**QUEEN’S UNIVERSITY BELFAST**

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Childcare Services

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**Participation Policy**

**(Working In Partnership with Parents)**

1. Childcare Services at Queen’s recognise that parents and carers are the first educators of their children. In recognising the role of parents and carers, the Childcare Staff Team can acknowledge the benefits in working in partnership with families to ensure that the needs of the children in our care are met, both individually and as part of a group.

This Policy identifies to parents and carers the commitment of the Childcare Staff Team in involving them fully in their child’s development, learning and experiences whilst they are in our care. This will be achieved by:

* Staff recording these developmental milestones, progress, learning and key experiences in daily observations which are then shared with parents. These observations go on to inform planning which furthers the children’s learning experiences.
* Staff planning activities that encourages parental involvement
* Sharing information about daily routines and planned activities
* Families are kept informed of events and activities
* Information is gathered that will aid the settling in process
* Parents share information from outside the setting that may be relevant to the child’s day
* Ensure that parents/carers are aware of Childcare Services Policies and Procedures and these are available to view at any time
* Ensure that the Comments and Complaints Policy is circulated to all parents and that staff understand the procedures for dealing with such
* Display the Comments and Complaints Procedure in the childcare site
* Staff will respect religious and cultural backgrounds and accommodate any special requirements whenever possible and practicable to do so
* Staff will answer any questions or address any queries fully

We have daily routines and procedures in place to ensure that opportunity is given to staff members to communicate with parents/carers throughout the day and we encourage positive two-way communication with parents and carers using a variety of methods. These may include:

* Children’s Daily Books
* Face to face meetings
* Telephone
* Text
* E mail
* Observation Records
* Comments Cards
* Notices displayed/ Parents notice board
* Letters to parents/carers