

# Involving Parents and Carers Policy



At HOPS 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 HOPS, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of HOPS.

We do our best to keep parents informed about HOPS by:

- Inviting parents to visit HOPS before their children start.
- Giving all parents a copy of our **Handbook** which outlines how HOPS operates and includes contact details. We also give parents a copy of our **Behaviour Management** policy and, for EYFS children, information about the role of their child's key person.
- Notifying the parents of their child's key person when they start at HOPS.
- Making all of our policies available at HOPS for parents to consult whenever they like.
- Producing newsletters to keep parents up to date with news, events, new staff, changes to fees, etc
- Using a communication book to share information between the parents and HOPS

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

- We collect information from parents which will help their child to settle at HOPS (via the **Registration** and **Medical** forms and, for EYFS/ new children attending HOPS, the **All About Me** booklet, **One Page Profile**).
- We involve parents in settling their children in at HOPS (in accordance with our **Child Settling in** policy).
- We consult fully with parents to establish the care requirements for all children
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
- We can be contacted at all times, even out of session hours, via telephone and email (see our **Handbook** for contact information).
- We conduct an annual satisfaction survey of parents and children at HOPS to gain regular feedback.
- All of our staff wear uniforms so that children and parents can easily identify them.
- We obtain parental permission for photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of session hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

This policy was adopted by: HOPS	Date March 2016
To be reviewed annually	Signed: