



28: Partnership with Parents and Carers

Jesters recognises that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between Jesters 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. Jesters aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with Jesters.
- Ensuring that parents'/carers' concerns are always listened to by Jesters whenever they are raised. The Club Manager will ensure that parents/carers receive a prompt response from the Club.
- Informing parents/carers about Jesters Visions and Values which outline what they can expect from Jesters. A copy will be given to every parent/carer when their child starts at Jesters, and will also be posted up in the Club's premises.
- Making all information and records held by Jesters on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that Jester's policies and procedures are made available to parents/carers on request.
- *Encouraging parents/carers to comment on Jester's policies and procedures and consulting them on a regular basis about 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 and effectively in accordance with the provisions of the Complaints Procedure policy.
- Encouraging parents/carers to undertake supportive roles in Jesters, such as volunteering or participating in activities, visits or outings.

- Encouraging parents/carers to help in the running of Jesters, including becoming involved in its parental steering group where appropriate.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of Jesters. This will include an annual satisfaction survey.
- Keeping parents/carers up to date with any changes in the operation of Jesters, such as alterations to the opening times or fee levels.

** parents will be specifically involved in discussions of children who are 5 and under and come under the EYFS. In these cases regular contact on learning & development will be maintained and learning journals agreed between staff and parent/carer*



