



Take 2 Cornwall

Involving Parents and Carers Policy

At Take 2 Cornwall we recognise the importance of working in partnership with parents and carers to ensure that every child/young person 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 Take 2 Cornwall, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of Take 2 Cornwall.

We do our best to keep parents informed about Take 2 Cornwall by:

- Inviting parents to visit Take 2 Cornwall before their children/young people start.
- Notifying the parents of their young person's key staff members when they start at Take 2 Cornwall
- Making all of our policies available at Take 2 for parents to consult whenever they like.
- Providing translations of our key policies and documents for parents who are non-English speakers, where possible.

We actively welcome parents and invite their input into Take2 Cornwall in the following ways:

- We collect information from parents which will help their child/young person to settle at the Take 2 Cornwall (via the **Registration** and **Medical** forms and, for younger children/younger people, the **All About Me** booklet).
- We involve parents in settling their children/young people in at Take 2 Cornwall (in accordance with our **young person Induction** policy).
- We consult fully with parents to establish the care requirements for children/young people with additional needs.
- We give a verbal handover to parents when they arrive to collect their children/young people Take 2 Cornwall transport them home, and exchange any relevant information (e.g. any accidents, participation in today's activities, etc).
- We can be contacted at all times, even out of Take 2 hours, via telephone and email.
- We conduct an annual satisfaction survey of parents and children/young people at Take 2 Cornwall to gain regular feedback.
- All of our staff wear name badges so that children/young people and parents can easily identify them.
- We obtain parental permission for outings, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of Take 2 Cornwall 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: Take 2 Cornwall	Date:01.09.2021
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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Learning and Development Requirements [1.1 & 1.3]*