

### Involving Parents and Carers Policy

At Lindley Out of School Club (LOSC) 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 LOSC, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of LOSC.

We do our best to keep parents informed about LOSC by:

- Inviting parents to visit LOSC before their children start. EYFS children are offered a home visit before they start. This is a great opportunity to meet the children and their parents / carers in their home environment and helps to build a positive relationship.
- Giving all parents a copy of our 'Club Information Sheet' which outlines how the club operates and includes contact details. This is also available on our website. Regarding EYFS children, we also give information about the role of their child's key person.
- We aim to hold an Open Day each year and attend family Community events where possible to give parents/carers an opportunity to get to know LOSC more.
- Making all our policies available at all LOSC Clubs for parents to consult whenever they like.
- Producing a regular newsletter (every half term) to keep parents up to date with news, events, new staff and training, information about Playschemes etc.
- Using a communication log 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 into LOSC in the following ways:

- We collect information from parents which will help their child to settle at LOSC (via the Registration and Medical forms on Kids Club and, for EYFS children, the All About Me booklet).
- We involve parents in settling their children into LOSC (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 (e.g. any accidents, participation in today's activities, etc).

- We can always be contacted, via email, phone, in person at Club, WhatsApp or on our Facebook page and will respond as soon as possible to any messages.
- As we are a parent-led charity, we always require four parents to be Trustees of LOSC. All parents / carers are invited to attend our Committee meetings, held every half term, to provide feedback and to give them information on the Club's finances, how the Club is developing, any Safeguarding issues etc. Trustees are elected every year at our AGM in October.
- We conduct regular satisfaction survey of parents and children at LOSC to gain regular feedback.
- We encourage parents to volunteer, share specialist skills/knowledge, help on outings, etc.
- All our staff wear LOSC uniform and have hi-vis jackets for escorting to/from school, 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.

This policy was adopted by: Lindley out of School Club

Date: December 2023

To be reviewed: December 2024

Signed: \_\_\_Emma Manby\_\_\_\_\_ [Childcare Manager]

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2023): Introduction [3] Learning and Development Requirements [1.1, 1.2, 1.12, 1.16, 2.3], Key Person [3.27], Premises [3.62], Information and records [3.69, 3.74, 3.77]*