

Hamiltonhill Family Learning Centre Handbook 2026-2027

Hamiltonhill Family Learning Centre
115 Ellesmere Street,
Glasgow,
G22 5QT
Tel: 0141 332 2797
Email: Headteacher@Hamiltonhill-Nursery.glasgow.sch.uk

Welcome from the head



Samantha Johnston

Head of Centre

Dear Parent/Carer,

I would like to extend a warm welcome to you and your family to Hamiltonhill Family Learning Centre. We are delighted to welcome you to our learning community and hope that you and your child enjoy your time with us.

At Hamiltonhill, we believe that children learn best through play, exploration and positive relationships. We provide a range of engaging experiences that allow children to develop their interests, build confidence and independence, make friendships and enjoy learning at their own pace.

Getting to know each child and their family is an important part of our approach. We value the information and knowledge that families share with us and work closely with parents and carers to ensure that we understand and respond to each child's individual needs, interests and experiences.

We want families to feel welcome and involved in the life of our centre. We value opportunities for you to share your views, ideas and suggestions with us and to be part of your child's learning and development.

This handbook provides information about Hamiltonhill Family Learning Centre and some of the things you may find useful during your child's time with us. We hope it helps you to feel familiar with our setting and the way we work.

Thank you for choosing Hamiltonhill Family Learning Centre. We look forward to working in partnership with you and supporting your child throughout their time with us.

Kind regards,

Samantha Johnston
Head of Centre
Hamiltonhill Family Learning Centre



Section 1: Welcome

- Team Hamiltonhill Family Learning Centre
- Vision, Values and Aims
- Capacity, Hours, Applications
- Admissions
- Getting to know your child
- Settling in
- Arrivals and Collection
- Attendance and Absence
- Emergency Contacts

Our Leadership Team		**3-5: Poppy Room**	
Head of Centre	Samantha Johnston	Child Development Officer	Megan McGeady
Acting Depute Head of Centre	Catherine McKay	Child Development Officer	Sarahanne Stewart
Child Development Team leader	Natalie Cassidy	Child Development Officer	Thomas Cairns
Lead Practitioner of Attainment	Jacqueline Bambridge	Child Development Officer	Clare Smillie
Office Staff		Child Development Officer	Laura Mathieson
Clerical Assistant	Lorraine Rankin	Child Development Officer	Janie Murray
0-1: Bluebell Room		Child Development Officer	Katrina Brown
Child Development Officer	Angela Robertson	Child Development Officer (Job Share)	Caryn Booth
Child Development Officer	Kellyanne Doyle	Child Development Officer (Job Share)	Charlene Gallie
Child Development Officer (Part Time)	Noreen Ahmed	Child Development Officer	Vacancy
1-2: Snowdrop Room		Support for Learning Worker	Tricia Graham
Child Development Officer	Nicola MacDonald	Support for Learning Worker	Danielle Chenery
Child Development Officer	Lynne McSherry	**Facilities and Catering Staff**	
Child Development Officer	Tracey Middleton	Janitor	Leanne Lovie
Child Development Officer	Heather Lawson	Catering Assistant	Lynsey Casey
Child Development Officer	Mandy Brothers	Catering Assistant	Vacancy
2-3: Sunflower Room		Cleaner	Norah
Child Development Officer	Melissa Stark	Cleaner	Vacancy
Child Development Officer	Morgan McElwain		
Child Development Officer	Amy Donnelly		
Child Development Officer (Job Share)	Laura Brown		
Child Development Officer (Job Share)	Jemma Pender		
Support for Learning Worker	Angie Nicol		

Hamiltonhill Family Learning Centre

Our Vision

At Hamiltonhill Family Learning Centre, every child and family will feel they belong, are valued and inspired to thrive within a nurturing, inclusive community.

Belong
Nurture
Inclusion
Inspire
Thrive
Together

♡ Our Values ♡

Belong
We create a welcoming environment where everyone feels safe, respected and included.

Nurture
We build caring relationships that support wellbeing, confidence and emotional security.

Inclusion
Every child and family is recognised, respected and supported to participate fully, celebrating the uniqueness of each individual.

Inspire
We encourage curiosity, creativity and a lifelong love of learning.

Thrive
We support children to develop confidence, resilience and independence so they can achieve their potential.

Together
We work in partnership with children, families, staff and the wider community to achieve the best outcomes for all.

☆ Our Aim ☆

To provide a safe, nurturing and inclusive learning environment where children and families feel valued, develop confidence and independence, build positive relationships, and are inspired to thrive.

Child Places

Hamiltonhill Family Learning Centre provides Early Learning and Childcare for children from 6 weeks to 5 years or those not yet attending school

- The Bluebell room accommodates 8 children from 6 weeks to 1 year
- The Snowdrop room accommodates 12 children from 1 to 2 years
- The sunflower room accommodates 15 children aged 2-3 years
- The Poppy room accommodates 53 children aged 2-5 years.

A maximum of 88 children can attend the nursery at any one time.

We offer both term-time and full-year (52-week) placements. Funded Early Learning and Childcare (ELC) hours are provided through 1140 hours per year, delivered in block sessions. Children can attend on either a full-time or part-time basis, depending on individual circumstances and availability.

Poppy Room



Sunflower Room



Snowdrop Room



Bluebell Room



Our Opening Hours

Hamiltonhill Family Learning Centre is open Monday to Friday, from 8.00am until 5.30pm.

We are a 52-week Early Learning and Childcare setting, which means that we are open throughout the year to support the needs of our children and families.

The centre is closed on statutory public holidays, planned in-service days, between Christmas and New Year, and on any other closure days identified by Glasgow City Council.

We will always provide families with advance notice of planned closures and any changes to our usual opening arrangements.

Applying for a Place

We understand that choosing an Early Learning and Childcare place is an important decision for families. If you are interested in a place at Hamiltonhill Family Learning Centre, you can submit an application at any time throughout the year and it will be considered at the next available admissions panel.

All applications are carefully considered at an Admissions Panel meeting. Places are allocated in line with Glasgow City Council's Admissions and Charging Policy for Early Years, which ensures that applications are considered fairly and consistently.

Sometimes, families may need support at short notice. Where appropriate, emergency admissions may be considered on a temporary basis, depending on the individual circumstances and needs of the child and family.

If you would like to find out more about applying for a place, please speak to a member of our team who will be happy to provide further information and support you through the process.

For more information about admissions and how places are allocated, please refer to Glasgow City Council's Admissions and Charging Policy for Early Years.

Enrolment

Once a place has been allocated for your child, you will receive an **'Offer of Place' letter** confirming your child's placement details, including their planned home visit and start date.

We would be grateful if you could let us know whether you wish to accept the place so that we can make the necessary arrangements for your child's start at Hamiltonhill Family Learning Centre.

Further information about the enrolment process will be provided at this stage, including arrangements for your child's home visit and settling-in period.

Getting to Know Your Child and Family

As part of the enrolment process, we will arrange a **home visit** with you, your child, their keyworker and a member of the leadership team.

Home visits provide an opportunity for us to begin getting to know your child and family before they start nursery. Seeing your child in a familiar environment helps us to learn more about their interests, routines, likes and dislikes, as well as what is important to them and your family.

The information you share with us helps us to understand your child as an individual and supports us to provide a positive and welcoming start to their time at Hamiltonhill.

Settling In

Following the home visit, we will work together with you to plan your child's **settling-in period**.

We understand that every child is unique, and children will respond differently to starting nursery. Our approach is therefore flexible and responsive to the individual needs of your child and family. We will work closely with you to ensure your child feels safe, secure and confident as they become familiar with their new surroundings, their keyworker and the wider nursery team.

We recommend allowing **at least two weeks for settling in**, although some children may need more or less time depending on their individual needs. Our priority is always to ensure that your child has a positive, nurturing and reassuring start to their nursery journey.

Arrivals and Collection

For your child's safety, they should be brought to and collected from nursery by a responsible adult.

Please ensure that your child arrives and is collected at the agreed times. This helps us to maintain appropriate staff-to-child ratios and ensures that we can provide the best possible care and supervision for all children.

If someone who is not known to the nursery team will be collecting your child, please let a member of the Leadership Team know in advance. We may ask for identification to ensure that we are confident your child is being collected safely. If we have not been informed that someone else is collecting your child, we may be unable to allow them to leave with that person.

Please remember to **sign your child in on arrival and sign them out when they are collected**. This is an important part of our safeguarding procedures and helps us to know who is in the centre at all times.

Attendance and Absence

We encourage families to make the most of their child's nursery placement and support regular attendance wherever possible.

If your child is going to be absent from nursery, please let us know by telephone as soon as possible, particularly if they are unwell. This helps us to keep our records up to date and ensures that we know all children are safe and accounted for.

If your child is absent and we have not received a reason for their absence, a member of our team will contact you in line with our **Attendance and Absence procedures**.

If your child has an illness or infectious condition, please let us know so that we can provide appropriate advice and help to protect the health and wellbeing of other children and staff.

Emergency Contacts

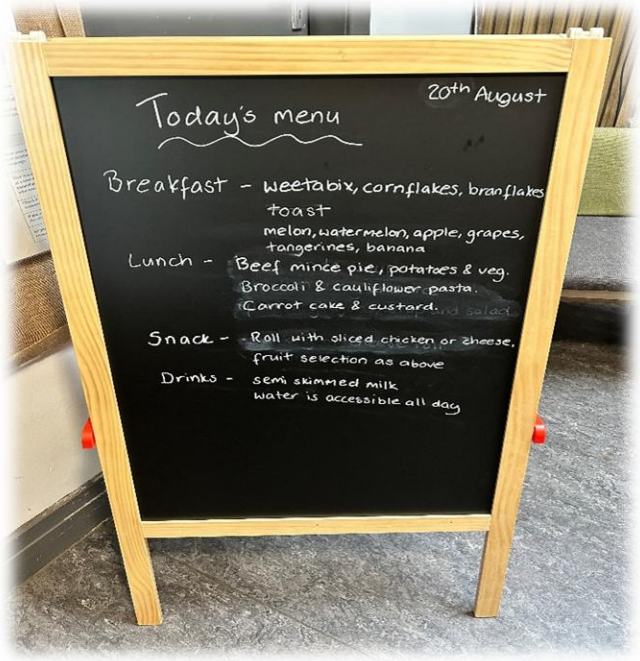
As part of your child's enrolment, we ask you to provide the names, addresses and telephone numbers of **two emergency contacts** who can be contacted if we are unable to reach you.

Please ensure that anyone you nominate is aware that they have been listed as an emergency contact and may be asked to collect your child from nursery if they become unwell or if there is an emergency.

It is important that your child's emergency contact details are kept up to date. Please inform the office as soon as possible if there are any changes to your contact information or the details of your nominated emergency contacts.

Section 2: Your child's time at Hamiltonhill Family Learning Centre

- Clothing
- Meals and snacks
- Medication
- If your child becomes unwell
- Accidents and Injuries
- Oral Health



Clothing

We want children to feel comfortable and able to take part fully in all aspects of nursery life. As children learn through active play and exploration, we ask that they wear **comfortable, practical clothing and suitable footwear** that allows them to move freely and participate in a range of indoor and outdoor experiences.

For the safety and wellbeing of everyone, clothing and accessories should not:

- contain offensive, discriminatory or inappropriate images or slogans;
- promote alcohol, tobacco or other inappropriate products;
- present a health or safety risk, for example, long cords or dangling jewellery; or
- promote symbols or messages that may cause division or offence within our inclusive learning community.

We ask that you provide a **spare change of clothes** for your child. This can be kept in the cloth bag provided at your child's allocated peg. Please ensure that all clothing, bags and personal belongings are **clearly labelled with your child's name** to help prevent items being lost or mixed up.

As children take part in messy, creative and active play, clothing can sometimes become dirty or damaged. While our team will always encourage children to look after their belongings, we cannot guarantee that clothing or personal items will remain free from damage or loss. We therefore recommend that children wear clothing that is suitable for everyday nursery play and exploration.

Meals and Snacks

We provide **snack and lunch** for children within the centre. Our menus are planned to provide a variety of healthy and nutritious choices and are available on our website and displayed within the nursery.

If your child has any **dietary requirements, allergies or food intolerances**, please provide this information on your application or enrolment form before your child starts nursery. Where a medical dietary requirement is identified, we may require supporting information from a medical professional to ensure that we can provide your child with an appropriate and safe diet.

If your child is **bottle feeding or beginning the weaning process**, we can support this within the setting. Your child's individual routines and requirements will be discussed with you as part of the enrolment process so that we can ensure their needs are understood and appropriately supported.

Please keep us informed of any changes to your child's dietary needs or eating routines throughout their time at Hamiltonhill.

Medical Information

If your child requires medication while at nursery, please discuss their needs with a member of the **Leadership Team**.

Any prescribed medication, including medication required for conditions such as asthma or epilepsy, must be discussed with the Leadership Team. A **medication consent form** must be completed before staff can administer medication to your child.

Please ensure that we are kept informed of any changes to your child's medical needs or medication.

If your child becomes unwell

If your child is unable to attend nursery, please telephone the centre to let us know.

If your child becomes unwell while at nursery, we may ask you to collect them and keep them at home for at least **48 hours**, depending on their symptoms and illness. This allows your child time to recover and helps to reduce the spread of infection to other children and staff.

Accidents and Injuries

If your child has a minor accident or injury while at nursery, they will be supported by a member of staff and the incident will be recorded in our **Nursery Accident Book**. You will be informed of any accident or injury involving your child.

If your child has a more serious accident or injury, we will contact you immediately and, where necessary, seek appropriate medical attention, including arranging for your child to attend hospital.

If your child has an accident or injury at home which may affect their participation or safety at nursery, please let a member of our team know when your child attends.

Oral Health

Hamiltonhill Family Learning Centre supports the Childsmile oral health programme and promotes good oral health as part of our everyday practice.

Each child is provided with their own toothbrush and toothpaste to use at nursery, with toothbrushes replaced regularly. Children are also provided with a toothbrush and toothpaste to take home.

Our staff receive regular training to support children's oral health and to provide age-appropriate learning experiences around tooth brushing and looking after our teeth.

To support healthy choices, milk and water are the drinks offered at nursery. We also ask that families do not bring sweets or other sugary treats into the centre.



Section 3: Curriculum and Learning

- Learning at Hamiltonhill Family Learning Centre
- Learning through play
- Planning for learning
- Sharing your child's learning
- Supporting high quality learning
- Keyworker Approach
- Outdoor learning
- Inclusion and Additional Support for Learning
- Language and Communication Friendly Establishment

Learning at Hamiltonhill

At Hamiltonhill Family Learning Centre, we believe that children learn best through play, positive relationships and experiences that are meaningful to them. We provide a rich and varied curriculum that encourages children to be curious, creative, confident and independent learners.

Our learning and teaching is informed by Curriculum for Excellence, Realising the Ambition and Nurturing my Potential, alongside national guidance and approaches that support children's learning and development.

For children aged 3–5 years, we use the Curriculum for Excellence Early Level Experiences and Outcomes to support our planning and ensure that children have opportunities to develop across all areas of their learning. For our youngest children, our approach is informed by Realising the Ambition and Nurturing my Potential, recognising the importance of nurturing relationships, responsive interactions and learning through everyday experiences.



Learning Through Play

Play is at the heart of our curriculum. Children are encouraged to follow their interests, make choices, explore their environment, solve problems and develop their ideas through both child-led and adult-supported experiences.

Our learning environments provide opportunities for children to develop their skills and knowledge through experiences such as:

- Outdoor learning and exploration
- Creative and expressive experiences
- Sand, water and malleable play
- Construction and small world play
- Literacy and storytelling
- Numeracy and problem solving
- Music and movement
- Cooking and baking
- Technology and digital learning
- Physical play
- Investigation and discovery
- Opportunities to explore nature and the world around them

These experiences are not provided as separate activities but are woven naturally throughout children's play and everyday experiences.

Planning for Learning

Our practitioners observe children closely and use their knowledge of each child to plan responsive learning experiences. Children's interests, ideas, questions and experiences help to shape what happens within our learning environments.

We recognise and respond to learning opportunities as they arise, alongside planned experiences and opportunities that support children's individual learning and development.

We also use our establishment planning approaches to capture children's experiences, ideas and learning and to help us reflect on the impact of our learning and teaching.

Sharing Your Child's Learning

We value parents and carers as partners in their child's learning. We use Showbie to share children's learning and experiences with families, providing opportunities for you to see what your child has been learning and to contribute to their learning journey from home.

We also share children's learning through displays, floor books, conversations and opportunities for families to be involved in the life of the centre.

Supporting High-Quality Learning

We regularly reflect on and evaluate our practice to ensure that children experience high-quality learning and teaching. We use national guidance and quality improvement frameworks to support our self-evaluation and identify areas for continued improvement.

Most importantly, we want children to enjoy coming to Hamiltonhill Family Learning Centre, to feel confident in their ability to learn and to develop a lifelong love of learning through play, relationships, exploration and discovery.

showbie

curriculum for excellence

Our Keyworker Approach

At Hamiltonhill, each child has a keyworker who plays an important role in getting to know them and building a positive, trusting relationship with both the child and their family.

Through everyday interactions, observations and conversations with families, keyworkers develop a strong understanding of each child's interests, strengths, experiences and individual needs. This knowledge helps us to support children's learning and development and provide experiences that are meaningful and responsive to them.

Keyworkers also play an important role in developing and maintaining our learning environments. They work as part of the wider team to ensure that children have access to a rich, engaging and welcoming environment that encourages curiosity, exploration, independence and learning through play.

Although your child's keyworker will have a particular role in supporting your child, all members of our team work together to ensure that every child is known, valued and supported throughout their time at Hamiltonhill.







Outdoor Learning

At Hamiltonhill, we believe that outdoor learning is an important part of children's learning and development. We provide regular opportunities for children to learn and play outdoors throughout the year and, where possible, in all types of weather.

Our outdoor environment provides children with opportunities to explore, investigate, problem-solve and develop confidence as they learn to assess and manage risk for themselves. It also allows children to apply their learning in real-life contexts, develop their independence and discover the natural world around them.

We encourage children to be active, curious and adventurous outdoors, following their interests and developing their skills through play and exploration.

As we all know, the Scottish weather can be unpredictable! We therefore ask that children have a **spare change of clothes** at nursery so that they can fully enjoy their outdoor experiences, whatever the weather. We encourage families to provide suitable clothing for the season, including warm layers when required.

Inclusion and Additional Support for Learning

At Hamiltonhill Family Learning Centre, we are committed to ensuring that every child has the opportunity to participate fully in nursery life and access learning and experiences in a way that meets their individual needs.

We recognise that every child is different and may require different types of support to help them learn, develop and feel included. Our team work closely with children and families to understand individual strengths, interests and needs and, where appropriate, make adaptations to our learning environments, resources, routines and approaches.

We also recognise the importance of ensuring that parents and carers can fully access information and participate in their child's learning and development. Where additional support or adjustments are required, we will work with families to identify appropriate ways to communicate and engage with us.

Hamiltonhill Family Learning Centre is situated on one level, with no stairs within the centre, and wheelchair access is available through our external entrances.

Our staff undertake regular professional learning to develop their knowledge and confidence in supporting children with additional support needs. This may include areas such as Makaton, Autism Awareness and Additional Support for Learning, alongside other training identified in response to the needs of our children and families.

We are committed to creating an environment where every child is included, their individual needs are recognised and they are supported to participate, learn and thrive.



Language and Communication Friendly Establishment

We are currently working towards achieving our **Language and Communication Friendly Establishment** accreditation. As part of this work, our team are developing our practice through five key indicators, helping us to create an environment where language and communication are supported throughout the nursery day.

A key part of this work is using Talk Strategies. These strategies support practitioners to develop meaningful conversations with children, listen carefully to what they are communicating and provide opportunities for children to extend their language and understanding through everyday interactions and play.

We will continue to develop these approaches across the centre and share the strategies we are using with families. Many of the Talk Strategies are simple ideas that can be used at home during everyday routines, conversations and play.

We encourage families to try these strategies at home and work alongside us to support children's language and communication. By using consistent approaches at nursery and at home, we can create more opportunities for children to listen, understand, communicate and develop their confidence as talkers.

Please click here to view the document.

Appendix 4 TALK PRACTICES

TALKING TOGETHER Being EQUAL partners in communication through accepting communication difference	**ATTENTION AND LISTENING** Supporting the focus of attention to be on language and communication	**LEVEL OF LANGUAGE** Adapt your language to fit the young person's level	**KEEP ON COMMENTING** Reinforcing and extending a young person's understanding and language
How?	**How?**	**How?**	**How?**
Listen more than you talk. "Listen" with your eyes too. Ask questions to understand... e.g "say more..."	Remove distractions, keep the physical environment calm. Keep your words, tone and gesture calm.	Keep your language simple, clear and positive. Don't bombard with language.	Comment to make words familiar and reinforce vocabulary. Comments are more inviting than too many questions.
Invite conversation. Use your body, face and voice tone to be inviting. See behind "behaviours".	Look at the young person you are talking to; be aware not all young people will be comfortable looking at you.	Give one instruction at a time for those who need it. Expand your language for others who need it.	Give young people helpful language models. Know who needs more and who needs less language.
Use visual cues. Your body and face communicate too.	Say the young person's name.	Check if the young person has understood.	Repeat and clarify what you mean or what the young person says.
Be aware of your own turn taking.	Communicate today's structure and routine.	If you need to repeat, say exactly the same words.	Wait! Leave a space for responses.
Validate what young people say. Accept different communication.	Name and praise what young people achieve and do.	Re phrase only if and when repeating hasn't worked.	

Section 4: Parental Partnerships

- Working in partnership with families
- Family Involvement
- Positive Relationships and Behaviour
- Birthdays
- Nursery Fund



Working in Partnership with Families

We recognise that families are their child's first and most important educators. Long before children begin nursery, they are learning through the relationships, experiences, conversations and everyday routines they share at home. You know your child best, and the knowledge and experiences you bring are an important part of helping us understand and support them.

At Hamiltonhill, we want every family to feel welcome, valued and part of our learning community. We encourage you to talk with us, share your views and ideas, ask questions and let us know what is important to your family. Our team are available to speak with you throughout the nursery day, and you are always welcome to arrange a conversation with a member of our Leadership Team.

We provide regular opportunities for families to stay connected with what is happening at Hamiltonhill through Showbie, newsletters, displays, family learning opportunities and events.

We believe that when families and nursery work together, children benefit from consistent support, meaningful experiences and a strong sense of belonging. We look forward to working alongside you throughout your child's time at Hamiltonhill.

Family Involvement

We value the contribution that families make to life at Hamiltonhill and look for opportunities to involve you in your child's nursery experience wherever we can.

Throughout the year, we offer a range of opportunities for families to be part of our learning community, including

- Stay and Play sessions
- Cyber Tots
- parent/carer meetings
- sharing stories in home languages
- school reunion
- and a variety of events and celebrations.

We will keep you informed about opportunities to get involved throughout the year and warmly encourage families to join us whenever they can. Your involvement helps us to strengthen the connections between home and nursery and makes our learning community a richer place for everyone.

Positive Relationships and Behaviour

At Hamiltonhill, we believe that positive relationships are at the heart of children's wellbeing and learning. We aim to create a safe, calm and nurturing environment where children feel supported to understand their emotions, develop positive relationships and learn how to manage challenges.

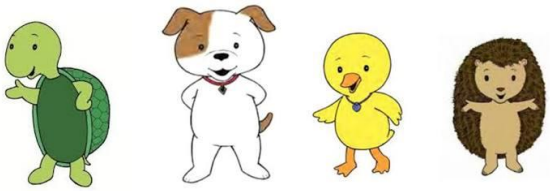
We support children to recognise, understand and talk about their feelings and emotions through everyday interactions and approaches such as **PATHS and Think Equal**. These help children to develop emotional literacy, empathy, confidence and positive relationships with others.

We use positive and solution-focused approaches to support children's behaviour, working alongside children and families to understand what they are communicating and identify ways to support them. If we have concerns about a child's behaviour or wellbeing, we will discuss this with you and work together to agree how best to support your child.

We also have a member of staff trained in **Triple P (Positive Parenting Program)** who can provide support to parents and carers. Following discussion with a member of the Leadership Team, families may be referred for additional support where appropriate.

Our **Promoting Positive Behaviour Policy** is available from the centre on request.

PATHS™
The PATHS™ Programme for Schools (UK Version)
Promoting Alternative THinking Strategies



Triple P
Positive Parenting Program

THiNK EQUAL



Birthdays

Birthdays are special occasions and we enjoy celebrating them with the children at Hamiltonhill.

To mark your child's special day, we will provide a birthday card and a book as a gift, and their friends will have the opportunity to sing "Happy Birthday" together.

If you would like your child to have a birthday cake to share with their friends, we ask for a £1.50 donation towards a sponge cake, which will be purchased by the centre. This allows us to provide the same cake for all children and ensures that we can take account of any allergies or dietary requirements.

We hope these little celebrations help make your child's birthday a happy and memorable part of their time at Hamiltonhill.

Nursery Fund

We invite families to contribute to our Nursery Fund, which currently costs £2.00 per week or £3.00 per week for families with more than one child attending Hamiltonhill.

The Nursery Fund supports the cost of providing children with a wide range of resources, equipment and experiences throughout the year. Contributions help us to purchase items for our learning environments, support celebrations and parties, contribute towards trips and outings, and provide special gifts and experiences for the children.

The fund helps us to provide rich, engaging and varied experiences that support children's learning, development, creativity and enjoyment during their time at Hamiltonhill.

We appreciate the support of families in helping us to continue to provide these additional opportunities for our children.

Nursery Fund donations can be handed in to the clerical office during nursery hours or parents/carers can request the nursery bank details and donate by bank transfer if they prefer.

Section 5: Additional Information

- Excursions and Consent
- No Smoking Policy
- Freedom of Information
- Data Protection and Privacy
- Equality, Inclusion and Racial Harassment
- Bullying and Unkind Behaviour
- Child Protection

Excursions and Consent

We value the opportunities that children have to learn and explore beyond the nursery environment. During the enrolment process, we will ask families to provide consent for planned and spontaneous local outings within the local community.

For excursions further afield, families will be provided with information about the outing and asked to complete a separate consent form before their child can attend.

We will ensure that appropriate planning and risk assessments are in place for all outings and that children's safety and wellbeing remain our priority.

No Smoking Policy

Parents/Carers should note that in line with Glasgow City Council policy we are a non-smoking establishment, this means that smoking is not permitted on nursery grounds, this also includes vapes.

Data Protection and Privacy

Hamiltonhill Family Learning Centre and Glasgow City Council collect and use information about children and families to support the delivery of early learning and childcare and to meet our legal responsibilities.

We take the privacy and security of personal information seriously. Information is collected, stored and shared in accordance with the UK General Data Protection Regulation (UK GDPR), Data Protection Act 2018 and Glasgow City Council's policies and procedures.

Information may be shared with other services or organisations where there is a legitimate reason to do so, for example to support a child's health, wellbeing, learning or safety, or where we are legally required to share it.

Further information about how Glasgow City Council collects and uses personal information, including your rights, can be found in the Council's Privacy Notice.

Freedom of Information

Hamiltonhill Family Learning Centre is part of Glasgow City Council, which is subject to the Freedom of Information (Scotland) Act 2002.

The Act gives people the right to request recorded information held by Scottish public authorities, including information about services, decisions and how these are delivered. Requests are considered in line with the legislation and any applicable exemptions.

Further information about Freedom of Information, including how to make a request, is available through the Glasgow City Council website.

If you have any questions about accessing information relating to Hamiltonhill Family Learning Centre, please speak to a member of the Leadership Team.

Equality, Inclusion and Racial Harassment

At Hamiltonhill Family Learning Centre, we are committed to creating a welcoming, inclusive environment where **every child and family is valued, respected and treated fairly**.

We recognise and celebrate the different cultures, identities, languages, backgrounds and experiences of the children and families within our learning community. We have a responsibility to challenge discrimination, prejudice and racism and to ensure that everyone feels safe, included and able to participate fully in nursery life.

Any concerns relating to racial harassment, discrimination or other forms of prejudice will be taken seriously and dealt with appropriately in line with Glasgow City Council policies and procedures.

We believe that working in partnership with families is an important part of creating an inclusive environment. We encourage families to share their experiences, cultures and perspectives with us and to speak to a member of the Leadership Team if they have any concerns.

Every child has the right to feel safe, respected, included and valued at Hamiltonhill.

Bullying and Unkind Behaviour

At Hamiltonhill, we want every child to feel safe, valued, respected and included. We do not tolerate bullying, discrimination or behaviour that makes another child feel unsafe or excluded.

We recognise that young children are still developing their understanding of friendships, emotions and how their actions affect others. Through approaches such as PATHS and Think Equal, we support children to understand and express their feelings, develop empathy and build positive relationships.

If concerns arise, we will work with the child and their family to understand what is happening and agree appropriate ways to support them. Any concerns relating to bullying, discrimination or harassment will be taken seriously and managed in line with Glasgow City Council policies and procedures.

Child Protection



Samantha Johnston – Child Protection Co-ordinator

Child Welfare and Safety

The safety and wellbeing of children is our highest priority at Hamiltonhill Family Learning Centre. We are committed to creating a safe, nurturing environment where children feel valued, listened to, respected and supported.

Children's health, wellbeing and personal safety are an important part of our everyday practice. We help children to develop the confidence and skills to understand their feelings, communicate their needs and keep themselves safe.

All staff have a responsibility to safeguard children and receive appropriate child protection training. If a member of staff has a concern about a child's welfare or safety, this will be reported and managed in line with Glasgow City Council's child protection procedures. Where necessary, we work closely with other services and agencies to ensure children receive the appropriate support and protection.

We also work with community partners and services to provide children and families with opportunities to develop their knowledge and understanding of health, wellbeing and safety.

If you are worried or know of a child who could be at risk of abuse or neglect, please speak to the Child Protection Coordinator or a member of staff within our building.

Complaints and Comments

If you have a comment or complaint, please approach the Head of Centre in the first instance. If the Head of Centre does not resolve the issue to your satisfaction, you should contact our Glasgow City Council Customer Liaison Unit who will: Take a totally neutral stance in fully investigating your complaint; Acknowledge receipt of your complaint within five working days; Give a full written response within 10 working days, unless another timescale has been agreed. The Customer Liaison Unit can be contacted by phone or e-mail: Phone 0141 287 5384 - E-mail education@glasgow.gov.uk Customer Liaison Unit, Education Services. Glasgow City Council

You also have the right to take your complaint or suggestion direct to the Care Inspectorate. They can be contacted as follows:

Care Inspectorate:

Headquarters:
Compass House
11 Riverside Drive
Dundee
DD1 4NY
01382 207100

Paisley Office
Renfrewshire House
Cotton House
Paisley
PA1 1BF
0345 600 9527

Other useful addresses and Contact Details:

John McGhee
Service Director
Education Services
City Chambers
George Square
Glasgow
G1 1HL
Tel: 0141 287 2000

Early Years Service Manager
Glasgow City Council
Glasgow
G2 1DU
Tel: 0141 287 2000

HM Inspectorate of Education
Denholm House
Almondvale Business Park,
Almondvale Way
Livingstone
EH54 6GA
Tel: 01506 600 200