



Involving Parents/Carers

At Barton Kids 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 by sharing information with them, answering questions, 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:

- Inviting parents to visit the Club before their children start.
- Making all of our policies available on the Club's website for parents to consult whenever they like.
- If necessary, using a communication book to share information between the parents, school and the Club where a specific need is identified.

We invite parent/carer input into the Club in the following ways:

- We collect information from parents which will help their child to settle at the Club.
- We involve parents in settling their children in at the Club as outlined in our **Child Induction** policy.
- We consult with parents to establish care requirements for children with additional needs.
- We greet all parents when they arrive to drop off or collect their children, and exchange any relevant information.
- We can be contacted during Club opening hours by telephone and email and during out of Club hours a voicemail or email can be left for us.
- We conduct periodic satisfaction surveys of parents and children at the Club to gain regular feedback.
- We encourage parents to volunteer to sit on the Committee and share specialist skills or knowledge where appropriate
- All of our staff wear uniforms with their name on so that children and parents can easily identify them.
- We obtain parental permission for outings, photographs, applying sun cream, etc.
- We respect parents' input and opinions by responding promptly and appropriately to any comments or, where there is a complaint, in line with our **Complaints** policy.

This policy was adopted by: Barton Kids Club	Date: January 2022
To be reviewed: 2023	Signed: Linda Hoenes, Manager