



Communicating

It is important for all adults to recognise the importance of listening to young children before trying to communicate their own views. Many children whether due to age, ability, background or temperament may require more time, patience and understanding for the adult to recognise what they are trying to communicate.

We must be aware of the various ways that children will try to communicate which include speaking in a language other than English; non verbal (body) language including facial expression, sign language including Somerset Total Communication, behaviour and social interaction.

Tips for effective communication

- Get down to the child's eye level, speak 30% and listen 70% of the time.
- Give the child at least 10 seconds to think and respond.
- Do not interrupt or finish their sentence as some children will give up.

Communication with Parents/carers

We believe that the child's care and home life must be complimentary; Parent/carers will be fully informed about their child's time with us and will be welcomed as ensure that they feel comfortable about approaching them at all times for advice, information and support regarding their child's care and we will use various ways of ensuring that they are fully informed about their child's day.

All information about the setting's setting's service will be made accessible to any parents/carers including those experiencing factors which make receiving information by usual means ineffective.

- **The setting has many methods for sharing information with parents:**
- Photos and job titles of all staff concerned with the care of their children.
- A staff member will be made available during a session for personal conversation whether this is face to face, by phone or email, a time will be arranged as soon as possible for information to be shared.
- Setting Website & Facebook account
- Personal access to Tapestry to keep families informed of their child's development
- Focus month sheets are carried out alongside our parents / carers to fully involve them with their child's learning journey.
- Notices posted are posted on our portal account giving advanced warning of events, meetings, holiday dates, closures or any changes to opening or closing times.
- Current insurance and Ofsted registration certificates.
- Informal meetings at any time required by either Key Person or Parents/carers will be arranged at a time that suits both parties.