

The Hollies Childcare Facility

Working in Partnership with Parents and Carers

Authoriser: Lynnette Collins

Responsible Individuals: Sarah Murray and Lynnette Collins

Registered Charity Number: 1196324

Revision History

Issue	Date	Comments/Reason for Change
Issue 1	6 th June 2019	Initial release for comment
Issue 1	7 th June 2019	Approved by Management Committee
Issue 2	8 th may 2021	Annual Document Review
Issue 3	2 nd November 2021	Amendment to include change of name of setting and Registered Charity Number
Issue 4	26 th September 2022	Annual Document Review
Issue 5	18 th September 2023	Annual Document Review
Issue 6	10 th September 2024	Annual Document Review
Issue 7	12 th September 2025	Annual Document Review

Acronyms & Abbreviations

Acronym/Abbreviation	Definition
The Hollies	The Hollies Childcare Facility
CIW	Care Inspectorate Wales
CAO	Chief Administration Officer

Overview

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

Parents/carers have an opportunity at least once a year to attend an open day at The Hollies. This is usually towards the end of the school year to include prospective new children and parents/carers coming to the school in September.

The Hollies recognises and respects that parents/carers hold primary responsibility for their children.

The Management Committee recognises that parenting is a shared responsibility. When parents live apart The Hollies acts to ensure that both parents have the information they need so that their child/children are confident in the care they receive - Rights of Children and Young Persons (Wales) Measure 2011.

All parents/carers are provided with copies of The Hollies Statement of Purpose detailing general information about The Hollies, 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. All Policies and Procedures are on the Hollies page of the Gwauncelyn Primary School Website.

If preferred, formal appointments can be made by parents/carers or by The Hollies CAO /Senior Leader to discuss a child's progress and/or behaviour. These appointments can be held outside setting hours in a private location suitable to both parties. The Hollies' confidentiality policy is followed in such circumstances. To make an appointment, simply contact a member of The Hollies Staff who will make the arrangements for you.

Parents/carers are required to sign a contract with The Hollies 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.

The Hollies staff are available during working hours for an informal chat to parents/carers about their child's individual needs and progress. All 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 Hollies Contract, parents/carers are responsible for notifying the CAO / Senior leader of any changes in the child's circumstances so that they can be added to the child's registration form and appropriate action taken.

Regular 'customer satisfaction' surveys are carried out (usually by questionnaires) to ensure that The Hollies 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.

A notice board is placed within The Hollies for parents/carers and children to be able to gain information on The Hollies Childcare Facility and its activities.

Parents/carers are encouraged to feel part of The Hollies, as we are providing a service to help them. When spaces are available The Hollies welcomes any parent/carer wishing to be a member of the Management Committee. Any parent/carer, who volunteers during working hours, or joins the Management Committee, is given full information and guidance on their roles and responsibilities.

When fundraising events are being organised we appreciate the help and co-operation of all parents/carers of children registered at The Hollies. This may involve selling raffle tickets, volunteering to participate in fun, sponsored events or helping with publicity events.

The Hollies Childcare Facility is registered by CIW and is legally obliged to provide information to their officers on their request. Provision of this information is not regarded as a breach of The Hollies Childcare Facility confidentiality policy.