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**Tower View Nursery**  
**300 Mossvale Road**  
**Glasgow G33 5QS**

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# TOWER VIEW NURSERY

The future of the world  
is in this nursery



Dear Children, Parents and Families,

On behalf of all the staff I warmly welcome you to Tower View Nursery.

If this is your first experience of a nursery, then I hope this handbook will be a useful guide to what takes place within our nursery.

Please feel free to discuss any part of it with myself or any member of staff.

Tower View Nursery opened in 2017 and provides early learning and childcare for children from 6 weeks until school entry. The nursery is purpose built and is equipped with 3 main areas: Our baby room for children from six weeks to age 2, our toddler rooms for children aged 2-3 and our 3 -5 playrooms for children age 3 to pre-school.

I hope that you and your family will participate and enjoy your child's time at Tower View Nursery and we hope that your child's time spent here is a happy one.

Yours sincerely

Julie Hadley  
Head of Nursery

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### Staff Names and Job Titles

<b>Head of Nursery</b>	Julie Hadley
<b>Deputy Head of Nursery</b>	Michelle MacKenzie (0-3) Yvonne Smith (3-5)
<b>Team Leader</b>	Gemma Barton (0-3) Nicola Eckersley (3-5)
<b>Clerical Assistant</b>	Elaine Millar Jodie Adair Isabel McFetridge
<b>Child Development Officer</b>	
Nicole Bolton	Coral McAvennie
Claire Brenan	Meghan McCreadie – Part time
Leanne Cleary	Elizabeth McHarg
Tina Baxter	Lisa McLeod
Sandra Bell	Kelly McSporran
Lynn Cooper	Debbie Mitchell – Part time
Lindsay Denny – Part time	Sharon Quate – Temporary staff
Ainsley Fraser	Janice Johnston
Hollie Walsh	Nicole Holmes
Marium Hussain	Heather Wright
Amy Hearton	Tricia Ross
Janice Johnston	Debbie Rooney
Elsie Leithead	Pauline Smith
Helen Manley	Audrey Heron
<b>Modern Apprentice</b>	Leah Brannan Ava Casey
<b>Support for Learning</b>	Irene Foster Chelsea O'Hara Jamie Leigh Law Leighann Rankin
<b>Catering Assistant</b>	Ann Fay Michelle McIntyre Maureen McCourt
<b>Janitors</b>	Margaret Henderson

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### **Tower View – Values, vision and purpose**

In partnership with parents and partner agencies, we aim to establish a safe, secure, happy and exciting learning environment where an “I can” approach is encouraged, and all achievements and efforts are celebrated.

Children’s contributions are sought and valued and strongly influence the learning environment and developments within the establishment.

All children have access to high quality education and are encouraged to become successful learners, confident individuals, effective contributors and responsible citizens supported by a professional team of staff committed to their own continuous professional development.

We are strongly guided in supporting our young children by the children’s charter.

Equality and fairness for all is firmly embedded within an ethos of inclusion in the nursery.

The development within the nursery is driven by our improvement plan in consultation with children, parents, staff, other stakeholders and the wider community.

### **Hours of Opening and Daily Sessions**

The nursery is open from 08:00am to 5:30pm. We offer both term time and 52 week provision at Tower View Nursery. We close for Public Holidays and In-service days.

### **Admissions and Enrolment**

Nursery places are allocated in line with Glasgow City Council’s Early Years Admissions Policy. The nursery will be happy to advise how this policy operates. An information leaflet is available from the nursery. Application forms are available from all GCC Early Years establishments. When completed, the form should be returned to the nursery you identify as your 1<sup>st</sup> preference, along with the verification documentation requested. All placements are allocated by contract through the Local Area Admissions Panel on behalf of Glasgow City Council and are based on the needs of the child and family and availability within the nursery.

The statutory entitlement to 1140 hours applies to all eligible children regardless of residency status, citizenship or ethnic background. This includes children whose families are asylum seekers and children resident in Glasgow who are not UK nationals.

#### **1.1 Eligible 3- & 4-Year Olds**

All children aged 3 or 4 are entitled to up to 1140 hours per year of funded ELC. Children become eligible according to when their 3<sup>rd</sup> birthday falls. In Glasgow, each child’s funded entitlement begins from the Monday after their 3<sup>rd</sup> birthday and where they are not already attending, they should be admitted to nursery on or as soon as possible after this date.

#### **1.2 Eligible 2 Year Olds**

Some 2-year olds are also entitled to up to 1140 hours per year of funded childcare where they meet the eligibility criteria set out in the nursery admissions policy. Children aged 2 years old who meet the criteria for funded ELC, can access it from the start of the first term AFTER their second birthday OR the start of the first term AFTER their parent/carer starts receiving any of the named benefits or tax credits within the eligibility criteria.

### 1.3 Children Under 3 Years Old – No Entitlement

Children under 3 who do not meet the criteria for eligible 2-year olds, have no statutory entitlement to any funded nursery provision and **no specific number of hours** or dates for entry to nursery apply. When allocating hours for this age group, thought should be given to whether the allocated hours will still be sustainable as the child moves up the age groups within the nursery. Children should be admitted as soon as possible after a place has been allocated. **We are only able to offer hours between 9.00am – 4.00pm due to staff supporting 1140 hours entitlement in the morning and late afternoon.**

Unless exempt under the Council's nursery charging arrangements, parents / carers will be expected to pay for all hours attended at nursery for a child under 3 years old.

### 1.4 Children with Additional Support Needs

Children with additional needs have the same nursery entitlements as all other children. Nursery applications for children who have additional support needs should be processed in line with the admissions process and banding procedures. Supporting evidence from relevant agencies may be required in relation to their additional

#### GFIS

This website can also be helpful for information on other Glasgow City Council Nurseries & Private Partnership Nurseries.

[gfis@glasgow.gov.uk](mailto:gfis@glasgow.gov.uk)

Tel 0141 287 7350

## Admission Policy Priorities

### Band 1

- Any child considered to need protection
- Children with very young mothers
- Looked after children

### Band 2

Children referred by, or who have

- Attended Pre-Scat
- A Psychologist
- Have specific needs
- Are in temporary accommodation
- Deferred entry to primary school
- Are from travelling families
- Parents with specific needs

### Band 3

- Preschool year
- Anti preschool year
- Eligible 2
- Part 5 of Immigration Act
- Income support/Universal Credit

### Band 4

- Children under 3

### Band 5

- Children from out with the City of Glasgow

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### Absence

It is advisable not to bring your child to nursery if he/she is feeling unwell or has been sick or diarrhoea through the night or is likely to spread infection to others.

The establishment would welcome a telephone call if your child is not able to attend nursery on a particular day. If your child has symptoms of vomiting, diarrhoea (or has been prescribed antibiotics) then it is essential that they do not attend nursery for 48 hours after symptoms have stopped.



### Emergency Contacts

Please ensure telephone contact numbers include a landline as sometimes mobiles are switched off. Please inform staff immediately of any changes.

### Arrival & Collection of Children

In the interest of your child's safety, please notify the nursery staff if someone unknown to them or not expected by them will be collecting your child. A password of your choosing will be added to your child's care plan. This avoids a difficult situation where a child cannot be allowed to leave with an adult who is a stranger to the staff or is not the expected person.

### Medical & Health Care

If your child needs medication during nursery hours, you should discuss details with your child's Key Worker. Prescribed Drugs will be given at the discretion of the Head; however, you will need to complete a form which authorises nursery staff to administer the drugs. **All medicines need to have a label on both box and bottle with your child's name and instruction of dosage and date.**

If your child suffers from a condition which requires specialist medical assistance, for example a severe allergic reaction to nuts or asthma you MUST inform the Head so that the appropriate steps can be taken to assist your child.

We try to ensure that all our children are playing in a safe environment, however accidents do happen, and children do become upset. On these occasions, we will contact you if we are concerned. Staff will complete an Accident or Incident Form, which you will need to sign when you collect your child.

### Sun Cream Application

Tower View Nursery has a Sun Protection Policy which outlines aims and good practice we adhere to in relation to sun care. On sunny days between April and October we would remind parents to ensure their child has had sun cream applied **before** they come to nursery. Nursery staff will reapply sun cream every 2-3 hours throughout the day as needed.

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### **Starting Nursery**

The first few weeks at nursery can be scary and exciting. Some children find this a difficult period. We want you and your child to feel safe, secure and happy in nursery – the settling in period is therefore very important. When your child first arrives at nursery, he/she will be assigned to a group – the staff member for your child is known as the Key Worker. The Key Worker will be your liaison person during the settling in period.

On the first day your child will stay for one hour and we ask that a responsible adult waits with him/her. We take our lead from the child so, after discussion with your child, yourself and the child's Key Worker your child's time at nursery is gradually extended until he/she is ready to commence their placement.

Nursery life can be very messy. We will always try to make sure the children wear aprons but accidents do happen, therefore we would advise you to dress your child in suitable clothing. Can we ask that a spare set of clothing is left in the nursery in case of accidents? Clothing should be labelled with your child's name on it.

### **Additional Support Needs**

When a child is having difficulties with any aspect of their learning or development you can be assured, we will support you and your child the very best we can. The Head of Nursery will discuss this firstly with parents/carers and if help is necessary, we will ask consent to seek further help through the School Psychologist or Speech and Language Therapist. Parents/Carers can refer a child to any of these agencies directly if preferred.

### **Visit to the Establishment by Medical Staff**

The nursery has regular visits from NHS Staff i.e. Vision Screening and Oral Health Management. Staff will inform parents/carers when these visits will take place.

### **Toy Fund**

We appreciate the support parents/carers offer in helping to raise funds for the nursery activities. A weekly donation of £1.00 assists the nursery to provide additional resources for the children to help and support in their development.

### **Parental Permission**

We take photographs of the children as a matter of course to record children's work and achievements. On enrolment, you will be asked if you wish to give consent.

### **Trips & Excursions**

When outings or excursions for children are planned, a member of staff will advise you in advance. You will be asked to complete a consent form which gives your child permission to participate. Please note that children cannot take part in outings unless completed consent forms have been submitted by their parents/carers.

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### **Birthdays**

Your child's birthday will be celebrated in nursery. You are welcome to bring in a shop bought cake to share with your child's friend. Unfortunately, no home baking can be accepted due to children with severe allergies. Please speak to your child's key worker for further information.

### **Charging Policy**

If you are required to pay charges to Glasgow City Council, you will be informed at enrolment. Conditions apply as in line with Glasgow City Council's Early Years Admissions and Charging Policy which you can inspect at the following link <https://www.glasgow.gov.uk/article/17458/Early-Learning--Childcare>



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### Curriculum

We use Curriculum for Excellence guidelines – Early Level outcomes and experiences when working with children 3-5 years when planning for the children's learning and engagement.

For children under three we use Pre-Birth to Three (*Scottish Government, 2010*), Realising the Ambition (Nurturing My Potential).

The Education Scotland Document Realising the Ambition is also used to support provision for all children and families.

In order to ensure we are delivering high quality learning experiences we also use a document entitled How Good is Our Learning and Childcare this helps us to self-evaluate and monitor the impact on children's learning. There are copies of these documents in the nursery and can also be accessed online at Education Scotland. (<http://www.educationscotland.gov.uk>).



### Promoting Health & Wellbeing

We are a Health Promoting Nursery. All children attending nursery will receive a snack and are entitled to a two-course lunch or packed lunch. All snacks provided support our Health Eating Policy.

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### Nursery and School Holidays 2024/5

Details of holiday dates are available on the Glasgow City Council website:

[www.glasgow.gov.uk/index.aspx?articleid=9418](http://www.glasgow.gov.uk/index.aspx?articleid=9418)

<b>Return Date for Pupils</b>	14 <sup>th</sup> August 2024
<b>September Weekend</b>	Friday 27 <sup>th</sup> September 2024 + Monday 30 <sup>th</sup> September 2024
<b>First Mid-Term</b>	14 <sup>th</sup> October 2024 to 18 <sup>th</sup> October 2024
<b>Christmas/New Year</b>	Nursery will close at 2.30pm Friday 20 <sup>th</sup> December 2024
	2025
<b>2025 Return to School</b>	6 <sup>th</sup> January 2025
<b>Second Mid-Term</b>	Monday 17 <sup>th</sup> February 2025 + Tuesday 18 <sup>th</sup> February 2025
<b>Spring Holiday</b>	Monday 7 <sup>th</sup> April 2025 to 21 <sup>st</sup> April 2025 Return to Nursery Tuesday 22 <sup>nd</sup> April 2025
<b>May Day</b>	Monday 5 <sup>th</sup> May 2025 (May Holiday)
<b>May Weekend</b>	Friday 23 <sup>rd</sup> May 2025 + Monday 26 <sup>th</sup> May 2025 (May wknd)
<b>School Close</b>	Wednesday 25 <sup>th</sup> June 2025

### IN-SERVICE DAYS

Monday 12<sup>th</sup> + Tuesday 13<sup>th</sup> August 2024 (In-Service)  
Friday 10<sup>th</sup> October 2024 (In-Service Day)

Wednesday 19<sup>th</sup> February 2025 (In-Service Day)  
Thursday 22<sup>nd</sup> May 2025 (In-Service Day)



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### **Suggestions and Complaints Procedure**

Tower View Nursery is subject to Education Scotland & Care Inspectorate integrated inspections which parents/carers can access. We are striving to be excellent in all that we do and would always welcome suggestions on how we can get better. If you have any suggestions, please speak to our Head of Nursery.

Similarly, if you have a complaint and you feel it has not been satisfactorily resolved with the Head of Nursery then please contact:

Customer Care Team  
Glasgow City Council  
City Chambers  
Glasgow City Council  
G2 9RZ  
Tel: 0141 287 0900

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY  
Tel: 0845 600 952

[education@glasgow.gov.uk](mailto:education@glasgow.gov.uk)

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

Our guide to complaints for customers, which includes the standard complaints submission form can be found on the Glasgow City Council website at: [www.glasgow.gov.uk/complaints](http://www.glasgow.gov.uk/complaints)

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### **Parental Partnership**

The Learning that has taken place within the family and community is recognised, valued and built upon within the nursery school setting. We seek to work with parents/carers to form a partnership that supports not only the child's learning and development but also the work of the nursery school and the community. Regular and effective communication will take place throughout the year.

We will:

- Inform parents/carers regularly of events taking place in nursery
- Exchange and share information about their child's progress
- Tell parents/carers about their child's achievements
- Discuss any problems that may arise
- Develop a professional relationship with parents/carers that reflects the ethos of tolerance and respect
- Display warmth and courtesy
- Work together to create a rich learning environment where the learning experiences offered to children are of a high quality
- Provide curricular information to enable parents/carers to support and extend their children's learning

### **Working Together to Promote Positive Relationships**

We welcome parental support in managing children's behaviour. We encourage children to be considerate of others at all times. Should behaviour be causing concern, we will work together to positively address the situation at all times and seek professional advice if necessary.

### **No Smoking Policy**

In accordance with Glasgow City Council, there is strictly NO SMOKING allowed in the building or on our grounds. This includes electric cigarettes.



### **Transition to Primary School**

Pupils normally transfer to Primary School between the ages of 4 ½ and 5 ½. We understand that moving onto Primary School can be a scary and worrying time for some children (and parents).

At Tower View Nursery we work closely with our primary partners sharing information and also through an established induction programme.

There is an opportunity given by most Primary Schools for a visit of children along with parents/carers normally between May and June.

Information on registration /enrolment procedures for Primary Schools will be given in the local press early in the calendar year. A notice will be placed in the nursery and staff will also notify you.

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### **Child Welfare & Safety**

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/young people have a clear understanding of the difference between appropriate behaviour on the part of another person, no matter who.

Establishments and services must create and maintain a positive ethos and climate which actively promotes child welfare and a safe environment by:

- Ensuring 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 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 members of staff have concerns regarding the welfare or safety of any child they must report these concerns to the Head of Nursery and Child Protection Officer. The Head of Nursery or the person deputising for the Head, after judging that there may be grounds for concern regarding the welfare or safety of any child, must then immediately advise the duty Senior Social Worker at the local Social Services area office of the circumstances.

The Child Protection Officers for Tower View Nursery are Michelle MacKenzie (Depute Head) and Yvonne Smith (Depute Head).

### **Risk Assessments**

The nursery regularly carries out Risk Assessments to identify possible hazards. Any risk identified is dealt with immediately to ensure our children have a safe environment to play in.

### **Nursery Gates**

The nursery gates are closed between 8.00am to 3.30pm to parents and carers. The nursery gates will only be open to emergency services and lunch deliveries during this period. This is controlled by the janitor and stipulated by Headteacher to ensure the safety for all children in the nursery as the car park is used as a walk through for parents and children to access their rooms throughout this busy time.

### **Links with Primary Schools**

The nursery has links with Sunnyside, Avenue End and St Rose of Lima Primary Schools. As part of the transition to school a teacher may visit the nursery to meet the children, in order to make the transition from nursery to primary school as smooth as possible. Transition records which document children's learning and development are completed by the child's keyworker and discussed with parents/carers before passed over to the receiving primary school

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### **The Freedom of Information (Scotland) Act 2002**

The Freedom of Information (Scotland) Act 2002 enables any person to obtain information from Scottish Public Authorities. The Act applies to all Scottish Public Authorities including The Scottish Government and its agencies, Scottish Parliament, Local Authorities, NHS Scotland, Universities and Further Education Colleges and the Police.

Public Authorities have to allow access to the following information:

- The provision, cost and standard of its service
- Factual information or decision-making
- The reasons for decisions made by it

The legal right of access includes all types of 'recorded' information of any data held by the Scottish Public Authorities. From 1 January 2005, any person who makes a request for information must be provided with it, subject to certain conditions.

Further information is provided on the Glasgow City Council web site:

[www.glasgow.gov.uk/en/yourcouncil/freedomofinformation](http://www.glasgow.gov.uk/en/yourcouncil/freedomofinformation)

Internet facilities are provided at all Glasgow City Council Public Libraries and Real Learning Centres.

### **Data Protection Act 1998**

Information on children and young people, parents/carers are stored on a computer system and may be used for teaching, registration, assessment and other administrative duties.

The information is protected by the Data Protection Act 1998 and may only be disclosed in accordance with the Codes of Practice. For further information, please contact the establishment.

### **Dealing with Violence and Aggression towards Staff**

Glasgow City Council has a zero policy towards violence and aggression within their establishments. We welcome your support in ensuring our environment is safe and respectful.

### **Dealing with Racial Harassment**

The Race Relations Act of 1976 makes it unlawful to discriminate against someone because of his/her colour, race, 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 teaching staff in dealing with such incidents. The adoption of anti-racist approach should be seen as one part of the continuing attempt to improve the quality of education.

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