provide continuity of care in line with your family's values.

Key Person System

Each child is assigned a **key person** to ensure they receive individualised attention and care. We hold **Meet 'n' Greet** sessions to allow parents and carers to meet their child's key person.

Main Duties of the Key Person:

- Help the child feel familiar with the setting.
- Support the child in feeling confident and safe within the environment.
- Build a positive and trusting relationship with the child and their parents/guardians.
- Promote self-belief, respect for cultural beliefs, and confidence.
- Respond sensitively to the child's feelings, ideas, and behavior.
- Collaborate with parents/guardians to ensure continuity of care.
- Conduct regular observations on the child to track progress.
- Maintain and update daily diaries for each child.
- Keep the child's records and files up to date.

Written Contracts and Agreements

We will provide a written contract with parents that outlines the expectations of both parties regarding the care of the child and the business arrangements. This ensures clear understanding and agreement on all aspects of childcare.

Respect for Family Traditions and Beliefs

We respect and honor the traditions and childcare practices of each family. Our service is designed to run harmoniously with your family's values, wishes, and beliefs, ensuring a smooth and supportive childcare experience for all involved.

Open Communication

Effective communication is key to a successful partnership. We encourage parents to share any concerns, questions, or ideas they may have. We are always happy to discuss ways in



which we can improve the care and experience of your child, and we welcome feedback that has a positive impact on the child's well-being and development.

Signed (Jessica Burns): Jessica Burns

Signed (Scott Marshall): Scott Marshall

Review Date: March 2026