



## Key Contact / Key Worker Policy

<b>Responsible Officer</b>	All Managers
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<b>Date Effective From</b>	2 <sup>nd</sup> April 2019
<b>Date Last Amended</b>	
<b>Review Date</b>	2 <sup>nd</sup> April 2021

## **Purpose**

Underpinned by the Nurture principles, this policy aims to ensure that children and young people feel safe, secure and comfortable within our services. We also want parents to have confidence in both their child's wellbeing and their role as active partners within our services. We aim to consider and meet the individual needs of our children, young people and families to ensure the transition is as effective as possible.

## **Responsibilities**

1. The organisations visions, values and aims openly reflect the contributions of staff, families, children and young people.
2. The organisation is open, collaborative and responsive to the wellbeing needs of our children and young people.
3. The organisation believes that children and young people thrive best when they have a key person to relate to who knows them and their parents well who can ensure their individual needs are met.
4. The organisation is committed to the Key Worker/ Contact approach which benefits the child/ young person, their family, the staff and the service.

## **Roles (Early Years)**

The **role of the parent** is to:

- a) Provide their Key Worker with detailed information and complete all relevant paperwork relating to their child which will support their child's initial transition in to the service.
- b) Provide staff with appropriate information and updates regarding your child's health and wellbeing for example allergies, support from outside agencies, family circumstance.
- c) Support the Indigo Group's commitment to ensuring children and young people's wellbeing.
- d) To attend, where possible any induction/ information/parent sessions that provide detailed information regarding your child's wellbeing and development.
- e) Work collaboratively with staff and outside agencies to support your child's health, wellbeing and development.

The **role of the practitioner** is to:

- a) Facilitate enrolment for the child and family ensuring that relevant paperwork is completed.
- b) Act as the key contact for parents.
- c) Build and maintain a trusting relationship with the child and their family
- d) Create and display a positive ethos in which children and young people feel safe, relaxed and confident in sharing thoughts and feelings relating to their health and wellbeing.
- e) Engage and work with parents and carers to ensure the best outcomes for children and young people.
- f) Engage with staff team and other professionals involved in the care of the child to ensure individual needs are met.
- g) Meet with families during parent's evenings or at other times when required.
- h) Ensure that the child's personal care plan is reviewed termly as a minimum.
- i) Plan for the child's learning taking into consideration observed interests, schematic approaches or developmental needs as appropriate.
- j) Ensure that learning journals are updated and that learning is tracked.

The **role of the manager/ assistant manager/ lead practitioner** is to:

- a) Introduce themselves to all new children and their families to assist in building relationships.
- b) Where additional support is required the manager will contact the appropriate agencies to ensure the correct support and advice is provided and regular communication is maintained.
- c) Ensure effective delivery of planned learning experiences taking into consideration age and stage of development.
- d) Monitor learning journals ensuring that observations are up to date and of a high standard.

### **Roles (Out of School Care/ Indi Youth)**

The **role of the parent** is to:

- a) Provide the Key Contact with detailed information and complete all relevant paperwork relating to their child which will support the initial transition in to the service.
- b) Provide staff with appropriate information and updates regarding your child's health and wellbeing for example allergies, support from outside agencies, family circumstance.
- c) Support the Indigo Group's commitment to ensuring children and young people's wellbeing.
- d) To attend, where possible any induction/ information/parent sessions/ meetings that provide detailed information regarding your child's wellbeing and development.
- e) Work collaboratively with staff and outside agencies to support your child's health, wellbeing and development.

The **role of the child/ young person** is to:

- a) Share information with their Key Contact providing they are comfortable to do so in relation to their interests, needs and preferences during their enrolment.
- b) Have the option to choose any staff member to complete their Care Plan updates with them depending on their mood, relationships and/ or needs that day.

The **role of the practitioner** is to:

- a) Where possible, be present at the enrolment for the child/ young person and family ensuring that relevant paperwork is completed.
- b) Act as the key contact for parents.
- c) Build and maintain a trusting relationship with the child and their family.
- d) Create and display a positive ethos in which all children and young people feel safe, relaxed and confident in sharing thoughts and feelings relating to their health and wellbeing.
- e) Engage and work with parents and carers to ensure the best outcomes for children and young people.
- f) Ensure that the child's/ young person's personal care plan is reviewed termly as a minimum.
- g) Ensure that communication and information is passed to the parent/ carer or colleague when required.
- h) Share information with parent and child/ young person during first week within service, outlining key points from Children & Young People Handbook e.g. fire evacuation, tour of spaces, snack etc.
- i) Ensure child/ young person is offered chat sessions and regularly checking and updating the child/ young person's chat session sheet. Chat sessions should not be restricted to only

between Key Contact and child, these should be carried out by staff chose by the children/ young people. The Key Contact holds the responsibility of ensuring children have been able to access these.

The **role of the manager/ assistant manager** is to:

- a) Introduce themselves to all new children/ young people and their families to assist in building relationships.
- b) Where additional support is required the manager will contact the appropriate agencies to ensure the correct support and advice is provided and regular communication is maintained.
- c) Ensure effective delivery of planned learning experiences taking into consideration age and stage of development.
- d) Monitor care plans ensuring that records are up to date and of a high standard.
- e) Attend relevant meetings relating to the child/ young person’s development and wellbeing.

**Additional Reading/Associated Documents**

Personal Care Procedure  
 Nurture Principles - <https://www.nurtureuk.org/nurture/six-principles-nurture>

Version	Date	Author	Replaces	Comment
1	April 19	Steph Grant	N/A	
2	April 19	Steph Grant	V1	