

Pre-school Learning Alliance Children Centre Procedures

CC10 Working in Partnership

CC10.1 Working in Partnership with Families and Other Agencies

The Pre-school Learning Alliance believes that families should be central in all services provided for young children. They are involved in all aspects of their child's care; their views are actively sought and they are actively involved in the running of the centre in various ways.

Pre-school Learning Alliance centres work in partnership with local and national agencies to provide services and to promote the well being of all children.

Links to Every Child Matters

Being healthy
Staying safe
Enjoying and achieving
Making a positive contribution
Achieving economic well-being

Families

- Families are provided with written information about the centre, including information about the centre's safeguarding actions (CC6.0a)
- Families are made to feel welcome in the centre; they are greeted appropriately, there is adult seating and provision for refreshment.
- Every effort is made to accommodate families who have a disability or impairment
- The expectations that Pre-school Learning Alliance centres make on families are made clear at the point of registration.
- There is sufficient opportunity for families to share necessary information with staff and this is recorded and stored to protect confidentiality.
- According to the nature of the centre, there is provision for families to be involved in activities that promote their own learning and well being.
- Families are involved in the social and cultural life of the centre and actively contribute to it
- The service is provided in a flexible way to meet the needs of families.
- There are effective means for communicating with families on all relevant matters and there is a complaints procedure (CC9.2) which is referred to when necessary
- Every effort is made to provide an interpreter for families who speak a language other than English and to provide translated written materials

- Information about a child and his or her family is kept confidential within the centre. The exception to this is where there is cause to believe that a child may be suffering, or is likely to suffer, significant harm, or where there are concerns regarding child's development that need to be shared with another agency. Parental permission will be sought unless there are reasons not to in order to protect the safety of the child. Reference is made to the Pre-school Learning Alliance's *Information Sharing Protocol* on seeking consent for disclosure.
- Families' views are sought regarding changes in the delivery of the service.
- Consultation with families is a continuous process which supports decision making and the further development of the centre and its services
- Families are actively encouraged to participate in decision making processes according to the structure in place within each centre.

Agencies (integrated working)

- Pre-school Learning Alliance centres work in partnership, or in tandem with, local and national agencies to promote the wellbeing of children and to provide integrated services wherever possible to address the needs of children, young people and families using the service.
- There are opportunities for joint training and joint working where this is appropriate
- There is a shared vision and agreed principles for working with children and families based upon the Alliance's values and policies and procedures
- Service Level Agreements (SLAs) set out the precise relationship between the centre and the multi-agency service, including the basis on which staff are employed.
- Procedures are in place for sharing of information about children and families with other agencies. These are set out in the Pre-school Learning Alliance's information sharing protocol, safeguarding procedures and SEN procedures.
- Information shared by other agencies (third party information) is also kept in confidence and not shared without consent from that agency.
- When working in partnership with staff from other agencies, individuals are made to feel welcome in the centre and professional roles respected.
- Staff follow the protocols for working with agencies, for example on child protection and risk assessment.
- Staff from other agencies do not have unsupervised access to the child they are visiting in the centre and do not have access to any other child/ren during their visit.

- Staff do not casually share information or seek informal advice about any named child/family.
- Pre-school Learning Alliance centres consult with local and national agencies who offer a wealth of advice and information that is of general use promoting staff understanding of issues facing them in their work and who can provide support and information for families. For example, ethnic/cultural organisations, drug/alcohol agencies, welfare rights advisors or organisations promoting childcare and education, or adult education.