

# First Steps (Bath)

## Parent and Carer Involvement Policy

### **Policy Statement**

First Steps (Bath) believes that parents and carers are the first educators of their young children; and working in partnership with parents and carers, supports them to undertake this essential work. In line with that commitment, we believe that families should be central in all services provided for families and 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 centres in many ways.

### **Who Does the Policy Apply To?**

The policy applies to parents and carers who use First Steps Services

### **Policy Aims**

- To provide clarity on the ways that the organisation works in partnership with parents and carers.
- To provide methods of communication that are clear and consistent
- To ensure that communication needs are met, and that the organisation is using anti-discriminatory practice.

### **Responsibilities.**

1. Families are provided with information about the centres, its systems, and policies, including information about the centre's safeguarding systems
2. Families are made to feel welcome in the centres; they are greeted appropriately, there is adult seating and provision for refreshment.
3. Every effort is made to accommodate family members who have a disability or impairment
4. Expectations the First Steps (Bath) centres make on families are made clear at the point of registration. Consent is requested for photographs to be used for promotion; emergency treatment, outings, application of sun cream and use of face paints.
5. Parents and carers are encouraged to be involved in shared record keeping of their own child both formally and informally; and this is recorded and stored to protect confidentiality in accordance with the Confidentiality Policy
6. There is provision for families to be involved in activities that promote their own learning and well being
7. Families are involved in the social and cultural life of the centre and actively contribute to it.
8. Services are provided in a flexible way to meet the needs of families
9. There are effective means for communicating with families on all relevant matters and there is a complaints procedure which is referred to when necessary.
10. Every effort is made to support families who speak a language other than English.
11. Information about a child and his or her families is kept confidential within the centres in accordance with the Confidentiality Policy – the exception to this is when a child is likely to suffer significant harm, (Safeguarding & Child Protection Policy)
12. Families' views are sought regarding changes in the delivery of the services. When requests cannot be met, an explanation will be provided.
13. Consultation with families is a continuous process which supports decision making and the further development of the centre and its services

14. Families are actively encouraged to participate, in several ways, in the decision-making processes.

### **Links to other policies**

- Inclusion Policy and Procedure
- Confidentiality Policy
- Equal Opportunity and Anti discriminatory Practice Policy
- Compliments and Complaints Policy
- Safeguarding & Child Protection Policy
- Supporting Children's Development Policy
- Outreach working Policy & Procedure

Policy Drafted by: Roz Lambert Chief Executive August 2014

Approved by Trustees: 18<sup>th</sup> November 2014

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