



Communication Policy

Written by: Louise Lloyd-Evans

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Our Values

At Young Friends Kindergarten, communication is central to how we care for children, support families, and work as a team. The way we speak, listen, and respond sets the tone for the whole environment.

- **Sustainability** – Dialogue models responsibility, reflection, and respect.
 - **Respect** – Every interaction is kind, inclusive, and professional.
 - **Authenticity** – We mean what we say — real communication, not token gestures.
 - **Supportive Leadership** – Leaders are approachable, visible, and available.
 - **Community** – Families, staff, and children are all part of one supportive team.
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Policy Statement

This policy sets out how we manage communication:

- Between staff and children
- Among the staff team
- With parents and families
- Across all digital and in-person platforms

We are committed to open, respectful, responsive communication.

Communication With Children

- **Sustained Shared Thinking** – Extending children’s learning through dialogue, reflection, and problem-solving.
 - **Respectful Dialogue** – Staff always speak to children calmly, kindly, and at their level.
 - **Peer Interaction** – Adults encourage children to talk and collaborate with each other.
 - **Emotional Attunement** – Language supports co-regulation, empathy, and kindness.
 - **Everyday Teaching** – All staff see communication as central to education and behaviour support.
 - **Language of Sustainability** – Interactions model respect for resources, nature, and community.
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Staff Community Communication

- **Social Hub** – For morale, appreciation, sustainable ideas, and updates. Every staff member is expected to engage.
 - **WhatsApp** – Leadership use only for rota updates.
 - **Walkie-Talkies** – Must be carried at all times for calm, clear communication across rooms.
 - **Trip Phones** – Always taken on trips for emergencies.
 - **Office Mobile** – Used for absences and safeguarding. Protects staff privacy.
 - **Personal Phones** – Never used for work communication except in an emergency.
 - **Social Media** – All staff are expected to like and support Young Friends’ online posts to help build reputation and community visibility.
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Parent and Family Communication

How Families Contact Us

- **Famly is our single main channel** for all communication. Families should use Famly, not email, for queries of any kind. This ensures quicker more consistent responses and proper safeguarding records.
- **Key People** – Families may message their child's key person directly at any time.
- **Office Manager (Claudia Chapman)** – For all queries about fees, funding, extra sessions, schedules, and administrative matters.
- **Early Years Manager (Jasmine Clay-Joyce / "Jaz")** – For all curriculum, education, well-being, social and learning-related matters.
- **If unsure** – Tag both Claudia and Jaz in Famly. The correct person will respond.

Daily Communication

- **Drop-off and pick-up handovers** – Warm, respectful, child-focused conversations.
- **Daily Boards** – Key points from the day written on whiteboards outside each room.
- **Famly Newsfeed** – Notices, reminders, and community updates.
- **Monthly Newsletter** – Written by management, covering staffing, sustainability, events, achievements, and requests.
- **Community Facebook Group** – For families to share, swap, sell, and connect.

Meetings and Contact

- Families may **book meetings at any time** with their key person, Jaz, or management.
- Parents' afternoons/evenings are held twice a year.
- Stay-and-Play sessions may be booked by calling the office.
- The management team are always available for private, respectful conversations.

Absence and Lateness

- Parents **must contact the kindergarten via Famly** if their child will be absent or late.
- If we have not heard from a family, the nursery has a **safeguarding duty to call** to check the child's whereabouts and safety.

Respect and Partnership

- Communication is always respectful on both sides. We welcome suggestions, feedback, and questions.
- Families are reminded that most information can be found in our **policies** (on our website) or through the **Parent Portal**. The office holds passwords for the portal if families are unsure.
- We want to hear from families and will always try to help. Working together openly supports the children best.

Confidentiality and Safeguarding

- All safeguarding concerns must be reported through the DSL and recorded securely.
- Famly ensures that sensitive communication is confidential and logged appropriately.

Linked Policies

- Safeguarding and Child Protection
- Staff Code of Conduct
- Sickness Policies for staff and children
- Behaviour and Wellbeing
- Health and Safety

- Complaints Policy
 - Parent Partnership Policy
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Authorisation

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Owner and Director

Young Friends Kindergarten

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