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# BUDHILL FAMILY LEARNING CENTRE



## Handbook 2023-2024

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Care Inspectorate Registration Number: CS2003014817

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## Section 1

### Introduction

Budhill Family Learning Centre was opened on the 3rd July 1993. The centre provides quality, flexible early learning and child care for children birth to 5 years. Budhill Family learning Centre is a non-denominational nursery situated in the Shettleston area of Glasgow. All places are allocated in line with Glasgow City Council's admissions policy taking into account of the individual needs of the children and their families.

We offer 122 full time equivalent (FTE) places:

27 FTE places for children aged 0-2 years,

25 FTE places for children aged 2-3 years,

70 FTE places for children aged 3-5 years.

### Names of rooms and groups

0-2 years	Daisies
2-3 years	Buttercups
3-5 years	Callywoods

### Hours of Opening

The service operates between the hours of 8am - 6pm Monday to Friday, with places and hours of attendance allocated in line with available capacity. While the service operates on a 52 week basis closures do occur throughout the year on public holidays, in-service days and the Christmas period.

### Daily sessions

Sessions are allocated either on a term-time basis (39 weeks) or an extended 52 week basis. This is to support government funded nursery placements, working families and parent/carers who are involved in further education.

### Contact Details

Head of Establishment: Sara Dalbeck

Budhill Family Learning Centre,

Hallhill Road

Springboig, Glasgow

G32 0PR

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e-mail [headteacher@budhill-nursery.glasgow.sch.uk](mailto:headteacher@budhill-nursery.glasgow.sch.uk)

## Section 2 Visions, Values & Aims

Our vision, values and aims were developed in consultation with children, families and staff. They reflect the principles contained in the United Nations Convention on the Rights of the Child and the Children's Charter for young People in Glasgow's Educational Establishments.



### Vision

At Budhill Family Learning Centre we learn, grow and play together in a safe, stimulating and nurturing environment.

### Values

- Welcoming
- Nurture
- Inclusion
- Respect for everyone
- Children's Rights

### Aims

We aim to achieve our vision and values through building strong relationships with children and families. Working together to provide a high-quality learning environment which supports and challenges children's development.

### **Section 3** **General Information**

<b>Names and Job Titles of Staff</b>	
Sara Dalbeck	Head of Centre
Donna MacInnes	Depute Head of Centre
Nikki Lindsay	Depute Head of Centre
Rosie Clarke	Child Development Team Leader
Linsey MacDonald	Child Development Team Leader
Mary Kerr	Lead Practitioner of Attainment
Nicole Ballard	Child Development Officer
Pauline Connor	Child Development Officer
Margaret O'Donnell	Child Development Officer
Carly Docherty	Child Development Officer
Meena Singh	Child Development Officer
Kelly-Anne Brown	Child Development Officer
Tracey Wilson	Child Development Officer
Sam Campbell (Mat Leave)	Child Development Officer
Lisa Kiddie (W/TH/F)	Child Development Officer
Laura McBride	Child Development Officer
Doreen Docherty	Child Development Officer
Elizabeth Anderson	Child Development Officer
Nicole Palmer	Child Development Officer
Samantha McAvoy (Secondment)	Child Development Officer
Erin Williamson	Child Development Officer
Allisson Fitzpatrick (Term Time)	Child Development Officer
Helen Simpson	Child Development Officer
Angela Anderson	Child Development Officer
Alyson Johnston	Child Development Officer
Angela Farrell	Child Development Officer
Jenna Sharp	Child Development Officer
Deborah Watt (M/T/Alt W)	Child Development Officer
Clarissa Smith (Mat Leave)	Child Development Officer
Lisa Reilly (Term Time)	Child Development Officer
Shannon Mullen (Temp)	Child Development Officer
Sharon Graham	Child Development Officer
Hannah Cairns	Child Development Officer
Claire Aydin (Term Time)	Child Development Officer
Becky McAuley	Child Development Officer (Temp Mat Cover)
Gemma McGurn	Child Development Officer
Stacey McDonald	Child Development Officer (Temp Mat Cover)
Leeann Marr (Term Time)	Child Development Officer
Lisa Brannigan	Support for Learning Worker
Vacant Post	Support for Learning Worker
Stephanie Stewart	Support for Learning Worker
Paula Shannon	Support for Learning Worker
Carys Chisolm	Modern Apprentice

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Patricia Aitken	Clerical Assistant
Lucy Mincher	Clerical Assistant (M/F)
Mary Palmer	Janitor
Ann Johnston	Day Cleaner
Ann Haldane	Supervisor Cleaner
Christine Johnstone	Cleaner
Lewis O'Connell	Cleaner
Margaretann Robertson	Catering Supervisor
Sybil McLaren	Catering Assistant
Lindsay Hughes	Catering Assistant

**The centre is opened 52 weeks per year except public holidays and in service training days**

### **Admissions Policy**

All nursery places are allocated in line with Glasgow City Council's admission policy. When you apply for a place for your child, the application goes forward to an admissions panel. The admissions panel meets 3 times per year to review placements and then on a regular basis to categorise and allocate places. The panel consists of Heads of Establishments in Early Learning and Childcare within the area and partner agencies such as Health Visitors.

If your child is under three there is a charge for the number of hours your child attends nursery. Once your child is three, they are entitled to 1140 hours per year funded by Glasgow City Council. A copy of Early Years Admissions and Charging, Summary Information for Parents/Carers, is available from the nursery. This information can also be accessed from Glasgow City Council website, [www.glasgow.gov.uk](http://www.glasgow.gov.uk) and [www.gfis.org.uk](http://www.gfis.org.uk) Glasgow city Councils Family Information Service.

### **Equal Opportunity Policy**

Budhill nursery has a policy on equal opportunities that all early years establishments follow. We ensure we are anti-racist, multicultural and recognise the rights of both men and women to work or to care for children. Provision will be made for children with disabilities or chronic illnesses. No child will be disadvantaged by their social background. These principles are reflected in the criteria used to admit children to nursery and in the nursery curriculum.

### **Attendance**

When a child is allocated a place at Budhill Family Learning Centre, you will be invited to the nursery for an enrolment and induction day. At this time we will be able to explain the session times that you have been allocated and complete the necessary admission documentation. You will meet with your child's key worker. When your child starts with us, it is important that you keep to the times and days stated. If however your child is ill, or you are unable to bring your child to nursery, we request that you inform the nursery. In line with our policy, if we do not hear from you, the nursery will contact you to ensure that you and your child are safe and well.

### **Enrolment Procedures**

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On your child's first week at nursery, we ask that you stay in the nursery for a time to help your child to settle in comfortably. The settling in process helps us get to know your child. We will work with you on an individual basis to ensure that your child is given the time they require to trust us and get to know us. This close contact at this initial stage will help develop a sense of security for parent and child and this will be the beginning of building relationships.

### **Key Worker System**

Children are allocated a key worker. This is the person who will support your child's development when at nursery. The key worker will regularly share with parents/carers their child's progress. The key worker will observe, plan and record children's achievements in their profile, which is available for parents/carers to look at and add to.

The key worker will be you and your child's main daily point of contact, however, the whole nursery team is involved in working with the children during the normal course of the day. If your child's key worker is on annual leave, training, or is ill, you can confidently leave your child in the care of another known member of staff.

All nursery staff are registered with the Scottish Social Service Council (SSSC). They are fully qualified, enthusiastic, motivated and part of a dedicated team who are constantly updating their knowledge and skills through literature and participation in training.

### **Arrival and collection of children**

It is expected that a responsible adult (over 16 years) will bring and collect your child from nursery. In the interest of your child's safety we ask that you inform either your child's key worker, or a member of the management team, when your child is to be collected by someone not known to members of staff.

### **Emergency Contacts**

The nursery requires the names, addresses and telephone numbers of two contact persons, for use in an emergency situation. We require these contacts to be kept up to date. Any changes in this information, including your own telephone number and address must be update in the nursery office.

### **Meals/Snacks**

Budhill Nursery is a Health Promoting Nursery and promotes a healthy lifestyle by encouraging the children to taste new foods. Each child receives a healthy snack every day which is provided by Glasgow City Council. Children are also provided a lunch during their session. Lunch is free for all children aged 3-5 and for some children aged 2. Payment for those not entitled to a free lunch is made through Glasgow City Council Education Service Charges Team. You will be issued with an invoice from Glasgow City Council. All dietary requirements will be met.

### **Tooth Brushing Programme**

We are a Childsmile Nursery, which means that we promote tooth brushing and healthy snacks. The children are provided with a tooth brush pack, from the Oral Health Team, to take home at the beginning of the first term in August. Staff regularly speak to children about how to look after their teeth and talk about healthy eating. To support the promotion of healthy teeth we would ask that parents/carers do not bring fizzy juice or sweets to nursery. The nursery also participates in the fluoride varnishing programme. You will be given a consent form to complete to give permission for your child to be offered fluoride varnishing. We will advise you in advance when this will take place.

### **Visual Screening**

Your child will also be offered visual screening in their preschool year. We will advise you in advance when this will take place and will seek your consent to do so.

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### **No Smoking Policy**

The nursery has a no smoking policy. There are no areas within the nursery, or within the nursery grounds, where smoking is permitted. This includes e-cigarettes.

### **Dogs**

Due to health and safety rulings, no dogs, except guide dogs, are allowed within the nursery, or within the nursery grounds.

### **Insurance**

As a Glasgow City Council establishment we have public liability insurance. This insurance does not cover personal items that children may like to bring to nursery. Please ensure that no valuable items are brought to, or left at nursery. We have provided a covered buggy parking area at the front of the building for buggies/prams/strollers/bikes or scooters. Please note items left within the buggy parking area are not covered by the establishment's insurance. The management appreciate and apologise for the inconvenience this may cause. Should you need assistance please ask a member of staff.

### **Transport**

All transport used by the centre, is validated by Glasgow City Council's Health and Safety department.

### **Personal Belongings**

Jewellery is discouraged from being worn at nursery in case of an accident, items being lost or stolen. Health and Safety guidelines discourage the wearing of earrings. As mentioned previously, valuable items and valuable clothing are not covered by insurance.

### **Suitable Clothing and appropriate footwear**

Children have the best fun when they are engaged in messy work and play. We do encourage your child to put on an apron when doing these activities however, this is no guarantee against getting glue, paint etc on their clothing. We would therefore suggest that your child is dressed in appropriate clothes. Please ensure that you leave a complete change of clothes for your child in the nursery, at their allocated coat peg. This is for your child's comfort in the event that they need changed. If your child requires to be changed and you have not provided spare clothes for them, we will contact you and request that a change of clothes be brought to nursery.

We discourage the wearing of football colours.

Please provide your child with suitable outdoor clothing for all weathers as we have daily outdoor activities planned, regardless of weather. Welly boots are essential on wet days to enable children have great fun splashing in puddles. We do have some nursery suits that can be worn in extreme weathers.

### **Fundraising**

Staff, parents/carers, children and the local community will be encouraged to take part in fundraising activities to support charitable events throughout the year.

### **Nursery Fund Donations**

A weekly donation of £2.00 is appreciated to assist the nursery to provide additional resources for your children, such as, sunscreen, outings, parties, Christmas presents, and specialist developmental play experiences such as consumables for sensory and science development such as playdough.

Throughout the year, the nursery will arrange a variety of fund raising events such as; sponsored obstacle courses, whacky hair day, and welly waddle days.

### **Emergency Closure Arrangements**

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We make every effort to maintain a full educational service, however on some occasions circumstances arise which lead to disruption. Establishments may be affected, for example, by severe weather, power failures and temporary interruptions to public/private transport arrangements. In such cases, we shall do all we can to let you know about the details of closure or re-opening. We will keep you informed by phone call, announcements in the press and local radio, local places of worship, notices in local shops and community centre, social media and by letter.

If we have to evacuate the nursery, we will follow our evacuation procedures and go to the nursery car park, or if necessary go the Day Care Centre, which is next door to the nursery.

### **Excursions and Consent Forms**

Outings for children are planned throughout the year. Your child's key worker or a member of staff will advise you in advance of any outings. You will be asked to complete a consent form, which gives your permission for your child's participation. Please note that the children cannot take part in outings unless a completed consent form has been signed by their parent/guardian.

### **Policies**

Budhill Family Learning Centre operate under Glasgow City Council's policies and procedures. Those relevant to the Centre are displayed in various locations throughout the building and can be made available upon request. Policies are updated on a regular basis with parent/carer input, we encourage you to read them and would appreciate your comments and feedback.

### **Data Protection**

As a local authority our schools and early years establishments process information about children and young people in order to provide education and care. In doing so we must comply with the Data Protection Act (1998). This means, amongst other things, that the data held about children and young people must only be used for specific purposes.

However, you should be aware that we may use this information for other legitimate purposes and may share this information where necessary with other bodies responsible for administering services to children and young people, or where otherwise required by law. We may also use any information for research purposes. However, all personal information is treated as confidential and used only in accordance with the Data Protection Act and the Information Use and Privacy Policy approved by the City Council. For more information on how we use personal information or to see a copy of the Information Use and Privacy Policy, see [www.glasgow.gov.uk/privacy](http://www.glasgow.gov.uk/privacy)

### **Links with Local Universities and Colleges**

Budhill Family Learning Centre has positive links with a number of universities and colleges that offer courses in Early learning & Child Care Studies, including HNC, SVQs and teacher training students. Students attend on either day release, spending two days per week in nursery, or a block placement over several weeks. All students are required to undergo Protection Of Vulnerable Groups (PVG) disclosure checks before working with young children.

If you have any further questions in relation to courses, or student training, please do not hesitate to ask.

### **Links with Primary Schools**

Budhill Family Learning Centre is part of the Eastbank Learning Community which consists of 13 Educational establishments. The aim of the Learning Community is to provide a high

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quality, integrated Education Service to meet the needs and aspirations of the children, their families and staff.

We work effectively to build good communication links with local receiving Primary Schools. This is essential if continuity and progression in children's development and learning is to be achieved. Liaison about the curriculum helps to develop shared understanding of continuity in learning between early years and primary education. We will inform you of registration and enrolment procedures for your chosen primary. Please note that children must be registered at their local school, even if a placing request at another school is made.

Our main local primary schools are;

- Thorntree Primary School
- Eastbank Primary School
- St Timothy's Primary School
- St Paul's Primary School

Prior to starting school, your child's key worker will complete a transition record, which highlights your child's progress. The key worker will meet with you to discuss this, before passing it on to your child's primary school.

During the transition process between nursery and primary school, school teachers visit the nursery to familiarise themselves with the children, parents and staff in order to make the transition from nursery to primary as smooth as possible.

### **Photographs and Videos**

Parents/carers will be asked to give written permission for photographs to be taken of their child both inside and outside the nursery, for example during learning experiences, outings.

Video film may also be taken to record your child's learning within the nursery, or to record special celebrations. Digital images can be used to show children at play and evidence their learning, and will be displayed on the walls and in your child's profile. Please inform the office staff if you would not wish your child's photograph or name to be used in any promotional material or on Glasgow City Council's website/twitter/facebook pages and feeds. If we do not hear from you we will take this as informed permission.

### **Care Inspectorate and HMIE Inspections.**

The nursery is inspected regularly by the Care Inspectorate. In addition, the nursery will also be subject to periodic HMIE inspection. Parents/carers are integral to the inspection process and may be asked to complete questionnaires and meet with the Inspectorate.

### **Working Tax Credits**

Our registration number which you will require if you are applying for Working Family Tax Credits is: **CS2003014817**

## **Section 4 Partnership With Parents**

We aim to establish a positive working partnership between parents/carers and staff, thus creating a sound framework for growth and development of your child.

We encourage parents/carers to become active participants in the life and work of Budhill Family Learning Centre by being involved whenever possible. We welcome parent's feedback in our complements and suggestions box which is located at the front reception.

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### **Parents/carers Room**

The nursery has a parents' room where parents and carers can meet and spend time together. The room is situated to the left of the main reception. This room can be used by parents/carers to remain on the premises while their child is settling in to the nursery. Tea and coffee is provided in this room along with information about Budhill Family Learning Centre and the local community.

### **Parent/carer groups**

Throughout the year we will hold a range of groups and workshops which will give parents/carers the opportunity to meet other parents, learn new skills and share skills that you have with others.

### **Parent/carer committee**

The management team are keen to establish and sustain an active parent/carer committee to help us with the working life of the nursery. For example, assisting with organising fundraising events, children's festivities, reading stories to children, helping new parents/carers settle into the nursery routine etc.

## **Section 5      The Curriculum**

### **Curriculum for Excellence (3-18 years)**

In line with all other education establishments, Budhill Family Learning Centre is implementing the Curriculum for Excellence 3-18 years. As the parent and carer, we value your role as prime educator and we aim to develop and build upon what your child already knows. We aim to offer a balanced curriculum in a happy, safe and stimulating environment.

The philosophy of the early year's curriculum is based on play which is a vehicle for learning, delivering active opportunities so that children may become active learners, developing skills and concepts needed for living in a multi-cultural society.

The purpose of a Curriculum for Excellence is encapsulated in the four capacities listed below:

- Confident Individuals
- Successful Learners
- Effective Contributors
- Responsible Citizens

We promote learning through a balanced curriculum to suit all stages of development. We take into consideration children's interests from home and nursery, as well as seasonal and cultural topics. We provide planned learning experiences, suitable for all stages of development, which are offered on a daily basis. Staff are responsive to the emerging interests and needs of young children and will use these opportunities to develop children's next steps in learning. Staff will also consult with children to create plans. All plans are displayed on the playroom wall. Please take time to have a look at the planning wall situated within your child's playroom. Evidence of your child's learning will be displayed on the nursery walls and in your child's personal profile. Your child's profile will be updated by your child's key worker, which can be viewed by you or your child at any time. Staff will report on children's progress at key points throughout the year both formally and informally.

There are 8 areas within curriculum for excellence with experiences and outcomes set out for learning in:

- Literacy and English

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- Numeracy and Maths
- Health and Well Being
- Expressive Arts
- Religious and Moral Education
- Sciences
- Social Studies
- Technologies

Prior to devising each new plan, staff consult with children to find out their interests and what they would like to learn. If you would like to find out more about Curriculum for Excellence please do not hesitate to speak to your child's key worker. Further information can also be found at, *EducationScotland (Parentzone)*

<http://www.educationscotland.gov.uk/parentzone/index.asp>

### **Pre-birth to Three**

For the children aged Birth-3, we plan following the guidance, Pre-Birth to Three, Positive Outcomes for Scotland's Children and Families. There are four key principles:

- Rights of the Child
- Relationships
- Responsive Care
- Respect

The principles are at the forefront of all our work with our younger children. They are evident through our interactions, planning, the resources we offer, and the environment the children play in. Further information on Pre-Birth to Three can also be found at, <http://www.educationscotland.gov.uk>

We plan for the younger child through;

- Health and Wellbeing: Emotional Wellbeing and Social Competence
- Communication and Literacy
- Curiosity, Numeracy and Mathematics
- Health and Wellbeing: Movement and co-ordination

The children explore treasure baskets which are full of natural items. The children experience, explore and investigate items through heuristic play, where they spend time filling, emptying and sorting. Our birth to three environment are planned to ensure our children have access to curious, creative and active experiences.

Evidence of your child's learning will be displayed on the nursery walls and in your child's personal profile. Your child's profile will be updated by your child's key worker, which can be viewed by you or your child at any time.

Staff will report on children's progress at key points throughout the year both formally and informally.

### **Assessment**

Assessment is part of the daily routine. It's ongoing and continuous. The assessment procedure highlights any strengths your child may have and in addition, any areas that require extra or specialist input that can be addressed quickly and effectively. This can allow for early intervention from specialist services such as Speech and Language Therapists, Educational Psychologist, physiotherapists or Community Paediatrician. If there is a specific issue we will discuss this with you, and then only with your consent we will refer the matter to the appropriate professional or agency. There will be two meetings a year to provide you, the

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parent/carer with formal feedback on your child's progress. Please do not hesitate, however, to speak to your child's key worker whenever available, regarding your child's progress and if you have any concerns.

### **Working Together to Support Learning**

Glasgow City Council has a duty to ensure that your child achieves their potential. Glasgow's Education Service is committed to the inclusion of all children and young people with additional support needs, where possible, within mainstream schools.

At Budhill Family Learning Centre we are committed to supporting all of our children. If your child requires additional support for learning, the nursery team will discuss this directly with you and work together with partner agencies as required.

Further information relating to Additional Support Needs is also available on the Glasgow City Council website:

[www.glasgow.gov.uk/indez.aspx?acticleid=8627](http://www.glasgow.gov.uk/indez.aspx?acticleid=8627)

### **Nurture**

Glasgow City Council seeks to ensure our city is a nurturing City and provides staff training on Nurturing Principles which are:

- Children and young people's learning is understood developmentally
- The classroom offers a safe base
- The importance of nurture for the development of self – esteem
- Language is a vital means of communication
- All behaviour is communication
- The importance of transition in young people's lives

## **Section 6 Child Protection, Safety and Welfare**

Getting It Right for Every Child (GIRFEC) states that every adult in Scotland has a role in ensuring all children live safely and can reach their potential. Nursery staff provide support to children and have a vital role in helping to protect them from harm.

Our nursery has a child protection policy and co-ordinator who responds to concerns for children's safety and wellbeing. If we suspect that a child is in need of protection, we are required to inform additional services, such as social services, to assist in the safety and welfare of that child.

## **Section 7 Medical Procedures**

### **Medication**

If your child is in need of medication during his/her time at nursery, you should discuss their requirements with the Head of Establishment. Only prescribed drugs will be given to children, at the discretion of the Head of Establishment. Parents/Carers are required to complete the appropriate forms, which authorises nursery staff to administer the medication to your child.

### **Minor Accidents**

Care is taken to provide a safe environment for all children during their time with us. There is a policy regarding accident procedures in the nursery. Occasionally accidents do happen and no matter how insignificant they are deemed, parents are alerted to the incident. All accidents are recorded and parent's signatures are sought to confirm they have been alerted to any injury. It is our policy to phone parents and carers if your child has had a head injury, no

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matter how minor, to let you know how the incident occurred, and the measures we are taking to ensure your child is well.

If your child has a serious accident while attending nursery, every attempt will be made to inform you. If the accident is of a serious nature, your child will be taken to the Accident and Emergency Department of the nearest hospital and we will contact you and advise you to join your child at the hospital.

### **If your child is unwell**

It is important that full details of your child's medical history are provided when completing the admission forms and enrolment into nursery, and they are updated if there are any changes to their health.

If your child becomes unwell in nursery, they will be made as comfortable as possible until they can be collected by their parent or carer, or other adult as agreed. If your child is not coming into nursery due to being unwell, please phone the nursery and inform them. If your child is suffering from an infection or contagious disease, in the interest of the other children, your child will be required to stay at home until your Doctor advises that they are fit to return. We ask that if your child has sickness and/or diarrhoea, that you keep your child from nursery for 48 hours after the last bout to ensure your child is well, and to reduce to risk of passing on the infection to other children. Budhill Family Learning Centre follows guidelines from NHS.

### **Sun Lotion and Sun Hats**

It is not advised to allow children out to play in direct sunlight between the hours of 12 noon and 2pm as the sun is at its hottest. We ask that you provide a sun hat for your child, and would advise that the child's name is written inside it. We ask that you apply sun lotion to your child before bringing them into nursery, and to inform your child's key worker if you have done so. If your child has an allergy to sun lotion, we ask that you inform your child's key worker and bring in sun lotion that you know to be safe for your child. If your child has a full day placement, staff will re-apply sun lotion if required, upon your written consent.

## **Section 8                      Dealing with Racial Harassment**

The Race Relations Act of 1976 makes it unlawful to discriminate against someone because of his/her colour, race, and nationality, ethnic or national background. The Act makes it the duty of Glasgow City Council to eliminate unlawful racial discrimination. In 1999 the guidelines, 'Dealing with Racial Harassment' were issued to assist all nursery/teaching staff in dealing with such incidents. The adoption of an anti-racist approach should be seen as one part of the continuing attempt to improve the quality of education.

Glasgow City Council recognises that support from the home is essential if these aims are to be achieved. Every child in Glasgow has the right to be happy and secure in educational establishments.

### **Bullying**

Bullying behaviour will not be tolerated within Glasgow City Council's educational establishments. All children in Glasgow's educational establishments have an entitlement to work (and play) in a learning environment in which they feel valued, respected and safe and are free from all forms of abuse, bullying or discrimination'. (A Standard for Pastoral Care in Glasgow Establishments).

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In 2009, Glasgow City Council published its revised Anti-Bullying Policy, incorporating the requirement to record and report all discriminatory behaviours within educational establishments. All establishments are required to review their policy in light of this. For this reason any anti-bullying strategy must stress the importance of partnership with the parents and carers of their children.

### Section 9 Complements and Suggestions

As previously mentioned we have a complements and suggestions box located at front reception and you can, of course, speak to a member of staff at any time. If, however, you have a concern about any aspect of the service, you should speak to the Head of Establishment.

If the Head of Establishment does not resolve your issue to your satisfaction you can complete a complaints form which can be found at <https://www.glasgow.gov.uk/complaints>.

You can also contact the Care Inspectorate at the following address:

Renfrewshire House  
Cotton Street  
Paisley  
PA1 1BF  
Tel: [0345 600 9527](tel:03456009527)

### Useful Phone Numbers

Social Services	Newlands	287 0555
	Easterhouse	276 3410
Housing Department	Parkhead	556 6226
Health Centre	Parkhead	554 0554
	Bridgeton	531 6500
	Shettleston	531 6200
	Tollcross	778 2717
	Easterhouse	531 8170
Police Scotland		101
Geez A Break		573 2900
NHS 24		111
Citizens Advice Bureau	Easterhouse	771 2328
Woman's Aid	Glasgow	553 2022
Children 1st		419 1150

### Please note:

Although the information in this handbook is correct at the time of printing please note that this document is updated on a regular basis. Please contact the main reception office staff or a member of the management team to ensure you have the most up to date information.

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