

Remember, Remember...

Good Communication is the key

1. Find a good place to communicate – somewhere quiet without distractions. If you are talking to a large group be aware that some people may find this difficult.
2. Ask open questions – questions that don't have a simple yes or no
3. Check with person that you understand what they are saying – “The TV isn't working? Is that right?”
4. If the person wants to take you to show you something, go with them.
5. Watch the person – they may tell you things by their body language and facial expressions.
- 6.. Learn from experience – you will need to be observant and don't feel awkward about asking parents/carers/others for their help.
7. Try drawing – even if your drawing is not great it might still be helpful.
8. Take your time don't rush your communication.
9. Use gestures and facial expressions. If you are asking if someone is unhappy make your facial expression unhappy.
10. Be aware that some people find it easier to use real objects to communicate but photos and pictures can help too.
11. Be patient and listen to what you are being told and if you do not understand ask the person to repeat what they have said.
12. Speak slowly and clearly and use plain and simple language at all times.
13. Always reassure the person if they are worried or afraid.
14. Treat people as individuals and don't be afraid.
15. Everyone can communicate, as all behaviour is communication.



At any time, you could be presented with a Keep Safe Card by someone with a Learning Disability or Mental Health with a communication need.

The card will contain information on how you can support that person whether they have been a victim of crime, upset, feel unsafe in a public place or have been taken into police custody.

You will find guidance on how to communicate with the card holder, important medical information and contact details for individuals they trust and could provide additional support.

The card holder will be registered with the South Wales Police Disability Line so additional information may be available on the Force Intelligence System.

If you require further information about the Keep Safe Card Scheme or know someone who may benefit from access to this service, please contact:

Keep Safe Cymru
Police Public Service Centre
South Wales Police Headquarters
Bridgend
CF31 3SU

