



Essex After School Clubs

Partnership with Parents and Carers Policy

Partnership with Parents and Carers

Essex After School Clubs 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 Club aims to achieve this by:

(EYFS Requirement: 3.73-Providers must make the following information available to parents and/or carers:)

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the Club.
- Ensuring that parents'/carers' concerns are always listened to by the Club whenever they are raised. The Manager will ensure that parents/carers receive a prompt response from the Club.
- Developing information for parents/carers, which outlines what they can expect from the Club. This information will be given to every parent/carer when their child starts at the Club.
- Ensuring that the Club's policies and procedures are made available to parents/carers.
- Encouraging parents/carers to comment on the 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.
(EYFS Requirement: 3.68-Providers must enable a regular two-way flow of information with parents and/or carers.)
- 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 Club, such as volunteering or participating in activities, visits or outings.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Club. This will include regular questionnaires.
- Keeping parents/carers up to date with any changes in the operation of the Club, such as alterations to the opening times or fee levels.

Conflict resolution

At Essex After School Clubs we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising.

In the unlikely event that a parent starts to act in an aggressive or abusive way at the club, our policy is to:

- Direct the parent away from the children and into a private area. *(EYFS Requirement 3:61-Providers must also ensure that there is an area where staff may talk to parents and/or carers confidentially.)* Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour
- Contact the police if the behaviour escalates.
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately.
- An incident form will be completed detailing the time, reason and action taken
- Management will provide any support and reassurance that staff may need following the experience, and seek further support where necessary
- Management will also signpost parents to further support where applicable
- Staff will protect the privacy of the children in our care and ensure that information regarding the incident is kept confidentially.

Confidentiality of Children

(EYFS requirement 3.70 Providers must ensure that all staff understand the need to protect the privacy of the children in their care as well as the legal requirements that exist to ensure that information relating to the child is handled in away that ensures confidentiality.)

When our Clubs are situated within a school site it is extremely important to remember that confidentiality must be adhered to always and children's behaviours, preferences, and views are respected at all times.

Children's behaviour whilst in our clubs should not be discussed with members of the school teaching staff, unless the conversation is about celebrating a child's achievement, an attainment or a recognition that has been made to that individual child.

Essex After School Clubs will only ever promote children's positive behaviours as we recognise that all children need support to manage a range of emotional behaviours and therefore we encourage and foster strategies that help with emotional self-regulation. We therefore believe that any negative feedback given to the school on individual children is viewed as a breach of confidentiality. Partnership meetings / review meetings will be set up with the school and all children will be discussed with the Inclusion coordinator of the school on a need to know basis.

Rationale for this:

Children attending school all day will have followed a set of rules and regulations that the school set for them in order to support their education and development. In our clubs children need to feel that they are entering a relaxed, safe and playful atmosphere one where they can communicate in a much more informal, relaxed manner, hence the reason why children are allowed to call staff by their first names. This kind of atmosphere supports children's emotional wellbeing and therefore entering a session should be viewed as an extension of home rather than an extension of the school day.

Staff who work with children throughout the school day and then in the Club must remember that the children attending the Club may sometimes act, say, or exhibit behaviours differently from how they are observed throughout a school day. If children's behaviours are causing us as adults to feel we are being challenged then we must consider what we can do to support children to self-regulate and manage their own feelings.

All conversations that take place within the Club must remain confidential to Essex After School Club Staff this includes conversations with parents. If a conversation is held with a parent and the information regards safeguarding of a child or an adult, then procedures for "*Safeguarding children*" will be followed.

Staff have a right to privacy, as do children and their parents/carers. Personal details should not be discussed except in exceptional circumstances.

Under no circumstances should staff provide any information about children to any branch of the media. All media enquires should be passed in the first instance to the Manager.

Staff that leave Essex After School Clubs employment must remember that all confidential information must remain confidential and should not be passed on to other agencies unless instructed to do so by a professional or legal representative.