

Communications Policy and Procedure

Communicating with staff

Staff Inductions

Induction must be used as an opportunity for staff to learn about roles, responsibilities and the detail of procedures. The GGCA induction system for all new staff, involves staff reading, understanding and being confident to follow and implement the policies and procedures. New and existing staff are required to follow the procedures for each policy and are supported in developing their understanding by re-reading and asking questions. The Children and Young Persons Development Officer Debbie Page Evans or the Community Association Manager are available to answer any questions or support with enhancing staff's understanding of each policy and its' procedures.

Good practice suggests that having regular and ongoing discussions around the implications of policies such as what will happen in the event of an accident or severe bad weather etc., will help reinforce the knowledge and understanding. Staff have the opportunity to ask questions to ensure they fully understand a policy and procedure. A full set of policies and procedures are available in the Children and Young Persons Development Officers office located in the Youth Wing area of the building. They are easily available for staff.

Students and volunteers should also have an understanding of the policies and procedures and have access to copies of them.

Existing staff

Discussing policies and procedures regularly also supports with annual reviews and staff contribution is helpful as it enables them to better understand and implement them. Any changes made to policies and procedures need to be communicated to staff and they should be given the opportunity to ask questions to ensure they fully understand the change and can implement it.

Communicating with Parents/Carers

Parents/Carers should also be informed of the policies and procedures as part of the legal requirement of the National Minimum Standards. It affects both the legal contract and personal relationship between the setting and parents/carers. Parents/Carers are able to have access to a copy of the full range of policies and procedures. Parents/Carers input is also welcomed in formulating or revising policies and procedures. We will endeavour to be responsive to the needs of our local community, which could include offering copies of policies and procedures in large print, Braille, alternative media sources (recordings) and languages other than English as necessary. We will do our utmost to source the required format, funding permitted.

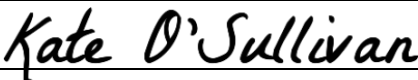
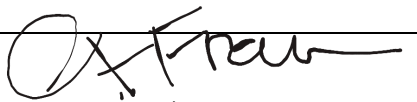
Further Reading

National Minimum Standards for Regulated Child Care for children up to the age of 12 years
<http://CIW.org.uk/docs/CIW/publications/160411regchildcareen.pdf>

These regulations outline what a care provider must do by law to provide a care service in Wales. On 1 April 2016 these were updated to reflect changes to childcare regulations.







- [Children and Families \(Wales\) Measure 2010](#)
- [The Children and Families \(Wales\) Measure 2010 \(Commencement No.2, Saving and Transitional Provisions\) \(Amendment\) and \(Consequential Amendment\) Order 2011](#)

This policy was revised on 26.05.2025 and will be reviewed on or before 26.05.2026

Name and Position	Signed	Date
Kate O'Sullivan - Community Association Manager		19 / 06 / 2025
Olive Frances - Vice Chair of Board of Trustees		25 / 05 / 2025

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