Parents & information

Working in partnership with parents and carers

Two-way communication, shared arrangements and respect for each child's family.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Before attendance

Discuss the child's interests, communication, care, health and dietary needs, emergency contacts, permissions and collection arrangements through a private enrolment process. Confirm the session, price and terms before a booking is accepted.

Explain the programme, practical activities, supervision, outings, contact route and current approved policies. Introduce the appropriate manager and safeguarding contact. No published family phone or email is assumed from Harper Learning.

Ongoing communication

Agree how families receive practical updates, questions, concerns and relevant learning observations. Listen to children and parents and make communication accessible where support is needed.

Ask families to keep contact information and collection permissions current and tell the team about changes that may affect the child. Share sensitive matters privately, not in front of other families or on public group channels.

Use the child's interests and family knowledge to plan activities. Celebrate everyday progress without comparisons or pressure. A small reward recognises effort and inclusion, not a child publicly reciting private details.

Concerns and changes

Use the complaints route for service concerns and safeguarding routes when a child may need protection. Necessary safeguarding information may need to be shared without parental consent where lawful.

Review arrangements when needs or sessions change and keep families informed of material policy updates. Permission for optional photographs or marketing remains separate from essential care arrangements.

Centre review before adoption

Confirm enrolment terms, approved contact channels, session details, parent communication and named responsibilities.