



BARNFIELDS EXTRA

BEFORE AND AFTER SCHOOL CLUB

Working in Partnership with Parents and Carers Policy

Barnfields Extra believes that we can best meet the needs of individual children by working closely with parents/carers. We aim to develop partnerships between parents/carers and staff which are based on mutual trust and respect and which promote the sharing of information and knowledge for the benefit of the children in our care.

Implementation of the policy in Barnfields Extra

The Board of Barnfields Extra must:

- Ensure that there is a system of communication between Barnfields Extra and parents/carers.
- Make every effort to ensure that information for parents/carers is made accessible to them.
- Arrange a briefing meeting with parents/carers before their child's admission, to inform them about policies and procedures.
- Ensure that any consent forms/agreements are completed.
- Ensure that the required contact information is kept up to date.
- Establish, where appropriate, the name of a child's legal guardian.
- Keep an up-to-date record of any particular needs of children. These records must be kept securely.
- Ensure that arrangements for the children's arrival and collection are clear, and understood by all staff and parents/carers.
- Establish a system in which only authorised adults can collect children, and create a plan that can be used in an emergency when a child cannot be collected by the recognised adult.
- Ensure that information about children is treated as confidential, is held securely and is only shared with parents/carers and relevant personnel.
- Ensure that all staff, volunteers and students understand that information held on children and their families is confidential.
- Ensure that all employed staff, volunteers and students are aware of this policy and the procedures followed in the club.

Sharing information

- We ask parents/carers for information about their children, their individual needs and requirements in order to ensure the best possible care for them.
- We display daily routines and details of Barnfields Extra.
- On the notice board in the room where the club meets:
- We provide information about themes/topics through regular newsletters/posters.
- We pass any changes to details held about a child's circumstances to the person in charge of records so that these can be updated, where appropriate.
- We encourage parents/carers to first discuss any concerns or issues about their children with the club manager.

Dealing with complaints

- The Manager deals initially with any general concerns/issues about Barnfields Extra.
- Any complaint is dealt with promptly. We keep a written record of the nature of the complaint, the action taken, the person responsible for investigating and taking action, the timescale and the outcome. We keep secure copies of this record.
- We provide parents with details of how to contact OFSTED, should the need arise.
- The Complaints Policy is available for reference.

Privacy and confidentiality

- Any personal data on children and their parents/carers is held securely.
- We treat information about children and their families as confidential. We only disclose this to staff on a 'need to know' basis and only with the agreement of the parent/carer.
- Some information exchange about children occurs informally on a daily basis; other opportunities for a more detailed report are offered through appointment.
- We allow parents access to their own children's records on request.
- We do not allow parents access to the records of other children.

Arrival and collection of children

- Children in Early Years will be collected from their classrooms.
- We do not allow any child to be left in Barnfields Extra without a member of staff being made aware of his/her arrival.

- On collection of children, their pass-word must be provided if the person is not known to the members of staff. All adults must sign for children they are collecting.
- In an emergency situation, where the authorised adult cannot collect the child, the person who does collect the child will need to provide evidence that he/she has the authorisation of the parent/carer. The child's safety will be the primary concern at all times.

Children with an identified need

- When a child is identified as having a particular need by either the parents/carers or a member of staff, the concern will be discussed with the parents/carers, as well as the person in charge.
- We will follow the procedures set out in the Policy for Special Needs.
- We will consult parents/carers about all decisions that are made regarding the provision for their child.