



Involving Parents and Carers Policy

At Smartkidz 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 by sharing information with them, answering questions, and addressing any concerns. This may be through email, face to face or via our social media.

Parents should however understand that it can be difficult to communicate to all parents face to face at the at pick up on a daily basis regarding their child at the club.

We do our best to keep parents informed by:

- Inviting parents to visit the clubs before their children start.
- Giving all parents a copy of our Club Handbook, which outlines how the club operates and includes contact details. We also give parents a copy of our Behaviour Management policy and, for EYFS children, information about the role of their child's key person. These are all available on the website for parents to download or read electronically.
- Making all of our policies available at the club and on the website for parents to consult whenever they like.
- Producing a blog on our website on our play and PARS practice.
- Using our social media accounts to update parents and provide information about our ethos and staff development.

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 and, for EYFS children, the All About Me section of the registration form).
- We involve parents in settling their children in at the Club (in accordance with our **Child Induction policy**).
- Parents of EYFS children will later be asked to complete a settling in questionnaire.
- 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 offer a variety of different contact options (see our **Club Handbook** for contact information).
- We conduct an annual satisfaction survey of parents and children at the Club to gain regular feedback.
- All of our staff wear lanyards so that 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 where possible.
- 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: Smartkidz Play and Learn	Date: 1/11/2017 Date reviewed: 20/11/2018 Date reviewed: 16/08/2019. Date reviewed: 14/08/2020
To be reviewed: 14/08/2021	Signed: 