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Welcome to Cloverbank Nursery



2025-2026

This handbook is available in alternative formats, please contact the Nursery for further information

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Cloverbank Nursery School

193 Moraine Avenue

Glasgow

G15 6LG

Telephone: 0141 944 8678

E-mail: Headteacher@cloverbank-Nursery.glasgow.sch.uk

Website: <https://blogs.glowscotland.org.uk/gc/cloverbanknursery>



School Handbook 2024-2025

Dear Parent/Carer,

I would like to extend a very warm welcome to you and your child to Cloverbank Nursery. This handbook contains a range of information that you might find helpful. Please do not hesitate to contact us should you need more information.

I hope that this handbook gives you a glimpse of life at Cloverbank Nursery. We look forward to having you and your child work with us and hope that this will be the start of a strong partnership. As parents/carers your role in your child's learning and development is crucial, by forging a partnership we can ensure your child's individual needs are met through a nurturing and caring environment

Samantha Johnston
Acting Head of Centre

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Section One: Our Vision and Values

In Cloverbank Nursery, we aim to support children to become successful learners, confident individuals, effective contributors and responsible citizens. With a commitment to continuous improvement, we aim to provide quality learning experiences for children to help them to do their very best with an enthusiasm for learning within the principles and practices of 'Curriculum for Excellence'. We aim to provide the highest standard of education and care for our children in a safe and stimulating environment where learning is fun and challenging.

Aims

- To establish a secure, welcoming and nurturing environment where learning is exciting, challenging and above all, good fun
- To work co-operatively with parents/carers to deliver the highest quality of learning and teaching
- To support all children in reaching their fullest potential
- To continue to promote the raising of attainment within literacy and numeracy
- To develop skills to promote positive behaviour and good citizenship in consultation with children as reflected in the Children's Charter
- To promote opportunities for all within an ethos of inclusion
- To work effectively in partnership with families and the wider community developing an enterprising approach to learning
- To support families with transitions in a way that promotes resilience and develops a positive attitude to change

Values

Our Values at Cloverbank Nursery are the characteristics we believe are essential for lifelong learning: By supporting children in adapting to different experiences and achieve emotional well-being they can develop taking responsibility, recognising and managing their own feelings and begin to understand the feelings of others, have a sense of independence and self-worth, form and maintain positive, mutually respectful relationships with others, be able to solve problems and make informed decisions and have a sense of purpose and goals for the future.

Vision

Our vision is to provide a service that is responsive to the needs of our children, parents, carers and the community we serve to support parents through engagement with external services to assist them in developing the confidence to enable them to access support systems as and when required therefore, securing outcomes for themselves.

Non-Denominational Policy of Our Nursery

Cloverbank Nursery is non-denominational. We respect and welcome children and families of all religions, faiths, cultures and beliefs. We continue to work together with local schools as part of our transition programme. At our annual Sports and Fun Day members of local schools and the community come to join together in the fun

Our Equal Opportunities Policy

All Early Learning and Childcare settings should reflect the council's equal opportunities policies, promoting an environment which is anti-racist, non-sexist and multicultural, recognising the rights of both men and women to work with and care for children. Our provision takes account of the needs of children with disabilities or chronic illnesses. These principles are reflected in the criteria within the admissions policy used to admit children to nursery and in the curriculum of all the establishments.



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Section Two: General Information

Staff Team at Cloverbank Nursery

Staff Name:	Position:
Samantha Johnston	Acting Head of Centre
Pauline Connor	Acting Child Development Team Leader
Jean Rainey	Lead Practitioner of Attainment
Chloe Paterson	Child Development Officer
Chloe Sweeney	Child Development Officer
Gordon Smith	Child Development Officer
Kayleigh Hesford	Child Development Officer
Alison Kerr	Child Development Officer (part-time)
Amanda Barr	Child Development Officer (part-time)
Lesleyann Duffy	Child Development Officer (part-time)
Marie MacNaughton	Child Development Officer (part-time)
Stacy Gold	Child Development Officer (part-time)
Ainslie Gunn	Support for Learning Worker
Vacancy	Support for Learning Worker
Olivia Higgins	Clerical Assistant
Carolanne Platt	Janitor
Heather Cassidy	Catering Assistant & Evening Cleaner
Lesley Reilly	Catering Assistant

Throughout the year we also welcome students from courses such as Early Learning and Childcare at NC/HNC level and Primary Education teacher training. This essential practical placement enables students to work alongside our staff as mentors, learning skills that will enable them to proceed in their chosen career, working with young children.

Service Information

We are currently registered with the Care Inspectorate to provide a service for a maximum of 70 children aged from 3 years to those not yet attending primary school. This is a maximum capacity amount.

Hours of Opening: 08.30-16.00

As of August 2020, the Scottish Government have increased the funded entitlement to Early Learning and Childcare for all 3- and 4-year-olds to 1140 hours per year.

As we are a term time establishment this is provided on a term time basis (over 39 weeks). Block sessions will be discussed at enrolment.

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Full-Time Places

Over and above the entitlement amount, we are able to offer a limited number of extended places, which are subject to regular review. This ensures our service users in most need are accessing the available spaces. These are usually prioritised to families where all adults in the household are either in full time employment or education. Additional charges would be applicable, based on the total household income. More information is available on request.

In line with Glasgow City Council's admissions policy, there may be some other circumstances whereby additional hours can be offered. Please discuss individual arrangements with a member of the management team.

Admissions Policy

All nursery places are allocated in line with Glasgow City Council's Admissions Policy.

A leaflet detailing the council's policy is available. If you would like a copy, please let us know.

We are part of the Drumchapel admissions panel, which meets at regular intervals throughout the year to ensure places are allocated in line with policy guidance.

This panel consists of the Heads of all Early Learning and Childcare settings in the area, a representative from GCC, usually the Area Service Manager and colleagues from other agencies involved in supporting children and their families e.g. Social Work and Health professionals.

Register of Applicants

A register of all applications is held and the information contained will be considered by the admissions panel to assist with the allocation of available places. Once an application is submitted you are welcome to update the information you provided, if at any point your circumstances change.

Enrolment Procedures

As soon as a place becomes available after your child's 3rd birthday, you will be notified by email/letter and a start date suggested. You will be advised of your child's Key Worker and attendance pattern. A member of the management team will discuss our settling in process on your first day.

Emergency Contacts

Please provide us with the names, addresses and telephone numbers of two persons for use in case of an emergency. As we must be able to contact you at all times, it is vital you inform us of any changes to telephone numbers either for yourself or contacts.

Attendance

Families are encouraged to ensure wherever possible your child attends nursery regularly in order to benefit as much as possible from their early learning experience. Please telephone if your child is unable to attend for any reason.

There are some occasions, based on illnesses, where we would ask you to keep your child at home, both for their benefit and to reduce the risk to others. An example of this would be vomiting and/or diarrhoea (Children must not attend until 48 hrs past their last bout of either). A quick guide to exclusions is available at:

<https://www.nhsggc.org.uk/media/254151/exclusion-criteria-for-childcare-and-childminding-settings-poster-2018.pdf>

Collection of Children

It is expected that a responsible adult will bring children to and from nursery.

For collection purposes please ensure it is only persons 16+ who attend.

For the safety of your child, if you're arranging for someone else to collect them please let staff know.

This avoids difficult situations when we would not allow your child to leave with an adult we do not know.

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Clothing

All children will be allocated their own peg and cloth bag to enable them feel a sense of belonging to their nursery. For comfort, we ask you provide a pair of soft shoes for them to wear indoors. Children are encouraged to independently change into these on arrival, these are life skills too! It is a good idea to keep a full change of clothes in their bag for any accidents. If your child does have an accident and require changing, regardless of the reason, we will put a tag on their peg to alert you. (Please insure your child's name or initials are on items of clothing, thank you.)

We want your child to have the very best experience whilst at Cloverbank Nursery. For this to happen they need to be able to become fully immersed in all experiences offered. We would therefore recommend they only wear clothes you do not mind them getting messy in! Children are encouraged to become independent, learning to put on aprons on when painting etc, however as you know, they still manage to get a little messy when they are engrossed in learning! Although by no manner compulsory, we do have nursery polo top and jumpers available to purchase if you would prefer. These are available on myclothing.com

Outdoors

We are very fortunate to have such a fantastic outdoor space and aim to utilise this every day. Therefore, we ask if you can provide a pair of wellies for your child and we will provide the waterproof suit. During the colder months please ensure your child is suitably dressed as our waterproofs are only intended as an outer layer.



Insurance

We know at times children like to bring something special or new to show their friends. However, this can cause distress if they are misplaced or not wanting to be shared; we ask where possible, this is kept to a minimum. Equally, valuable items should not be brought in as Glasgow City Council has no insurance to cover the loss of such personal items.

If you feel your child requires a transition object from home to nursery, please discuss an individual strategy with keyworkers.

Excursions and Consent Forms

During the enrolment process you will be asked to complete a consent form for local walks/outings. When outings are planned further afield, you will be notified by a member of the management team or keyworkers and asked to complete another form. Please note children will not participate unless the appropriate forms have been submitted by their parent/guardian. We often rely on the helpers to supplement the staff on outings and would greatly appreciate your assistance when possible.



Emergency Closure Arrangements

We make every effort to maintain a full educational service, however, on some occasion's circumstances arise which mean we have to close. Examples include severe weather, transport problems, power failures or difficulty with fuel supplies. If this happens we will do all we can to let you know about the details of closure and re-opening arrangements. We intend keep in touch by using text messaging, Group Call facility and our website.

Meals, Snacks and the Promotion of Healthy Eating

In line with the increase in hours per session, all children will be offered a meal and snack during their time at nursery. Please advise us at enrolment of any special dietary requirement for your child. If your child requires a special diet due to a diagnosed allergy, you will be required to request a letter from your GP ASAP. This will be given to our catering supplier Cordia in order for them to devise a suitable menu. Children are also offered milk/water and a healthy snack during their session. We support the promotion of healthy eating and encourage children to develop positive eating habits. Please see our Health Promotion Policy for further details or speak with a member of staff if you require any support.

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Nursery Learning Fund

All families are asked to contribute £3.00 per week. This is used to purchase additional resources such as:

- Ingredients for playdough and other malleable resources
- Baking ingredients
- Celebration of festivals and special events
- Birthday gifts for all children, graduation and other special events
- Waterproof suits for outdoor play

We are very grateful for these contributions to allow us to provide additional experiences.

Accommodation for Families

You will have access to our parent/carers room which is especially useful when initially settling your child into our nursery. A cup of tea/coffee and the company of other families can help relieve the anxiety sometimes felt when saying goodbye to your wee one for the first time.

Parental engagement is very important in Cloverbank. We have an extensive parent/carer programme which ranges from parent's groups, adult learning, fundraising and guidance from Health professionals. We tailor these programmes based on needs, interests and requests. We regularly send out questionnaires to gather your views and feedback in order to inform these groups.

Car Parking Facilities

Our very small car park is for staff use only. Unfortunately, we do not have parking available for drop off/collection. As we are situated in a residential street, we would ask you have consideration for our neighbours and do not park in a way that restricts their ability to access their property. Engine idling is not only bad for our environment but it can also carry a fixed penalty fine, we ask that you refrain from this at all times. Please try to walk/cycle to nursery where possible.

Mobile Phones

In order to safeguard everyone, please note the use of mobile phones is not permitted in our nursery.



Jewellery

To avoid any unnecessary accidents, we ask that children refrain from wearing any jewellery to nursery. This can be dangerous when independently changing clothes or involvement in physical play.

No Smoking Policy

Smoking is not permitted in Cloverbank Nursery or anywhere within the perimeter fence.

Open Access Policy

Users of our nursery i.e. parents and carers can access relevant documentation by making a request to the Head of Nursery (Management Circular 64)

If you have any general queries regarding your child or practice within our nursery, please speak with your child's key worker or any member of the management team, if you would prefer. Alternatively, if you would like to have a further discussion with Samantha, you can arrange an appointment at your convenience.

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CHILD WELFARE & SAFETY and CHILD PROTECTION

**Our Child Protection Co-ordinator is Samantha Johnston
In her absence it will be Pauline Connor or Jean Rainey**

All educational establishments and services must take positive steps to help children protect themselves by ensuring that programmes of health and personal safety are central to the curriculum and should have in place a curriculum that ensures that children have a clear understanding of the difference between appropriate and inappropriate behaviour.

Educational establishments and services must create and maintain a positive ethos and climate which actively promotes children and young people's welfare and a safe environment by:

- Ensuring that children are respected and listened to
- Ensuring that programmes of health and personal safety are central to the curriculum
- Ensuring that staff are aware of Child Welfare & Safety, protection issues and procedures
- Establishing and maintaining close working relationships and arrangements with all other agencies to make sure that professionals collaborate effectively in protecting children

Should any member of staff have concerns regarding the welfare or safety of any child they must report these concerns to the Head of Nursery. The head, or the person deputising for the head, after judging that there may be grounds for concern regarding the welfare or safety of any pupil must then immediately advise the duty senior social worker at the local social work services area office of the circumstances.



Members of the Public

All adults have a responsibility to protect children from harm. This includes not only parents and professionals but also family members, friends, neighbours and members of the public.

Here are some useful numbers if you are ever concerned about the safety or welfare of a child:

Social Care Direct: 0141 287 0555 0800 811 505 (out of hours)

Police Scotland: (Non-emergency) 101 (Emergency) 999

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Section Three: Medical Information

Medication

It is very important that we are aware of any health needs for your child; along with the appropriate medical advice you have been given. This includes asthma, allergies and any other condition we should be aware of.

If they require medication during their time at nursery you should discuss this with a member of the management team. We would only be able to administer prescribed medication, at the discretion of the Head of the Nursery. Once agreed, you would be required to complete the necessary paperwork which authorises staff to administer the medication.

PLEASE NOTE: You must ensure the first dose of any medication is administered at home and without any adverse reaction, before making this request.

Illness

If your child is unwell, generally the best place for them is at home until they fully recover.

Please let us know if they will not be attending due to illness. Children should not attend if they have particular illnesses. These include diarrhoea and/or vomiting (48 hours from the last episode), chickenpox (until all spots have crusted over) and flu. If you are unsure, please phone and we can advise. We should also be notified of any confirmed infectious diseases in order to take precautionary measures.

If Your Child Becomes Ill at Nursery

If your child becomes ill while at nursery you will be telephoned immediately.

Please ensure we always have up-to-date contact numbers.

Minor Accidents and Upsets

If your child has a minor accident, bump or fall you will be informed when you collect your child. Staff will complete our Accident Book, recording the details of the incident. We would ask you to sign this on collection to evidence you are aware of the accident and treatment.

If we are concerned in any way you will be informed immediately.

If it appears that emergency treatment is required your child will be taken to the nearest hospital (Queen Elizabeth University Hospital) and you will be contacted immediately. It is therefore essential that we are kept up to date with any changes of address, telephone numbers, place of employment, emergency contacts, etc



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Section Four: Early Learning & Childcare Curriculum

Curriculum for Excellence 3-18

Curriculum for Excellence aims to achieve a transformation in education in Scotland by providing a coherent, flexible and enriched curriculum from 3 to 18. The 3-18 curriculum aims to ensure that all children and young people in Scotland develop the attributes, knowledge and skills they will need to flourish in life, learning and work.

The knowledge, skills and attributes learners will develop will allow them to demonstrate four key capacities – to be **Successful Learners**, **Confident Individuals**, **Responsible Citizens** and **Effective Contributors**

- **Successful Learners** through using their imagination and creativity, tackling new experiences and learning from them, and developing important skills including literacy and numeracy through exploring and investigating while following their own interests
- **Confident Individuals** through succeeding in their activities, having the satisfaction of a task accomplished, learning about bouncing back from setbacks, and dealing safely with risk
- **Responsible Citizens** through encountering different ways of seeing the world, learning to share and give and take, learning to respect themselves and others, and taking part in making decisions
- **Effective Contributors** through interacting together in leading or supporting roles, tackling problems, extending communication skills, taking part in sustained talking and thinking, and respecting the opinions of others



Curriculum for Excellence - Early Level

For the first time, the curriculum for the **pre-school sector and the early years of primary** is presented together as the **early level**. This describes experiences and outcomes for children's learning in ways which support a more active approach to learning and teaching and encourage better continuity and progression for all children.

Through active learning, children and young people develop vital skills and knowledge and a positive attitude to learning. Further information can be obtained from:

- *Education Scotland (Parentzone)* <https://education.gov.scot/parentzone/>
- SQA http://www.sqa.org.uk/sqa/CCC_FirstPage.jsp

Active learning is learning which engages and challenges children and young people's thinking using real-life and imaginary situations. It takes full advantage of the opportunities for learning presented by:

- Spontaneous play
- Planned, purposeful play
- Investigating and exploring
- Events and life experiences
- Focused learning and teaching
- All active learning opportunities can be supported when necessary through sensitive intervention to support or extend learning. All areas of the curriculum, at all stages, can be enriched and developed through an active approach
- "Children learn by doing, thinking, exploring, through quality interaction, intervention and relationships, founded on children's interests and abilities across a variety of contexts. All combining to building the four capacities for each child"

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Learning Outdoors

The outdoor learning environment offers motivating and different opportunities for learning. We provide a safe and secure outdoor space where children have regular outdoor play, fresh air and exercise. Children are learning transferable skills through play. They are encouraged to make plans and to talk about their experiences. This all enhances the development of social skills, health and well-being, literacy and numeracy. They also had to decide which tools to use. Fun can be hard work too!



'Environments that offer differential play and challenge, staff who are well informed and able to challenge learning, child-centred and building on previous experiences, fun is absolutely essential, children planning and evaluating their learning.'

Assessment

- Each child will have an individual assessment. They actively contribute to their own Child Profile. Families are involved in this too and are encouraged to add to these profiles and use them to talk to their children about their learning
- Staff are continuously assessing the progress made by the individual children in their groups and planning work accordingly
- Parents will be regularly consulted. Reporting to parents' meetings will be arranged twice in the year
- Parents are very welcome to speak to staff informally on a daily basis.
- The Nursery works closely with the local primaries to ensure effective transitions. The primary children come along to the Nursery to meet our children and to work with us on a variety of projects

Supporting Children

If you have any concerns about your child's development please share this with us. Similarly, we will discuss any concerns that we may have, with you. With your permission we will be able to access help to deal with specific concerns e.g. Speech & Language Therapist, Education Psychologist and Health Visitors.

Working Together to Support Learning

Once we have established a support system to help with any challenges your child may be experiencing. We can arrange:

- Meetings to discuss progress and
- Make plans with targets to address and support your child's individual needs



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Section Five: Parental Partnership



Our aims

- To develop effective relationships working in partnership with the families
- Identify and support families' high expectations for their child whilst at Cloverbank Nursery
- To work in partnership together to enable each child to be a successful learner, a confident individual, a responsible citizen and an effective contributor

Working with You

Everything you do with your child at home contributes to their development and we aim to work alongside you to provide the best opportunities possible.

Our aim, in line with the values of the Curriculum for Excellence, is to provide active and challenging learning opportunities for your child. To ensure they experiences a broad education that develops skills for learning, for life and work with a real focus on **literacy and numeracy** which also promote an **active** and healthy lifestyle.

- In order to continue to support you and your child as best we can please keep staff informed of any concerns, interests or exciting events happening in your child's life

Working Together

- We encourage children to be considerate of others at all times. Should behaviour be causing concern we will work in partnership with you to positively address the situation at all times using our positive behaviour strategies
- Workshops: In recent years we have held successful groups including, Art, ICT, beauty tips and accredited paediatric first aid course
- We currently offer a Solihull Approach Parenting Group programme which aims to equip families with skills to allow improvements in emotional relationships and well-being

Please let us know is there is anything you are particularly interested in developing or becoming involved in as part of a group. If you would like to be involved our parent's committee in the future please let us know. We are happy if you can share your skills with us in any way.... e.g. gardening, telling stories, helping on outings etc.

Fundraising

We raise additional funds throughout the year by events such as: Sports and Fun Day and Nursery Rhyme Sing along.

Through fundraising activities this year, we have been able to buy new equipment and book a storyteller at Christmas, organise outings, plan children parties, invite support from visiting artists, music specialists and theatre groups. We have also developed a mini allotment with grant money.



We welcome any ideas or suggestions that you may have.

Supporting Charities

We also support local and national charities which include Books for Africa, Children in Need and Support the Troops at Christmas.

THANK YOU FOR YOUR CONTINUED SUPPORT

We couldn't do it without you and your children!

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Section Six: The Wider Community

We have regular contact and working relationships with services in our local area such as:

- Police Scotland
- British Waterways
- Scottish Fire & Rescue Service
- Child Smile Team
- Pre School Visual Screening Team

The Community Action Team have also visited to discuss; Recycling and Road Safety. Children and staff from the 'Zen-Den' at Blairdardie Primary regularly pop in to say Hello when on their local walks. Other visitors include various theatre groups, entertainers, and visiting artists.

We are members of Knightswood Learning Community and have good links with our local associated early years establishments and primary schools which are:

Early Years Establishments

Rowena Nursery School
20 Knightscliffe Ave
Glasgow
G13 2TE

Pikeman Nursery
21 Archerhill Rd
Glasgow
G13 3JN

Knightswood Early Years Centre
c/o St Ninians Primary School
2150 Great Western Rd
Glasgow
G13 2AB

Cloan Nursery
45 Cloan Avenue
Drumchapel
Glasgow
G15 6DE

Primary Schools

Blairdardie Primary School
50 Kearn Ave
Glasgow
G15 6HL

St Ninians Primary School
2150 Great Western Rd
Glasgow
G13 2AB

Knightswood Primary School
36 Knightscliffe Ave
Glasgow
G13 2TE

Clyde Primary School
& St Brendans Primary School
Clyde Campus
200 Hawick Street
Glasgow
G13 4HG



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Section Seven: Other information

Suggestions and Complaints

We aim at all times to provide a welcoming, quality, inclusive service that you and your child/ren will be happy with. If you have any suggestions to make about the service, please contact the head of the establishment in the first instance. Similarly, if there is any aspect of our service you are not happy with, please come and speak with us. The Head of Nursery would be available for this and we would look to resolve any issues as soon as possible. All complaints will be responded to within 28 days.

If you feel your complaint has not been satisfactorily resolved you may wish to contact:
The Customer Liaison Officer by:

Phone: 0141 287 5384

Email: education@glasgow.gov.uk

In writing to:

Customer Liaison Officer
Education Services
Glasgow City Council
City Chambers East
40 John Street
Glasgow G1 1JL

You may also contact our regulatory body, The Care Inspectorate directly by:

Phone: 0345 600 9527

Email: concerns@careinspectorate.gov.scot

Filling in a complaints form online: <https://www.careinspectorate.com/index.php/scswis-complaint-form>

Other Useful Glasgow City Council Contacts

Name:	Designation:	Contact number:
Douglas Hutchison	Executive Director of Education	0141 287 4551
Jean Miller	Head of Service (North West)	0141 287 4214
Heather Douglas	Early Years Manager	0141 287 4493
Elizabeth Kerr	Early Years' Service Manager (NW)	0141 287 4453

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