

Caban Y Faenol CYF

Working in Partnership with Parents/Carers

Upon showing an interest in using the setting, parents/carers are provided with all necessary information to enable them to make an informed decision about our service. This may include visiting the premises at a mutually convenient time, with their child to see how we operate.

Parents/carers have an opportunity to attend an open day at the setting.

Caban Y Faenol recognises and respects that parents/carers hold primary responsibility for their children.

Caban Y Faenol recognises that parenting is a shared responsibility. When parents live apart we act to ensure that both parents have the information they need so that their child/children are confident in the care they receive at the setting.

All parents/carers are provided with a copy of a parent's handbook detailing general information about Caban Y Faenol, along with the most relevant policies and procedures. Parents/carers are fully informed about opportunities to view our full set of policies and procedures, copies of which are available on request.

Caban Y Faenol is registered under Part 2 of the Children and Families (Wales) Measure 2010 and is inspected by CIW. The Inspection reports can be accessed by parents on www.CIW.org.uk or by asking the Manager for a copy.

If preferred, formal appointments can be made by parents/carers or by the Manager to discuss a child's progress and/or behaviour. The Club's confidentiality policy is followed in such circumstances. To make an appointment, simply contact the Manager.

Parents/carers are required to sign a contract with Caban Y Faenol before their child starts attending. All written records kept on their own child are accessible to parents/carers except where this would place the child's welfare at risk. At no time will parents/carers be able to see information about another child.

Caban Y Faenol staff are available during operational hours for an informal chat to parents/carers about their child's individual needs and progress. Staff are aware of the need to maintain privacy about matters concerning children and families and the need to share information appropriately. Any requests by third parties for information about any individual child will be discussed with their parents and information shared only with their consent unless to do so would place the child's welfare at risk.

As detailed in the parent contract, parents/carers are responsible for notifying the Manager of any changes in the child's circumstances so that they can be added to the child's registration form and appropriate action taken.

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Regular 'customer satisfaction' surveys are carried out (usually by questionnaires) to ensure that our service continues to meet the needs of children and their families. Parents/carers are encouraged to actively take part in these exercises, as their opinion is important to the continued effectiveness of our service and their own child's well-being.

Regular updates are given through Caban y Faenol's Facebook page and via text message.

A notice board is placed within the Club for parents/carers and children to be able to gain information on the Club and its activities.

Staff and Management of Caban Y Faenol should always treat all parents/carers and children with respect and in a professional manner and we ask that parents/carers treat our staff in the same respectful way in return. Any inappropriate or intimidating behaviour will be dealt with in line with our Behaviour and Anti Bullying Policies.

Parents/carers are encouraged to feel part of the setting, as we are providing a service to help them. We would welcome any parent/carer wishing to be a member of the management committee. Any parent/carer who volunteers during operational hours, or joins the management committee, is given full information and guidance on their roles and responsibilities.