



Drumchapel Early Years Centre

Nursery Handbook



Drumchapel Early Years Centre

Contact details:

Drumchapel Early Years Centre
4 Abbotshall Avenue
Glasgow
G15 8PR
Tel: 0141 944 8530

Email: headteacher@drumchapelday-nursery.glasgow.sch.uk

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Vision, Values and Aims (V, V, A)

Vision

At Drumchapel Early Years Centre, we aim to provide an inclusive environment where everyone feels welcomed, valued, nurtured and supported.

Values

Nurture: The best interests of the children are promoted throughout the centre.

Relationships: Warm, responsive relationships create a positive environment for achievement.

Achievement: We value the importance of play and time for children to investigate, create and develop at their own pace.

Wellbeing: We value each child as an individual, but also as part of a family and community.

Respect: We celebrate diversity, respect others views and promote openness, honesty, trust and fairness.

Aims

Provide a safe, happy, nurturing environment where everyone feels welcome and respected.

Provide a fun enabling environment where staff are passionate about delivering high quality learning opportunities for children to become independent, creative thinkers.

Sessions and Times

Hours of Opening 8.00 a.m. – 5.45 p.m.

General Information

We are open all year with the exception of Public Holidays and between Christmas and New Year. The Centre is also closed on In-Service Days to support staff development.

2 – 5's	Morning Session	8.00 a.m. – 12.45 a.m.
	Afternoon Session	1.00 p.m. – 5.45 p.m.

Under 2's	Morning Session	8.30 a.m. – 11.30 a.m.
	Afternoon Session	1.30 p.m. – 4.30 p.m.

Funded Hours

From August 2021, all children aged 3 and 4 years old and some children aged 2, will be entitled to up to 1140 hours of funded Early Learning and Childcare (ELC) per year. Children under 3 who are not eligible for funding as a 2-year-old, have no entitlement to funded ELC.

Note: The majority of children attend part time or the allocated funded hours from Government policy, however there are some children who attend longer hours where availability and needs of the family are considered. There are **83** children at any one time throughout the nursery.

Admissions

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

Details of the policy can be found on Glasgow Online at www.glasgow.gov.uk

The admissions panels are held at a minimum termly; the panel consists of Heads of all the nurseries within Drumchapel Learning Community as well as an Education Early Years representative as well as representatives from Social Work and The Health Visiting Team.

Enrolment

You are welcome to register your child as soon as your baby is born as we take children from under one year. A register of applications is kept in the nursery and the information contained in your application will be considered by the admissions panel to assist in the allocation of places. If for any reason you have a change in personal circumstances or your contact details, please inform the Head of Centre. When you hand in an application form to the nursery that you would like your child to attend, we ask that you provide your child's birth certificate as well as proof of residency and earnings or benefits that you may receive. Thank you.

Foreign National Criteria

Enrolling a Child from Overseas at a Glasgow School

For enrolment purposes, foreign national children fall into the following two categories:

- EU Nationals (within the EU)
- Non-EU Nationals (out with the EU)

The paperwork required from the parents of both categories is very similar, the only difference being that EU

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nationals do not need a work permit, visa or proof of a permanent address. However, they should show proof of where they are living even on a temporary basis i.e. relatives, friends, etc.

All enrolments are carried out at the local educational establishment.

Enrolling EU Nationals (within the EU)

To enrol a child in a school in Glasgow the following documentation must be taken to the local school to complete the enrolment: -

birth certificate for your child

passport for you and your child

proof of residency in Glasgow (can be a "care of" address) e.g. utility bill or rental agreement

evidence of relationship between your child and you e.g. your name on birth certificate

In addition, your child must be present. No enrolment can take place until your child is resident in the city. Please note all documentation must be originals.

European Union Countries

The following countries are either current members of the EU, or have the same rights as EU countries:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lichtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland.

Enrolling Non-EU Nationals (out with the EU)

To enrol a child in a school in Glasgow the following documentation must be taken to the local school to complete the enrolment: -

- birth certificate for your child
- passport for you and your child
- proof of residency in Glasgow e.g. utility bill or rental agreement
- visa/work permit/evidence of study (at a college or university)
- evidence of relationship between your child and you e.g. your name on birth certificate

In addition, your child must be present. No enrolment can take place until your child is resident in the city. Please note all documentation must be originals.

Charges

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:

Non -resident Standard Rate (3-5s) £5.00 per hour.

Resident Discounted Rate £4.00 per hour.

Resident 2nd child rate £2.20

Resident 3rd child rate £1.70

Resident Reduced Rate £1.00

Settling in Process

When your child receives a place at Drumchapel Early Years Centre, we will contact you by letter to confirm this, you will then be asked to come along with your child to complete the enrolment process, this is when we will discuss the sessions and times that have been allocated to your child. During your child's first week, which is their settling in week, we ask that a responsible adult is available all week as the children are only in for short periods of time during their settling in process.

Number of children at each daily session:

Jura (0-2s): 6 children attending per session

Lewis(0-2s) :6 children attending per session

Arran (2-3): 15 children attending per session

Skye (3-5): 56 children attending per session between the 2 playrooms

Child Protection

Child Protection Coordinator: Catherine Cunningham: Head of Centre

Mary Devenny the Depute Head of Centre will deputise in my absence.

Our staff receive Child Protection Training on an annual basis.

There are a variety of Government publications we adhere to in our duty to protect children such as Getting it Right

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for Every Child, Scottish Executive and the Children's Rights. However, if we are concerned that a child is at risk, we will follow Glasgow City Council's Child Protection Procedures Management Circular 57 (MC57). 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 on the part of another person, no matter who.

As with other areas of the curriculum, you will be kept informed of the health and personal safety programme for your child's establishment.

Educational establishments and services must create and maintain a positive ethos and climate which actively promotes child 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 and 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 and young people

Should any member of staff have concerns regarding the welfare or safety of any child or young person they must report these concerns to the Head of Establishment or the person deputising for the head of establishment. He/she after judging that there may be grounds for concern regarding the welfare or safety of any child or young person must then immediately advise social work services of these concerns.

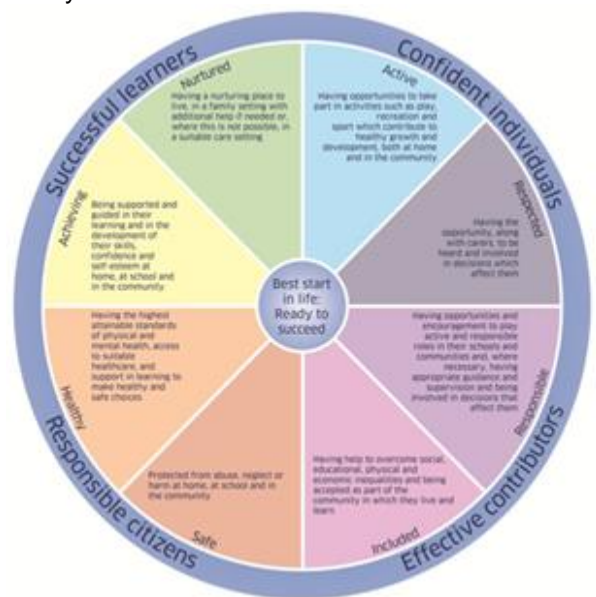
[GIRFEC - Getting It Right for Every Child](#)

The wellbeing of children is at the heart of Getting It Right for Every Child.

The wellbeing wheel states the basic requirements children require to reach their full potential. The eight areas within the wheel are set in the context of the '4 capacities' which is at the core of Curriculum for Excellence.

We know children progress differently depending on their circumstances but every child has the right to have the appropriate support from adults to make sure they develop as fully as possible across all of the eight wellbeing indicators, and all adults working with children have a duty to support this.

1. Safe
2. Healthy
3. Achieving
4. Nurtured
5. Active
6. Respected
7. Responsible
8. Included



[General Health and Wellbeing](#)

[My body belongs to me](#)

[Positive protective messages for young children](#)

We recently had staff training that made us think again about the language we use with each other and with the children. We realised that we all used different 'family' words to refer to private body parts and that if we are confusing each other, how confusing must it be for the children?

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We will now be using the terms penis, vulva and bottom. It will take a wee while for us to get used to it, particularly 'vulva' but it is better because we can be really clear about what we mean, like 'so and so needs some cream on her 'vulva'; in the past we might have said 'bottom', 'vagina' when really we meant vulva.

You will already be teaching your child protective messages every day, hand washing, for example, and the same approach works well for this topic.

My body is private and it belongs to me.

More information on this topic can be found in; My body belongs to me booklets which we will hand out to you, also there is a wealth of information on "Talk Pants" on www.nspcc.org.uk

Care Plans

When your child starts nursery, you will be asked to complete a care plan with your child's keyworker; this provides us with more in-depth information about your child.

At varying times throughout your child's stay with us we will ask that you work with your child's keyworker and update the plan as your child's need change.

Promoting Alternative Thinking Strategies (PATHS)

Promoting alternative thinking strategies (PATHS) is an intervention that aims to improve children's social and emotional competence, promote self-control as well as reduce problem behaviours. This initiative is overseen by our Team Leader.

Vision Screening

The government has recommended that all children should have their sight checked prior to them starting school. Screening will take place within the centre, you will be notified of the date and time, if you consent to your child taking part.

Dental Health

We are a Child Smile Nursery which means we promote good dental hygiene.

To receive this accreditation all of our children brush their teeth once during the session (we will ask for your consent at enrolment) and representatives from the Child Smile team come to observe our practice intermittently to ensure we are offering the correct tooth brushing regime that promotes good dental health.

Sun hats and Sun Lotions

During hotter spells of weather all parents are asked to provide a sun hat and sun lotion (minimum factor 30) to reduce the risk of your child's delicate skin getting sun burned; this should be applied prior to them arriving at nursery.

Toilet Training

The nursery does not supply nappies, wipes or cream; therefore, we ask that you bring in a sufficient amount to cater for your child's needs. Nappy rash cream is treated the same as medication and should have the pharmacist's label and instructions on the packaging. If you want your child to begin toilet training then we ask that you establish this first at home; your child's keyworker will be happy to discuss this matter.

Please ensure that your child has enough spare clothes left in their peg bag.

Medication

If your child requires medication during his/her time at nursery, you should discuss his/her requirements with their keyworker. You will need to fill in a form that authorises nursery staff to administer the drugs to your child. Staff will only administer drugs that have been prescribed by a Medical Professional. All medicines should have the appropriate label and administering instructions on the original packaging. A member of staff will give you the necessary form to complete.

If medicine is prescribed to your child for a short term e.g. antibiotics we would kindly ask that those children who attend on a part time basis should be given their medication at home.

If your child suffers from asthma you must inform a member of the management team if there are any activities or specific circumstances that are likely to bring on an attack. Please ensure that you leave an inhaler at nursery in case of an attack.

If your child suffers from epileptic attacks you must inform a member of the management team what emergency treatment should be administered.

If your child becomes ill

If your child becomes ill at nursery every attempt will be made to contact you. Please make sure the nursery is informed of any change in circumstances, in particular the telephone number of the person who is the emergency contact.

If your child has stitches/glue treatment we would ask that you seek medical advice to determine if they are fit to return to nursery.

If your child is prescribed antibiotics, they need to be taking them for 48 hours before they can return to nursery.

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If your child has diarrhoea or vomiting, we ask you to keep them at home for at least 48 hours from their last episode.

Please do not bring your child to nursery if they are ill as infection is easily passed from one child to another. The nursery adheres to the Guidance on Infection Control for Children in Schools and Pre-5 Establishments drawn up by Greater Glasgow Health Board.

Minor Accidents and Upsets

If your child gets injured out with nursery time, please inform their keyworker and likewise staff will inform you if any injury occurs during the nursery session. A member of the staff group will ask you to sign an incident form or the accident book (depending on the type of injury) which will inform you of how the accident happened and what treatment (if any) was administered.

Carrol Clark is our trained First Aider.

Birthdays

We are happy to celebrate your child's birthday although it should be highlighted that it will be a small affair with the children in their key group and not with all the children in the playroom.

Could you please remind your child's keyworker and provide a small sponge cake.

Please can you be mindful that we have children in the centre who have severe allergies such as eggs and nuts.

Our nursery is a 'sweet free zone' so at no time are fizzy juice or sweets given to the children; at parties our children have a savoury buffet.

We also serve healthy snacks and only milk or water is available at snack time.

Allergies and Dietary Requirements

If your child has an allergy that has been confirmed by a dietician at the Children's Allergy Team, at The Royal Hospital for Children, Glasgow, then please can you provide us with the original copy of their allergy leaflet; otherwise we will be unable to adapt your child's diet accordingly.

Policies and Legislation

Privacy Statement and Data Protection – Use of Information about Children and Parents/Carers.

As a local authority our schools and early year's establishments process information about children and young people in order to provide education and care. In doing so we must comply with the Data Protection Act (May 2018). This means, amongst other things that the data held about children and young people must only be used for specific purposes.

However, you should be aware that we may use this information for other legitimate purposes and may share this information where necessary with other bodies responsible for administering services to children and young people, or where otherwise required by law. We may also use any information for research purposes. However, all personal data is treated as confidential and used only in accordance with the Data Protection Act and the Information Use and Privacy Policy approved by the City Council.

Further information regarding the project, data security, your rights and how the data is processed can be found on the ELC Data Transformation Project webpage:

<http://www.gov.scot/Topics/Statistics/Browse/Children/ELCData/ELCDTA>

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: 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 1st January 2005, any person who makes a request for information must be provided with it, subject to certain conditions.

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Further information is provided on the Glasgow City Council website:
<https://www.glasgow.gov.uk/index.aspx?articleid=17479>

[Our Equal Opportunities Policy](#)

All pre-five services should reflect the Council's Equal Opportunities Policies and are anti-racist, anti-sexist, multi-cultural and recognise the rights of both men and women who work or care for children. Provision should take account of the needs of all children, including those with additional support needs, physical disability or chronic illness. These principles are reflected in the criteria used to admit children to the nursery and in the curriculum of all establishments.

[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 an anti-racist approach should be seen as one part of the continuing attempt to improve the quality of education.

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

[Bullying](#)

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

[Working Together to Promote Positive Behaviour](#)

Staff place a great deal of emphasis on children learning to respect each other and are aware that they are role models who should show a good example. Children are encouraged to resolve conflict in a positive manner, with staff being observant and prepared to intervene when necessary. It is important that parents and staff work closely together when behaviour is an issue.

Skye children participate in our Promoting Alternative Thinking Strategies (PATHS) programme. The initiative helps children deal with their emotional wellbeing enabling them to verbalise their feelings and help them to build positive relationships with their peers. Further information will be given once the new programme starts (at the beginning of each academic year) by your child's keyworker.

[Violence and Aggression at Work](#)

Glasgow City Council are committed to providing a safe and secure place for their employees to work and to make sure that they have processes in place to protect them from violence and aggression.

[Dealing with Violence and Aggression towards staff](#)

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

Violence and aggression cannot be tolerated or ignored.

[Communication Methods](#)

[Information Sharing](#)

News at DEYC is the nursery newsletter which contains information on up and coming events or recent achievements. Suggestions and comments are always welcome.

We also use email, texting and letters as ways of communicating with you; please ensure that your contact details are kept up to date to enable us to do so.

We also have a nursery Twitter page @DrumchapelEYC.

We have now started using SEESAW as a means of recording your child's learning journey to date, which you will also be able to access with a QR Code which we will provide.

[Information in Emergencies](#)

We make every effort to maintain a full educational service, but on some occasions, circumstances arise which lead

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to disruption. Establishments may be affected by, for example, severe weather, temporary interruption of transport, power failures or difficulties of fuel supply. In such cases we shall do all we can to let you know about the details of closure or re-opening. We shall keep you informed by using letters, texts, notices in local shops and community centres, announcements in local places of worship and announcements in the press and local radio.

Emergency Contacts

All parents are asked to provide the Centre with names and telephone numbers of three contact persons (including the main carer) for use in case of any emergency.

It is vital that you keep the nursery up to date with any change to your own number and/or those that you have put as the emergency contact.

Attendance

It is helpful if parents could notify us if your child is going to be absent due to illness or for personal reasons; this enables us to monitor normal childhood illnesses. If you do not contact us we will text or telephone you in the first instance or contact you by letter if no contact can be made to ensure your child is ok and to see if we can offer any support to enable your child to return.

Arrival and collection of children

It is expected that a responsible adult aged sixteen years or over will bring and collect your child to and from nursery. In the interests of your child's safety, you should make a point of telling the keyworker if s/he is to be collected by someone not known to the staff members. This avoids difficult situations when a child cannot be allowed to leave with an adult who is a stranger to the staff. Each playroom has a signing in register. Please ensure your child is always signed in and out by the adult bringing and collecting them.

Nursery Policies

The nursery policies are available to read in the reception area. If you would like to comment on any of these, please speak to the Head of Centre. Intermittently we may ask for your help to review policies, your participation in this would be much appreciated.

Inspections

We are regulated and inspected by The Care Inspectorate using the Health and Social Care Standards as well as Her Majesty's Inspectors (HMIE).

Nursery Improvements

Every year through the monitoring of our service we identify areas or practice that we feel would benefit from improvement to enhance our children's learning experiences; this is referred to as our School Improvement Plan. We will keep you updated on the improvements that we will be making over the coming year.

General Information

Clothing

There are forms of dress which are unacceptable, such as items of clothing which:

- potentially encourage faction (such as football colours);
- could cause offence (such as anti-religious symbolism or political slogans);
- carry advertising; particularly for alcohol or tobacco
- could be used to inflict damage on other children or be used by others to do so
- could cause health and safety difficulties, such as dangling earrings, loose fitting clothing

Glasgow City Council is concerned at the level of claims being received regarding loss of children's and young peoples' clothing and/or personal belongings. Parents/carers are asked to assist in this area by ensuring that valuable items and unnecessarily expensive items of clothing are not brought to the establishment. Parents/carers should note that the Authority does not carry insurance to cover the loss of such items and any claims submitted are likely to be met only where the Authority can be shown to have been negligent.

It would be extremely helpful to us if you could label your child's clothes as many wear the same or similar items which can cause confusion. Thank you.

School Enrolment

If you wish to enrol your child for the start of the new school session in August, they must have attained the age of five years between 1st March and the 28th February.

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To register you should complete an online application form @ www.glasgow.gov.uk

It is usual practice for children to attend their local catchment primary school.

If you live within the Glasgow City boundary you must register your child for P1 at one of your catchment schools.

It is important to note that this is not something that nursery staff do, however we are able to assist you with the process where we possibly can.

Links with Primary Schools

The nursery is part of Drumchapel Learning Community which means we have links with all primary schools in the local area as well as Drumchapel High School.

Information in the form of a 'Transition Record' is sent to the relevant primary school with your permission to show the class teacher your child's achievements. Some school staff will come to the nursery at the end of the summer term to introduce themselves to the children.

Change in circumstances

We value the role that you have in your child's learning as you are their prime educators; and we are keen for you to share information with us about your child's interests to help us plan, relevant and valuable learning experiences for them, it would also be beneficial to us if you were to keep us informed of any changes that may be happening at home, that might affect the way your child is feeling, for example; moving home, death of a loved one, new baby etc. This will help us to support your child in a sympathetic and appropriate way, any information that you share will be confidential.

Additional Support Needs/ Accessibility Strategy

The establishment has a duty to ensure that all of our children have equal access to the curriculum, supported as appropriate to their individual needs. This covers not only the content of planned activities and teaching strategies but also minor adaptations to the physical environment of our buildings to address the needs of children with physical or sensory impairments, including the relocation of playrooms to the ground floor where feasible. We also need to ensure that parents that parents and carers who have a disability have equal access to information about their child. This will involve, for example, relocating the venue for parents/carers meetings to facilitate physical access; provision of an interpreter for people who have English as an additional language as well as agreeing a phone contact system to provide direct feedback to parents and carers.

Early Intervention

Many children experience difficulties at some points in their life, some of these difficulties may be related to specific aspects of their learning and development, such as their speech and language development, behaviour management or their inability to regulate their emotions.

During these times we will put systems in place to support your child, such as using visual aids to support the spoken word, photographs, picture cards, Makaton and gestures.

This helps us to establish a clearer picture of the gaps within your child's learning and the types of support that they may require; with your permission, we may need to seek the advice of a Speech Therapist or Educational Psychologist to gain further information and next steps that we should take to support your child. If you are concerned about any aspect of your child's development, please speak to their keyworker.

Curriculum

In Drumchapel Early Years Centre, we currently adhere to the guidelines and principles within:

- Realising the Ambition
- How Good is our Learning and Child Care
- Health and Social Care Standards
- Curriculum for Excellence
- Pre-Birth to Three

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Pre-Birth to Three

Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families identifies the four Key Principles of Rights of the Child, Relationships, Responsive Care and Respect.

It aims to improve and enhance evidence-based practice by building on our knowledge of current research and our work with babies, young children and their families.

Within Drumchapel Early Years Centre, we aim to promote this by observing children to help us determine what their personal interests, learning styles and needs are, are they following any types of schemas, which are when children repeat the same actions, concepts or ideas in their play, we also look at promoting the senses as well as accessing outdoor play on a daily basis.

This helps the under threes staff teams to plan appropriate learning experiences for your child, which are photographed and documented within your child's learning journals.

Curriculum for Excellence

A Curriculum for Excellence establishes clear values, purposes and principles for education from 3 to 18 in Scotland. It sets out to enable children and young people to develop their capacities as successful learners, confident individuals, responsible individuals, responsible citizens and effective contributors. (Building the Curriculum 2).

In Drumchapel Early Years Centre our 3-5 children are working at Early Level which ensures a seamless transition into Primary One.

There are eight areas of the curriculum:

1. Literacy and Language
2. Mathematics and Numeracy
3. Health and Wellbeing
4. Expressive Arts
5. Technologies
6. Social Studies
7. Religious and Moral Education
8. Sciences

Here are some of the ways in which staff effectively plan for your child's learning and development:

Staff currently use observations of your child at play as well as gathering information from you and your child about their interests.

They work with your child to plan stimulating learning environments based on their interests, learning needs and styles, as well as what is happening within their local community.

The information gathered is used to plan learning experiences that will enhance your child's knowledge and skills across the eight curricular areas, these experiences are photographed and recorded in your child's learning journals on Seesaw.

Attainment Gap

To help us close the poverty related attainment gap; the Scottish Government has placed a particular emphasis on Literacy, Maths, and Health and Wellbeing.

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In Drumchapel Early Years Centre, we are very fortunate to have a Lead Practitioner of Learning; Yvonne Hunter who is currently supporting our staff, children and their families within the 3-5s playrooms.

We also use trackers for Maths and Literacy to help us to identify particular gaps in your child's learning that they may require additional support with, we will inform you of this so that you can also support your child at home.

Our Team Leader leads a Phonological Screening Programme which helps to support our 3-5-year olds with their language skills and development.

We are also registered with Early Years Scotland as a story telling setting.

Champions of Learning

Most of our staff have been appointed with a Champion of Learning role within our establishment, which means that they have to oversee a specific area of the curriculum and look at different ways in which they can improve it. This helps to enhance our children's learning experiences by providing them with a more enriched curriculum.

Our Achievements to Date

We are an accredited Language and Communication Friendly Establishment.

We have achieved five green flags through Eco Schools Scotland.

Partnership Working

We currently work in partnership with Antonine Court, Drumchapel High School, Growchapel and Glasgow Fortune Works.

Staff Team

Management Team:

Head of Centre: Catherine Cunningham

Depute: Mary Devenny

Temporary Team Leader: Karen Gray

Lead Practitioner of Attainment:

Yvonne Hunter

Clerical Officer:

Paul Shields

Skye Room (3-5s):

Katie McCreadie

Emma Winslow

Carrol Clark

Abby Marshall

Lisa Pearson

Janet Halliday

Clare Ritchie

Jillian O'Neil

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Laura Taylor
Jenna Kerr
Laura Chalmers

Support for Learning Workers:

Madeleine Bombelli Bamford
Lynsey McIntyre
Denise Green

Arran Playroom (2-3s):

Kirsty O'Donnell
Margaret Timney
Kelly Quinn
Lorna Glendinning

Jura Playroom (0-2s):

Danielle Aitken
Majella Kennedy

Lewis Playroom (0-2s)

Linsey McLaughlin
Sian Holmes

Complaints and Queries

If you are concerned or unhappy with any aspect of the nursery, please feel free to approach a staff member or the Head of Centre and we will try where possible to resolve the issue.

Appeals

If you feel your complaint has not been satisfactorily resolved with the Head of Centre the issue can be further pursued at a higher level by contacting:

Jean Miller

Area Manager—North West
Education Services
City Chambers East
40 John Street, Glasgow G1 1JL
Phone: 0141 287 5758

or

The Customer Liaison Unit can be contacted by telephone or email:

Phone: 0141 287 5384
email: education@glasgow.gov.uk

Elected members: Ward 14: Drumchapel/ Anniesland

Councillor Paul Carey: 287 7049

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Baillie Patricia Ferguson: 287 5931

Councillor Fyeza Ikhlaiq: 287 3921

Baillie Anne McTaggart: 287 4458

Regulatory Bodies

Care Inspectorate

SCSWIS Compass House,
11 Riverside Dr, Dundee DD1 4NY
Phone: 0345 600 9527
email: enquiries@careinspectorate.com

Education Scotland

Denholm House,
Almondvale Business Park,
Almondvale Way,
Livingston EH54 6GA
Phone: 0141 282 5000
email: enquiries@educationscotland.gov.uk

Douglas Hutchison - Executive Director of Education

Education Services

City Chambers East
40 John Street,
Glasgow G1 1JL
Phone: 0141 287 5758
Fax: 0141 287 3795

Useful phone numbers for local services

Drumchapel Police Office: 0141 532- 3600

Drumchapel Health Centre: 0141 211- 6070

3D Project: 0141 944- 5740

Early Years Scotland 2 Stay Play and Learn: 0141 221- 4148

Men Matter Scotland: 0141 944- 7900

Cope: 0141 944- 5490

Citizens Advice Drumchapel: 0141 944- 2612

Drumchapel Cycle Hub: 0141 944- 7276

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Drumchapel Swimming Pool: 0141 276- 1515

Drumchapel Library: 0141 276- 1545

Local Taxi Company: 0141 944 -8111

The West Centre: 0141 207- 7100

Glasgow City Council: 0141 287- 2000

Drumchapel Sports Centre: 0141 944 -7276

Donald Dewar Sports Centre: 0141 276- 0774

Correct at time of print: June 2022

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