



COMMUNICATION WITH PEOPLE, WHERE ENGLISH IS NOT THEIR FIRST LANGUAGE POLICY

At Clyde Nursery Ltd, we must ensure that people who have limited ability to communicate in English have equal opportunities and are able to receive a high-quality service and effective access to all nursery services.

Within this policy the term Limited English Proficient is used. This is defined as being unable to speak, read, write or understand English at a level that permits an individual to interact effectively with nursery staff.

Communication presents a major barrier to accessing nursery care for people who are Limited English Proficient due to impairment or because their first language is not English. Equally, communication difficulties present nursery staff with barriers to the delivery of safe, effective, childcare. This has major implications for childcare provision. It is clear from research that even when two people share the same language and culture, there can be misunderstandings.

Each family will be different, with varying abilities in written or spoken English, so each family and child should be treated individually, but there are a few basic guidelines that can be applied to each case and may be helpful.

- Speak clearly and pronounce your words correctly.
- Do not cover or hide your mouth because sometimes people will watch how you pronounce a word, and this can help in their understanding. Ensure social distancing is followed so face coverings don't need to be worn.
- Do not use 'baby talk' or incorrect English. This can be confusing.
- Where possible, opt for simple words rather than complex words. It may be the person you are speaking to could have some knowledge of basic English.
- If asked to repeat something, first repeat it as you said it the first time, then if the person still does not understand, try and rephrase it in a different way.
- Be explicit. Say yes, or no, rather than, for example, u-huh.
- Ensure you carefully listen to the other person, and don't be afraid to ask for clarification if you have not understood part of the conversation.
- Be patient, and smile. The more relaxed you are, the more the other person can take their time to try and communicate effectively with you.

There may be circumstances where you simply cannot understand what the other person is saying or cannot decipher a written message. Sometimes good communication means knowing when your skills are inadequate. If you can, speak to a colleague who may be able to understand the conversation, and if communication is impossible, speak to the Nursery Manager about the services of a translator.

Where applicable, using technology could be an option and logging into a translator site.

translate.google.co.uk is a free site which can be used by typing words into a text box and requesting the translation in the language required.

The most important thing to remember is not to agree to anything unless you are certain communication between both parties has been effective.

Remember, research has shown that communication is 7% verbal and 93% non-verbal, with gestures, facial expressions and body language all important factors in conveying information.

A copy of this policy is available to view in the Policy Folders held in the Nursery Office, Reception Area, Nursery Playrooms.

Reviewed: August 2020

Date of Next Review: August 2021