



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.

Policy

The playworkers are committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play experiences for their children. They are also committed to ensuring that parents and carers have the opportunity to participate as partners in the care and development of their children. School's Out Henleaze aims to achieve this by:

- Ensuring that parents and carers are made to feel welcome and valued at all times.
- Ensuring that parents and carers are welcome to visit at any reasonable time.
- Ensuring that staff consult with parents and carers when planning.
- Offering parents and carers opportunities to contribute to and participate in children's learning journeys and planning.
- Ensuring that parents and carers have the opportunity to review their Reception child's progress on a regular basis with the keyworker, in conjunction with the Manager and have access to their child's records unless it is subject to investigation by the police or other statutory agencies.
- Providing parents with regular information about activities undertaken by the children, for example, through wall displays and other examples of work.
- We will communicate with and inform parents and carers through a variety of mediums (e.g., website, newsletters and display boards).
- Ensuring that parents and carers are informed of the setting's policies, procedures, guidelines and expectations.
- Ensuring that there are regular opportunities for parents and carers to meet with staff and discuss their child's progress and any problems that they might be encountering.

- Ensuring that any complaints from parents and carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints policy.
- Encouraging parents and carers to undertake supportive roles in the setting, such as joining the Management Committee, volunteering or participating in activities, visits or outings.
- Encouraging parents and carers to help in the running of the setting, including becoming involved in the Management Committee where appropriate.
- Providing parents and carers with formal and, if necessary, confidential means to comment on the work of the setting. This will include an annual satisfaction survey.
- Keeping parents and carers up to date with any changes in the operation of the setting, such as alterations to the opening times or fee levels.
- Supplying parents and carers with all the relevant agreement and consent forms required for accidents, emergencies, trips, medical administration and for any photographs to be taken of the children at play.
- Maintaining records of daily registers and of any incidents that occur. In addition to this, the provision will hold child information forms which will contain medical information, contact names and addresses of parents and carers and who to contact in the case of an emergency. All child records will be available to the parents and carers of that child (for further details please see the Confidentiality and Data Protection Policy).