

MARDEN PLAY SCHEME

25: Partnership with Parents and Carers

Our Play Scheme 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 Play Scheme 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 Play Scheme aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the Play Scheme.
- 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 Play Scheme whenever they are raised. The manager will ensure that parents/carers receive a prompt response from the Play Scheme.
- Providing parents with regular information about activities undertaken by the children, for example, through walls displays, and other examples of work.
- Making all information and records held by the Play Scheme on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that the Play Scheme'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 Play Scheme'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.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Play Scheme. This will include an annual satisfaction survey.
- Keeping parents/carers up to date with any changes in the operation of the Play Scheme, such as alterations to the opening times or fee levels.