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RUCHILL EARLY YEARS CENTRE



ESTABLISHMENT HANDBOOK



Updated on 27/08/2024

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Ruchill Early Years Centre

61 Smeaton Street
Ruchill
GLASGOW
G20 9JS
Telephone Number: 0141 945 1886

Email: Headteacher@ruchill-nursery.glasgow.sch.uk

Twitter Account: [@RuchillC](https://twitter.com/RuchillC)

Glasgow City Council (GCC) Going to School website

<https://www.glasgow.gov.uk/article/18007/Starting-Primary-School>

Ruchill Early Years Centre is part of Cleveden Learning Community

Welcome to Ruchill Early Years Centre

I would like to extend a warm welcome to you and your child on behalf of Ruchill Early Years Centre.

We are delighted that you have chosen Ruchill Nursery as your child's early learning and childcare provider, and we look forward to working in partnership with you to provide the best possible care that meets the individual needs of your child.

This handbook contains a range of information about our nursery, however, should you need to discuss this further, or require additional information, please do not hesitate to get in touch with us.

Susan Donaldson

Head of Nursery



Contents

Our Handbook is divided up into the sections shown below:

1. Establishment Aims and Policies
2. General Information
3. Medical Information
4. Nursery Curriculum
5. Parental Partnership
6. The Wider Community
7. Other Information

Appendix

Location of nursery in North of Glasgow



SECTION ONE

Our Vision, Values and Aims

Vision:

- Children will flourish as individuals; strive to always do their best and never give up.

Values

We value:

- Warm nurturing relationships within rich learning environments, where high quality learning and teaching opportunities improve outcomes for all children, now and throughout their lives.

Our Aims:

- Children will be happy and confident with a 'can do' approach, contributing positively within their communities.

Updated on 27/08/2024

Non-Denominational Policy of the Nursery

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



Our Equal Opportunities Policy

All early year's services reflect the council's equality policies and be anti-racist, anti-sexist, and multi-cultural and recognise the rights of both men and women to work or to care for children. Our provision takes account of the needs of children with disabilities or chronic illnesses. These principles are reflected in the criteria used to admit children to the nursery and in the curriculum of all the establishments.



Glossary of terms

CfE	Curriculum for Excellence
GCC	Glasgow City Council
HMIe	Her Majesty's Inspectors of education
SCSWIS	Social Care and Social Work Improvement Scotland
SMT	Senior Management Team

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SECTION TWO
Names and Job Titles of Our Staff Team

NAME	JOB TITLE
SUSAN DONALDSON	Head of Nursery - HoN
LISA BURNS	Depute Head of Nursery - DHoN
ELIZABETH SNOWDON	Child Development Team Leader – CDTL
ANN MARIE DERBY	CDTL Lead Practitioner of Attainment, LPA
HELEN BAIKIE	Clerical Assistant
RHONDA ANDERSON	Child Development Officer – CDO
MARIE CRAIG	Child Development Officer – CDO
ARLENE D'ARCY	Child Development Officer – CDO
MICHELLE DI FOLCO	Child Development Officer - CDO (Mon-Wed)
MARIAM FARHANI	Child Development Officer – CDO
MICHELLE GAULD	Child Development Officer - CDO (Term-Time)
MANPREET GHARYAL	Graduate Apprentice
MICHELLE GLEN	Child Development Officer – CDO
MARION HENDERSON	Child Development Officer – CDO
SOPHIE McDERMOTT	Modern Apprentice
EWA SAID	Child Development Officer – CDO (Term-Time)
ANDRENA WARREN	Child Development Officer - CDO (Term-Time)
SHARON WHYTE	Child Development Officer – CDO
SHARON WILLIAMSON	Child Development Officer – CDO
LINDA CORRIGAN	Support for Learning Worker - SfLW (Term-Time)
Gracie	Higher National Childcare Student
LYNN HEPBURN	Janitor (07:30-13:00)
MAXINE O'LONE	Catering Assistant (10:00-16:00)
JAYANNE GORMAN	Catering Assistant (10:00-14:00)
BAILLIE COCHRAN	Catering Assistant (08:30-10:30)
JANETTE COOK	Evening Cleaner (16:00-19:00)
ANDY COOK	Evening Cleaner (16:00-19:00)

We offer training placements to Early Learning and Child Care students. Parent and Carers will be notified of any students or temporary staff joining us after our nursery handbook has been updated. Students work directly with children and are supervised by qualified staff throughout the day. Additionally, we provide a learning base for Teaching staff as well as Health Team professionals, improving overall outcomes for children and families within local communities. Finally, we work closely with local schools, supporting Workforce Development Programmes for young people.

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Hours of Opening:

Below is a list of our opening hours including details of holidays and training day's for session 2024-2025:

Hours of Opening: The nursery operates Monday-Friday, between 8.00am- 6.00pm. The nursery is open 50 weeks per year.

Daily Sessions:

Morning/afternoon sessions for babies & toddlers aged 6 weeks - 3 years:

- 8.30-11.15am and 1.00-3.45pm.

morning/afternoon sessions for children age 3 years - 5 years from:

- 8.00 am -12:45pm and 1.00pm-5:45pm.

(Days/times are confirmed at offer of provision)

The nursery provides up to 1140 hours of free childcare and education to all eligible children, depending on availability.

There are a limited number of full-time places which are allocated in line with Glasgow City Councils Admissions Policy.

Details of holidays and In-Service Days:

CHILDREN ATTENDING: TERM-TIME (38week per year)

In-service	Mon 12 th & Tue 13 th August 2024
Return Date for Children	Wed 14 th August 2024
September Weekend	Fri 27 th & Mon 30 th September 2024 (inclusive)
In-service Day	Fri 11 th October 2024
Mid-Term Holiday	Mon 14 th to Fri 18 th October 2024 (Inclusive)
Christmas & New Year	Mon 23 rd December 2024 – Fri 3 rd January 2025 (inclusive)
Return Date	Mon 6 th January 2025
Mid-Term Holiday	Mon 17 th & Tue 18 th February 2025 (inclusive)
In-service Day	Wed 19 th February 2025
Spring Holidays	Mon 7 th – Fri 17 th April 2025 (Inclusive)
May Day	Mon 5 th May 2025
In-service Day	Thu 22 nd May 2025 <i>(may be subject to change)</i>
May Weekend	Fri 23 rd – Mon 26 th May 2025
CHILDREN FINISH ON WEDNESDAY 25th JUNE 2025 FOR SUMMER BREAK	

CHILDREN ATTENDING FULL TIME (50week) SESSIONS

In-service	Mon 12 th & Tue 13 th August 2024
Return Date for Children	Wed 14 th August 2024
September Weekend	Fri 27 th & Mon 30 th September 2024 (inclusive)
In-service Day	Fri 11 th October 2024
Christmas & New Year	Wed 25 th December 2024 – Thu 2 nd January 2025 (inclusive)
In-service Day	Wed 19 th February 2025
Easter Weekend	Fri 18 th April & Mon 21 st April 2025
May Day	Mon 5 th May 2025
In-service Day	Thu 22 nd May 2025 <i>(may be subject to change)</i>
May Weekend	Fri 23 rd – Mon 26 th May 2025
Glasgow Fair Weekend	Monday 14 th July 2025

Register of Applications

Children's names are accepted for the register of applications from birth for the 0-2 room, from age 1yr for the 2-3 room and from age 2yrs for the 3-5 room. Parents seeking a nursery place for their child are welcome to contact us by telephone/email or in person, to discuss nursery provision. Visiting to the nursery environment should be pre-arranged. Let us know as soon as possible if your circumstances change and we will update your application accordingly. As soon as provision becomes available for your child, we will contact you with an offer of provision, and to discuss arrangements for admission.

When registering an application, **please bring your child/ren**, along with the following information:

- **Child's full birth Certificate** (Original) (Compulsory)
- **Current Council Tax Letter** (Compulsory)
- Confirmation of Benefits (If applicable) (Compulsory)
- Universal Credit Conformation (If applicable) (Compulsory)
- Conformation of Employment (If applicable) (Compulsory)
- Confirmation of participation in further education (if applicable) (Compulsory)

Admissions

All children are admitted to Glasgow City Council nurseries in accordance with GCC's Admissions Charging Policy for Early Years. All placements are allocated by contract through the Local Area Admissions Panel on behalf of Glasgow City Council and are based on the needs of the child and their family. The Panel consists of representatives from:

- Surrounding Nurseries
- Local Health Centres
- GCC HQ

Number of Children at Each Daily Session & Patterns of Attendance

The nursery is registered to accommodate 56 children at any one time. Maximum registration ratios are as follows: 9 children aged 6 weeks-2 years, 17 children aged 2-3 years, and 30 children aged 3-5 years.

Age Range of Children within the Establishment

We accommodate children from 6 weeks to 6 years of age.

Charges

Charges for nursery provision vary according to family circumstances and some families may be exempt from charges or entitled to a reduced charging rate. The Head of Centre can provide more information on the criteria for exemption or reduction. Charges will be payable 4 weekly in advance. Charges will be applied for any additional hours of childcare allocated out-with free entitlement, whether or not they are used. More information is available in GCC's Parent Pack online or you can contact the nursery for more details.

Ruchill Early Years - Charging Rates 2024/25

Free entitlement for children will commence: Monday after their 3rd birthday.

In some circumstance's children may be eligible for free nursery provision from age 2 years. If this applies, children reaching age 2 years before August 31st (Term 1) will be entitled to free funding from January (Term 2). Entitlement for eligible 2's will be confirmed by Glasgow City Council following evidence provided by parent/carer.

For children out-with free entitlement the following charges apply:

- 3-5 years: Standard rate – (non-Glasgow resident) - £5.50 per hour
- **3-5 years: Discounted rate – (Glasgow resident) - £4.50 per hour**
- 0-3 years: Standard rate – (non-Glasgow resident) - £4 per hour
- **0-3 years: Discounted rate – (Glasgow resident) - £3 per hour**

For more information on Childcare Entitlement please access the following web address: <https://www.gfis.org.uk/>

Suitable Clothing & Footwear

Children learn best when actively engaged in experiences that are fun and exciting. While we do our best to protect children's clothing by providing garments such as aprons and outdoor suits, please dress your child in suitable clothes and be prepared for mucky kids.

Children should have indoor/outdoor footwear appropriate for the weather. As children often use floor space to play and learn we ask that clean indoor shoes are provided to reduce spread of infection. Nursery may have spare indoor shoes, please check with staff for availability if required.

Items of clothing which are deemed unacceptable within establishments are those 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, opened toed shoes/sandals
- Carry advertising, particularly for alcohol or tobacco; and
- Could be used to inflict damage to other children or be used by others to do so

Occasionally your child may require a change of clothes such as pants and socks etc. We will provide a nursery bag that can be kept in nursery for your child's personal items.



Attendance

While nursery provision is not compulsory, it is anticipated that children will attend on days/times of provision entitlement. If, however, your child is unwell, or absent for any reason, we would be grateful if you could call the nursery to let us know please. We

may contact you to confirm your child is safe and well, and to confirm their expected return to nursery.

Managing Absence

The Head of Nursery is responsible for managing provision, therefore allocated places and waiting lists are regularly reviewed to ensure service provision is managed efficiently.

Arrival and Collection of Children

A responsible adult must arrive with/collect your child at nursery. In the event you are unable to do so yourself, it is important that you inform a member of the team of any changes to agreed arrangements. Parent/carers are asked to provide a password at enrolment, and this must be provided by the person collecting your child. Your child **CANNOT** leave with an adult who is not known to staff, unless the above procedures have been agreed with the parent/carer. Short notice arrangements made by telephone may be verified by management who will telephone the parent/carer to confirm, on the number stored on file.

Excursions and Consent Forms

A member of staff will inform you in advance of any outings or excursions. You will be asked to complete consent forms to give permission for your child's participation. Please note children cannot take part in outings without parent or guardian permission. Risk assessments are in place prior to outing.

Emergency Contacts

Parent/carers are required to provide two emergency contacts for their child. Please ensure contact details are up to date.

An emergency contact person who is able to respond, should be available when your child is at nursery.



Emergency Closure Procedures

In the event of unforeseen closure, and if we are unable to return to the building, children will be taken to Benview Early Years (contact number: 0141 947 4740). You will be notified immediately, and you should make arrangements to collect your child.



Emergency Closure Information

We make every effort to maintain a full early learning provision, however on some occasions, circumstances arise which are out-with our control, for example, severe weather, power failures or difficulties with fuel supply. In such cases we shall do all we can to let you know about the details as soon as possible. When this happens you may be informed by letter, local community notices in shops, announcements in local places of worship and announcements in the press and on local radio.

Meals

All funded places include free 2 course lunch.

Children younger than 3 years will be charged for lunch unless exempt.

Please note: Snack is free for all children.

Special dietary requirements eg vegetarian, halal diets or allergies must be arranged prior to any child starting nursery as cooking kitchens require notice, and any changes must be supported by medical advice (letter from GP, Dietician etc) to provide an alternative menu.

Snacks

Snacks are provided during morning and afternoon sessions. Children are offered milk and water with a variety of snacks, menus are available from the nursery.

Eligibility and information regarding free meals for 2yr olds can be found at:

<https://www.glasgow.gov.uk/schoolsandlearning>

We are a 'CHILDSMILE' nursery

Ruchill Nursery promotes healthy dental hygiene through daily tooth brushing routines throughout the day. The nursery takes part in the National Tooth brushing Programme and all children are automatically included. During enrolment you will have the opportunity to opt out of this scheme if you prefer. The nursery has a CHILDSMILE policy.

Different ways of sharing information with you:

We share general information on a day-to-day basis during conversations between Keyworkers and parents/Carers. While it is often easy to have a quick chat when dropping off/picking up, this might not always be appropriate due to staffing availability or when entrances are congested and taking account of confidentiality. When this is the case, we may need to plan discussions at a more convenient time.

Parent/carer meetings are arranged twice throughout the year, and you will have opportunities to ask questions and speak with your child's keyworker about their progress and development.

We will share information with you by email/text message as appropriate, and our information boards are available outside the nursery to ensure regular updates. Our nursery newsletter is emailed to parents and carers and shared on our 'X', formally known as Twitter. Our 'X' link is shared when you join us at Ruchill Nursery and is a locked account. We celebrate children's learning and development digitally, using the Seesaw platform.

Open Door Policy

Whenever possible, the senior management team aim to respond in the moment, to questions, requests for information. Please telephone, email or call in person at reception where the admin assistant will be able to help you. Parents/carers should be aware that in some cases we may need to make an appointment.

No Smoking/Vaping Policy

Smoking/Vaping is not permitted within our nursery or on the nursery grounds.



SECTION THREE

Medication and Health Care

We have an identified 1st aider within the nursery and a 2nd person is registered for training.

It is important that full details of your child's medical history are provided when completing admission forms. This ensures we are appropriately prepared prior to your child starting nursery.

If your child becomes ill or has an accident whilst attending nursery, we will contact you immediately. If the illness or accident is of a serious nature, your child will be taken to the nearest hospital/accident department (Queen Elizabeth University Hospital) and you will be contacted and advised to join your child at hospital. If your child is unwell, they should remain at home where they will be more comfortable. Should your child require medication: the first dose must be administered by the parent/carer in case of any adverse effect. **After the first dose has been given**, parent/carers will be asked to complete a 'Administration of Medication' - Parental Request Form-



Important: You must notify us of any activities your child cannot participate in that may cause adverse reaction such as epileptic seizure, asthma attack.

Minor Incidents

If appropriate, we will contact you prior to your arrival at nursery, to let you know about minor incidents, details will be recorded in the Minor Incident Book. You will be informed of this and asked to sign the book on arrival to nursery. If for any reason you are unable to sign on arrival, a record of our discussion with you will be recorded. Staff will record any discussions, and you can always sign at a time convenient to you.

If your child has had an accident at home, please let us know.



Diarrhoea and/or Sickness

Should your child become unwell with vomiting and/or diarrhoea, they must remain at home for 48 hours from the last bout of diarrhoea and/or sickness, to reduce the spread of infection.

Outdoor Play and Learning

Outdoor play and learning experiences are a key aspect of the curriculum and children participate in all weathers, unless it is unsafe to do so.

On cold wet days please make sure your child has the following:

- A warm, waterproof coat/jacket
- Hat/gloves/scarf

- Wellington boots/appropriate footwear

NB: Nursery can provide outdoor clothing.

On hot or sunny day: **Please apply suncream before bringing your child to nursery.**

We will top up as required throughout the day.

Parents and Carers, please provide the following:

- Clothes which cover their shoulders
- Shoes suitable for running and climbing e.g. trainers.
- Sun hats can be provided by nursery

SECTION FOUR

Realising the Ambition:

National practice guidance for early years in Scotland
Education Scotland, 2020



Our curriculum is supported by the most up to date research and guidance. 'Realising the Ambition: Being Me' and 'Building the Ambition', both of which influence our vision values and aims within the setting. We understand the importance of nurturing environments and positive relationships and the impact this has on our babies, children and their families, now and throughout their lives; with this at the forefront of our curriculum, we aspire to ensure babies, toddlers and children experience an inclusive, child-centred and high-quality curriculum that meets the needs of individual learners.

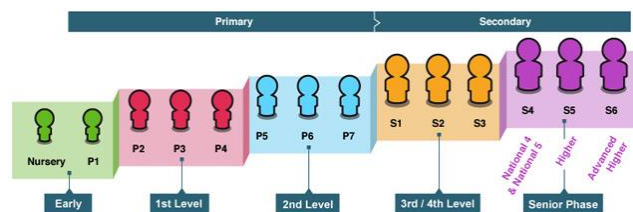
Five To Thrive

The Building Blocks that create healthy growth and development in your baby's brain.
Respond . Engage . Relax . Play . Talk.



We know that parents and carers are the most important teachers in children's lives, and that how a parent behaves around their baby in the first three years, has significant impact on how their baby's brain develops. This is the foundation of how the brain will work as the child grows up and becomes an adult. In essence, when a baby's brain develops healthily, they are more likely to be happy and successful as older children and adults.

Curriculum for Excellence



A curriculum for children aged 3-18 years

Aims: 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 develop will be evident within four key capacities – successful learners, confident individuals, responsible citizens, effective contributors.

What are Experiences and Outcomes?

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

- Expressive Arts
- Health and Wellbeing
- Languages
- Mathematics
- Religious and Moral Education
- Sciences
- Social Studies
- Technologies

Children in nursery work on early level curriculum. (*Early Level applies to nursery to P1 or beyond*)

Expressive Arts: The inspiration and power of the arts play a vital role in enabling our children and young people to enhance their creative talent and develop their artistic skills.

Health and Wellbeing: Learning in Health and Wellbeing ensures that children and young people develop the knowledge, understanding and skills which they need now, and in the future, to help them with their physical, emotional and social wellbeing.

Science: Science and its practical application in healthcare and industry is central to our economic future, for our health and wellbeing as individuals and as a society.

Social Studies: Through social studies, children and young people develop their understanding of the world by learning about other people and places both past and present, societies, their beliefs and values.

Religious and Moral Education: Religious and Moral education includes learning about Christianity, Islam, and other world religions, and supports the development of beliefs and values.

Languages: Knowing other languages and understanding other cultures is a 21st century skill set for students as they prepare to live and work in a global society.

Mathematics: Mathematics equips us with the skills we need to interpret and analyse information, simplify and solve problems, assess risk and make informed decisions.

Technologies: The range of subjects in technical education has changed significantly over the last two decades and now includes craft, design, engineering and graphics.

Child Protection (Management Circular 57)

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

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

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

- Ensuring children are respected and listened to.
- Ensuring programmes of health and safety are central to the curriculum.
- Ensuring staff are aware of child protection issues and procedures
- Establishing and maintaining close working relationships and arrangements with all other agencies to make sure 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.

These are the only circumstances under which your child would be discussed with another agency without your prior consent.

Assessment and Care Plans: 'All About Me'

Every child has an Individual Care Plan: 'All About Me'. Care plans provide an opportunity to share and record significant information allowing skilled staff to meet children's individual needs.

Both children and parents influence learning experiences using the Seesaw app.

The Importance of Transitions

We understand the significance of sensitive transitions in children's lives and take care to support each child through the many transitions within daily routines and experiences.



SECTION FIVE

Parental Partnership

Excellent relationships with our families are key in improving experiences for babies, toddlers and young children. We continually strive to do our best and welcome input and feedback and use this to help improve our service and Parents and Carers are regularly invited to share their feedback during informal conversations and recorded evaluations.

Aims

Our aim is to continually improve parental partnerships. We recognise the importance of parents and carers as key contributors in meeting the individual needs of every child.

We hope families will:

- ❖ Always feel welcome, valued and have a sense of belonging within our nursery
- ❖ Share information that impacts positively on outcomes for children
- ❖ Take part in their child's learning journey

Fundraising

Our weekly £1 toy fund contribution provide resources to support our curriculum activities and equipment. Occasionally, throughout the year, we fundraise for those additional special events such as outings, trips, Santa's Christmas gifts and parties, Our Easter egg hunt and of course for Graduation celebrations as children go off to school. We aim to keep fundraising to a minimum and thank all parents and carers in advance of any support as this is a vital means of supporting children's extra-curricular activities. We will consult and inform parents about these purchases.



SECTION 6

THE WIDER COMMUNITY

The Establishment and the Community

The nursery is in Ruchill in the North West of Glasgow and consists mainly of local authority housing stock. We have links within the local community e.g. Ruchill Community Centre, Oral Health-NHS, and Amanda McLaughlin (Tesco's Maryhill Community Champion) The Lambhill Stables, Wyndford Hub, and Action for Children-North Glasgow Family Support.

Children participate in local walks within the community, e.g. Ruchill Park, canal, local shops etc.



Links with Primary Schools

We have transition meetings and events with local primary schools throughout the year to support children and families smooth transitions from nursery school.

Children going to school, enrolment dates and times, including pre-entry visits dates.

The format of this varies as individual schools are responsible for setting their own agenda and we share this information with parents and carers as appropriate. Children go to school between four and a half and six years of age. If you wish to make an early entry application or a placing request for a particular school, please see the Head Teacher of the local school your child would be attending, and they will be able to give you the required paperwork to complete. Most primary schools organise pre-entry visits for children, and they will contact you regarding this.

Links with Pre-5 Establishments

Ruchill Nursery Admissions Panel includes Hamiltonhill FLC, Royston Nursery, Benview EYC, Scaraway Nursery and Keppoch Nursery.

Language and Communication Friendly Establishment

We have recently achieved Language Communication Friendly Establishment accreditation by Glasgow City Council Psychological Services.

SECTION 7

Inspections

Our most recent unannounced inspection from the Care Inspectorate was on 21st March 2023. We were inspected across 4 key quality indicators as follows:

How good is our care, play and learning?

- **1.1:** Nurturing care and support: **Grade 5 - Very Good**
- **1.3:** Play and learning: **Grade 5 - Very Good**

How good is our setting?

- **2.2:** Children experience high quality facilities: **Grade 5 - Very Good**

How good is our Leadership?

- **3.1:** Quality assurance and improvement are led well: **Grade 5 - Very Good**

How good is our Staff Team?

- **4.3:** Staff Deployment: **Grade 5 - Very Good**

Social Care and Social Work Improvement Scotland (SCSWIS) inspect nurseries every one to two years using the Framework for National Care Standards for early education and childcare up to the age of 16.

Together with the SCSWIS, **Her Majesty's Inspectors of education (HMIe)** carry out an integrated inspection regularly.

Contact information for SCSWIS and HMIe can be found at the back of this handbook.

Complaints Procedure for Parents and Carers

We work tirelessly within our nursery to ensure a very good service delivery for all children and their families, and we hope that everyone who joins us is satisfied with the service they receive. We promote openness and clear communication and hope you will evaluate and discuss any aspect of our service with us to help us improve.

Your child's key worker can provide you with many aspects of day-to-day information and the Head of Nursery and Senior Leadership team are more often available on a daily basis, or by appointment during busier times of the day.

We aim to reply to all enquiry's comments/suggestions within 24 hours, however this may take up to 5 working days depending on the enquiry, allowing time to provide more detailed information and feedback.

If you have a complaint, we hope that it can be quickly and satisfactorily resolved within the nursery. In the first instance, you should speak to the Head of Nursery who will deal with the complaint as soon as possible and you will be kept fully informed of any action. This will be no later than 10 days from your complaint. If the Head of Nursery does not resolve the issue to your satisfaction, you should contact the Customer Liaison Unit who will:

- Take a totally neutral stance in fully investigating your complaint
- Acknowledge receipt of your complaint within five working days
- Give a full written response within a further ten working days, unless another timescale has been agreed

The Customer Liaison Unit can be contacted by post, phone or e-mail:

Customer Liaison Unit
Education Services
Glasgow City Council
Wheatley House
25 Cochrane Street
Merchant City
Glasgow
G1 1HL

Phone: 0141 287 5384
E-mail: education@glasgow.gov.uk

Bullying

Bullying behaviour will not be tolerated within Glasgow City Council's educational establishments. All children in Glasgow's 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 in helping to address this problem. For this reason, any anti-bullying strategy must stress the importance of partnership with parents and carers of their children.

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 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 establishments.

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 decision 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:

<https://www.glasgow.gov.uk/article/16155/Data-Protection-and-Freedom-of-Information>

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

The Named Person

GIRFEC stands for 'Getting It Right for Every Child'. Part of The Children and Young People Act (Scotland) 2014, it is the Scottish Government-led approach to making sure that our children and young people – and their parents or carers – can get all the help and support they need from birth right through to age 18 (or beyond if still in school).

The vast majority of Scotland's children and young people get the love and support they need from within their families and their wider, local communities. But even the most loving and caring families can sometimes need extra support. The GIRFEC approach aims to make it as easy as possible for any child or young person (and their parents) to get that help or support if they need it.

To provide that support when needed, every child in Scotland has a named individual, the Named Person, as a single point of contact. This Named Person has a responsibility to provide help and support when asked and can draw together other services if

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needed, co-ordinating help for the child or parents. Please do not hesitate to contact your child's Named Person at any time.

The Named Person for all children from birth till age five, when they start primary school, is the Health Visitor.

Useful numbers:

Douglas Hutchison
Director of Education
0141 287 4551

Catherine Gallagher
Head of Inclusion
0141 287 4573

Heather Douglas
Early Years' Service Manager
0141 287 4493

Gerry Lyons
Head of Service (N/E)
0141 287 4086

David McClelland
Head of Resources
0141 287 4224

Liz Kerr
Area ELC Manager (N/E)
0141 287 4453



Glasgow City Council Education Services Privacy Statement

As the local authority our schools and early years establishments process information about children and young people in order to help administer 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 allowed by law. The following information explains the types of data held, why that data is held, and to whom it may be passed on.

Types and use of data

Data held by schools and educational establishments includes contact details, curriculum assessment results, attendance information, characteristics such as ethnic group, additional support needs and any relevant medical information.

Our data includes information about individuals for whom it provides services, and the details of services provided. This data helps us:

- support learning and teaching
- monitor and report on progress

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- provide appropriate pastoral care
- assess how well the school/establishment and Council are doing as a whole
- monitor progress and develop good practice in the services received
- carry out specific functions (such as social care)
- to evaluate and develop education policy and strategies

In addition, 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 also hold information about parents/carers, emergency contacts etc. that is provided in the annual data check. This allows us to carry out the Council's functions as the education authority and 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 1998 (number Z4871657) and 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 more information on how we use personal information, or to see a copy of the Information Use and Privacy Policy, see www.glasgow.gov.uk/privacy.

Data rights and access

As a data subject (or the parent of a data subject), you have certain rights under the Data Protection Act, including a general right to be given access to personal data held by any data controller.

The presumption is that by the age of 12 a child has sufficient maturity to understand their rights and to make an access request themselves if they wish. If you are a parent of a child younger than 12, you would normally be expected to make a request on their behalf.

The Council 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. The Council also has a duty to protect the public funds it administers, and to this end it may use the information you have provided for the prevention and detection of fraud.

Please note: although this information is correct at time of printing, there could be changes affecting any of the matters dealt with in this document:

- a) Before the commencement or during the course of the establishment year in question**
- b) In relation to subsequent establishment years.**



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