

COMMUNICATION POLICY

NPPo23
v2

PROCEDURE

REFERENCE

FORM

NAR1 – Parent Information Pack

NPF16 – Employee Query Form

NPF24 – Listening to Staff

NSF4 – Staff Meeting Notes

NSF5 – Meetings Agenda

NSF10 – Designated Responsibilities

NSF15 – Daily Care Record Sheet

NAF7 – Miscellaneous Meeting Minutes

NMF5 – Annual Parent Questionnaire

NMF17 – Initial Parent Consultation Document

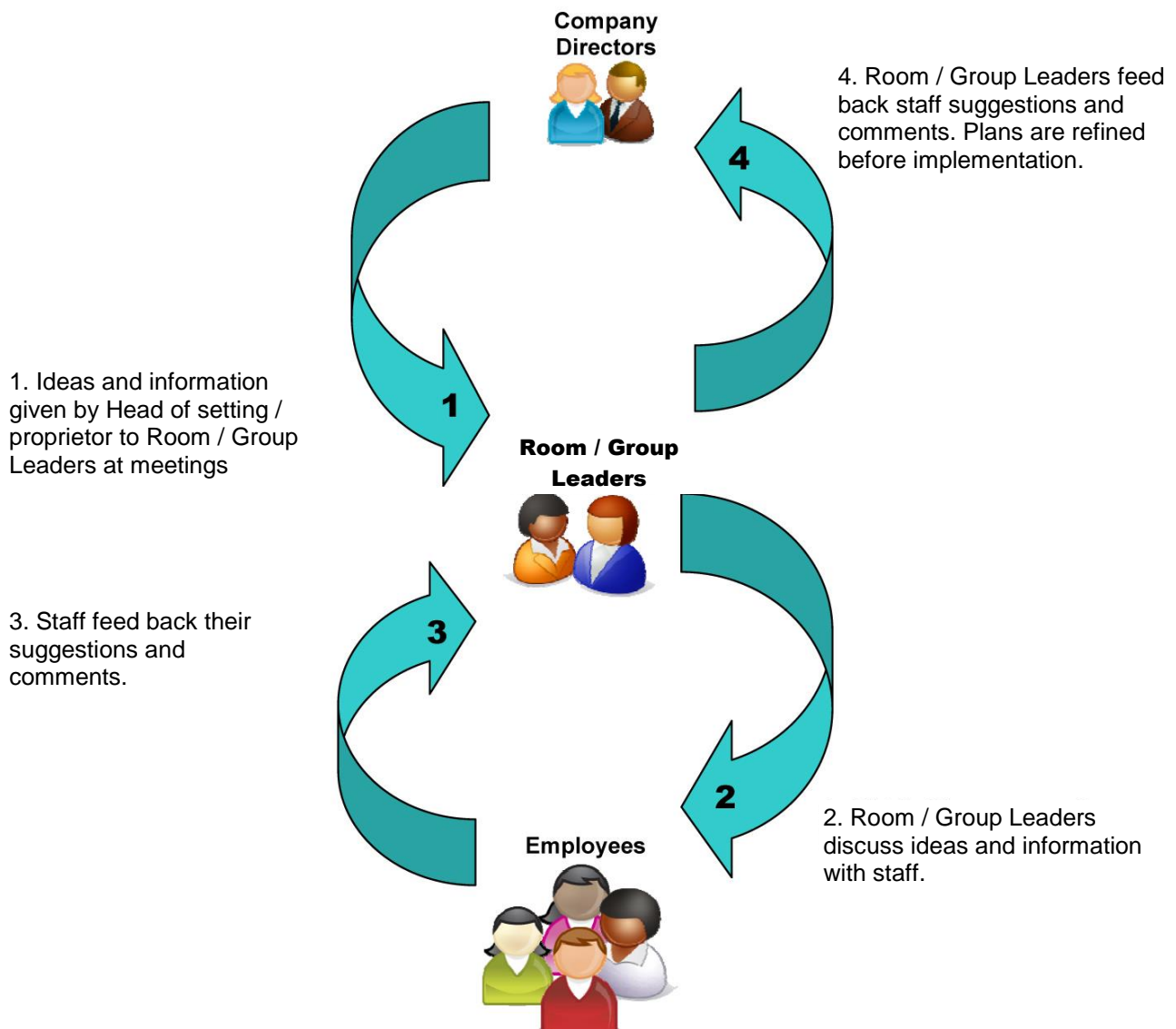
NMF18 – Parent Induction Checklist

Wellingtons for Langley Hall understands that effective communication is essential within the working environment.

Systems are in place to facilitate the flow of information both from managers to employees and vice versa, from the setting to parents and vice versa, and to suppliers and the external network of multi-professional teams and vice versa.

Managers to employees (and vice versa)

The four stages of communication

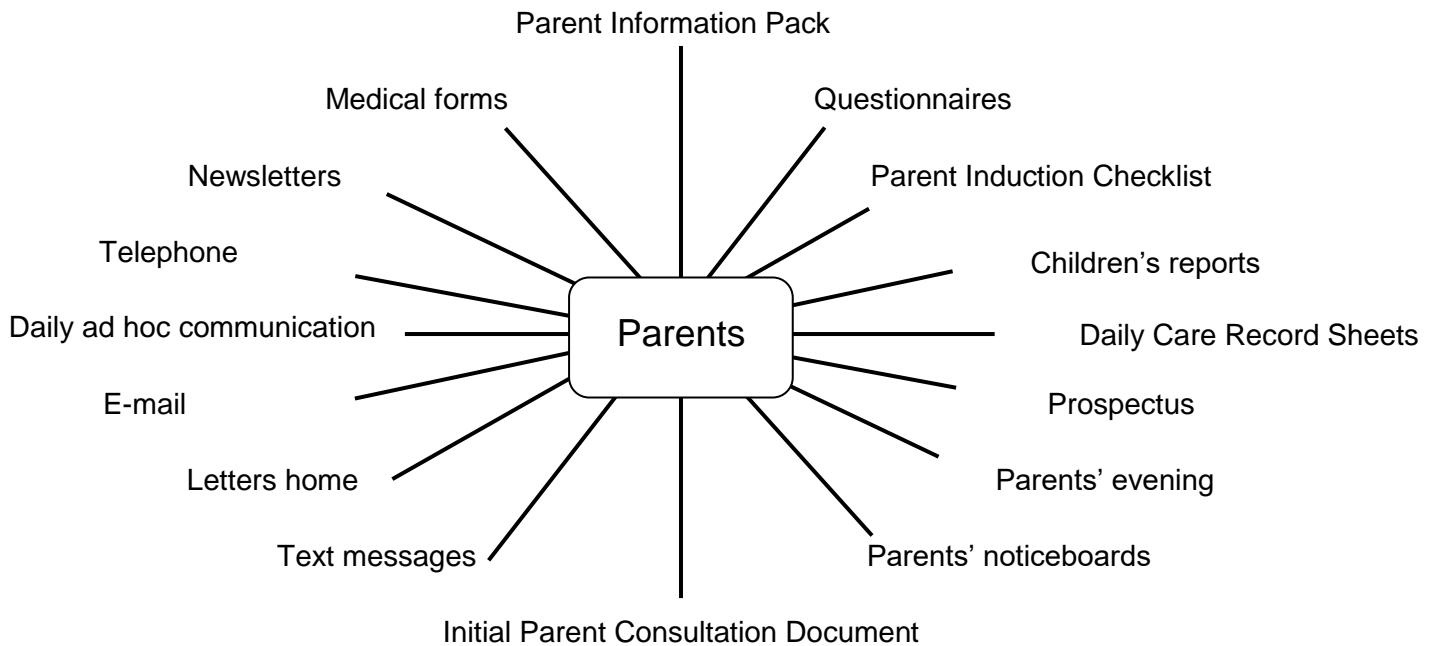


Setting to parents (and vice versa)

Whatever the purpose and whatever the method, staff should remember that communication should be professional and appropriate to the situation.

Communication with parents may be:

- ❖ general i.e. to all parents in a Room / Group or the whole setting e.g. newsletters or noticeboards
- ❖ specific i.e. to a particular parent e.g. phone call, letter etc.
- ❖ regular i.e. every day, week, quarter e.g. Daily Care Record Sheet **NSF15**, Annual Parent Questionnaire **NMF5**
- ❖ occasional i.e. only when a child starts at the setting, when a specific issue arises e.g. Parent Information Pack **NAR1**, Parent Induction Checklist **NMF18**, Initial Parent Consultation Document **NMF17**



Suppliers and external network of multi-professional teams

Communication is usually with senior members of staff.

Suppliers should always provide written documentation for orders received.

Multi-professional meetings should be minuted using Miscellaneous Meeting Minutes **NAF7**.

Media communication

Only senior staff or the proprietor should communicate with the media.

Employees are reminded of the confidentiality clause in their contracts of employment.

No details of the setting's operations should be disclosed to the media without the prior consent of the management.