

ACTIVITY CAMPS



Partnership with Parents Policy

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Monitoring and Review

This policy will be reviewed annually to ensure they remain correct and are fit for purpose. However, the policy may be reviewed and updated at any time to reflect any changes made by Le Mourier or the regulatory authorities or government legislation

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Next review date	March 2025

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Policy

Le Mourier recognises that for children to receive quality care and learning within the activities they are involved in during their time with us, we need to actively promote partnership with parents and the importance of working in partnership with other agencies to promote the well-being of children and their families. This includes signposting parents to support as appropriate.

- We believe that parents are children's first and most enduring educators and we aim to involve and consult parents on all aspects of their child's well-being.
- We also recognise the important role that parents must play in the day-to-day organisation of the provision.
- We consider parents views and expectations and will give the opportunity to be involved in the following ways:
 - I. Sharing information about their child's needs, like, achievements and interests.
 - II. Settling in their child as agreed on enrolment.
 - III. Contributing ideas or resources as appropriate to enhance the activities of the setting.

Partnership and signposting to other agencies

We are committed to ensuring effective partnership with other agencies including;

- CEYS about early years services and provisions as well as training and staff development
- Social / welfare departments regarding children in need and children who need safeguarding or who, a child protection plan is in place.
- Child development networks and health professionals to support children with disabilities and special needs.

Working in Partnership with parents and other agencies

We believe that families are central in all services we provide for young children. They are involved in all aspects of their child's care, their views are actively sought and they are actively involved in the running of the setting in various ways.

Families

- Parents are provided with written information about the setting, including the settings safeguarding actions and those responsible for actioning any concerns.
- Parents are made to feel welcome in the setting and are greeted appropriately.
- Every effort is made to accommodate parents who have a disability or impairment.
- The expectations we make on parents are made clear at the point of enrolment.
- There is sufficient opportunity for parents to share necessary information with staff and this is recorded and stored to protect confidentiality. During enrolment, they complete a detailed form requesting various information, including their child's medical and developmental needs.
- Group leaders work with parents to carry out an agreed plan to support a child's special educational needs.

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- Group leaders and the DSL work with parents to carry out any agreed tasks where a child protection plan is in place.
- Parents are involved in regular assessment of their child's progress.
- There are effective means for communicating with parents on all relevant matters and Complaints procedure for parents and service users is referred to when necessary.
- Every effort is made to provide translated written materials for parents who speak a language other than English.
- Information about a child and their family is kept confidential within the setting. The exception to this is where there is cause to believe that a child may be suffering, or is likely to suffer, significant harm, or where there are concerns regarding their child's development that need to be shared with another agency. Parental permission will be sought unless there are reasons not to, to protect the safety of the child.
- Parental consent is sought to administer medication, take a child for emergency treatment, take a child on an outing, and take photographs for the purposes of record keeping / promotional material.

Agencies

- We work in partnership or in tandem with local and national agencies to promote the wellbeing of the child.
- Procedures are in place for sharing of information about children and families with other agencies.
- Information shared by other agencies (third party information) is also kept in confidence and not shared without consent from that agency.
- When working in partnership with staff from other agencies, individuals are made to feel welcome in the setting and professional roles are respected.
- Staff follow the protocols for working with agencies, for example on child protection.
- Staff from other agencies do not have unsupervised access to the child they are visiting in the setting and do not have access to any other children during their visit.
- Staff do not casually share information or seek informal advice about any named child/family.
- We consult with and signpost to local and national agencies who offer a wealth of advice and information promoting staff understanding of issues facing them in their work and who can provide support and information for families.

Complaints procedure for parents

If a parent is unhappy about any aspect of their child's care or how he/she feels he/she has been treated, this should be discussed with the child's Group Leader. The Group Leader will listen to the parent and acknowledge what he/she is unhappy about. The Group Leader will offer an explanation and an apology if appropriate. The issue and how it was resolved is recorded and sent to management. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint. For allegations relating to serious harm to a child caused by a member of staff parents can directly contact the Jersey Designated Officer or Independent Safeguarding and Standards.

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If the parent is not happy with the Team Leaders response or wishes to complain about the Team Leaders or any other member of staff, he/she will be directed to Le Mourier management. Some parents will want to make a written complaint; others will prefer to make it verbally; in which case the manager will record the main issues of the complaint. The manager will investigate the complaint and provide time to feedback to the parent within 28 days. A file is made for the child so a confidential written report of the investigation can be kept in it, if it relates directly to the child. If the parent is still not satisfied, or if the complaint is about the manager, the manager is asked to forward their complaint verbally or in writing to the CEYS or the parent can contact CEYS directly themselves.

