All Silver Stars Day Nursery policies will be subject to any future change according to Government legislation and guidelines to maintain the safety of all children, families, staff and visitors.

1.03

Communication Policy

Effective communication is central to building positive relationships and ensuring high-quality care, learning and safeguarding for all children. We recognise that clear, respectful and consistent communication is essential to developing strong partnerships with children, parents, carers, staff and external professionals.

At Silver Stars Day Nursery, we believe that effective communication underpins all aspects of our practice and supports children's wellbeing, development and inclusion.

Forms of Communication

We use a range of communication methods to ensure information is shared clearly and appropriately, including:

- Verbal communication
- Non-verbal communication (body language, facial expressions, eye contact, gestures)
- Makaton and other visual supports
- Written communication and record keeping
- Active listening

Communicating with Children

Staff at Silver Stars Day Nursery use all forms of communication when interacting with children. This includes conveying warmth, reassurance and respect through smiles, encouragement, praise, attentive listening and appropriate physical contact, such as holding or comforting, in line with safeguarding guidance.

We expect staff to:

- Get down to the child's level when communicating, encouraging eye contact where appropriate. This is particularly important during arrivals, departures, feeding and nappy changes.
- Give children time and space to express their thoughts, ideas and feelings.
- Acknowledge and accept children's emotions so they understand that all feelings are valid, including sadness, anger or frustration.
- Use open-ended questions to encourage language development and meaningful conversation.
- Provide regular opportunities for one-to-one interaction throughout the day.
- Be approachable, patient and responsive to child-initiated communication.
- Never shout at children or communicate in an aggressive or intimidating manner. Any breach of this expectation will be managed in line with the nursery's disciplinary procedures.

Staff must not rely solely on verbal communication, particularly when supporting babies, children with English as an additional language (EAL), or children with special educational needs and disabilities (SEND).

Adult Communication Within the Setting

All staff and management are expected to communicate professionally, respectfully and effectively at all times.

Staff and management will:

- Maintain clear and effective communication with colleagues, parents, directors and visitors.
- Ensure personal issues or moods do not impact professional conduct.
- Always communicate politely and courteously.
- Keep conversations professional and relevant to the running of the nursery, routines or children's learning.
- Be mindful of the amount and content of adult conversation within play areas.
- Avoid discussing individual children where they may be overheard by other children or parents.
- Ensure management instructions are delivered and received respectfully.
- Raise concerns or disagreements in a professional and constructive manner to reach an agreed resolution.

Communication within the Setting

We operate an **open-door policy**, and staff are encouraged to discuss concerns or issues with the Nursery Manager or Deputy Manager as they arise.

- Regular staff meetings are held to share information, discuss practice and gather staff views.
- Minutes are recorded and made available for reference.

Ovivio

Ovivio is used as a secure communication and learning platform.

- Staff may use Ovivio messaging for general information sharing with colleagues and parents (e.g. reminders, feedback).
- Ovivio must not be used for sensitive, developmental or safeguarding concerns.
- Absence, sickness and dietary information must be communicated via telephone or email.
- Important information must be shared with the manager or deputy manager and the child's key person.
- Ovivio messaging must not be used after 6:00pm.

Communicating with Parents and Carers

Effective communication with parents and carers is essential to supporting children's care and development.

- Information is shared daily at arrival and collection times.
- Parents are informed of key events, incidents or significant achievements.
- Each child has a named key person; however, if unavailable, another staff member will provide feedback.
- Staff will always communicate in a polite, respectful and positive manner.
- Sensitive discussions will take place privately and out of children's hearing where appropriate.

Parents and carers are expected to communicate with staff respectfully and courteously.

Baby Room Communication

For babies, a daily care diary is maintained via Ovivio until transition to the toddler room. This includes:

- Care routines

- Food and milk intake
- Nappy changes
- Sleep times

Parent Information and Display Boards

- Information is displayed at the main entrance and baby room windows.
- Display boards within play areas link learning experiences to the EYFS Framework.
- Parents receive regular updates via Ovivio and email.
- Photos and updates are shared on the Silver Stars Facebook page in line with permissions.

Parents' Contributions to Planning

We welcome parents' ideas, suggestions and involvement in planning, celebrations and events. Parents are encouraged to contribute on an ongoing basis to support their child's learning and development.

Additional Communication Methods

We communicate with parents and carers through:

- Telephone conversations
- Face-to-face discussions
- Ovivio (online learning journal)
- Emails
- Letters
- Parent questionnaires and surveys
- Parent/child review meetings
- Parent social events
- Social media (Facebook)

This policy was created by	Silver Stars Day Nursery
Date	February 2026
Review date	February 2027
Name of signatory	Mrs Jenifer Capper
Role of signatory	Proprietor
Signed: Date:	 February 2026