



Partnership with Parents and Carers Policy

Aim

School's Out Henleaze believes parents/carers and staff need to work together in a close partnership to ensure children receive quality care and early learning that suits their individual needs. We recognise the fundamental role parents/carers have in their child's development and our aim is always to support the role of parents/carers and welcome them into the life of the setting. Two-way sharing of information and a relationship built on trust and understanding is key to this.

Policies and Records

We will:

- Recognise and support parents/carers as their child's first and most important educators, and to welcome them into the life of the setting.
- Ensure all documentation and communications are adapted to a format to suit the needs of individual parent/carers e.g. braille, large print, multi-lingual, electronic communications.
- Ensure that all parents/carers are aware of the setting's policies and procedures and documentation, available on our website, and consent forms, available on KidsClub.
- Inform all parents/carers of the systems for registering queries, compliments, complaints or suggestions; check these systems are understood by parents/carers. All parents/carers have access to the setting's written Complaints Procedure.
- On request, all parents/carers are entitled to see all records kept about their child. This will be provided in line with our Data Protection/GDPR policy.
- Provide a written contract between the parent(s)/carer(s) and the setting regarding conditions of acceptance of a childcare place and arrangements for payment and funding.
- Respect the individual circumstances of every child, individual or family; there will be no unlawful discrimination on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.
- Clearly share information on fees, payment schedules and any additional charges that may occur as part of the care of child/ren and any subsequent changes we need to implement, in a timely manner.
- Ensure parents/carers are aware of the management structure of the setting and the roles and responsibilities of management and staff.



- Explain to parents/carers the deployment of staff at the setting and, when relevant and practical, involve parents/carers in the decision-making process.
- Provide opportunities for parents/carers to join the Management Committee if they wish to be involved in the running of the setting.
- Encourage parents/carers to participate with fundraising events at the setting.

Communication

We will:

- Maintain regular contact with parents/carers to help the setting to build a secure and beneficial working relationship for their children.
- Inform parents/carers about the setting's activities and events through regularly distributed newsletters and website.
- Operate a key person system for Early Years to enable a close working relationship with all parents/carers.
- Support two-way information sharing regarding each child's individual needs both at the setting and at home.
- Inform parents/carers on a regular basis about their child's planning, progress and time at the setting and involve them in the shared record keeping.
- Ensure parents/carers have the opportunity to offer feedback and suggestions concerning the care and early learning of their child and running of the setting. This will be done via email or verbal communication.
- Explain to the parents/carers how the requirements of the Early Years Foundation Stage (EYFS) are being delivered in the setting and how parents/carers can access more information.
- Explain to parents/carers the range and type of activities and experiences provided for the children, the daily routines of the setting and how parents/carers can share learning at home.