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Handbook 2023-2024

Kelvin Park Early Years



Learning to Learn

2023-2024

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Care Inspectorate Registration Number: CS2003017127

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Welcome to Kelvin Park Early Years Centre

We are a Glasgow City Council Early Learning and Childcare (ELC) setting, situated in the west end of Glasgow. The nursery opened in 2011. The staff and I would like to extend a warm welcome to you and your family.

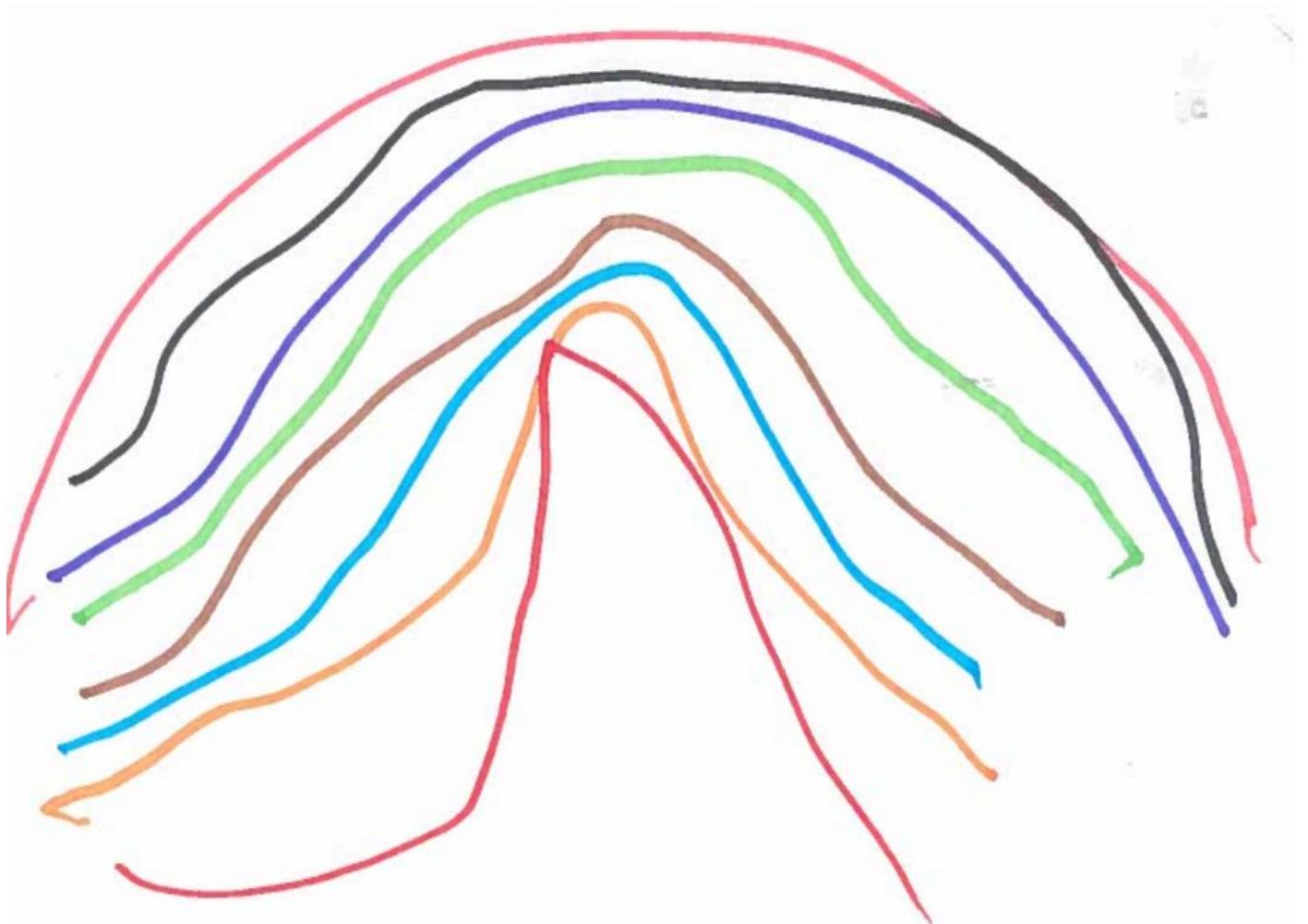
We aim to provide an environment that is safe, welcoming and nurturing. We respect children as individuals and, in partnership with families, encourage and support them to develop and learn at their own pace through play and the children's interests. We hope that your child's learning journey at Kelvin Park is fun and successful.

Kind regards
Kirstie KachKach
Head of Nursery

Phone: 0141 339 7513

Website: <http://www.kelvinpark-nursery.glasgow.sch.uk>

Twitter: @KelvinParKEY



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Our Vision, Values and Aims

Children, staff and parents were involved in the creation of Kelvin Park Early Years Centre's Vision, Values and Aims.

Our Vision:

At Kelvin Park Early Years Centre, we welcome everyone to our safe, thought-provoking, learning environment. All at Kelvin Park are nurtured and supported to achieve the best outcomes.

Our Values

Nurture

Relationships

Equality

Wellbeing

Aims:

We aim to:

- provide high-quality early learning and childcare for all children.
- foster a culture of creativity, curiosity and imagination.
- nurture each child's wellbeing and sense of belonging.
- develop an ethos of partnership work to ensure the best possible outcomes for all.
- create an inclusive learning environment with an ethos of active play and discovery.
- get it right for each and every child and family.
- educate our children and families about sustainability.

Kelvin Park is a busy nursery, and it is recommended you add your child's name to the register of applicants from age 1 for placement in the 2-3yrs room and age 2 for the 3-5yrs room. There is no guarantee, however, that every application made can be granted a Kelvin Park nursery place.

The nursery is non-denominational. We respect and welcome children and parents of all, religions, faiths and beliefs.

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The Kelvin Park EYC Team

Leadership Team

Kirstie KachKach	Head of Centre
Catherine Finnigan	Depute Head of Centre
Claire Anderson	Team Leader (part-time)
Kirsten Mather	Acting Team Leader

Clerical Support

Rebecca Kelly

Child Development Officers

Alix Munro
Ashley Ralston
Assia Ali
Billie Wellington
Courtney Lumsden (part-time)
Deanna Lee Malloy
Eilidh Benson
Jennifer McConnell (temporary)
Laurana Kay (part-time)
Kathleen Sillars (part-time)
Kim McNulty (part-time)
Michelle Brannan
Morgan Moffat (temporary)
Sulyta Cherry
Tahara Rafique
Tina Bell
Wejdan Batha (part-time)

Support for Learning/ Lunch Cover

Chloe Richardson.
Saj Ahmed
Tayiba Ulla

Catering & Facilities Management

Barbara	Catering Assistant
Colin	Janitor
Davy	Catering Assistant
Isabelle	Janitor
Linda	Cleaner
Oliver	Day Cleaner

The Kelvin Park EYC staff photographs are displayed inside the nursery reception area.

Nursery Capacity & Opening Hours

The nursery is registered to accommodate a maximum of 79 children, aged 2-5 years at any time:

<u>2-3 Playroom</u>	maximum of 15 children
<u>3-5 Playroom</u>	maximum of 64 children

The nursery is open 50 weeks of the years from 8:00am-6:00pm

AM Block	8am- 1pm (last pick-up 12:45pm)
PM Block	1pm- 6pm (last pick-up 5:45pm)

Holiday dates for 2023-2024 can be found at www.glasgow.gov.uk and at the end of this handbook.

General Information

Privacy Statement

Glasgow City Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Our head office is located at City Chambers, George Square, Glasgow G2 1DU, United Kingdom, and you can contact our Data Protection Officer by post or by email at: dataprotection@glasgow.gov.uk and by telephone on 0141 287 1055.

Glasgow City Council is registered with the Information Commissioner's Office under registration number Z4871657. <https://www.glasgow.gov.uk/index.aspx?articleid=22066>

Admissions

Nursery places are allocated in line with Glasgow City Council's Admissions & Banding policy at local Admissions Panels.

More information on how to apply can be found at <https://www.gfis.org.uk/InfoPages/View/1>

Children aged 3 and 4 years and eligible 2-year olds are entitled to 1140 hours of free ELC per year. If your child attends nursery for more than their entitlement, you will be asked to pay for additional hours. This is sent in the form of monthly invoices. The charges for Early Years provision will vary according to your individual family circumstances. Your Early Years establishment will clarify the charging rate applicable to you. You will be asked to provide evidence of Income and Address.

More information on childcare charges is available from the office or online at www.glasgow.gov.uk.

It is recommended that you list three ELC settings on your nursery application. If your first choice of Nursery cannot be given, consideration will be given to your second or third choice. Where a place cannot be offered within any of the three preferred nurseries every effort will be made by the panel to offer an alternative place.

Early Years Charging Rates Session 2023-2024

- | | |
|---|----------------|
| • Non-resident Standard Rate (3yrs to 5yrs) | £5.50 per Hour |
| • Resident Discounted Rate (3yrs to 5yrs) | £4.50 per Hour |
| • Non-resident Standard Rate (0 to 3yrs) | £4.00 per Hour |
| • Resident Discounted Rate (0 to 3yrs) | £3.00 per Hour |
| • Resident Reduced Rate | £1.00 per Hour |
| • Resident Second Child Rate | £2.20 per Hour |
| • Resident Third Child Rate | £1.70 per Hour |

HMRC have a Tax-Free Childcare Scheme. Visit www.gov.uk/tax-free-childcare for more information.

Emergency Closure

Occasionally, we may need to close the nursery due to power failure, weather or lack of water.

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If this happens, we will send out a message via Groupcall and Social Media. If the problem is wide-spread, notification may be made on local radio stations.

Transition to Nursery

Keyworkers will work with parents to ensure children settle into nursery at a pace that meets their child's needs. The settling in process is a gradual one to allow children to build relationships with staff members and to feel safe and secure in their new surroundings. Every child is different therefore settling in time will differ from child to child. Parents may be invited into the playroom to help to settle their child.

Children will be invited to play with other children on their first day at nursery and families will be asked to complete any required enrolment forms.

Your child will have their own coat peg with their name on it. There will also have a bag at their peg for any spare items of clothing.

Children should wear

Comfortable play clothes which are easily fastened and washed

Slip on or Velcro fastening indoor shoes

Outdoor shoes which are easy for them to put on or take off by themselves

Suitable jackets/ coats for the weather

Please note that we do have some wellies and waterproof clothing for outdoor play in wet weather but you may wish to provide your child with their own.



Encourage your child to dress themselves each day as this will develop their independence.

If your child has lost something please speak to a member of staff who will try and locate missing items. **Please labels all items of clothing and footwear with your child's name.**

Children should not wear

Belts- these can be difficult for children to use the toilet independently

Football colours/ tops etc.

Flip flops

Crocs outdoors

For safety reason, we ask that your child not wear jewellery. Stud earrings may be worn in pierced ears.

Personal toys should not be brought to nursery as lost or damaged toys can cause great distress. However, younger children may bring comforters.

Toy and Activity Fund

A £2.50 donation per week, per family helps the nursery to pay for additional items such as ingredients for playdough, baking, celebration treats and resources. This contribution can be paid weekly, monthly or termly. This money can be transferred to Kelvin Park Early Years Centre Toy Fund Account, **Sort code 80-37-24** and **account number 00281805**. Alternatively, the contribution can be paid in cash to the office.

Mobile Phones

The use of mobile phones in the nursery is strictly prohibited. Please respect this rule as it ensures the safety of the children. No photos can be taken unless authorised by a member of the nursery leadership team.

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Arrival and collection of children

To make the nursery a secure place for children, there are security doors in place. Please ensure all doors are closed as you arrive at and leave the nursery. Please sign your child in and out each day.

Every child must be brought and collected from nursery by a responsible adult (aged 16 or over). Children will not be allowed to leave the nursery with anyone under 16 years of age, or anyone assumed to be under the influence of drugs or alcohol. Please let us know who has permission to collect your child and this information will be added to your child's Care Plan. You must inform us if you want someone not listed on the Care Plan to collect your child and provide their details and a password. Staff members may ask them for ID for further identification.

Emergency Contacts

We ask you to provide us with the name, address and telephone number of two emergency contacts. It is important that you keep the nursery informed of changes to this information. Parents will be issued with data check forms annually. Please ensure that this is completed and returned to the nursery.

Attendance

Regular attendance at nursery is important for children's progress. If your child is absent, on holiday or unable to attend please notify the nursery to let us know- in-person, via e-mail or telephone. If your child is absent and we have not been notified, we will call you to ask why they are absent and when we can expect them to return to nursery. If we cannot contact you, we may call an emergency contact.

Buggies/ Bikes etc.

Children's buggies and wheeled toys can be stored under the ramp (to the right of the nursery entrance) while your child is at nursery. Please note, that items are left at your own risk and the nursery cannot accept responsibility for any lost, stolen or damaged items stored in this area.

No Smoking

In line with Scottish Government policy, Glasgow City Councils has designated all its buildings and grounds no smoking zones.

English as an Additional Language (EAL)

Some children start nursery with little or no English. Staff will use a range of strategies to support children with EAL.

Our nursery iPads are equipped with the Microsoft Translator App, which allows text, camera and voice translation of approximately 60 languages, and supports communication with our EAL learners and families.

Staff utilise the Glasgow City Council EAL Development Checklist in collaboration with parents/carers to track and support the progress of our EAL learners.

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Outings

At enrolment you will be asked to complete an outings consent form to give permission for your child to participate in outings within the local community. If the outing is out-with the local community we will ask

Food and Health

Snacks & Lunch

Snacks and lunches are provided by Glasgow City Council's catering services. Children are offered a healthy snack, AM and PM and lunch. The menus are in line with guidance from the NHS in 'Setting the Table' (2015). Menus are displayed on the notice board, please ask if you would like a copy. Please let us know if your child has any dietary restrictions, requirements or food allergies at enrolment. To cater for specific allergies or allergens we require an NHS letter. Please speak to a member of staff for further details.

Please note, we are unable to accommodate lunch boxes or foods from home.



Birthdays

Children's birthdays are celebrated within the nursery. Children will receive a card, small gift and a rendition of Happy Birthday from their peers.

Please note that we do not celebrate birthdays with a cake to ensure we meet all children's dietary needs and to help us to promote healthy eating.

Childsmile

Childsmile is a Scotland wide initiative to help improve the health of our children's teeth, through the distribution of free dental packs and supervised toothbrushing in nurseries. We work very closely with Our Oral Health Team to promote good oral health. You can find out more information at: www.childsmile.org



Breastfeeding Friendly Establishment

Kelvin Park EYC is a breast-feeding friendly establishment. We strive to make our nursery a welcoming and comfortable environment for both mother and baby to breastfeed.

Medical

Illness

Kelvin Park EYC adheres to the Health Protection Scotland exclusion criteria for childcare and childminding settings in the Infection Prevention and Control in Childcare Settings. (May 2018) <https://www.nhsggc.org.uk/media/248128/child-care-setting-infection-control-may-2018.pdf> To help control infection, please call or email the nursery for exclusion advice regarding your child's infection or symptoms.

If your child has diarrhoea and/or vomiting they should stay at home for **48 hours** from the last episode.

If your child becomes unwell at nursery we will contact you. Please ensure the nursery has up to date contact details for you and your emergency contacts. If the illness or accident is of a serious nature, your child will be taken to the nearest hospital/accident department and you will

be contacted and advised to join the child at hospital. Children who are unwell should be kept

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Accidents and Incidents

If your child has an accident at nursery, staff will follow first aid procedures and offer comfort. Staff will let you know if your child is involved in an accident or incident in nursery. You may be asked to read and sign an accident book when you arrive to collect your child. The form will inform you of how the accident happened and what treatment (if any) was administered. If your child receives a bump to the head at nursery we will contact you straight away.

Medication

If medication is required it would, wherever possible, be administered by the parent. If needed while in nursery, please discuss requirements with a member of the leadership team who will ask you to fill in the necessary forms. All medication must be prescribed and be clearly labelled with the child's name and dosage instructions. Staff are unable to administer the first dose of medication. Children requiring emergency medication such as inhalers and epi-pens should always have these medications in nursery when they attend.



Nappies and Toilet Training

If your child wears nappies you will be asked to provide nappies and wipes that will be kept in nursery. Nappy cream is treated the same as medication and should have a pharmacist's label (with your child's name on) and instructions on the packaging.

If your child is ready to start or has recently started toilet training, then please let their keyworker know so we can support you. Please ensure that your child has plenty spare clothes in their bag, especially in the early stages of toilet training. Soiled clothing will be bagged and stored appropriately until home time. The nursery also has spare clothes.

Medical History

Please provide full details of your child's medical history are when completing admission forms as this enables staff to be as well prepared as possible for any health emergency, which may arise.

Vision Screening

The government has recommended that all children should have their sight checked prior to starting school.

Screening takes place annually by NHS staff within the nursery. You will be notified prior to the screening taking place.

Child Protection

Getting it Right for every child (GIRFEC) states that every adult in Scotland has a role in ensuring all children live safely and can reach their potential. 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. As with other areas of the curriculum, the nursery will keep you informed of activities within our health and

personal safety programme that your child will be involved in.

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We 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 all 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 member of staff have any concerns regarding the welfare or safety of a child the concerns must be reported to the Head of Centre, or persons acting on their behalf. In cases with cause for concern regarding welfare and safety Social Care Direct will be immediately notified of the circumstances.

When a young child is at risk of harm, abuse or neglect confidentiality is not an option. No single individual can protect children by acting alone. It is the sharing of information, collective thinking and collaborative action that enables decisions to be made in the best interests of children.

Policies

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

Equal Opportunities and Social Inclusion

Kelvin Park EYC respects Glasgow City Council's equal opportunities policies and recognises the right of all service users to participate fully in nursery life irrespective of sex, race, age, religion, socio-economic circumstances and educational and physical abilities.

Provision should take account of the needs of children with additional support needs or chronic illnesses. These principles are reflected in the criteria used to admit children to nursery.

Confidentiality

The need for confidentiality is recognised by all staff working within our establishment.

Please be reassured that the information you or your child share with us will be treated with respect and handled in a professional manner.

Information relating to child protection concerns cannot

Bullying

“Bullying behaviour is never acceptable within Glasgow City Council's schools or early learning centres. All children and young people 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.”

Every child is included and supported: Getting it right in Glasgow, the nurturing city, Anti-bullying (2019)

Data Protection – use of information about children and parents/carers

We collect information about children attending school (and also about parents/carers, emergency contacts etc. provided in the annual data check) to allow us to carry out the Council's functions as the education authority for the City of Glasgow. This may sometimes involve releasing personal information to other agencies and other parts of the Council, particularly in relation to child protection issues or criminal investigations, and it may also be used for research purposes (see the link below for more details regarding this).

Information held by the school is, in legal terms, processed by Glasgow City Council. The Council is registered as a data controller under the Data Protection Act 2018 and all personal data is treated as confidential and used only in accordance with the Data Protection Act, the General Data Protection Regulations, and the Information Use and Privacy Policy approved by the City Council. For more information on how we use personal information, or to see a copy of the Information Use and Privacy Policy, see

<https://www.glasgow.gov.uk/index.aspx?articleid=18010> .

Education specific privacy statements can be accessed at

<https://www.glasgow.gov.uk/index.aspx?articleid=22069> .

Further information on Data Protection can be found at

<https://www.glasgow.gov.uk/index.aspx?articleid=16155>

Partnerships with Families

Home & Nursery Partnerships

We strive to work in partnership with parents, families and carers. We recognise the value of partnership working and seek ways to fully involve you in the education of your child. Everyone's opinion is valued and we are keen to keep improving our nursery to create the best possible learning environment for all. We are always keen to hear your feedback and will gather your views using a variety of approaches.

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Working Together to Promote Positive Behaviour

A calm and harmonious ethos is conducive to positive play experiences for children and supports high levels of learning and engagement. At Kelvin Park EYC we encourage positive, caring, respectful behaviours. We support children to develop skills that will help them resolve conflict with their peers or adults in a positive, constructive way. Children will benefit if parents and nursery staff work together to

Family Learning

It is widely recognised that parents working and learning collaboratively with their child can have a positive impact on the child's attainment and learning. At Kelvin Park EYC we have a range of family learning activities throughout the year for you and your child to get involved in. Family activities will be communicated via Groupcall text messages, newsletters and Twitter. Please speak to a member of staff if you have any suggestions for events.

Parents as Partners

Everything you do with your child at home including the experiences you offer them contributes to their development. As your child's main educator, we recognise that nobody knows your child better than you. It makes sense therefore, that together we should aim to form a strong partnership working effectively together to support your child's learning at nursery and at home.



Support for Children with Additional Support Needs (ASN)

We aim to provide all children with the opportunity to progress and develop their skills within the nursery. If the nursery identifies areas where a child would benefit from additional support then we will discuss this with you and agree on the best course of action to support your child. We work closely with a wide range of professionals including Speech and Language Therapists and Educational Psychologists. Glasgow City Council has a duty, as outlined in the standards in Scotland's Schools 2000 Act, to ensure that every child has the opportunity to achieve their potential. Glasgow's Education Services is committed to the inclusion of all children and young people with additional support needs, where possible, within mainstream schools. This is in accordance with the statutory requirement in the 2000 Act. The authority recognises that there are a wide range of factors, which may act as a barrier to your child's learning. We are committed to working closely with parents and carers to overcome any barriers to their child's learning. If you have any concerns about your child's development or you are unhappy with the support being given to your child please speak to the Head of Centre who will be happy to meet with you to discuss your concerns.

Any parent/carer seeking further advice regarding this policy should contact the Head of Centre. Further information relating to Additional Support Needs is also available on the Glasgow City Council website- www.glasgow.gov.uk

Stay and Play

Throughout the year we will offer 'stay and play' sessions. These sessions allow parents to play alongside their child in

the playroom. Parents will gain an insight into what a typical nursery day looks like

Parents' Group

Kelvin Park EYC has a parents' group who meet throughout the year to plan ways to support events and fundraising within the

nursery alongside nursery staff and the local community. Please speak to a

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Eco Committee

The nursery is registered with Eco Schools Scotland and we have gained recognition as an eco-friendly nursery, and proudly fly the Eco-Schools green flag.

We are continuing to develop our garden and entrance area to make the most of the environment. Our hope is that we can grow a variety of vegetables and herbs which the children can then cook. So far, we have had success growing potatoes, apples, carrots, green beans, peas, kale, lettuce, peppers, chillies and a variety of beautiful flowers.

If you would like to join our Eco Committee, or volunteer to help in the garden, please speak to a member of staff.

Sharing Your Skills & Expertise

We are keen to hear from family members who would like to share their skills and expertise with the staff and children. Perhaps you play an instrument, would like to cook or bake or talk to the children about your exciting job. If you would like to be involved in the life of the nursery, please let us know. We are always keen for family members to help.

Home Links

We have a popular 'Book Swap' lending library at the nursery entrance, where children can borrow or swap a book from home. Further home link projects occur throughout the year to support children's learning and partnership work.



Partnership Working

At Kelvin Park EYC we actively seek to build relationships with a wide range of partners to enhance our children's learning. We work closely with many professional colleagues, including those from Speech and Language Therapy, Social Work, Educational Psychology and Health Visitors. We also try to make use of facilities in the local and wider community. The children benefit from outings to visits to Kelvingrove Park and the Art Galleries throughout the year.

Primary School Enrolment

Registration for Primary School takes place in the November prior to the year your child is due to start school. Registration takes place online. Full details about the enrolment process and catchment schools can be found at <https://www.glasgow.gov.uk/index.aspx?articleid=18426>

Transition Process

Important information is transferred from nurseries to schools during the transition process. It is critical that the move from nursery to school is as smooth a process as possible.

In nursery we:

- ensure that an effective liaison programme is established within associated primary schools

Curricular Information

Learning Through Play and Active Learning

Children learn best through play and when they actively experience things for themselves. In nursery we aim to build on the learning from home and help children develop skills, knowledge and dispositions. We continually build on what they know and use their interests to meet their needs and provide them with challenges through purposeful play, both indoor and outdoor. The nursery day is organised to allow children choice in selecting and planning their own activities. There will be periods of adult-led experiences and child-led experiences.

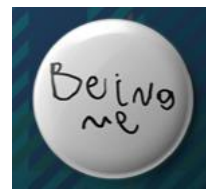
The Curriculum

In Scotland, the term early years is used to describe the period from pre-birth to 8 years old. Curriculum for Excellence and Realising the Ambition: Being Me, are the documents which underpin our planning, teaching and assessment. They enable staff to plan with the children, experiences which promote effective learning through purposeful play to meet the needs of the individual child.

Realising the Ambition: Being Me

Realising the Ambition: Being Me is the National Practice Guidance for the early years. It builds upon the original principles and philosophy of Pre-Birth to 3 and Building the Ambition. It looks closely at how children grow and develop and what interactions, experiences and spaces children need from the adults who look after them. This has influenced GCC's guidance for staff working with children under 3 years, with a focus on the following four areas:

- Emotional Wellbeing and Social Competence
- Communication and Language
- Curiosity
- Movement and Co-ordination



Guidance can be found here-

<https://education.gov.scot/media/3bjpr3wa/realisingtheambition.pdf>

Curriculum for Excellence

The 3-18 curriculum (Curriculum for Excellence) builds on the solid foundations developed in the critical years of pre-birth to three and links learning in ELC settings and primary schools.

The 3–18 curriculum aims to ensure that all children living in Scotland develop the attributes, knowledge and skills they will need to flourish in life, learning and work. The knowledge, skills and attributes learners will develop will allow them to demonstrate four key capacities to be:



Experiences and Outcomes

The experiences and outcomes are set out in lines of development which describe progress in learning, they are organised into eight curriculum areas.

- Health and Wellbeing
- Literacy
- Numeracy & Mathematics
- Expressive arts
- Religious and moral education
- Sciences
- Social studies
- Technologies

More information on Curriculum for Excellence can be found on the following website.

<https://education.gov.scot/parentszone/curriculum-in-scotland/>

Our service is also influenced by guidance from many professional bodies and documents. Links to a selection of these are listed below:

How Good is Our Early Learning and Childcare

[How good is our early learning and childcare? | Inspection Frameworks | Inspection and Review | Education Scotland](#)

Health and Social Care Standards

[Health and Social Care Standards: my support, my life - gov.scot \(www.gov.scot\)](#)

Nurture as a Whole School Approach

[Applying nurture as a whole school approach - A framework to support self-evaluation | Resources | National Improvement Hub \(education.gov.scot\)](#)

My World Outdoors

[My world outdoors | Care Inspectorate Hub](#)

Our Creative Journey'

[Our Creative Journey - Play Scotland](#)

GIRFEC (Getting it Right for Every Child)

[Getting It Right For Every Child | Education Policy and Legislation | Policies and information | About Education Scotland | Education Scotland](#)

United Nations Convention on the Rights of the Child

[UN Convention on the Rights of the Child - UNICEF UK](#)

How we teach is just as important as **what** we teach.

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Parents and guardians and carers play a very important part in their child's learning and development. In Kelvin Park Early Years Centre we will take into account and value your views on the quality of education we provide for your child. Our experience of young children's learning has taught us that they learn most effectively when the nursery and parents and guardians can work together and share the same aims for the children.

We hope you feel welcome in Kelvin Park EYC and we appreciate your participation and support in your child's learning.

At Kelvin Park EYC we will:

- Put children at the centre of learning. Children learn best when they feel happy, safe and secure
- Listen to the voice of our children and young people.
- Enable all children to become successful learners, confident individuals, responsible citizens and effective contributors.
- Continue to raise standards of attainment and achievement for all children and provide the highest quality teaching and learning.
- Understand our own responsibility for the care and wellbeing of all children and young people in our establishment.

Assessment and Reporting of Children's Progress

The assessment of children's progress is continuous, and the children are part of the assessment process in terms of self and peer assessment. Any concerns of staff about specific children will be discussed with parents. Children will be referred for further assessment by other professionals. Parents will always be kept informed and encouraged to be involved in their child's progress who may require additional support.

Twice yearly, staff will arrange appointments for reporting on progress of children to all parents. Detailed assessments and learning folders will be discussed with parents of children about to transfer from nursery to primary in the summer term.

Staff regularly monitor and record children's progress and development in each area of the curriculum. We will be able to catch up with your child's experiences, achievements, next steps in learning and be a part of their learning journey.

Seesaw

The nursery is introducing the Seesaw platform in the academic session 2023-24. Seesaw is a secure online Learning Journal to record photos, observations and comments, in line with the Early Years curriculum, to build up a record of your child's experiences during their time with us. This system allows us to work with parents and carers to share information and record the children's play and learning in and outside of the classroom.

Seesaw provides each individual child with their own Learning Journal held online. Parents and carers are given their own unique log-in. All our staff are given a secure log-in. They can then

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upload observations, photos or videos; recording children's achievements and assessing their learning in reference to the curriculum.

Parents can change their settings so that an email is then automatically generated informing them when an observation has been added so they can have a look and add any comments of their own. Please ask staff members for any help or to answer any queries.

Comments and Complaints

The nursery has a complaints procedure for dealing with any complaints or concerns from service users. This is displayed in the nursery reception area. In the first instance, the concern/complaint should be raised with the Head of Centre, or person acting on their behalf, who will try to seek a satisfactory outcome.

The link below takes you to Glasgow City Council's complaints policy.

www.glasgow.gov.uk/index.aspx?articleid=16133

What if I am not satisfied?

We would hope that we could resolve the issue, however if you are dissatisfied with the outcome you can take this further. Please forward your complaint, preferably in writing, to the Customer Care Team at-

The Customer Care Team
Glasgow City Council, Education Services
City Chambers East
40 John Street
Glasgow G1 1JL
Telephone: 0141 287 4453
Education.CustomerService@glasgow.gov.uk

In extenuating circumstances, it may be deemed necessary to notify the Care Inspectorate if:

- A child appears to be at risk,
- or there appears to be a breach of registration requirements

Headquarters Care Inspectorate
Compass House
11 Riverside Drive Dundee DD1 4NY
web: www.careinspectorate.com
email: enquiries@careinspectorate.com
telephone: 0345 600 9527

In any of these cases the complainant and staff will be kept informed as appropriate.

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Nursery Holiday Dates 2023-2024

August

In-service day 1 & 2 Monday, 14th & Tuesday, 15th

Children return Wednesday, 16th

September

September weekend Friday, 22nd & Monday, 25th (all children)

October

In-service day 3 Friday, 13th October 2023 (In-service day 3)

Mid-term Monday, 16th to Friday, 20th (term-time children)

December

Christmas and New Year

Monday, 25th - Friday, 5th (all children)

January

Wednesday, 3rd January 2024, (50-week children return)

Monday, 8th January 2024, (term-time children return)

February

Mid-term Monday 12th & Tuesday, 13th (term-time children)

In-service day 4 Wednesday, 14 February 2024

April

Good Friday Friday 29th March 2024 (all children)

Easter Monday Monday 1st April 2024 (all children)

Spring Break Monday, 1st April - Friday, 12th April 2024 (term-time children)

New term starts Monday, 15th April 2024 (term-time children return)

May

In-service day 5 Thursday, 2nd May 2024 (to coincide with UK Parliamentary elections)

May Holiday Monday, 6th May 2024 (May Holiday, all children)

May Holiday Weekend Friday, 24th May 2024 and Monday, 27th May 2024 (all children)

June

Summer Holidays Wednesday, 26th June 2024 (close at 1.00 pm, term-time children)

July

Fair Holiday, Monday 15th 2024 (52-week children)

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August 2024

Inservice-days 1 & 2 Monday, 12th & Tuesday, 13th

New term starts Wednesday, 14th

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