

Bisley Base Limited

Involving Parents and Carers Policy

At Bisley Base Ltd 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, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate.

We do our best to keep parents informed about by:

- Inviting parents to visit before their children start.
- Giving all parents a copy of our **Handbook** which outlines how we operate and includes contact details. We also give parents a copy of our **Behaviour Management** policy and, for EYFS children, information about the role of their child's key person.
- Notifying the parents of their child's key person when they start.
- Making all of our policies available 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.
- Using a communication book to share information between the parents, school and the Club (for EYFS children or when a specific need is identified).

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

- We collect information from parents which will help their child to settle (via the **Registration** and **Medical** forms and, for EYFS children, the **All About Me** booklet).
- We involve parents in settling their children in (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, even out of hours, via telephone and email (see our **Handbook** for contact information).
- We conduct an annual satisfaction survey of parents and children at the Club to gain regular feedback.
- We encourage parents to volunteer, share specialist skills/knowledge, help on outings, etc.
- All of our staff wear uniforms so that children and parents can easily identify them.
- We always seek and 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' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

This policy was adopted by Bisley Base Ltd	Date: April 2020
To be reviewed: April 2021	Signed: Lynda Faithfull

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]*