



Involving Parents and Guardians Policy

At Bidbor'Out! we recognise the importance of working in partnership with parents and guardians 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 the Club, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of the Club.

We do our best to keep parents informed about Bidbor'Out! by:

- Inviting parents to visit the Club 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.
- Notifying the parents of their child's key person when they start at the Club.
- Making all of our policies available at the Club for parents to consult whenever they like.
- Producing a regular newsletter to keep parents up to date with news, events, new staff, changes to fees, etc
- Providing translations of our key policies and documents for parents who are non-English speakers, where possible.

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.
- We involve parents in settling their children in at the Club 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 (eg any accidents, participation in today's activities, etc).
- We can be contacted at all times, even out of Club hours, via telephone and email (see our **Club Handbook** for contact information).
- We conduct a regular satisfaction survey of parents and children at the Club to gain valuable feedback.
- We encourage parents to get involved, share ideas and specialist skills/knowledge, help on outings, etc.
- All of our staff wear Bidbor'Out! branded items so that children and parents can easily identify them.
- We always seek and 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: Bidbor'Out!	Date: 6th August 2014
To be reviewed: September 2015	Signed:

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2012)*:
*Learning and Development Requirements [1.1, 1.3]; Areas of Learning and Development [1.11];
Safeguarding and Welfare Requirements [3.26]*