



## Communications Policy

### **Policy Statement**

Whitsers' policy is to keep parents and staff well informed of all issues relating to the running of Whitsers and the welfare of the children and to seek appropriate feedback from parents and staff at all times. We encourage an atmosphere of openness and receptivity to new ideas and opportunities for improvement.

The procedures set out below will ensure the availability of information on any matter relating to the operation of Whitsers to both parents and staff, whilst complying with the provisions of the Confidentiality Policy.

### **Procedures**

#### **Information from the Committee**

The Committee endeavours to keep parents and staff informed of issues relating to the general running of Whitsers through termly newsletters. Minutes from the AGM are distributed to all parents. There may also be communications to parents on special topics relating to Whitsers, via letter, email or by special meetings.

A folder of Whitsers' policies can be accessed by parents in Whitsers, and all policies are available on the website.

All Whitsers' policies, except those relating to employment conditions, will be developed through a process involving the Play Leader, other Whitsers' staff and the Committee.

#### **Information from Staff**

Parents are informed through a range of communication channels. These include

- Parent induction when a child begins at Whitsers
- The curriculum
- Child Development folders
- Items in the newsletter/emails/notes sent home
- Educational posters
- Photographic displays
- Informal chats with Whitsers Staff
- Whiteboard messages.

Information about the curriculum is displayed at Whitsers, the short term curriculum plan is displayed on the notice board and the curriculum is documented for individual children in their Development folders. Parent input into the curriculum is encouraged, by way of parent help on excursions, contributing to sessions, informal comments and feedback in Child Development folders. Parental comments on curriculum planning is also welcomed.

Each child who attends Whitsers is assigned a key worker who will compile a Development folder for that child during their time at Whitsers. The Development folder is a record of

Document Name	Revision Number	Revision Date
Communications Policy	1	21/05/2017



learning and development for that child, which is documented by way of observations, photographs, samples of art work, notes, assessments and evaluations.

Child Development folders are stored at Whitsters. Children are encouraged to 'read' their Development folder with their key worker, for enjoyment as well as to revisit and consolidate learning.

Parents are welcome to view their child's Development folder at any time. The folders are formally issued to parents with their child's summative assessment every term.

The Play Leader is available during session time to meet with parents or meetings can be arranged before and after the session.

### **Information from Parents**

Parents are required to complete an enrolment form providing information about their child. Parents are required to inform Whitsters about any subsequent changes to this information, e.g. change of address, information about immunisation.

Parents are required at all times to ensure Whitsters has a current contact telephone number and to provide contact details for those who may be contacted or who can collect their child in an emergency.

Parents are encouraged to inform Whitsters Play Leader and key workers about any matters that may affect the behaviour or welfare of their children at Whitsters. For example, if their child has not slept well or a parent is away from home. In some situations, Whitsters may be proactive in seeking this information.

Feedback about Whitsters may from time to time be sought from parents by questionnaire, interviews or informal discussion.

Parents are required to inform Whitsters if their child will be absent and, if ill, to advise the nature of the illness and whether the illness is contagious.

Parents who help at Whitsters need to adhere to its Confidentiality Policy.

It will be agreed with parents how much information about their child can be passed on to a third party, i.e. a childminder.

Parents are required to inform Whitsters of any custody and access arrangements. Parents must provide copies of the relevant documentation.

Custodial parents must also provide in writing the names of people who:

- May collect the child from Whitsters
- By law have right of access to the child
- By law are forbidden to have access to the child or

Document Name	Revision Number	Revision Date
Communications Policy	1	21/05/2017



- By law have right of access to the child subject to conditions (such as supervised access).

### **General Information**

Parents / carers are informed of general information about the running of Whitsters as follows:

Regarding day-to-day matters parents can view the short term plan on Whitsters whiteboard showing the different activities their child will be doing on a daily basis. A session guideline is also on display in Whitsters.

The short-term (weekly) curriculum plan is displayed on the noticeboard for parents to view and information about the curriculum, including photographic displays, are displayed in Whitsters.

A telephone / email directory of the names of all children and parents at Whitsters is collated and held by the Secretary of the Committee.

Wherever possible, email will be used to circulate information to minimize printing costs to Whitsters. Parents may also request that their email details are kept confidential.

Document Name	Revision Number	Revision Date
Communications Policy	1	21/05/2017