Handbook

2024 – 2025

# Cardonald Children Centre,

# Glasgow Clyde College Nursery



## In partnership with Glasgow City Council

# Vision Statement

### At Cardonald Children’s Centre we promote a welcoming ethos within the nursery setting which is responsive to the individual needs of children, parents and staff.

### We promote high expectations and encourage children to thrive and achieve their potential. We work with Parents/Carers and the wider community to ensure that the best interests of the child is at the heart of the decision making.

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| **People (Family) Centred:** | **Pioneering:** | **Principled:** | **Passionate:** |
| We are unwavering in our high expectations; we conduct ourselves in a manner, which is open and respectful with uppermost integrity. The needs and interests of our children, families, colleagues and stakeholders will be at the forefront of all decision-making. Practitioners are highly responsive to the family circumstances of all our children. We consult with families and work in partnership with other services to share relevant information on individual family’s needs and factors affecting our community. | We support and encourage all staff team to be the best they can be, we are aspirational in our desire to be innovative, ambitious, forward-thinking and courageous in the pursuit of creating an inspirational learning experience for all our children and families | We are determined to ensure that fairness, equality and inclusivity are embedded into the heart of the Nursery and underpins everything we do | We actively promote the wellbeing of all our children and can demonstrate that they are being supported to feel safe, healthy, achieving, nurtured, active, respected, responsible and included. Everyone shares the responsibility for creating a positive and respectful ethos and we have a shared understanding of wellbeing. |

Our Aims

* To provide a safe, secure, happy and stimulating environment which encourages each learner to develop their skills and talents as an individual.
* To work in partnership with parents to meet the individual needs of their child.
* To promote a welcoming environment where parents/carers feel comfortable in sharing their knowledge.
* To use children’s individual experiences as a step for learning.
* To promote in babies and children a sense of belonging by providing them with their entitlement to continuity of learning in a caring and respectful environment which reflects the setting’s unique culture.
* To encourage all children to have a voice
* Encourage all children to express their thoughts and feelings freely, while learning to be considerate of others.
* To work in partnership with Social Care and Social Work Improvement Scotland (Care Inspectorate) to promote best practice.
* To promote children’s learning through documents Pre-Birth to Three, Curriculum for Excellence and Realising the Ambition.
* To provide staff development and training which takes into account current thinking, new legislation, policy and guidance from Education Scotland, Scottish Government and Care Inspectorate.
* To work in partnership to support smooth transitions throughout nursery day, home to nursery and nursery to school.

**Nursery Information**

Cardonald Children’s Centre

**690 Mosspark Drive**

**Mosspark**

**G52 3AY**

**Opening Times**

**The nursery is open from 8.30am till 5.00pm**

**Management**

**Margaret Greenhorn – Nursery Manager (0141 367 6152)**

**mgreenhorn@glasgowclyde.ac.uk**

**Kimberley Scobbie – Head of Centre (0141 272 3337)**

**kscobbie@glasgowclyde.ac.uk**

**Welcome,**

This **Parents’ Handbook** contains information which will help you and your child enjoy their time at nursery.

**Nursery Hours**

**Commercial Sessions** **8:30 am – 5:00pm**

**Student Sessions from 8:45 am – end of class**

**All children must be collected by 4:50pm.**

**Time Keeping**

Your co-operation with time keeping is important. Please have your child arrive on time and arrange to collect your child on time. You **must inform us** if you are unable to collect your child and have asked someone else to do this for you.

**Student Parents** **Please Note**

Your child can only attend nursery when you are attending College or Placement.

Please collect your child at the end of your College day. If classes are dismissed early, please collect your child at end of class.

**Partnership Only Sessions**

Cardonald Children’s Centre offer funded 1140 hours of statutory funded childcare hours from Glasgow City Council. This provides 30 hours per week of funding childcare. There are varying breakdown options and we always endeavour to meet the needs of parents.

**Snack and Lunches**

Cardonald Children’s Centre will provide all children with a substantial snack, paid by Glasgow City Council. Glasgow City Council will pay lunch costs for children who meet the criteria.

The nursery **Snack and Lunch Menus** are displayed in the entrance hall

**Lunch** and **Snack Menus** are rotated over a four week period, we work closely with the chef who plans and prepares the meals for the children to ensure we offer a healthy and varied selection.

Any special dietary requirements may be discussed with staff.

**Allergies**

**We have children attending nursery who suffer from a range of allergies.**

With this in mind, we ask all parents/carers to ensure that any **Snack Foods** or **Drinks** brought from home are only consumed when you and your child are out with the nursery building.

**Time Keeping** –

As above your co-operation with time keeping is important. Please have your child arrive on time and collect your child on time.

If children are late being collected on a continuous basis, parents will be charged £7 per hour.

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**Health & Safety**

**College Grounds**

**Please be aware** the nursery is situated in the grounds of a working college.

**Motor Vehicles** and **Delivery Vans** may be on the road when you are dropping off or picking up your child from nursery. **Please take this into account** when entering or leaving the nursery building, keep your child beside you, **hold their hand**.

**Nursery Entrance**

The nursery has a **Secure Entry System** in place.

**Parents/Carers** are asked to press room buzzer and wait for a member of staff to verify their identity via camera telephone within the playroom and then give them access to the nursery.

Parents entering or leaving the nursery are asked **not to assume other adults waiting** **at the door are entitled to enter the nursery**, if a member of staff is not present, please ask them to wait.

**Security Door & Outside Door** –

Please close the doors carefully, check behind you to ensure no other child or parent is about to come through the door.

**Corridor Door –**

Children are not allowed to open door using fob, please support nursery staff ensuring all our children are safe.

**Entrance Hall**

To help you to get to know the nursery staff we have created a **‘Staff Gallery’** in our entrance hall.

**Each member of staff** will have their **Photograph, Name** and **Role** within the nursery displayed here.

**Storage for Prams/ Buggies**

A storage area is provided at the entrance to the nursery. This area offers protection for prams and buggies, however, parents should take into account the weather conditions when leaving these items.

On Wet, Windy or Snowy days the Nursery asks that parents ensure rain covers are securely in place. Please do not bring prams/buggies into the nursery

**Family Room**

The **Family Room** is used for a variety of purposes.

Parents/Carers can spend time there when they are settling their child into nursery.

It can be accessed by parents/carers for

**Breast Feeding**

**Meetings with Health Professionals** – **Health Visitor**

**Speech & Language Therapist**

**Educational Psychologist**

Meetings with the **Manager/Head of Centre** or with your child’s **Key Worker**.

**Notice Boards**

The **Notice Boards** are one of the ways we communicate with our parents; they are situated in the corridor and contain a variety of information.

Other ways we provide information to our parents are

* **Plasma Screen**
* **Newsletters**
* **Parents Night**
* **SeeSaw**
* **Play and Stay sessions**
* **LPA family engagement sessions**

**Parents Day**

**Parents day** allows parents to enjoy time at nursery talking to staff and other parents in a relaxed atmosphere. Parents are able to talk about the activities and experiences their child may be involved in and to look at their child’s **Personal Profile**.

.**Policies**

The **Nursery Policies** are available for parents to read. Updates will be available on SeeSaw for your information.

**Lending Library**

We offer a **Lending Library** for our **Children and Parents led by our Lead Practitioner for Attainment, Lee Gordon**

Children are provided with a **Book Bag** for carrying their **Library Books** to and from nursery. The children’s **Lending Library** is offered throughout the week.

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**Working in Partnership with Families**

Cardonald Children’s Centre recognises the importance of positive and effective behaviour management strategies in promoting children’s welfare and development.

Therefore, it is essential that parents support Cardonald Children’s Centre in dealing with behaviour issues.

If necessary longer term strategies for helping children overcome behavioural issues will be jointly developed with parents and staff. This may involve seeking advice from other professionals.

**Illness**

**If your child is unwell**

A sick child needs to be at home. If your child is unwell and not fit to manage their nursery day, do not bring them to nursery. Please consider staff and other children.

Please advise the nursery if your child will be absent by telephoning

**0141 272 3337** or via Seesaw message or email.

**Children will be excluded from nursery if they have** –

**Diarrhoea and, or sickness**

**Fever or High Temperature**

**Infectious Illness**

**Exclusions Chart**

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| **Illness** | **Incubation Period** | **Infectious Period** | **Exclusion Period** |
| Sickness/Diarrhoea | 2-5 Days |  | 48 hours after last episode of sickness/ diarrhoea. |
| Chickenpox | 11-12 Days | 5 days after spots appear. | Until blisters have dried out. |
| Conjunctivitis | 1-2 Days | As long as there is a discharge. | Can attend nursery with treatment. |
| Impetigo | 2-5 Days | From onset of discharge from sore and 2 days after treatment started. | 48 hours after starting treatment |

This information can be found on the Health Protection Agency’s Website

[**www.hpa.org.uk**](http://www.hpa.org.uk)

**Administration of Prescribed and Non–Prescribed Medication**

* Prescribed Medication will only be administered after consultation between, Playroom Staff, Management and Parent.
* Prescribed Medication will only be administered if a child is ‘fit’ to manage their nursery day.
* Non –Prescribed Medication will only be administered if there is a ‘genuine need’.

**Accidents/Incidents**

All accidents/incidents happening at nursery will be reported verbally to parents. A written report will be kept in Nursery office. **Incidents** will be recorded in a similar way.

**Complaints, Commendations and Suggestions**

At Cardonald Children’s Centre we aim for high standards and are always looking for ways in which to improve our service.

We ask that parents/carers who are dissatisfied with the service they receive please speak to Margaret or Kim with their concern/complaint.

If for any reason you do not wish to speak to the management team at the nursery the **Glasgow Clyde College, Complaints Procedure** is as follows -

You can make a complaint in person, by phone, by email or in writing. We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed review, we will tell you and keep you updated on our progress

**Verbal Complaints**

You may complain about any aspect of our service to the appropriate member of staff. However if you are not satisfied with the response you receive you should use our written complaints procedure.

**Written Complaints**

You should submit your complaint in writing using the form (from management) or by letter to the Customer Feedback Co-ordinator. Please note that due to the difficulty of investigation and the potential for malicious complaints, anonymous complaints will not be investigated.

**Stage I**

We aim to resolve complaints quickly and this could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action has been taken to resolve problem. We will give you our decision at Stage 1 within five working days or less, unless there are exceptional circumstances. If we can’t resolve your complaint at this stage, we will explain why and escalate your complaint to Stage 2

**Stage II**

Stage 2 deals with complaints which have not been resolved at Stage 1 or those which are complex and require detailed review. In reviewing a Stage 2 complaint we will:

* acknowledge the Stage 2 complaint within three working days
* ensure your complaint is passed to the most appropriate person to review
* provide a full response to your complaint within 20 working days or let you know if this is not possible and advise you of revised timescales

**Independent External Review**

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO, SSSC or an awarding body to look at it.

**Complaints, Commendations and Suggestions cont.:**

**Complaints can also be registered by telephone or in writing to:**

**Care Inspectorate**

Central West Region

4th Floor

1 Smithhills Street

PA1 1EB Telephone: 0345 600 9527

[enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot).

Further information in their process can be found at [Complaints (careinspectorate.com)](https://www.careinspectorate.com/index.php/complaints)

The process for recording **Commendations** or **Suggestions** is as above.

**Verbal** or **Written** Commendations or Suggestions can be made to Margaret or Kim.

If you do not wish to address you’re Commendations or Suggestion to the **Management Team** at the nursery please record them in writing to the

**Customer Feedback Co-ordinator**

**Glasgow Clyde College**

**The Care Inspectorate Role within Early Years**

The Care Inspectorate in Scotland plays a crucial role in regulating and inspecting care services to ensure they meet certain standards. Its primary purposes include:

**Quality Assurance**

The Care Inspectorate assesses and monitors the quality of care provided by various services, including care homes, nurseries, hospitals, and social work services. By setting and enforcing standards, it ensures that these services are safe, effective, and of high quality.

**Protection of Vulnerable Individuals**

It works to protect the rights and well-being of vulnerable individuals, including children, the elderly, and people with disabilities or mental health issues. By conducting inspections and investigations, the Care Inspectorate identifies any instances of poor practice or abuse and takes appropriate action to address them.

**Improvement and Development**

Beyond regulatory functions, the Care Inspectorate also supports continuous improvement in care services. It provides guidance, advice, and resources to help care providers enhance their practices and meet regulatory requirements.

**Transparency and Accountability**

By publishing inspection reports and findings, the Care Inspectorate promotes transparency in the delivery of care services. This helps service users, their families, and the public make informed decisions about care options and holds care providers accountable for their performance.

Overall, the Care Inspectorate plays a vital role in safeguarding the well-being of individuals receiving care in Scotland and in promoting high standards of care across various sectors.

**The Scottish Social Services Council**

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| The **Scottish Social Services Council** **(SSSC)** was established in October 2001 by the [**Regulation of Care (Scotland) Act**](http://www.opsi.gov.uk/legislation/scotland/acts2001/asp_20010008_en_1). We are responsible for registering people who work in the social services and regulating their education and training.  Registration will increase the protection of people who use services by ensuring that the workforce is properly trained, appropriately qualified and effectively regulated.  **Our Objectives**   * to protect those who use services * to raise standards of practice * to strengthen and support the professionalism of the workforce   **Our Responsibilities**   * to set up registers of key groups of social service staff * to publish Codes of Practice for social service workers and employers * to regulate the training and education of the workforce * to promote education and training * to undertake the function of Skills for Care and Development   You can find more information on the **SSSC** on their website:  [**www.sssc.uk.com**](http://www.sssc.uk.com) |

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Cardonald Children’s Centre - Child protection

Cardonald Children’s Centre in partnership with **Glasgow City Council** and as a part of **Glasgow Clyde College** adheres to the following **Policies** and **Procedures** in relation to **Child Protection**.

* **Circular 57**
* **Safe & Well**
* **Glasgow City Child Protection Committee**
* **National Guidance for Child Protection in Scotland 2021**
* **Glasgow Clyde College, Safeguarding Guidelines**

(The above are not exclusive and may change as required)

All these above require Cardonald Children’s Centre to refer any related concerns to the appropriate agencies.

**Staff training and development** related to **Child Protection** is a continuous process and will be reviewed.

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| **Organisation** | **Job Title** | **Address/Contact** | **Telephone Number** |
| **Glasgow City Council** | Area Education Officer – South West | Leisa McCracken | 0141 287 6194 |
| **Health**  **Services** | Child Protection Unit | Currently reviewing content of web page relaunch soon. (Feb 22) | 0141 451 6605 |
| **Social Care Direct** | Practice Team Leader | Management Circular 57  Please see note below | Mon-Thurs 08 45 – 16 45  Friday 08 45 – 15 55  Phone 0141 287 0556  Outwith these hours 0800811505 |
| **Reporter to Children’s Panel** | SCRA  Scottish Children’s  Reporter Administration | Merchant Exchange  10/20 Bell Street  Glasgow  G1 1LG | 0131 244 2100 |
| **Police** | Duty officer  C Division | 923 Helen Street  Glasgow G52 1EE | 01786 289070 |
| **College Contact** | Safeguarding Officer  Louise Reilly  Pamela O’Neill | 690 Mosspark Drive  Mosspark | Internal calls last 4 digits |

* MC57 states that in all cases Head of Establishment should contact the Practice Team Leader directly and advise on grounds of referral. This discussion which is central to the referral process should now be with Social Care Direct Officer.

**Nursery Holidays**

Below is a general guide to nursery closures, the nursery will inform parents/carers of exact dates for each calendar year when they are confirmed by the college.

This information will be given through Newsletters, Posters and on the Plasma Screen.

Nursery operates term Time

September Weekend – Friday & Monday

October Break – 1 week

Christmas & New Year - 2 week

February – 1 day

Spring Break – First 2 weeks in April

Easter Weekend – Friday & Monday

May Day – Monday

May Weekend – Friday & Monday

\*Student Parents will be given additional dates which the College will provide at the start of their college course.

**Useful Websites**

**Child Safety**: [**www.protectchild.co.uk**](http://www.protectchild.co.uk)

**NHS 24**: [**www.nhs24.com**](http://www.nhs24.com)

**Tax Credits Help**: [**www.hmrc.gov.uk**](http://www.hmrc.gov.uk)

**Play Talk Read:** [**www.playtalkread.org**](http://www.playtalkread.org)

**Ready Steady Baby!** [**www.readysteadybaby.org.uk**](http://www.readysteadybaby.org.uk)

**Ready Steady Toddler!** [**www.readysteadytoddler.org.uk**](http://www.readysteadytoddler.org.uk)

**Scottish Book Trust:** [**www.scottishbooktrust.com/babies-early-years/parents**](http://www.scottishbooktrust.com/babies-early-years/parents)

**Parenting Information:** [**www.parentingacrossscotland.org**](http://www.parentingacrossscotland.org)