



# Involving Parents and Carers Policy

*Updated: December 2024*

## Liscard Pirates Club

### Involving Parents and Carers Policy

At Liscard Pirates 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/carers to visit the Club before their children start.
- Giving all parents/carers a copy of our **Club Handbook** which outlines how the club operates and includes contact details. We also give parents/carers a copy of our **Behaviour Management** policy and, for EYFS children, information about the role of their child's key person.
- Notifying the parents/carers of their child's key person when they start at the Club. · Making all of our policies available at the Club for parents/carers to consult whenever they like. · Producing a regular newsletter to keep parents/carers up to date with news, events, new staff, changes to fees, etc.
- Using a communication book to share information between the parents/carers, school and the Club (for EYFS children or when a specific need is identified).

#### **We actively welcome parents/carers and invite their input into the Club in the following ways:**

- We collect information from parents/carers 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/carers in settling their children in at the Club (in accordance with our **Child Induction** policy).
- We consult fully with parents/carers to establish the care requirements for children with additional needs.
- We greet all parents/carers when they arrive to collect their children, and exchange any relevant information (e.g. any accidents, participation in today's activities, etc.).
- We can be contacted at all times, even out of Club hours, via telephone and email (see our **Club Handbook / website page** for contact information).
- We conduct an annual satisfaction survey of parents/carers and children at the Club to gain regular feedback.
- We encourage parents/carers to volunteer, share specialist skills/knowledge, help on outings, etc. · All of our staff wear uniforms so that children and parents/carers can easily identify them. · We obtain parental permission for outings, photographs, applying sun cream, etc. · We can arrange for

parental discussions with staff outside of Club hours if necessary. · We respect parents’/carers’ input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

This policy was adopted by: Liscard Pirates Club	Date: 1 December 2024
To be reviewed: Autumn 2025	Signed: 

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Learning and Development Requirements [1.1 and Footnote 5, p7]; Areas of Learning and Development [1.10]; Safeguarding and Welfare Requirements [3.27]; Before/after school care and holiday provision [3.40]*