Shanklea Primary School
Out of School Club

Involving Parents and Carers Policy

Policy Control Details			
Date policy approved:	September 2016		
Prepared by:	Helen Brown	Signature	Date
Approved for issue by:	Gareth Pearson	Signature	Date
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Responsibility for review:	Performance Improvement Committee		

Shanklea Out of School Club

Involving Parents and Carers Policy

At Shanklea 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:

- Giving all parents a copy of our **Club Handbook** which outlines how the club operates and includes contact details.
- 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.
- Using a communication book to share information between the parents, school and the Club.

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).
- 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, even out of Club hours, via telephone and email (see our **Club 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 name badges so that children and parents 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' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare Requirements: Introduction [3.2]; Child Protection [3.6].*