

Safeguarding & Welfare Requirements

26: Partnership with Parents and Carers

Kidz Enterprise recognises that parents/carers play the fundamental role in a child's development. Kidz Enterprise therefore encourages and facilitates the true involvement of parents/carers in every aspect - from planning and design to on-going development and organic growth.

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating learning experiences for their children and ensure that parents/carers have the opportunity to participate as partners in the care and education of their children.

Kidz Enterprise aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued at all times.
- Ensuring that parents/carers are welcome to visit at any time.
- Ensuring that staff consult with parents/carers when planning and implementing policies.
- Offering parents/carers opportunities to contribute to and participate in children's learning journey, planning, festivals and all events.
- Creating opportunities that will encourage parents/carers to work with their children alongside staff - this also involves sensitive observational assessment - based on the EYFS principles.
- Ensuring that parents/carers have the opportunity to review their child's progress on a regular basis with the key person and have access to their child's records unless it is subject to investigation by the police or other statutory agencies.
- Providing parents with regular information about activities undertaken by the children, for example, through wall displays and other examples of work.
- Ensuring that parents/carers are informed of Kidz Enterprise's policies, procedures, guidelines and expectations.
- 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 Compliments and Complaints policy.
- Encouraging parents/carers to undertake supportive roles in Kidz Enterprise, such as volunteering or participating in activities, visits or outings.
- Encouraging parents/carers to help in the running of Kidz Enterprise, 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 Kidz Enterprise. This will include an annual satisfaction survey.

- Keeping parents/carers up to date with any changes in the operation of Kidz Enterprise, such as alterations to the opening times or fee levels.
- Compliments and Complaints policy will be displayed at all times.

A pledge (Mission Statement) to parents/carers outlining what they can expect from Kidz Enterprise will be posted up on Kidz Enterprise's premises.

In case of an emergency, parents/carers are asked to contact Kidz Enterprise on the emergency contact provided.

Updated By: Derek Beesley (Director of Childcare) Date: 6th March 2016

Signature: *D. Beesley*

