

# Upperthong Out of School Club

## Involving Parents and Carers Policy

At the Out of School Club we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at the Club, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of the Club.

We do our best to keep parents informed about the Club by:

- Inviting parents to visit the Club before their children start.
- Notifying the parents of their child's key person when they start at the Club.
- Making all of our policies available at the Club for parents to consult whenever they like.
- Producing a regular newsletter to keep parents up to date with news, events, new staff, changes to fees, etc
- Providing translations of our key policies and documents for parents who are non-English speakers, where possible.
- Communicate daily with EYFS staff
- Building a good relationship with parents

We actively welcome parents and invite their input into the Club in the following ways:

- We collect information from parents which will help their child to settle at the club (via the **Registration** and **Medical** forms and, for EYFS children, the **All About Me** booklet).
- We involve parents in settling their children in at the Club (in accordance with our **Child Induction** policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
- We can be contacted at all times
- We conduct an annual satisfaction survey of parents and children at the Club to gain regular feedback.
- All of our staff wear identifiable clothing so that children and parents can easily recognise them.
- We always seek and obtain parental permission for photographs, applying sun cream, etc.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

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| This policy was adopted by: Upperthong Out of School Club | Date:   |
| To be reviewed:   | Signed: |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2012): Learning and Development Requirements [1.1, 1.3]; Areas of Learning and Development [1.11]; Safeguarding and Welfare Requirements [3.26]*