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Establishment Handbook



Establishment Name	Novar Nursery
Address	5 Lauderdale Gardens Hyndland Glasgow G12 9UA
Telephone	0141 339 2938
Email	Headteacher@Novar-Nursery.glasgow.sch.uk
Head of Centre	Karen McBride
GCC Website	www.glasgow.gov.uk/en/residents/goingtoschool

May 2022



Glasgow City Council

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Department of Education



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(last updated)

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Section One: Establishment Aims

Our vision, values and aims

Our vision is that Children are enabled to develop their potential as:

- Successful learners
- Confident individuals
- Effective contributors
- Responsible citizens

Within a safe, stimulating nurturing and inclusive environment where opportunities to play and learn are provided by skilled practitioners who place the child at the centre.

Our values are to embed citizenship and children's rights across the curriculum and provide a holistic approach to working in partnership with parents and other professionals. Creating a climate where everyone feels valued and actively involved in the nursery community with strong leadership that supports and encourages improvement and change.

Our aims are

- To create an environment where children are valued as individuals and have opportunity for high quality play and active learning experiences.
- To provide a curriculum framework which is stimulating and engaging and which offers all children challenge and enjoyment.
- To provide well timed and skilled interventions which effectively promote children's creativity, extend their thinking, widen their skills and strengthen their learning in play.
- To carefully promote strong nurturing attachments for children in our care and build on prior and continuous learning of our children, within and beyond the setting.
- To work in close partnership with parents, colleagues in the Learning Community and other Agencies to ensure continuity of learning and appropriate support to improve outcomes for children and families.
- To raise the achievement and attainment of all our young children by promoting equal opportunities, social justice and inclusive practices.
- To ensure that the views of all stakeholders are listened to, valued and respected within a climate of consultation, trust and communication.

Section Two: General Information**Nursery Staff**

Head of Centre	Karen McBride
Child Development Team Leader Lead Practitioner of Attainment	Debbie Scott Emma McDermott
Clerical Assistant	Carolanne McNealy Danielle Smith
Janitor	Jackie McLaughlin
Catering Assistant	Becky Monaghan Malgorzata Pudlo
Cleaner	Michael Livingstone Juliet Abbey
Child Development Officers	Gillian Agnew Lynsey Brown Amanda Burns Danielle Casey Lisa Corcoran Maria Coronado Moral Lynne Foran Audrey Freeman Karen Gorman Nicolle Hillan Moirá Keegan Lynne Lindsay (Mat leave) Nicole Livingstone Nicole Maitland Erin Stobo
Supply Staff	Manar Alrefai Erin Stobo Rebecca Wells
Support for Learning Worker	Rachel Foylan Faiqa Bashir
Named First Aider	Nicolle Hillan
Health and Safety Officer	Karen McBride
Child Protection Co-ordinator	Karen McBride

Novar Nursery
Holidays and In-Service Days 2021 -2022
TERM TIME

DATE	HOLIDAY
Thursday 12th August Friday 13th August Monday 16th August	Staff In Service Day Staff In Service Day Return date for Children
Friday 24th September Monday 27th September	September Weekend
Friday 8 th October Monday 11th–Friday 15th October	Staff In Service Day October Week
Nursery closes on Wednesday 22nd December (usual session times) Thu 23rd December 2020–Tue 4th January 2022 Wednesday 5 th January 2022	Christmas & New Year Holiday Staff & Children Return
Monday 14th February Tuesday 15th February Wednesday 16th February	Mid Term Holiday Mid Term Holiday Staff In Service Day
Nursery closes on Friday 1st April (usual session times) Friday 15th April Monday 18th April Tuesday 19th April	Good Friday Easter Monday Staff & Children Return
Monday 2 rd May Thursday 5 th May Friday 27 th May	May Holiday Staff In Service Day Public Holiday
Thursday 2nd June Friday 3rd June Friday 24th June Nursery closes (usual session times) Monday 15th August Tuesday 16th August Wednesday 17th August	Spring Bank Holiday Queen's Jubilee Holiday Summer Holidays Staff In Service Day Staff In Service Day Staff & Children Return

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The Nursery Curriculum

* Please note on In-Service Days children DO NOT attend Nursery. These days are reserved for Staff Development and Training.

*Novar Nursery
Holidays and In-Service Days 2021 -2022
52 Weeks*

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The Nursery Curriculum

DATE	HOLIDAY
Thursday 12th August Friday 13th August Monday 16th August	Staff In Service Day Staff In Service Day Return date for Children
Friday 24th September Monday 27th September	September Weekend
Friday 8 th October	Staff In Service Day
Nursery closes Friday 24th December (usual session times) Wednesday 5 th January 2022	Christmas & New Year Holiday Staff & Children Return
Wednesday 16th February	Staff In Service Day
Friday 15th April Monday 18th April	Good Friday Easter Monday
Monday 2 rd May Thursday 5 th May Friday 27th May	May Holiday Staff In Service Day Public Holiday
Thursday 2nd June Friday 3rd June Monday 18 th July Monday 15th August Tuesday 16th August	Spring Bank Holiday Queen's Jubilee Holiday Glasgow Fair Monday Staff In Service Day Staff In Service Day

Hours of Opening

The Nursery is open between 8.00 am and 6.00 pm Monday to Friday

Morning Session 8.00am - 1.00pm (12.45pm pick up)

Afternoon Session 1.00pm - 6.00pm (1.15pm drop off)

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Length of year

Families can access either term time, or 52 weeks contracts.

Age range of children in the establishment

The Nursery admits children from 3 to 5 years of age.

Numbers and patterns of attendance.

We can accommodate 80 children at any one time. Where possible allocate places by arrangement. The centre works alongside parents/carers to be flexible regarding the pattern of extended places. Children who attend on a term time contract are entitled to 6 sessions across the week; children who attend on a 52-week contract are entitled to 5 sessions across the week.

Admissions policy

All nursery places are allocated in accordance with the Council's admissions policy and the nursery staff will be happy to advise you how this policy operates when you apply for a place for your child. A leaflet detailing the Council's policy is also available from all establishments. If you want a copy please ask for one.

An admissions panel will meet at regular intervals throughout the year. The panel will consist of all Heads of early year's establishments in the area, a representative from divisional offices and representatives of the other agencies involved in supporting children and families, e.g. Social Work and Health.

Register of applicants - This is held in an electronic form and accessible to Glasgow City Council headquarters.

The information contained in the applications will be considered by the admissions panel to assist in the allocation of places.

Parents are encouraged to indicate in order of preference three nurseries. In the event of first choice being unavailable the application will be automatically passed to the second-choice nursery.

Enrolment procedure

When a place becomes available, the Head of Centre will invite you and your child to visit the Nursery and complete the relevant documentation and to arrange a starting date. Please be prepared to remain with your child while he/she settles into the nursery routine, this may take a week or two depending on individual children. (Our settling in procedures for new children has been modified due to the COVID-19 restrictions)

Policies/Documentation

After your child has been enrolled you will receive a copy of the following documents.

- Welcome Letter
- Handbook
- Induction Booklet
- Holiday List
- Getting to Know Me Booklet (to be completed by you and your child)

A full set of school policies is available from the Nursery. The policies are reviewed and updated on a regular basis,

If you wish to comment upon any aspect of current policy or have a suggestion to make please speak to the Head of Centre.

Arrival and collection of children

Please ensure children are brought and collected by their parents/carers or by a person nominated by them.

In the interests of your child's safety please inform the Head of Centre if you change your normal arrangements. We will not allow your child to leave the nursery with an adult who is not known to us or not on your emergency contact list. If in doubt we may ask for proof of identity.

EXCEPTIONS arise only when

- a) Urgent medical treatment is required - in this case our nursery First Aider will arrange for your child to be escorted and transported to Queen Elizabeth University Hospital. You will of course be contacted immediately and advised of the action taken.
- b) The nursery has to be evacuated in an emergency - in this case your child will be taken by staff to another local authority establishment or designated Centre will remain there until you can collect him/her.

Emergency contacts

Parents whose children are in the nursery are asked where possible to provide the establishment with the names, addresses and telephone numbers of two contact persons for use in the case of emergency. You are also asked to keep the nursery up to date with any changes in this information.

Excursions and consent forms

When outings or excursions for the children are planned, the Head of Centre or a member of staff will advise you in advance. You will be asked to complete consent forms, which give your permission for your child's participation. Please note that children cannot take part in outings unless their parent or guardian has submitted completed consent forms.

Information in Emergencies

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The Nursery Curriculum

We make every effort to maintain a full educational service, but on some occasions circumstances arise which lead to disruption. Establishments may be affected by, for example, severe weather, and 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, notices in local shops and community centres, announcements in local places of worship and announcements in the press and on local radio, announcements on GCC website - www.glasgow.gov.uk and on Twitter - @GlasgowCC,

Meals

Lunch is provided for all children who attend the nursery. The meals are cooked in and delivered from a local school kitchen.

Sample menus are available for parents and children.

Where children are unable to eat the school meals available under the statutory meal provision for medical reasons every effort is made to ensure a suitable alternative is provided.

Snacks and the promotion of healthy eating

Each day a snack is provided for the children in attendance. This consists of a small portion of food such as fresh or dried fruit, vegetable crudités.

During festivals or celebrations children may also enjoy a wider variety of food. It is therefore important that we have a full list of your child's dietary requirements and allergies.

Please consult our snack menu for up to date information.

Children are discouraged from bringing their own food and sweets to nursery.

Accommodation for parents

Parents are welcome in the nursery at all times. You are welcome to use our Family Room at any time. Parents are asked not to enter the playroom toilets due to child protection procedures. If your child needs to go to the toilet before or after the session has finished, please use the toilet in the reception area. (this is not available at the moment due to COVID-19 restrictions)

No smoking policy

Novar Nursery has a no smoking policy. Smoking is not permitted anywhere within the building or within the grounds.

Transport

Transport is not normally provided for children attending early year's establishments. The Council may, however, provide transport to and from nursery for children with additional support needs who require to travel some distance to take up their placement. A few establishments have their own transport but this is exceptional and generally parents should make their own travel arrangements.

Insurance

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Glasgow City Council is insured in terms of public liability with Willis Limited.

A copy of the insurance certificate is displayed in the reception area.

It is important to note however, that personal possessions are not covered by this policy.

Items of value should not therefore be left at nursery.

Sometimes children like to bring toys or objects of interest to nursery for their friends to see.

These items are not covered by the insurance policy.

Suitable Clothing

Children have great fun when they are doing messy work. We will always try to make sure that they wear aprons or overalls, but accidents do happen so please dress your child in suitable clothing. Ideally, old clothing with simple fastening should be worn and you should encourage your child to dress and undress and go to the toilet independently. Please label all items of clothing and shoes. As we encourage our children to play out of doors every day, it is important they come suitably dressed for the changing weather conditions.

Sun Protection is vital during the summer months and warm waterproof clothes and footwear are required in winter.

Please provide your child with a pair of indoor shoes to change into upon arrival at nursery.

There are forms of dress which are not acceptable within the nursery, such as items of clothing which:

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

Glasgow City Council is concerned at the level of claims being received regarding the loss of children 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 nursery. 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.

Toilets

Children's toilets are located off the main playrooms. We are unable to permit parental access to the children's toilets because of Child Protection issues. If your child requires your assistance during the induction period a member of staff will advise you on access arrangements.

Complaints procedure

Please let us know if there is anything which displeases you about the nursery. In the first instance complaints should be raised with the Head of Centre. If you are still dissatisfied, information will be given detailing the way you should proceed with your complaint. - Our complaints procedure is detailed in section seven.

Suggestions, Questions, Comments Box

If you can suggest any way to improve our nursery provision in any way please let us know. A suggestion box is located in the reception area.

Communication

Please read our main notice board daily, this is located in the family room. You will receive regular newsletters and other information by letter, notices or fliers, information is also displayed on the whiteboard in the cloakroom area. Please also check your child's individual tray after each session. (due to the impact and restrictions caused by COVID -19 we are using text messaging and news letters to share nursery information)

Nursery Fund

We have a nursery fund which pays for the many extras we provide outwith the local authority budget. The following are paid for by nursery fund:

- Borrowing library (child and adult)
- Games, books and puzzles relating to specific topics and interests which have arisen after our local authority requisitions have been placed
- Birthday cake/small present
- Library bags
- Small local outings
- Photographic costs
- Children's Home Books/Diaries
- Parties/celebrations
- Additional ICT resources
- Nursery Clothes bag
- Gardening Equipment
- Outdoor Resources

A voluntary contribution of £3.00 per week to the toy fund enables us to meet these expenses. Payment can be made weekly, term timely, monthly, or annually directly in to our nursery bank account.

A full set of school accounts is held in the school and may be inspected by parents on request. Accounts are externally audited on an annual basis then passed for inspection by Glasgow City Council

Section Three: Medical Information

It is very important that full details of your child's medical history are provided when completing admission forms and that any new information is updated as required. This ensures that staff are as well prepared as possible for any health emergency which may arise.

Medication

If your child is prescribed medication during his/her time at nursery you should discuss this with the Head of Centre or your child's key worker.

Prescribed drugs may be given at the discretion of the Head of Centre. You will be required to complete a form which authorises nursery staff to administer the drugs to your child. You should obtain the necessary form from the Head of Centre/Team Leader.

Chronic/Long Term Conditions

Where a child has a chronic/long term condition his/her medication will form part of their additional support plan.

Asthma

If your child suffers from asthma please inform the Head of Centre/Team Leader if there are any activities or circumstances which are likely to bring on an attack.

If your child becomes ill while at Nursery

If your child becomes ill or has an accident while attending the nursery every attempt will be made to inform you. If the accident or illness seems to require immediate medical attention your child will be taken to the nearest hospital (The Queen Elizabeth University Hospital) and you will be contacted immediately. **It is therefore essential that you inform us immediately of any change of address, telephone number, place of employment, emergency contact etc.**

Minor accidents and upsets

These will be dealt with on the premises by staff. All such incidents are recorded and parents informed.

Illness/Absence

Please advise us by telephone or email if your child will be absent due to being unwell or on holiday. We also ask to be advised of cases of any infectious diseases as soon as possible.

Visits to the establishment Medical Staff

If your child is to receive a routine Dental or Medical Inspection you will be informed of the date in advance and be given a consent form to sign. You may attend if you wish.

Threadworms and Head Lice

Please tell us confidentially if your child has either of these.

Treatment is simple and effective but if spread of infection is to be minimised we must be aware of the problem. There is no exclusion from nursery during treatment for either of the above.

Vomiting and Diarrhoea

If your child has an upset stomach please keep him/her at home until at least 48 hours after the symptoms have ceased.

Infectious Diseases

Please inform us if your child is absent as a result of an infectious disease or childhood ailment such as measles or mumps.

If your child develops symptoms of COVID-19 please follow current Scottish Government Guidelines and inform the nursery of the last day your child was in nursery and when the symptoms started. We also ask you inform us as soon as possible of the result of the test.

Vision Screening

NHS Greater Glasgow and Clyde currently undertake vision screening for children in their pre-school year.

This may be done either at nursery or at an NHS establishment.

You will receive details about this by letter. You may accompany your child for the screening if you wish.

Section Four: The Nursery Curriculum

At Novar we implement the Curriculum for Excellence which enables children to develop as successful learners, confident individuals, responsible citizens and effective contributors. The areas of the curriculum are Literacy and English, Numeracy and Mathematics, Science, Technologies, Expressive Arts, Health and Wellbeing, Religious and Moral Education and Social Studies.

When planning for learning we adopt a cross curricular approach usually involving more than one area of the curriculum at a time and almost all learning experiences take in several curricular areas simultaneously. We offer a child led play-based experience.

More detailed information is available from the nursery and information on what children are learning will be displayed in the reception area and within the nursery playrooms.

How we promote learning

We follow the guidelines specified within Curriculum for Excellence Early Level and adopt an active and responsive learning approach, encouraging all children to be fully engaged with their experiences.

Staff use responsive planning based on the children's interests and ideas.

Staff are aware of children's stages of development, individual needs and plan accordingly.

Assessments/Reviews of Learning

Assessment of children's learning is informal, based on staff observations, discussions with children and feedback from parents.

We encourage children to reflect on their own learning and help them to identify ways of taking this learning forward.

Children are encouraged to recognise their own achievements and to record examples of their learning.

Parents are encouraged to talk to children about what they are learning at nursery.

Appropriate steps are taken to ensure that children with additional needs are supported to access the curriculum. These are detailed within a Wellbeing and Assessment Plan drawn up in consultation with parents, staff and where required other professionals.

Curriculum for Excellence enables professionals to teach subjects creatively, to work together at nursery and with other primary and secondary schools, to share practice and explore learning together.

Teachers and practitioners will share information to plan a child's "learning journey" from 3-18, helping their progress from nursery to primary, primary to secondary and beyond, ensuring the change is smooth. This will ensure children continue to work at a pace that meets their needs and with depth, balance and progression in their learning.

Curriculum for Excellence balances the importance of knowledge and skills.

Every child is entitled to a broad general education, whatever their level and ability. All practitioners will be responsible for literacy and numeracy - the language and numbers skills that unlock other subjects and are vital to everyday life.

It develops skills for learning; life and work to help young people go on to further study, secure work and navigate life. It brings real life into the playroom, making learning relevant and helps young people apply lessons to

Their life beyond school/nursery. It links knowledge in one subject area to another helping children understand the world and make connections. It develops skills so that children can think for themselves, make sound judgements, challenge, enquire and find solutions.

Transition Records

A transition record based on experiences and progress is completed for each child attending a Glasgow City Council nursery. You will receive a copy of this record and will have the opportunity to add your own comments before it is forwarded to your child's Primary school.

Our Centre Improvement Plan

Schools are required by the Scottish Government to submit their plans for school improvement to the local authority.

Our improvement plan is drawn up following an extensive self evaluation and consultation process involving staff, parents, children, visiting specialists and quality improvement officers from Glasgow City Council. The recommendations from inspection agencies such as HMIE and Care Inspectorate also help determine priorities. A summarised copy of the plan is available in the reception area.

Working together to support learning

You will learn more about our curriculum and the topics covered from our newsletters and information boards displayed in reception and family room. In addition, activity/information sheets linked to curricular themes and skills are produced during the course of each term. We encourage you to share the activities and information with your child. Please do not hesitate to speak to the Head of Centre or your child's key worker regarding any aspects of your child's development and progress.

Supporting children who require Additional Support

It is education department policy that children who require additional support are involved in all aspects of the Centre. This support can include the input of other professionals who will work in conjunction and co-operation with home and nursery e.g. Educational Psychologists, speech therapists etc.

Additional Support Needs/Accessibility Strategy

The establishment has a duty to ensure that all 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 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 a hearing impairment; agreeing a phone contact system to provide direct feedback to parents and carers.

Physical access

The building is located on one level with access via a terraced area leading to a short-stepped area. There are no internal stepped areas.

Communication

Reasonable adjustments will be made to facilitate communication between staff and parents/carers with disabilities. These will be on an individual needs basis and can also take the form of written or telephone communications.

Health Promotion

We regard ourselves as a Health Promoting School and over the year we encourage children and parents to become involved in a variety of Health Promotion Activities.

Child Welfare and Safety

All educational establishments and services must take positive steps to help children protect themselves by ensuring that programmes of health and personal safety are central to the curriculum. All children are supported in developing a clear understanding of the difference between appropriate and inappropriate behaviour on the part of another person, no matter whom.

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 protection issues and procedures
- Establishing and maintaining close working relationships and arrangements with all other agencies to make sure that professionals collaborate effectively in protecting children.

Should any member of staff have concerns regarding the welfare or safety of any child they must report these concerns to the Head of Centre or the Team Leader. He/She after judging that there may be grounds for concern regarding the welfare or safety of any child must then immediately advise the Duty Senior Social Worker at the local Social Work Services Area Office of the circumstances.

GIRFEC - Getting It Right For Every Child

What is GIRFEC?

Getting it right for every child aims to improve outcomes for all children. It puts the wellbeing of children and young people at the centre and provides a common, shared framework for all agencies involved in supporting them.

What does GIRFEC mean for you and your child?

- You will be involved in any process and decision which affects you

GIRFEC promotes a shared approach that:

- Enables children and families to get the help they need when they need it.
- Builds solutions with and around the children and families.
- Involves working together to make things better.

It enables you to understand your responsibilities and the responsibilities of others in relation to your child's health and wellbeing

How will your child be supported?

GIRFEC means that access to help is made easier when everybody involved with a child knows who to contact.

Planning

All agencies involved in supporting your child will be invited to contribute to their wellbeing and assessment plan, if they have one.

At Novar we have developed a GIRFEC profile which we will use to record events, observations or information shared by you—to help us support your child's wellbeing. Your child's keyworker and senior management staff will discuss the information we record with you as well as strategies to support your child.

Information about you and your child will not be shared without your consent (The exception to this would be relating to a child protection matter).

More information can be sought from:

- www.scotlad.gov.uk/gettingitright

- **Glasgow Link**
- **www.scotland.gov.uk/topics/people/young-people/legislatio**

Child Welfare and Safety

Insert for Establishment Handbooks and Public Display

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 protection issues and procedures;
- establishing and maintaining close working relationships and arrangements with all other agencies to make sure that professionals collaborate effectively in protecting children.

Should any member of staff have concerns regarding the welfare or safety of any child they must report these concerns to the Head of 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 must then immediately advise the duty Senior Social Worker at the local Social Work Services area office of the circumstances.



Section Five: Parental Partnership

Partnership with Parents

Our Aim

We have a welcoming Centre and actively encourage all parents to participate in the life of the Centre. We have an "Open Door" policy assuring parents of their welcome at all times within the nursery to see what is going on and to watch the children at work and play.

(This is not operating as normal due to Covid-19 restrictions)

Working with you

We hope you feel comfortable within the nursery and will be encouraged to join in activities/participate in discussion groups/attend meetings or just observe your child at play. If you can suggest any way to improve our nursery please let us know. If there are any aspects of the nursery curriculum or routine that you would like to know more about please let us know. As a nursery we are committed to self-evaluation for Centre Improvement. Parents are actively encouraged to participate in this process by providing us with feedback in a variety of ways. For example, questionnaires, surveys, parents' meetings etc.

Data Protection Act 1998

Information on children and young people, parents and carers are stored on a computer system and may be used for teaching, registration, assessment and other administrative duties. The information is protected by the Data Protection Act 1998 and may only be disclosed in accordance with the Codes of Practice. For further information please contact the establishment.

The Freedom of Information (Scotland) Act 2002

The Freedom of Information (Scotland) Act 2002 enables any person to obtain information from Scottish public authorities. The Act applies to all Scottish public authorities including: The Scottish Government and its agencies; Scottish Parliament; local authorities; NHS Scotland; universities and further education colleges; and the police.

Public authorities have to allow access to the following information:

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

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

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

www.glasgow.gov.uk/en/yourcouncil/freedomofinformation

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

Dealing with Racial Harassment

The Race Relations Act of 1976 makes it unlawful to discriminate against someone because of his/her colour, race, and 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.

Working together to promote positive behaviour

We endeavour to create an environment in which the children are encouraged to co-operate with each other, to share and be considerate. We have adopted a policy of positive reinforcement where good behaviour is rewarded with praise. Relationships throughout the nursery are warm and positive and founded on a climate of mutual respect and trust.

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).

In 2009, Glasgow City Council published its revised Anti-Bullying Policy, incorporating the requirement to record and report all discriminatory behaviours within educational establishments. All establishments are required to review their policy in light of this. Parents and carers have a significant role to play in helping to address this problem. For this reason, any anti-bullying strategy must stress the importance of partnership with the parents and carers of their children.

Parents' Groups

We have a parents' group which meets routinely each term or more regularly to discuss particular issues.

The purpose of the parent's group is to facilitate the exchange of home/nursery information and help the nursery to communicate more effectively with parents. Please speak to your child's key worker or the Head of Centre/Team Leader if you wish to join the Group.

(this group will be restarted when COVID-19 restrictions have lifted)

Fundraising

All fundraising is on a strictly voluntary basis. Accounts are held in the nursery and are available for parents. The funds are administered in accordance with the instructions issued by the local authority.

Parents who have suggestions regarding the purchase of new equipment should contact the Head of Centre/Team Leader, their child's key worker.

Section Six: The Wider Community

Hyndland Learning Community

Following Glasgow City Council's reorganisation of education services Learning Communities (LC) were established.

These consisted of a local secondary school, its feeder primary schools and associated nurseries.

We form part of Hyndland Learning Community.

Other members are:

Hyndland Secondary School

Broomhill, Hyndland, Thornwood and Whiteinch Primary Schools.

Fortrose and Whiteinch Nursery Schools.

We work closely with colleagues within the Learning Community but in addition value our role within the wider community and have continued to maintain working links within and outwith our Learning Community.

Community - Hyndland, Broomhill, Kelvindale and Jordanhill

The establishment and the wider community

We value our role within the community, and try to get involved in as many initiatives as possible. Equally, we attempt to involve the wider community, where possible, in our work within the nursery. If you know of anything happening or can think of any ways we can become more involved, please let us know.

Links with primary schools

Strong and effective links have been established with local primary schools in the area.

Staff meet on a regular basis and are consulted about prospective changes to our practice.

Hyndland Lunch Club/Hyndland Community Hall

Our children are regularly invited along to entertain the members and enjoy the contact they have with Miss Henderson and her group. The nursery also has use of the hall for sports day and larger performances to parents at Christmas and end of term.

(This will be reinstated when COVID -19 restrictions have lifted)

Privacy Statement

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 (1998). 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 public bodies 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.

For further information please see our full privacy statement at www.glasgow.gov.uk/index.aspx?articleid=2895.

Section Seven: Other Information

Suggestions

We are always keen to maintain and improve our service and welcome your comments.
If you have any suggestions to make about the service please contact the Head of Centre.

Complaints Procedure

If you have a complaint, please contact the Head of Centre in the first instance who will investigate matters and report back to you within 5 days. (You may call in person, write, telephone or email)

If you feel unable to do so or your complaint remains unresolved you may then

Contact

Customer Liaison Unit
City Chambers - East Building
Glasgow City Council
40 John Street
Glasgow
G1 1JL
Telephone 0141 287 5384

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 a further 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

Email education@glasgow.gov.uk

If you do not wish to contact *Glasgow City Council* directly you may instead contact:

The Care Inspectorate checks that the service meets the *Health & Social Care, My Support, My Life*. Published by the *Scottish Government* (2017)

You may contact the *Care Inspectorate* in person, in writing, by e-mail or by telephone at

Care Inspectorate

Compass House

11 Riverside Drive

Dundee

DD1 4NY

01382 207100

Fax 01382 207289

www.careinspectorate.com

Email: enquiries@careinspectorate.com Enquiries 0345 6009527

Other Addresses

Up to date lists of *Education Offices* and *Councillors* are available from the *Nursery Office*.

Please Note

Although the information in this handbook is correct at the time of printing there could be changes affecting any of the matters dealt within it, either before your child's placement begins or during the course of their placement.

The *Head of Centre* will advise you of any important changes to the information.

ADDRESSES AND CONTACTS

Douglas Hutchison
Service Director
Education Services
Glasgow City Council
City Chambers East Building
40 John Street
Glasgow
G1 1JL

Alison Bowers
Area Education Officer Education
Education Services
Glasgow City Council
City Chambers East Building
40 John Street
Glasgow
G1 1HL

Councillor Barton McElroy
City Chambers
George Square
Glasgow
G2 1DU
0141 287 3779

Councillor Pauline McKeever
City Chambers
George Square
Glasgow
G2 1DU
0141 287 4054

Councillor Ken Andrew
City Chambers
George Square
Glasgow
G2 1DU
0141 287 3939

Councillor Martha Wardrop
City Chambers
George Square
Glasgow
G2 1DU
0141 287 0226

Glasgow Life: Letting Section, phone 0141 302 2814/2815

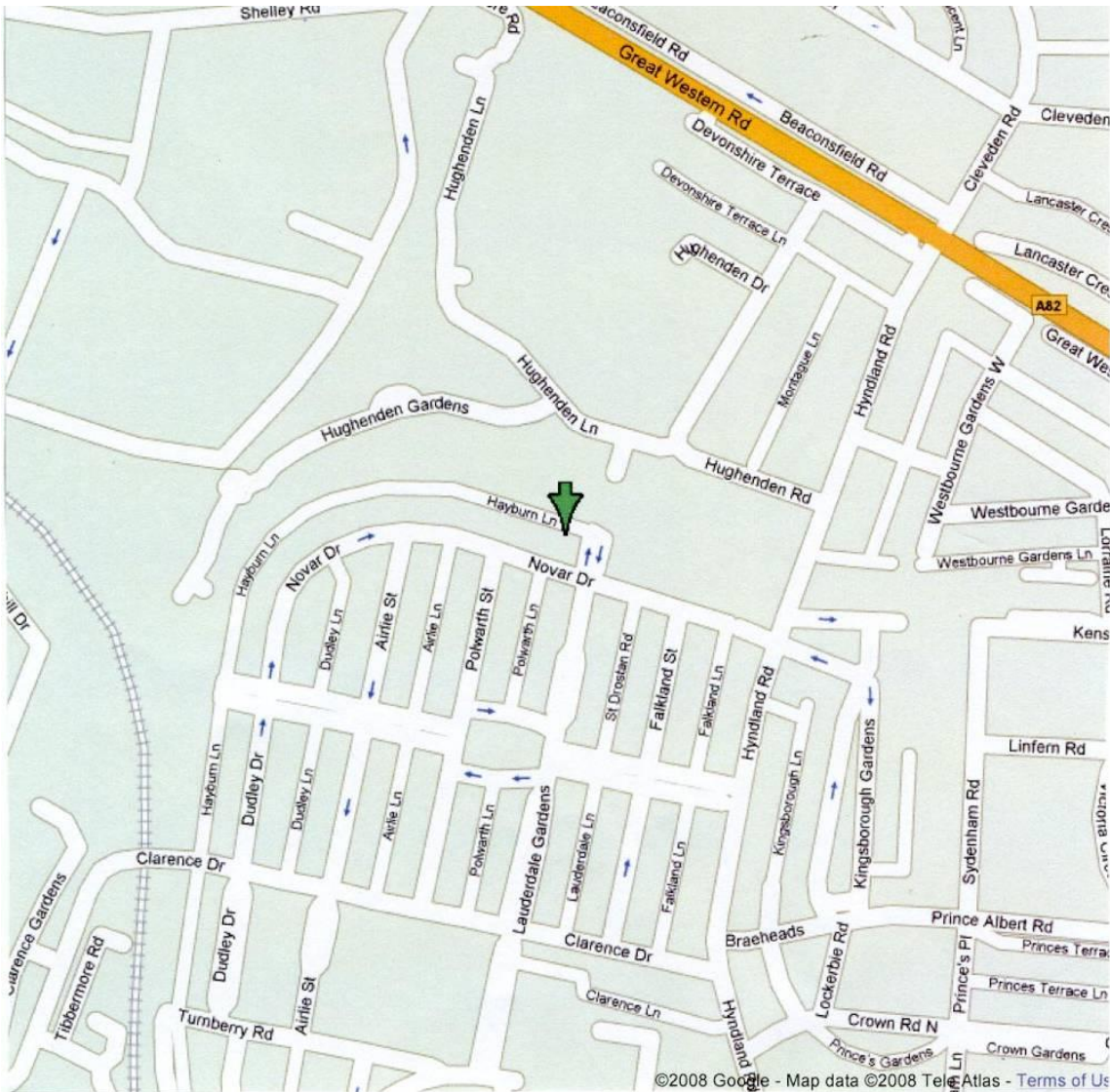
Although this information is correct at time of printing, there could be changes affecting any of the matters dealt with in the document.

- a) before the commencement or during the course of the school year in question;
- b) in relation to subsequent school years.

MAP INDICATING POSITION OF SCHOOL

Appendix one Map indicating position of School

Novar Nursery is located at the junction of Novar Drive and Lauderdale Gardens

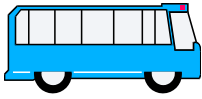


Direct vehicular access via Clarence Drive into Polwarth Street, then right into Novar Drive. Nursery is 100 metres along on left hand side.
Pedestrian access: from Hyndland Road into Novar Drive from Clarence Drive into Lauderdale Gardens

TRAVEL INFORMATION

Appendix two

Travel Information



Buses

- 44 to Clarence Drive, alight at Hyndland Secondary School, walk along Lauderdale Gardens
- 66 to Great Western Road, alight at 1 Devonshire Gardens, walk along Hyndland Road, turn right into Novar Drive
- 59 to Hyndland Road, alight at Westbourne church then turn into Novar Drive
- 6 to Broomhill Cross, walk down Clarence Drive, turn left after railway bridge into Dudley Drive, which leads into Novar Drive



Trains

Hyndland Station is 5-minute walk to Nursery. Left from Queensborough Gardens exit into Novar Drive