

# Team Bees

## Involving Parents and Carers Policy

At Team Bees we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at the Club, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of the Club.

We do our best to keep parents informed about the Club by:

- Inviting parents to visit the Club before their children start.
- Notifying the parents of their child's key person when they start at the Club.
- Making all of our policies available on our website <https://team-bees.com> for parents to consult whenever they like.
- Producing a regular contact with parents so they keep up to date with news, events, new staff, changes to fees

We actively welcome parents and invite their input into the Club in the following ways:

- We collect information from parents which will help their child to settle at the club (via the **Kids Club HQ booking and registration account set up prior to attendance**).
- We involve parents in settling their children in at the Club (in accordance with our **Child Induction** policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in sports activities, etc).
- We can be contacted during Club hours via telephone and email.
- We obtain parental permission for outings, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of Club hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017)*: *Learning and Development Requirements [1.1 and Footnote 5, p7]; Areas of Learning and Development [1.10]; Safeguarding and Welfare Requirements [3.27]; Before/after school care and holiday provision [3.40]*