



Family Food First Programme

Statement on Working Together

AUGUST 2018

This statement has been drafted and agreed by the Family Food First team to set out the expectations we have on working together with Early Years settings who participate on the programme. The team value the relationships we have built with Early Years settings over the years and we want to continue to work collaboratively in order to improve the lifestyles of families with young children in Luton.

To work together effectively and to support settings to achieve and maintain their accreditation on the programme, it is important that we communicate regularly and that we complete any shared projects within a reasonable time frame. The following sections describe the variety of ways we work together and what expectations exist for the team and settings participating on the programme.

1. Keeping in contact

The Family Food First team will keep in regular contact with participating and accredited settings. Participating settings who have not yet been accredited may reasonably expect to hear from the team at least every 3 months. Accredited settings will usually be contacted by the team between every 3-6 months depending on their need.

The team will keep their website updated with the latest news, we will maintain our twitter feed on at least a monthly basis and we will send out seasonal recipe updates (4 a year).

It is important to respond to any request for contact with the team within a reasonable time frame. If the team have been unsuccessful in contacting a setting we will assume that the setting no longer wants to be a part of the programme. A letter will be sent asking for contact to be made or the setting will be removed from the Family Food First programme.

2. Cancellation of visits or training sessions by the team or a setting

The team will visit your setting to conduct audits of practice, deliver training and to meet with managers and coordinators to support planning for accreditation.

If the Family Food First team cancels a visit or a training session they will contact you *within 2 weeks of the date of cancellation* to rebook another visit or session.

If a setting cancels a training session they have *up to 4 weeks* from the date of the training to rearrange a new session. If the setting doesn't make contact or the team are unable to make contact within this time we will assume you no longer want to be a part of the programme. A letter will be sent asking for contact to be made or the setting will be removed from the Family Food First programme.



3. Request for resources and/or attendance at an event

The Family Food First team will support a request for educational resources or attendance at an event where possible. If the event is on a weekend or evening we will always try to send a team member depending on capacity, however it may not always be possible.

If a setting has requested resources or a member of the team to attend an event it is the settings responsibility to ensure that all the details of the event are provided and that if food is provided that it meets the Family Food First standards for a celebration. If the event is cancelled or there is no longer a need for the requested resource then it is important to inform the Family Food First team as soon as possible.

4. Sending in evidence post initial, accreditation & maintenance audit

The team will visit your setting to conduct an audit of your practice upon starting the programme and to assess practice for accreditation and for maintaining accreditation. It is easier and more effective if you keep a record of your evidence of practice in your setting. However we also recognise that sometimes you need to send evidence to the team after you have been audited.

As a setting you should send any outstanding evidence post audit to the Family Food First team *within 2 weeks of the date of the audit*, unless a different time frame has been agreed by the team.

If evidence is not received within the specified time frame then your setting will not pass the audit. If your setting is at the initial audit stage we will not be able to undertake training of staff and you will be removed from the programme. If you are at the accreditation or the maintenance stage then you will need to redo the audit at a later date (within 3 months of the last audit).

5. Accreditation audits

A setting will be able to undertake an accreditation visit up to two times in one accreditation cycle (from initial audit to accreditation without withdrawing from the programme). If a setting does not achieve accreditation on the programme at the end of the second audit process they will be removed from the programme.

6. Maintenance visits

An accredited setting will be able to undertake a maintenance visit up to two times in a year. If an accredited setting does not pass their maintenance audit at the end of the second audit process, then they will no longer be accredited on the programme and will have to return their Family Food First certification.

They will be able to begin the accreditation process again (including training of staff) as soon as they are able to commit to the process.