

WOOLENWICK BLAST CLUB **PARTNERSHIP WITH PARENTS/CARERS POLICY**

At the Club we recognise the importance of working in partnership with parents/carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents/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 at the Club.

We do our best to keep parents/carers 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 brochure which outlines how the club operates and includes contact details;
- Policies can be found on the Blast page of Junior School website for parents to consult as necessary;
- Notifying parents of their child's EYFS keyperson when they start at the Club;
- Produce newsletters to keep parents/carers up to date with news, events, new staff, changes to fees, etc;
- Provide translation of our key policies and documents for parents/carers who are non-English speakers, where possible;
- Share information between the parents/carers, school and the Club.

The Club actively welcome parents/carers and invites their input into the Club in the following ways:

- Collect information from parents/carers which will help their child to settle at the Club. This is done by the completion of Registration and Medical forms and for EYFS children a questionnaire about their likes/dislikes etc;
- Consult fully with parents/carers to establish the care requirements for children with additional needs;
- Greet all parents/carers when they arrive to drop off/collect their children and exchange any relevant information (eg accidents, participation in the days activities etc);
- Contactable at all times, even out of the Club hours via telephone or e-mail (see brochure for information);
- We carry out annual satisfaction surveys of parents/carers and children for all of our Clubs to gain regular feedback;
- Encourage parents/carers to volunteer, help on outings etc.
- All staff wear a T-shirt with Club logo;
- Always seek parental permission for outings, photographs, applying sun cream etc;
- Arrange for parental discussions with staff outside of Club hours if necessary;
- Respect parents/carers input and opinions by responding promptly and appropriately to any complaints, in line with our Complaints policy.

Signed by:.....
CLUB MANAGER