

## **Partnership with Parents and Carers - POL022**

**Action for Children's Children and Happy Bananas Holiday Club recognise that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between the Children and family service and parents/carers.**

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. The Children and family service aims to achieve this by:

- Making parents / carers, partners and the wider community feel welcomed and valued within the Children and family service.
- Seeking and listening to the views, concerns and suggestions of parents /carers and community members. All staff will ensure that a prompt and appropriate response is given, especially if a question, concern or complaint.
- All family information will be held securely with their consent and in line with the Data Processing Policy.
- Ensuring that the Children and family services policies and procedures are made available to parents / carers. All new parents to the Children and family service will be directed to the policies and procedures. Managers will be happy to answer any questions relating to policies and procedures or discuss in more detail if required. These will be available upon request.
- Encouraging parents / carers, partners and other children and family service users to comment on the Children and family services policies and procedures. All comments will be collated in our feedback book.
- Consulting with parents / cares, and their children, on a regular basis about the activities that are planned and provided for them. This will be achieved through home/club worksheets being filled out every day, including information about their child's day.
- Ensuring that there are regular opportunities for parents / carers to meet with staff and discuss any concerns about their child and any problems that they might be encountering. The Happy Bananas telephone number will be provided to parents and will be answered from 8am-4pm daily by management.

- Ensuring that any complaints from parents / carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy.
- Keeping parents/carers up to date with any changes in the operation of the Children and family service, such as alterations to the opening times or changes to sessions. This will be responsibility of management and Instructors.

**Legislation / guidance linked to this policy:**

Data Protection Act 1998

**Linked policies**

Behaviour Management – POL 003

Care, Learning and Play – POL004

Access, Equalities and Inclusion – POL005

Compliments and Complaints – POL006

Data Processing Policy – POL007

Involving and Consulting with Children – POL018

Information sharing – POL017

Safeguarding – POL019

Safeguarding Vulnerable Adults – POL019a

Breastfeeding – POL027

Confidentiality – POL029