

The Daisy Club

Partnership with Parents and Carers

The Daisy Club 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 the club 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. The Daisy club aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the Daisy club.
- Informing parents about the registration system for the compulsory and/or voluntary parts of the childcare register.
- Ensuring that parents'/carers' concerns are always listened to by the Daisy Club whenever they are raised. The manager will ensure that parents/carers receive a prompt response from the club.
- Working with parents to support their children. This involves sensitive observational assessment – based on the EYFS principles. The Daisy club will identify the learning need of each child and respond accordingly.
- Providing parents with regular information about activities undertaken by the children, for example, through wall displays and other examples of work.
- A pledge to parents/carers, which will outline what they can expect from the club will be given to every parent/carer when their child starts at the club.
- Making all information and records held by the club on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that the Daisy club's policies and procedures are made available to parents/carers on request. Also, making copies of the complaints procedure and safeguarding procedures available to parents.
- Encouraging parents/carers to comment on the Daisy club'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 the Daisy club, such as volunteering or participating in activities, visits or outings.
- Encouraging parents/carers to help in the running of the club, including becoming involved in its management committee where appropriate.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the club. This will include an annual satisfaction survey.
- Keeping parents/carers up to date with any changes in the operation of the Daisy club, such as alterations to the opening times or fee levels.

For occasions in which childcare cannot be provided, the Manager will make alternative arrangements with parents and/or other childcare providers.