



Safe Hands Afterschool Club

Working with Parents & Carers Policy



Approved by: Melanie Lawlee

Date: 24/03/2026

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1. Purpose

Safe Hands Afterschool Club recognises that **partnerships with parents and carers are central to providing high-quality care and education.**

This policy sets out how the club works in partnership with parents and carers to support each child's development, well-being, and learning, in line with:

- **Early Years Foundation Stage (EYFS) statutory framework 2025** – safeguarding, welfare, and learning requirements
 - **Children Act 1989 & 2004** – promoting parental involvement in childcare and safeguarding
 - **Working Together to Safeguard Children 2023**
 - **Equality Act 2010** – ensuring fair and equal treatment for all families
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2. Scope

This policy applies to:

- All children attending Safe Hands Afterschool Club
 - All parents, carers, and guardians
 - All staff, volunteers, and students who interact with parents and carers
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3. Policy Statement

Safe Hands Afterschool Club values and encourages **active parent and carer involvement.** We believe children benefit most when staff and parents work together to support their development and well-being.

We are committed to:

- Building strong, respectful, and trusting relationships with parents and carers
 - Ensuring communication is clear, open, and accessible
 - Actively involving parents in decisions affecting their child
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4. Partnership Principles

Safe Hands Afterschool Club promotes partnerships through:

1. **Information Sharing**
 - Providing parents/carers with information on club aims, objectives, policies, and procedures
 - Regular updates about activities, events, and opportunities, including school activities or PTFA events
2. **Pre-Visits & Settling In**
 - Encouraging pre-visits to the club so children and parents become familiar with staff and routines
 - Allocating a **key person** for each child in EYFS as well as children with SEND, medical or additional needs i.e. a bereavement or family separation, to provide personalised updates and support.
3. **Supporting Individual Needs**
 - Staff work closely with parents to understand each child's developmental and care needs
 - Parent/carer views, beliefs, and cultural practices are respected and taken into account
4. **Equality & Respect**
 - All parents and carers are treated fairly and equally
 - Parents can share their views, concerns, or complaints **without fear of victimisation**
 - Private areas are provided for sensitive discussions
5. **Feedback & Evaluation**
 - Feedback from parents is actively sought, welcomed, and used to improve club practice
 - Parents/carers are offered to take part in an annual feedback questionnaire; they are also welcomed to make notes within their child's profile on Kids Club HQ.
6. **Communication Channels**
 - Updates are provided via:
 - Facebook
 - Emails and text messages
 - Website posts
 - Posters at the club entrance (regularly updated)
 - Parents are encouraged to maintain regular contact with staff regarding their child

5. Staff Responsibilities

All staff are responsible for:

- Maintaining positive and professional relationships with parents/carers
- Listening to and valuing parents' views
- Supporting parents in understanding policies, routines, and children's progress



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- Keeping parents informed of incidents, achievements, and changes affecting their child
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6. Parental Responsibilities

Parents and carers are encouraged to:

- To complete booking forms with as much information as possible and if necessary to include information relating to any SEND, dietary, medical or additional need.
 - To attend a visit with appointment for any child requiring a care plan (SEND, medical or additional need)
 - Share relevant information about their child's health, development, and needs
 - Communicate promptly regarding absences, illnesses, or changes in routine
 - Engage with staff to support learning and activities
 - Provide feedback to help improve the club
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7. Complaint and Feedback Procedure

Safe Hands Afterschool Club ensures:

- Parents can make complaints or provide feedback **safely and confidentially**
 - All complaints are handled in line with the **Complaints & Allegations Policy**
 - Feedback is used constructively to improve practice and service delivery
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8. Monitoring & Review

This policy is reviewed:

- Annually, or sooner if statutory guidance changes
 - After any feedback or incident involving parent or carer concerns
 - By the Manager and Designated Safeguarding Lead
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9. Related Policies

This policy should be read alongside:

- Safeguarding & Child Protection Policy
- Complaints & Allegations Policy
- Equality & Inclusion Policy
- Health & Safety Policy
- Online Safety Policy



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- Key Person & Settling-In Policy