

WORKING IN PARTNERSHIP WITH PARENTS & CARERS POLICY

Document Reference:	CC-PPPOL-001
Setting Name:	Clwb Carco
Legal & Governance Body:	Charitable Incorporated Organisation (CIO) Board of Trustees
Lead Responsible Individual:	Person in Charge (Club Manager)/ Deputy Person in Charge
Provision:	After School Play Provision (Ages 3–11)
Date Adopted:	October 2026
Planned Review Date:	October 2027

CLWB CARCO: WORKING IN PARTNERSHIP WITH PARENTS & CARERS POLICY

1.0 Purpose & Statement of Intent

Clwb Carco recognises and respects that parents and carers hold primary responsibility for their children. We firmly believe that open, transparent, and collaborative working relationships between staff, parents/carers, and the wider community are essential for ensuring every child feels safe, valued, and supported in their play. This policy complies with Part 2 of the Children and Families (Wales) Measure 2010, Care Inspectorate Wales (CIW) National Minimum Standards (NMS 1, 13 & 21), and the Rights of Children and Young Persons (Wales) Measure 2011.

2.0 Information Sharing & Digital Access via Magic booking

- Welcome & Admissions Packs: Upon expressing an interest in Clwb Carco, parents/carers are provided with full digital access to our Statement of Purpose, Parent Handbook, and core policies to enable informed decisions about our service via the website.
- Visits: Prospective families are welcomed to visit the setting at a mutually convenient time prior to attending.
- Digital Portal Transparency: Through Magic booking, parents/carers maintain 24/7 access to their child's registration details, consents, session bookings, financial statements, and booking confirmations.
- CIW Registration & Reports: Clwb Carco is registered under Part 2 of the Children and Families (Wales) Measure 2010 and inspected by CIW. Our latest inspection report is published on the CIW website and accessible via a link in the parent handbook or upon request to the Person in Charge.

3.0 Inclusivity, Diverse Family Dynamics & Equal Respect

- Diverse Family Structures: We recognise that each family dynamic is unique and that parenting is a shared responsibility. Where parents live apart, Clwb Carco ensures that both adults with parental responsibility receive equal respect, access to information, and communication.
- Cultural Considerations & Preferences: When a child joins, playworkers discuss individual needs, dietary requirements, language, preferences, and cultural considerations with parents/carers to ensure continuity of care.
- Community Engagement: We invite parents/carers to share stories, traditions, and cultural experiences that celebrate the richness and diversity of our school and local community.

4.0 Communication, Handovers & Private Consultations

- Daily Handover Briefings: Playworkers are available during daily collection hours for informal chats regarding a child's day, achievements, friendships, or significant changes in behaviour.
- Formal Confidential Appointments: If parents/carers or the Person in Charge wish to discuss sensitive developmental, behavioural, or personal matters, formal meetings can be arranged outside club hours in a private area.
- Digital Newsletters & Noticeboards: Information regarding planned play themes, staffing updates, and holiday club arrangements is shared regularly via digital newsletters, email bulletins, and our site noticeboard.

5.0 Confidentiality, Record Keeping & Data Protection

- Parental Access to Records: Parents/carers have full right of access to all written and digital records held specifically about their child, except where granting access would place the child's welfare or safety at risk.
- Privacy Safeguards: Information concerning other children or families will never be disclosed or made accessible under any circumstances.
- Information Sharing Consent: Third-party requests for information regarding any child will be discussed with parents and shared only with explicit written consent, unless statutory safeguarding obligations require direct reporting to Social Services or Police.
- Statutory CIW Obligations: Clwb Carco is legally obliged to provide operational and safeguarding records to CIW inspectors upon request; fulfilling statutory obligations does not constitute a breach of confidentiality.

6.0 Parental Obligations, Consultation & Governance

- Parent Contracts & Updating Data: Parents/carers are required to accept the Parent Contract on Magicbooking prior to attendance and are strictly responsible for updating emergency contacts, authorised pick-up passwords, and medical profiles.
- Customer Satisfaction & Feedback: Clwb Carco conducts regular parental feedback surveys to continuously evaluate and improve our service. Parental insights directly inform quality assessments and operational reviews.
- Mutual Respect Standards: Staff, management, and parents/carers are expected to treat one another with courtesy, respect, and professionalism at all times. Aggressive, intimidating, or abusive behaviour toward staff will not be tolerated and will be handled under our Behaviour and Termination Policy.
- Governance & Fundraising Involvement: Parents/carers are encouraged to feel part of Clwb Carco. When vacancies exist, parents/carers are welcomed to join the CIO Board of Trustees or assist with voluntary community fundraising events.