



STAFF COMMUNICATIONS POLICY

COMMUNICATION WITH PARENTS

The nursery uses Famly as the primary method of communication with parents. General information and newsletters are shared via the app newsfeed. Individual and small group communications are then made to parents on their activities feed and occasionally via messenger.

All permissions (e.g. photographs, outings, forest school, first aid, medication) must be completed on the Famly app before or during the child's initial settling-in session. An All About me form must be completed and a key worker assigned to each new child by the room leader. The room leader will inform all staff in their room key information about any new child and will update display information where appropriate – key worker board, allergies list, nappies list, sleep room list etc.

Daily updates vary depending on the room:

- Baby Room: Staff record detailed daily information including sign-in and sign-out times, nappy changes, food, bottles, and sleep. This information is recorded in real time on-site and uploaded to the app twice daily (morning and afternoon).
- Plantos and Cyn Ysgol Rooms: The app is used for signing children in and out. Information such as meals, naps, and changes is recorded on nursery charts rather than routinely uploaded.

Photographs will be uploaded weekly to reflect children's activities, with occasional additional uploads during the week. Photographs will only be shared in line with the photography permissions provided on the Famly app.

Staff are not expected to respond to private messages throughout the day. If a matter is urgent and cannot wait until handover, parents must telephone the nursery to speak with nursery management. Please note that other than nursery management in limited circumstances, staff do not have access to Famly outside of their working hours and are unable to view or respond to messages or upload information onto the app.

Our approach of not providing daily photographs and detailed updates for older children prioritises meaningful interactions between staff and children, ensuring that staff engage directly with the children to support their well-being and development. By limiting time spent on devices, we foster a more present, responsive environment, promoting well-being and strengthening personal connections and healthy relationships.

Important updates



To ensure consistency and accuracy only nursery management may communicate important changes or urgent updates to parents. This includes changes to policies, health & safety updates, serious incidents, or any other significant information affecting a child's care or the nursery. Room Leaders may share everyday updates, routine information, and activities with parents but must not communicate important changes without management approval. Staff should refer all parent queries about important changes to Nursery Management.

Handover to Parents: At collection, staff are expected to provide clear and accurate verbal handovers. Handover information should be given by a staff member who has worked directly with the child during the day and has accurate knowledge of their care. Where this is not possible, staff must refer to the nursery's written records (nappy charts, sleep charts, meal records) to ensure accurate communication. Room Leaders are responsible for overseeing the quality and consistency of handovers.

Telephoning Parents

Only Room Leaders or Nursery Management should make the decision to contact parents during the day. The on-duty Room Leader must consult with Nursery Management before any call is made.

Invoicing queries and changes to sessions

Staff must direct parents to request any additional sessions via the nursery app Family or in writing by email. We will endeavor to accommodate such requests but it is subject to availability and staffing, the sooner we receive the requests the better and should be made at least 48 hours in advance if possible. Any invoicing queries or changes to sessions must be made in writing to nursery management via Family app or email. Parents must provide written notice via email for any termination or reduction in sessions.

Allergies and Dietary requirements

Parents must inform the nursery of any allergies or dietary requirements. This information is clearly displayed for staff, including individual laminated sheets with the child's photograph and allergy details used at mealtimes.

Any changes regarding a child's allergies or dietary requirements must be provided in writing by email to Nursery Management and the Family app updated with the current information. Nursery management can then inform the room leader of any changes so that the room leader can make staff in their room aware and update any displays as appropriate.

Medication and Care Plans



Medication must only be administered with written parental consent and in line with nursery procedures, with accurate records maintained. Staff administering medication must complete a medication form which is approved by nursery management.

Parents will liaise with nursery management regarding any ongoing or ad hoc care plans in place for a child. Nursery management will liaise with the room leader and where appropriate the ALNCo to ensure care plans are implemented and staff aware within the rooms. Any changes to medication or care plans should be communicated promptly in writing to nursery management and the Family app updated.

Accidents and Incidents

All accidents and incidents must be recorded and shared with parents that day.

The member of staff that witnessed the accident or incident will write up an accident or incident form. This will be approved by nursery management before it is sent to the parent. In emergencies, parents will be contacted as soon as possible, with decisions made by Nursery Management.

For serious accidents and incidents nursery management will inform relevant third party organisations in line with their duties, such as CIW, RIDDOR and the local authority.

Parent concerns or complaints

Parents should initially raise concerns with their child's Key Worker or Room Leader. If unresolved, concerns must be escalated to Nursery Management in line with the Complaints Policy.

Monitoring and improvement

Regular feedback on the communication process will be gathered from parents and staff through surveys, parent evenings and stay and play sessions or ad hoc feedback from both parents and staff. This feedback will be used to continuously improve the quality and effectiveness of communication with parents.



INTERNAL COMMUNICATION WITH STAFF

All staff must follow the agreed chain of reporting: staff report to Room Leaders, and Room Leaders report to Nursery Management. Staff with designated roles (e.g. ALNCo, Nursery Cook, Welsh Language Officer) report directly to Nursery Management regarding their areas of responsibility. Please refer to the Staff Operations Chart for the nursery setting.

Key Workers primarily do handovers with parents, if they are not available then a member of staff who has worked directly with the child during the day. Occasionally where these options are not available another member of staff will do the handover, but they should refer to the charts to provide accurate information on handover.

Room Leaders are expected to:

- regularly liaise with staff so that everyone is aware of their role in the room
- set out rotas for daily tasks and delegate accordingly
- make sure key workers are assigned to each child and monitor this
- make sure handovers are quality and consistent
- ensure stock and DIY needs are communicated to nursery management on the daily walk and/or by completing the stock list / DIY sheet
- speak with nursery management to make a phone call to a parent
- ensure any accidents / incidents / pre-existing injuries are recorded on Famly for management to approve and send out to the parent the same day – in the event of a serious accident or incident to inform nursery management immediately
- speak with nursery management if a concern is raised so that they can make a note and if necessary set up a complaint file
- inform management if they become aware of a new or updated allergy or dietary requirement
- supervise staff working in their room

Nursery management is expected to:

- carry out a daily walk and check stock, DIY and any health and safety hazards and communicate about these with room leaders
- answer room leader queries and make decisions on phone calls to a parent
- approve accident / incident / pre-existing injury forms to go out to the parent the same day
- make a record of complaints and if necessary set up a complaints file. Deal with complaints if they are escalated according to the complaints policy
- inform the nursery cook of any new or updated allergy or dietary requirement
- liaise with the Designated Safeguarding Lead regarding safeguarding matters



- liaise with the ALNCo regarding ALN matters
- supervise Room Leaders and staff regarding any nursery-wide role such as the Nursery Cook, ALNco and Welsh Language Officer
- liaise with outside agencies and comply with any SLAs and duties – such as CIW, local authorities, Croesi'r Bont, social services and Mudiad Meithrin

All staff are expected to:

- read and understand nursery policies and procedures and sign a staff declaration confirming they have done so and to follow policies and procedures accordingly
- undertake safeguarding training and report any safeguarding concerns under the agreed chain of reporting and/or to the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead
- raise relevant questions or concerns within the agreed chain of reporting
- inform room leaders if they become aware of a new or updated allergy or dietary requirement
- communicate openly and honestly and be timely, proactive and responsive to questions and feedback

Confidentiality must be maintained at all times, and all communication—both internal and external—must be professional, accurate, and timely. If a staff member breaches confidentiality, even unintentionally, the breach must be reported to their room leader and/or nursery management. Appropriate actions will be taken based on the nature of the breach by nursery management, to include self-reporting to the Information Commissioners Office where appropriate, and staff members should be aware of the potential consequences of failing to maintain confidentiality.

Staff must also refer to the nursery's Disciplinary and Grievance Procedures for matters relating to staff conduct or concerns.

Monitoring and improvement

Regular feedback on the communication process will be gathered from staff through surveys, staff meetings, supervisions and appraisals and ad hoc feedback from staff. This feedback will be used to continuously improve the quality and effectiveness of internal communications.

This policy was adopted on	Signed on behalf of the nursery	Date for review
1/4/2025	<i>N. Baker</i>	<i>April 2027</i>



POLISI CYFATHREBU STAFF

CYFATHREBU Â RHIENI

Mae'r feithrinfa'n defnyddio Famly fel y prif ddull o gyfathrebu â rhieni. Rhennir gwybodaeth gyffredinol a chylchlythyrau trwy ffrwd newyddion yr ap. Yna, gwneir cyfathrebiadau unigol a grwpiau bach i rieni ar eu ffrwd gweithgareddau ac weithiau trwy negesydd.

Rhaid cwblhau pob caniatâd (e.e. lluniau, teithiau allan, ysgol goedwig, cymorth cyntaf, meddyginiaeth) ar ap Famly cyn neu yn ystod sesiwn ymgartrefu gychwynol y plentyn. Rhaid cwblhau ffurflen Popeth Amdanaf a phenodi gweithiwr allweddol i bob plentyn newydd gan arweinydd yr ystafell. Bydd arweinydd yr ystafell yn hysbysu'r holl staff yn eu hystafell wybodaeth allweddol am unrhyw blentyn newydd a bydd yn diweddarau gwybodaeth arddangos lle bo'n briodol - bwrdd gweithwyr allweddol, rhestr alergeddau, rhestr cewynnau, rhestr ystafell gysgu ac ati.

Mae diweddariadau dyddiol yn amrywio yn dibynnu ar yr ystafell:

- Ystafell Babanod: Mae staff yn cofnodi gwybodaeth ddyddiol fanwl gan gynnwys amseroedd mewngofnodi ac allgofnodi, newidiadau cewynnau, bwyd, poteli, a chwsg. Cofnodir y wybodaeth hon mewn amser real ar y safle a'i huwchlwytho i'r ap ddwywaith y dydd (bore a phrynhawn).
- Ystafelloedd Plantos a Chyn Ysgol: Defnyddir yr ap ar gyfer llofnodi plant i mewn ac allan. Mae gwybodaeth fel prydau bwyd, cwsg a newidiadau yn cael ei chofnodi ar siartiau meithrinfa yn hytrach na'i huwchlwytho'n rheolaidd.

Bydd ffotograffau'n cael eu huwchlwytho'n wythnosol i adlewyrchu gweithgareddau'r plant, gyda llwythiadau ychwanegol achlysurol yn ystod yr wythnos. Dim ond yn unol â'r caniatâd ffotograffiaeth a ddarperir ar ap Famly y bydd ffotograffau'n cael eu rhannu.

Ni ddisgwylir i staff ymateb i negeseuon preifat drwy gydol y dydd. Os yw mater yn frys ac na all aros tan y trosglwyddiad, rhaid i rieni ffonio'r feithrinfa i siarad â rheolwyr y feithrinfa. Sylwch, ac eithrio rheolwyr y feithrinfa mewn amgylchiadau cyfyngedig, nad oes gan staff fynediad i Famly y tu allan i'w horiau gwaith ac ni allant weld nac ymateb i negeseuon na huwchlwytho gwybodaeth i'r ap.

Mae ein dull o beidio â darparu ffotograffau dyddiol a diweddariadau manwl i blant hŷn yn blaenoriaethu rhyngweithiadau ystyrion rhwng staff a phlant, gan sicrhau bod staff yn ymgysylltu'n uniongyrchol â'r plant i gefnogi eu lles a'u datblygiad. Drwy gyfyngu ar yr amser a



dreulir ar ddyfeisiau, rydym yn meithrin amgylchedd mwy presennol ac ymatebol, gan hyrwyddo lles a chryfhau cysylltiadau personol a pherthnasoedd iach.

Trosglwyddo i Rieni: Wrth gasglu, disgwylir i staff ddarparu trosglwyddiadau llafar clir a chywir. Dylai gwybodaeth trosglwyddo gael ei rhoi gan aelod o staff sydd wedi gweithio'n uniongyrchol gyda'r plentyn yn ystod y dydd ac sydd â gwybodaeth gywir am ei ofal. Lle nad yw hyn yn bosibl, rhaid i staff gyfeirio at gofnodion ysgrifenedig y feithrinfa (siartiau cewynnau, siartiau cysgu, cofnodion prydau bwyd) i sicrhau cyfathrebu cywir. Mae Arweinwyr Ystafell yn gyfrifol am oruchwylio ansawdd a chysondeb trosglwyddiadau.

Diweddariadau pwysig

Er mwyn sicrhau cysondeb a chywirdeb, dim ond rheolwyr y feithrinfa all gyfleu newidiadau pwysig neu ddiweddariadau brys i rieni. Mae hyn yn cynnwys newidiadau i bolisiau, diweddariadau iechyd a diogelwch, digwyddiadau difrifol, neu unrhyw wybodaeth arwyddocaol arall sy'n effeithio ar ofal plentyn neu'r feithrinfa. Gall Arweinwyr Ystafelloedd rannu diweddariadau dyddiol, gwybodaeth arferol, a gweithgareddau gyda rhieni ond ni ddylent gyfleu newidiadau pwysig heb gymeradwyaeth y rheolwyr. Dylai staff gyfeirio pob ymholiad gan rieni am newidiadau pwysig at Reolwyr y Feithrinfa.

Ffonio Rhieni

Dim ond Arweinwyr Ystafell neu Reolwyr y Feithrinfa ddylai wneud y penderfyniad i gysylltu â rhieni yn ystod y dydd. Rhaid i'r Arweinydd Ystafell sydd ar ddyletswydd ymgynghori â Rheolwyr y Feithrinfa cyn gwneud unrhyw alwad.

Ymholiadau anfonebu a newidiadau i sesiynau

Rhaid i staff gyfarwyddo rhieni i ofyn am unrhyw sesiynau ychwanegol trwy ap y feithrinfa Famly neu yn ysgrifenedig trwy e-bost. Byddwn yn ymdrechu i ddarparu ar gyfer ceisiadau o'r fath ond mae'n amodol ar argaeledd a staffio, gorau po gyntaf y byddwn yn derbyn y ceisiadau a dylid eu gwneud o leiaf 48 awr ymlaen llaw os yn bosibl. Rhaid gwneud unrhyw ymholiadau anfonebu neu newidiadau i sesiynau yn ysgrifenedig i reolwyr y feithrinfa trwy ap Famly neu e-bost. Rhaid i rieni roi rhybudd ysgrifenedig drwy e-bost am unrhyw derfynu neu leihau sesiynau.

Alergeddau a gofynion dietegol

Rhaid i rieni hysbysu'r feithrinfa am unrhyw alergeddau neu ofynion dietegol. Mae'r wybodaeth hon yn cael ei harddangos yn glir i staff, gan gynnwys taflenni wedi'u lamineiddio unigol gyda llun y plentyn a manylion alergedd a ddefnyddir amser bwyd.

Rhaid darparu unrhyw newidiadau ynghylch alergeddau neu ofynion dietegol plentyn yn ysgrifenedig drwy e-bost i Reolwyr y Feithrinfa a rhaid diweddarau ap Famly gyda'r wybodaeth

Wibli Wobli Nursery trading name of

Wibli Wobli Nursery Ltd Company No 13980536 of Unit 1 Oak House, Vaughan Court, Newport, NP10 8BD

Wibli Wobli Cardiff Ltd Company No 16590606 of 53 The Parade, Roath, Cardiff, CF24 3AB



gyfredol. Yna gall rheolwyr y feithrinfa hysbysu arweinydd yr ystafell o unrhyw newidiadau fel y gall arweinydd yr ystafell roi gwybod i staff yn eu hystafell a diweddarau unrhyw arddangosfeydd yn ôl yr angen.

Cynlluniau Meddyginiaeth a Gofal

Dim ond gyda chaniatâd ysgrifenedig rhieni y dylid rhoi meddyginiaeth ac yn unol â gweithdrefnau'r feithrinfa, gyda chofnodion cywir yn cael eu cadw. Rhaid i staff sy'n rhoi meddyginiaeth lenwi ffurflen feddyginiaeth sydd wedi'i chymeradwyo gan reolwyr y feithrinfa.

Bydd rhieni'n cysylltu â rheolwyr y feithrinfa ynghylch unrhyw gynlluniau gofal parhaus neu ad hoc sydd ar waith ar gyfer plentyn. Bydd rheolwyr y feithrinfa'n cysylltu â'r arweinydd ystafell a lle bo'n briodol y Cydlynnydd Anghenion Dysgu Ychwanegol i sicrhau bod cynlluniau gofal yn cael eu gweithredu a bod staff yn ymwybodol o fewn yr ystafelloedd. Dylid cyfleu unrhyw newidiadau i feddyginiaeth neu gynlluniau gofal yn ysgrifenedig i reolwyr y feithrinfa ar unwaith a diweddarau ap Famly.

Damweiniau a Digwyddiadau

Rhaid cofnodi pob damwain a digwyddiad a'i rannu gyda rhieni'r diwrnod hwnnw.

Bydd yr aelod o staff a welodd y ddamwain neu'r digwyddiad yn ysgrifennu ffurflen ddamwain neu ddigwyddiad. Bydd rheolwyr y feithrinfa yn cymeradwyo hon cyn ei hanfon at y rhiant. Mewn argyfyngau, cysylltir â rhieni cyn gynted â phosibl, a bydd rheolwyr y feithrinfa yn gwneud penderfyniadau.

Ar gyfer damweiniau a digwyddiadau difrifol, bydd rheolwyr y feithrinfa yn hysbysu sefydliadau trydydd parti perthnasol yn unol â'u dyletswyddau, fel CIW, RIDDOR a'r awdurdod lleol.

Pryderon neu gwynion rhieni

Dylai rhieni godi pryderon yn gyntaf gyda Gweithiwr Allweddol neu Arweinydd Ystafell eu plentyn. Os na chaiff ei ddatrys, rhaid uwchgyfeirio pryderon at Reolwyr y Feithrinfa yn unol â'r Polisi Cwynion.

Monitro a gwella

Casglwyd adborth rheolaidd ar y broses gyfathrebu gan rieni a staff trwy arolygon, nosweithiau rhieni a sesiynau aros a chwarae neu adborth ad hoc gan rieni a staff. Defnyddir yr adborth hwn i wella ansawdd ac effeithiolrwydd cyfathrebu â rhieni yn barhaus.



CYFATHREBU MEWNOL Â STAFF

Rhaid i bob aelod o staff ddilyn y gadwyn adrodd y cytunwyd arni: mae staff yn adrodd i Arweinwyr Ystafelloedd, ac mae Arweinwyr Ystafelloedd yn adrodd i Reolwyr y Feithrinfa. Mae staff â rolau dynodedig (e.e. Cydlynnydd Anghenion Dysgu Ychwanegol, Cogydd y Feithrinfa, Swyddog Iaith) yn adrodd yn uniongyrchol i Reolwyr y Feithrinfa ynghylch eu meysydd cyfrifoldeb. Cyfeiriwch at y Siart Gweithrediadau Staff ar gyfer y lleoliad meithrinfa.

Mae Gweithwyr Allweddol yn bennaf yn trosglwyddo gyda rhieni, os nad ydynt ar gael yna aelod o staff sydd wedi gweithio'n uniongyrchol gyda'r plentyn yn ystod y dydd. Weithiau, lle nad yw'r opsiynau hyn ar gael, bydd aelod arall o staff yn gwneud y trosglwyddiad, ond dylent gyfeirio at y siartiau i ddarparu gwybodaeth gywir am y trosglwyddiad.

Disgwylir i Arweinwyr Ystafelloedd:

- cysylltu'n rheolaidd â staff fel bod pawb yn ymwybodol o'u rôl yn yr ystafell
- gosod rotas ar gyfer tasgau dyddiol a dirprwyo yn unol â hynny
- sicrhau bod gweithwyr allweddol wedi'u neilltuo i bob plentyn a monitro hyn
- sicrhau bod trosglwyddiadau o ansawdd ac yn gyson
- sicrhau bod anghenion stoc a DIY yn cael eu cyfleu i reolwyr y feithrinfa ar y daith gerdded ddyddiol a/neu drwy gwblhau'r rhestr stoc / taflen DIY
- siarad â rheolwyr y feithrinfa i wneud galwad ffôn i riant
- sicrhau bod unrhyw ddamweiniau / digwyddiadau / anafiadau sy'n bodoli eisoes yn cael eu cofnodi ar Famly i'r rheolwyr eu cymeradwyo a'u hanfon at y riant yr un diwrnod - os bydd damwain neu ddigwyddiad difrifol i hysbysu rheolwyr y feithrinfa ar unwaith
- siarad â rheolwyr y feithrinfa os codir pryder fel y gallant wneud nodyn ac os oes angen sefydlu ffeil gwynion
- hysbysu'r rheolwyr os ydynt yn dod yn ymwybodol o alergedd neu ofyniad dietegol newydd neu ddiweddar
- goruchwyllo staff sy'n gweithio yn eu hystafell

Disgwylir i reolwyr y feithrinfa:

- cynnal taith gerdded ddyddiol a gwirio stoc, DIY ac unrhyw beryglon iechyd a diogelwch a chyfathrebu am y rhain gydag arweinwyr yr ystafell
- ateb ymholiadau arweinwyr yr ystafell a gwneud penderfyniadau ar alwadau ffôn i riant
- cymeradwyo ffurflenni damweiniau / digwyddiadau / anafiadau sy'n bodoli eisoes i mynd allan at y riant yr un diwrnod
- gwneud cofnod o gwynion ac os oes angen sefydlu ffeil gwynion. Ymdrin â chwynion os cânt eu codi yn unol â'r polisi cwynion



- hysbysu cogydd y feithrinfa am unrhyw alergedd neu ofyniad dietegol newydd neu ddiweddar
- cysylltu â'r Arweinydd Diogelu Dynodedig ynghylch materion diogelu
- cysylltu â'r Cydlynnydd ADY ynghylch materion ADY
- goruchwyllo Arweinwyr Ystafell a staff ynghylch unrhyw rôl ledled y feithrinfa fel y Cogydd Meithrinfa, y Cydlynnydd ADY a'r Swyddog Iaith Gymraeg
- cysylltu ag asiantaethau allanol a chydymffurfio ag unrhyw SLAs a dyletswyddau – fel AGC, awdurdodau lleol, Croeso'r Bont, gwasanaethau cymdeithasol a Mudiad Meithrin

Disgwylir i bob aelod o staff:

- darllen a deall polisiâu a gweithdrefnau'r feithrinfa a llofnodi datganiad staff yn cadarnhau eu bod wedi gwneud hynny a dilyn polisiâu a gweithdrefnau yn unol â hynny
- ymgymryd â hyfforddiant diogelu ac adrodd am unrhyw bryderon diogelu o dan y gadwyn adrodd y cytunwyd arni a/neu i'r Arweinydd Diogelu Dynodedig neu'r Dirprwy Arweinydd Diogelu Dynodedig
- codi cwestiynau neu bryderon perthnasol o fewn y gadwyn adrodd y cytunwyd arni
- hybysu arweinydd yr ystafell os ydynt yn dod yn ymwybodol o alergedd neu ofyniad dietegol newydd neu ddiweddar
- cyfathrebu'n agored ac yn onest a bod yn amserol, yn rhagweithiol ac yn ymatebol i gwestiynau ac adborth

Rhaid cynnal cyfrinachedd bob amser, a rhaid i bob cyfathrebu – mewnol ac allanol – fod yn broffesiynol, yn gywir ac yn amserol. Os bydd aelod o staff yn torri cyfrinachedd, hyd yn oed yn anfwriadol, rhaid adrodd am y toriad i'w harweinydd ystafell a/neu reolwyr y feithrinfa. Cymerir camau priodol yn seiliedig ar natur y toriad gan reolwyr y feithrinfa, gan gynnwys hunan-adrodd i Swyddfa'r Comisiynydd Gwybodaeth lle bo'n briodol, a dylai aelodau staff fod yn ymwybodol o ganlyniadau posibl methu â chynnal cyfrinachedd.

Rhaid i staff hefyd gyfeirio at Weithdrefnau Disgyblu a Chwyno'r feithrinfa ar gyfer materion sy'n ymwneud ag ymddygiad neu bryderon staff.

Monitro a gwella

Casglwyd adborth rheolaidd ar y broses gyfathrebu gan staff trwy arolygon, cyfarfodydd staff, goruchwyliaethau ac arfarniadau ac adborth ad hoc gan staff. Defnyddir yr adborth hwn i wella ansawdd ac effeithiolrwydd cyfathrebu mewnol yn barhaus.

Mabwysiadwyd y polisi hwn ar	Llofnodwyd ar ran y feithrinfa	Dyddiad adolygiad nesaf
1/4/2026	N. Baker	Ebrill 2027



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