

HOLIDAY CLUBS PARTNERSHIP POLICY

The School recognises that parents/carers play the fundamental role in a child's life. Close working between staff and parents/carers is vital for the identification of children's learning needs and to ensure a quick response to any area of particular difficulty. Parents/carers and families are central to a child's wellbeing and staff will support this relationship. We hold partnerships as the foundation to successful clubs and strive to ensure excellent partnership with all.

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. We aim to achieve this by:

- Ensuring that parent/carers are made welcome and valued in all dealings with the club.
- Ensuring that parents'/carers' concerns are always listened to by the club whenever they are raised. The Playleader will ensure that parents/carers receive a prompt response from the club.
- Developing a pledge to parents/carers, which outlines what they can expect from the club. This pledge will be given to every parent/carer in the initial Parent Pack.
- Making all information and records held by the club on a child available to their parent/carers with written request, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that the policies and procedures are made available to parents/carers on request and providing them on CD to take home if they wish.
- Encouraging parents/carer to comment on the policies and procedures and consulting them on the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.
- Ensuring that any complaints from parents/carers are dealt with swiftly (before 28 days) and effectively in accordance with the Complaints Procedure.
- Encouraging parents/carers to undertake supportive roles in the club, such as volunteering or participating in activities, visits or outings.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the club. This will include an annual monitoring questionnaire.
- Keeping parents/carers up to date with any changes in the operation of the club, such as alterations to the opening times or fees.
- Listening and responding to their views and concerns through consultation, evaluation forms, suggestion boxes, complaints procedures and compliments books.
- Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise. This will be done through the communication diaries each child will take home with them and time before and after each child's session with the child's keyworker.
- Planning for any child's specific needs by meeting with the parent/carer before hand to swap good practice.

We will endeavour to maintain excellent partnership working with all relevant outside bodies. We welcome opportunities to discuss clubs with them and aim to communicate with them to ensure all are aware of any changes or alterations to the clubs.

We feel that partnership working ultimately supports the child. We will ensure we work in partnership to promote the welfare of each individual child all relevant outside bodies