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# Lime Tree Day Nursery

50 Friarton Road

Glasgow

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## Handbook 2021-22



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**Care Inspectorate Registration Number:  
CS20030140830**

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### Section One

### Establishment vision, values and aims

**Our vision:** Lime Tree Day Nursery where we learn and grow together.

**Our values:** Love, nurture, respect, inclusion, safe, excellence, fun

#### **Aims:**

**Love.** All adults offer children professional love which supports their emotional wellbeing. Adults know their children well offering high levels of nurture and support.

**Inclusion.** We recognise and support individual children's personal learning needs while ensuring GIRFEC principles are embedded in practice. We work together with other agencies and professionals to support children's holistic learning and development needs. We strive to become advocates for children where we protect, safeguard and celebrate children's learning and successes. Children's rights (UNCRC) underpin all our practices within our diverse and inclusive establishment.

**Motivate.** Adults are dedicated, enthusiastic, knowledgeable and motivating. Adults respond to the interests and needs of the children, the children will become Confident Individuals, Successful Learners, Effective Contributors and Responsible Citizens.

**Education.** Adults provide enriched learning opportunities both indoors and outdoors. Children have opportunities to learn, develop and be challenged in their learning, reaching their full potential.

**Trust.** Relationships, relationships, relationships! We recognise and advocate an ethos of positive relationships which are built upon mutual trust and respect. We have an open-door policy where everyone is welcome and included.

**Respect.** We respect and value others. We encourage stakeholders to share their diverse beliefs, values and opinions as we learn together about the people within our community.

**Environment.** Our environments are safe, warm, friendly, inclusive and nurturing where children feel safe. Our stimulating environments offer children support and challenge in their learning.

**Engagement.** We aspire to work in close partnership with our families. We recognise and celebrate our diverse community as we learn, develop and grow together. We involve our families with their children's learning journey recognising the importance of their learning at home as the primary and most important learning environment.

#### **Non-denominational policy of the nursery**

The nursery is non-denominational. We respect and welcome children and parents/carers of all religions, faiths and beliefs. We encourage our diverse community to share their religion, faiths and beliefs with us so we learn together.

#### **Equal Opportunities policy**

Lime Tree Day Nursery reflects the Council's policy on equal opportunities. All children are treated equally and fairly.

Our work with children will be anti-racist, anti-sexist, multi-cultural and recognise the rights of both men and women to work with and care for children.

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### Section Two

### General Information

#### Meet the team:

#### Senior Leadership Team

- Eileen McGeoch Head of Centre
- Catherine Kerr Depute Head of Centre
- Johanne Dickie Child Development Officer Team Leader
- Miriam Shabir Lead Practitioner of Attainment

#### Clerical Team

- Elizabeth McGuigan Clerical Assistant (full time)
- Josephine King Clerical Assistant (10 hours)

#### Acorns Team (0-2 years – maximum capacity: 6)

- June Cook Child Development Officer
- Rachel Thomson Child Development Officer

#### Willows Team (2-3 years – maximum capacity: 15)

- Colette Fletcher Child Development Officer
- Mellissa Heaney Child Development Officer
- Sarah-Louise McKeown Child Development Officer (Job share)
- Nicole McCandlish Child Development Officer (job shar
- April McCallum Support for Learning Worker

#### Maples Team (3-5 years – maximum capacity: 40)

- Lianne Logan Child Development Officer (Job share, term time)
- Rachelle Costello Child Development Officer (Job share)
- Angela Dawson Child Development Officer (Job share, term time)
- Anna McCullough Child Development Officer (Job share)
- Ruth Doherty Child Development Officer
- Erin McCann Child Development Officer
- Lynsey McDonald Child Development Officer
- Jackie Croal Child Development Officer
- Carmen Strathearn Child Development Officer
- Claire Gibson Child Development Officer
- Becky Lamond Support for Learning Worker
- Amy Cafferty Support for Learning Worker

#### Oaks Team (3-5 years – maximum capacity: 30)

- Natalie Wright Child Development Officer
- Arlene Lachlan Child Development Officer
- Nicola Roussin Child Development Officer
- Moira Cameron Child Development Officer (term-time)
- Pamela Sinclair Child Development Officer (job share)
- Jen Hosie Child Development Officer (job share, term-time)
- Jennifer McDonald Child Development Officer (job share, term-time)
- Elaine Coupland Child Development Officer (job share)
- Sena Support for Learning Worker (term-time)

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## Establishment contact details

### Address

Lime Tree Day Nursery  
50 Friarton Road  
Glasgow  
G43 2PP

Tel: 0141-633 1920

Email: [headteacher@limetree-nursery.glasgow.sch.uk](mailto:headteacher@limetree-nursery.glasgow.sch.uk)

### Please follow us on:

- Twitter: @LimeGcc
- Facebook: Lime Tree Day Nursery

**\*Please note, these pages are private and admin reserve the right to all membership requests**

Going to school: [www.glasgow.gov.uk/residents/goingtoschool](http://www.glasgow.gov.uk/residents/goingtoschool)

**Lime Tree Day Nursery is part of Hillpark Learning Community.**

## Hours of Opening

- Monday to Friday from 8am to 6pm.
- During these hours, children attend on a variety of attendance patterns.
- All eligible 2 years olds and all 3-5-year olds will be offered a minimum of 1140 hours of Early Learning and Childcare before any additional hours are granted.



## Length of year including details of holidays

- The nursery is open 50 weeks a year.
- It is closed for all stakeholders for **12 ½ public holidays**, 5 in-service days and the period between Christmas and New Year.
- Dates for these closures will be publicised in the newsletter, shared via email and on our Twitter and Facebook pages. Further reminders will be displayed at the entrance to playrooms shortly before the proposed closures and on Seesaw. A full list of the year's holidays is included in this handbook.

## Age range of children

Lime Tree Day Nursery operates a service for children between the ages of 6 weeks to 5 years. At present we can accommodate **91 Full Time Equivalent** children on term-time and non-term-term basis daily. Maximum room capacity:

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- |           |                    |             |
|-----------|--------------------|-------------|
| • Acorns  | 6 weeks to 2 years | 6 children  |
| • Willows | 2 to 3 years       | 15 children |
| • Maples  | 3 to 5 years       | 40 children |
| • Oaks    | 3 to 5 years       | 30 children |

### Applications and nursery admissions

The nursery has a register of applications, we do not operate on a waiting list. All applications will be individually considered by the Admissions Panel and places will be allocated following priority criteria as per GCC admissions policy.



Please note that the length of time a child's name has been on the register will not affect the child's priority for admission.

Parents/carers can request to see and update their application form at any time. If circumstances change which affect the application you should speak to us so we can update your records.

The admissions panel will meet a minimum of three times per year usually in January, May and September.

Glasgow City Council's policy can be located on the following link:

[www.glasgow.gov.uk/enResidents/GoingtoSchool/Early\\_Years/AntePreSchool/PreSchoolYears/](http://www.glasgow.gov.uk/enResidents/GoingtoSchool/Early_Years/AntePreSchool/PreSchoolYears/)

### Charging Policy



Any sessions over the Government funded sessions will be charged accordingly. For children under 3 years old residing in Glasgow, the rate is £3 per hour and children out with Glasgow, £4 per hour. Children aged 3-5 years residing in Glasgow, the rate is £4 per hour and children out with Glasgow, £5 per hour.

All eligible 2-year-old and all 3-5-year-old children are provided with lunch free of charge. All other children under 3 will be charged £1.52 per day for lunch. Snacks are free for all children.

### Enrolment and settling-in procedures

When a place becomes available the family will be contacted initially by phone by a member of the team to verbally offer your child a place. Once accepted, parents/carers will receive an official offer letter via email stating details of placement and confirming a start date and time.



The first week at nursery can be scary and exciting; some children/parents may find this a difficult period. Therefore, we offer a staggered intake to help your child and yourself feel happy and secure about their new environment.

Due to current COVID restrictions, all children will be supported to settle outdoors. We ask that only one parent/carer accompanies your child to help reduce the numbers of adults using the setting at any one time. Parents/carers and children should dress appropriately for the weather conditions. This will be altered as and when restrictions change.

When your child first starts nursery he/she will be assigned to a group. The staff member for your child's group is known as a **keyworker**. They will be your liaison person during the settling in period and beyond.

As each child's needs are different there are no hard and fast rules for the length of settling time, each child will determine this. On your child's first day, their parent/carer will remain with them. Thereafter, your child's

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key worker will work in partnership to tailor your child's individual needs. We would advise that parents/carers factor additional settling time should your child require this additional support.

### Attendance

If for any reason your child is unable to attend nursery, please contact the nursery by 9.30am to report their absence. Please ensure you give details of your child's absence. We closely monitor children's illness and may need to seek further medical advice for service users depending on the nature of the illness. All suspected and confirmed cases of **COVID MUST** be reported immediately to the nursery. **We follow NHS school's exclusion guidance. However, your child should only attend nursery if they are fit and well enough to do so.**

Places that are not being used cannot be held open. After two weeks of no contact the nursery will contact the parent/carer in writing to establish if you wish to continue with your child's placement.

If the child is going off on holiday, prior notification of this is also helpful.

The nursery is open all year round and some children have a 50 week placement with 8 weeks provision non-chargeable. The payment holiday is allocated to allow the child to have a break. It is Glasgow City Council's view that it is in the child's best interest to have a break during the session. **This also covers emergency closure periods.**

### Excursions and consent forms

When outings or excursions for 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 that give your permission for your child's participation. Please note that children cannot take part in outings unless completed consent forms have been submitted by their parent/carer.

### Transport



Transport is not normally provided for children attending early years establishments. The Council, may, however, provide transport to and from nursery for children with additional support for learning needs who may require travelling some distance to take up their placement.

### Suitable clothing

Children learn best when they are free to explore both indoors and out. Children are encouraged to explore a variety of resources which may be messy at times. Aprons will be available should they choose to wear one.



Children will have daily opportunities for outdoor play in all weathers. Please ensure your child is appropriately dressed for the weather. Please bring wellies and a change of clothes daily in your child's nursery bag. These should be taken home at the end of each session/day with your child. Please remember a sun hat (legionnaires style) and sun cream when the weather is hot. Parents/carters should always apply a high factor sun cream to their child before coming to nursery. Staff will 'top-up' sun cream for children who stay all day.

Unacceptable clothing include items which:

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- potentially, encourage 'friction' (such as football colours and strips);
- 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's' and young peoples' clothing and/or personal belongings. Therefore, no valuable items and unnecessarily expensive items of clothing should be brought to establishment i.e phones, iPads, toys etc. 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.

### Arrival and collection of children



We have adapted our drop off and collection procedures following the pandemic. All children will be dropped off and collected directly at your child's playroom via the garden gates. The only exception will be if there are children using the garden areas when you arrive. During these times, please go to the main nursery entrance and press '1' on the buzzer system where a member of the team will support you. Visual

tours will be emailed to all families before your child's first day to support transitions.

It is expected that a responsible adult will bring a child to and from the nursery. Please remember that if someone else is to collect your child from nursery they must be **at least 16 years of over**. It is **VITAL** that you inform the nursery when someone else is to collect your child as we will refuse to give your child to someone else without your permission.

This avoids difficult situations when a child cannot be allowed to leave with an adult who is a stranger to the Head of Centre or staff.

Punctuality in collecting your child is very important as he/she may worry if you are late. If for any reason you are running, late, please contact the nursery to advise as soon as possible so we can support your child.

### Emergency contacts

Parents whose children are in the nursery are asked to provide names, addresses and telephone numbers of contact persons for use in case of emergency. You are also asked to keep the nursery up-to-date with any changes in this information. Please ensure your emergency contacts are aware and have given permission for you to share their details with us.

### The keyworker system

The keyworker is responsible for a group of children. They are also responsible for building relationships with parents/carers. Your child's key worker is responsible for observing and planning fun and challenging learning experiences for your child. They will use their observations to inform next steps for your child's learning.

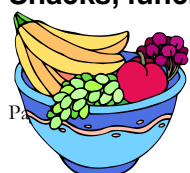
Keyworkers also have responsibility for the physical and emotional learning environments both indoors and out. Our environments are arranged to support children's well-being and learning needs.

### Fire Register

Your child's key worker will sign your child "in" at the beginning of each session and "out" at the end of each session. These daily registers are used in the event of a fire evacuation. The fire alarm is tested each Thursday at 10am and 2pm with a continuous ***'this is a fire alarm, please leave the building immediately by the nearest exit'***.



### Snacks, lunch and health eating



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Our catering manager provides a varied and nutritious diet daily that will appeal to small children. Children will be encouraged to try the full range of foods available. Cold, safe drinking water will be available at all times.

All eligible 2-year olds and all 3 to 5 years olds will be provided with a lunch daily, free of charge. **All other children can purchase a lunch at the cost of £1.52.** Children will eat their lunch in their playrooms at present due to COVID restrictions.

A small healthy snack is provided by GCC during each session. This consists of fruit and/or veg and a carbohydrate portion such as an oat cake or bread stick. The children will be offered milk or water at snack times. This follows national healthy eating guidelines.

If your child has any have any special dietary requirements or allergies, please speak to your child's keyworker where we will note full details and devise a medical care plan if required. If your child has an allergy, please provide us with written confirmation from your child's GP or Health Visitor. This information will be passed directly to the school kitchen who provide all snacks and meals. Without this, we will be unable to safely provide your child's snacks and meals.

A copy of the lunch menu will be distributed to all children in advance. A visual menu will be displayed in the playroom to support children.

### No smoking policy



GCC promotes a strict no smoking policy in all education establishments. We have a clean air policy and smoking is not allowed anywhere in the building or nursery grounds. Please be aware of the dangers of passive smoking to young children, this includes smoke residue on hands, hair and clothing.

### Parking and moving restrictions

The campus has a car park at the front of the Merrylee Primary School entrance. **This car park is for staff only with the exception of disabled parking** where there is one disabled parking bay. Space is limited with one disabled parking bay. Please note the campus car park is closed between 2.45pm and 3.15pm to allow the primary school children to leave at the end of their day. Parking is **not permitted** in Our Lady of the Annunciation Primary School car park at any time.



There are traffic restrictions in and around the vicinity of the nursery daily between the hours of 8.30am and 9.15am and 2.30pm until 3.15pm. It is an offence to be moving your vehicle during these times unless you have a GCC permit. Police are present and will issue on-the-spot penalties.

Please take care while crossing the roads and parking near the nursery. Friarton Road in particular can have significant traffic congestion. Please help to keep our young children safe.

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### Section Three

### Medical Information

#### Administration of medication

If your child requires medication during their nursery session, you should discuss his/her requirements with a member of the Senior Leadership Team and/or your child's key worker. Prescribed medication will be given at the nursery's discretion and you will need to fill in a form that authorises nursery staff to administer the medication to your child. A record of all medication is kept. **Please note that children should only attend nursery if they are fit and well enough.**

If your child suffers from asthma you must inform a member of the Senior Leadership Team and/or your child's key worker if there are any activities or specific circumstances that are likely to bring on an attack.

If your child suffers from epileptic attacks you must tell the Head of Centre what emergency treatment to give.

All children who have a medical condition will have a carefully devised medical care plan put into place.

#### If your child becomes ill

The nursery would welcome a telephone call if your child were not able to attend nursery on a particular day.

If your child becomes ill while at nursery he/she will be well cared for until you can be contacted at home or work and advised of the situation. If staff are unable to contact you personally, we would then try the emergency contact number. Depending on the nature of the illness you may be asked to keep your child at home until they are well again eg infectious illnesses.

#### Information in emergencies

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, 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, email, text messaging and announcements in the press and on local radio.

#### Accidents and incidents



Minor accidents are a fairly common occurrence with small children. Should something more serious occur which requires hospital treatment you will be contacted immediately. First-aiders will support your child in the first instance.

All accidents are recorded giving full details of the event. When you collect your child, this form will be shared with you. All head bumps (any injury from the neck upwards) will also be immediately followed-up with a phone call to the child's parent/carer to inform them. A head bump leaflet will be given home with the child. Any serious accidents must be reported to GCC health and safety team and Care Inspectorate within 24 hours.

If an incident occurs (something that may be intentional or causes upset or distress to others) this will be recorded and shared with the child's parents/carers. Common incidents with young children may be biting, pushing or shoving. This can be part of a young child's development and staff will support the children if these incidents occur.

#### Risk Assessments

Risk assessments are carried out to ascertain possible hazards. These risks are rectified to retain a safe environment for children to learn and play safely.

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### Visits to the nursery by medical staff



The Childsmile Team may attend the nursery to support children's oral health and hygiene. During such times, they will examine your child's teeth. Your consent in writing is required and a written report of your child's dental health will be made available to you.

Visits are also made by appointment by your child's Health Visitors, Physiotherapists, Home Visiting teachers and Educational Psychologists. You will be fully informed of any such appointments regarding your child. You will be asked to give written consent at your child's enrolment to grant us permission to discuss your child with other agencies and professionals.

### Pre School Vision Screen

The government has recommended that all children should have their sight checked to detect poor vision before they start school. The screening is best carried out between the ages of 4 and 5 years. Periodically an orthoptist will be available in Lime Tree Day Nursery to carry out the screening in your child's pre school year. You will be notified of the date and time of the screening.

## Section Four      The Nursery Curriculum

### How we promote learning

The staff provide varied activities and play opportunities, in a safe and secure child centred environment, we allow children to explore, experiment, take risks and make mistakes without experiencing a sense of failure or loss of confidence.

This environment allows the children to use the experience they already have and encourages them to move on to the next step.

Some activities may result in an **end product** but **it is the experience of getting there which holds the real value**. In this environment children learn the rules of social interaction, how to negotiate, share, tolerate and value one another and in turn learn that they are also valued.

### What we do

Keyworkers use the knowledge they have about each individual child and are able to plan learning experiences to suit each child. The keyworker will also encourage each child to investigate and experiment during their activities in order to acquire new skills and self-confidence in their own abilities. Working in partnership with parents at this time can greatly enhance the learning process. The staff are always available for you to have a chat about your child's progress and any concerns you may have.

We also endeavour to encourage the children to respect each other by promoting understanding and acceptance of different cultures and backgrounds.

Senior Leadership Team and staff meet regularly to discuss the curriculum and our planning using **Realising the Ambition** and **Curriculum for Excellence**.

### Assessment

The keyworker through careful observations and accumulation of information is able to record each child's progress and achievements. It is only by doing this that we can then plan how to support and extend each child's learning in an appropriate and constructive manner.

Information regarding a child's progress is completely confidential. Each child has a digital online Seesaw learning journal where staff upload significant pieces of your child's learning. Children and their parents/carers are encouraged to take time to look at and discuss their learning together at home.

During your child's time at nursery there may be times when the keyworker may have to change. All staff have a shared responsibility for all children therefore in these circumstances we try to ensure these changes will be made as smoothly as possible.

### Social, Moral and Cultural Values

We believe the way children feel about themselves affects the way they approach all learning opportunities and the way they behave towards others. We provide an environment which enables children to feel safe, confident and good about themselves and promote an ethos which ensures equality and celebrates our diverse community. Children are encouraged to form positive relationships and to develop their awareness and understanding of each other's cultures.

### Additional support needs and accessibility strategy

If your child is experiencing any difficulties which could impair their development, such as learning or speech, there are other agencies we may contact for help and advice. This would be discussed with you and your permission sought before seeking specialist help.

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If you have any concerns about your child's development of any kind please speak to your child's keyworker or the Head of Centre as soon as possible and we will try as far as possible to assist you.

Parents can, of course, refer their child themselves via their health visitor or family doctor.

### **Supporting children with difficulties**

Every child may at some time experience difficulties. These might be physical, emotional, learning difficulties or behavioural difficulties. Since parents are experts on their own children it is very valuable if you share any concerns you may have with your child's keyworker to ensure appropriate planning around your child's needs.

Psychological Services provide Speech Therapists, Physiotherapists, Home Visiting Teachers and Educational Psychologists.

A referral to any of the above would only be made after consultation and with the consent of parent.

### **Working together to support learning**

We recognise the role parents/carers have already played in the early education of their child and that their continuing involvement is **crucial to successful learning**.

Your child's keyworker's task is to assist and support your child in all learning situations. The relationship between parent and keyworker is of vital importance in ensuring your child will gain maximum benefit from his/her time at nursery. The nursery curriculum plans are displayed in each playroom.

## **Section Five Parental Partnership**

### **Our aims**

To make parents/carers welcome and offer opportunities for exchange of knowledge, expertise and information between parents, staff and children.

To recognise and respect the fact that parents/carers are a central factor in their children's progress.

To encourage parents/carers to take an active part in the daily life of the nursery.

To empower parents/carers to have a say in what happens in the nursery through a parents committee.

### **Working with you**

The length of the nursery day means staff work in shifts. This means that your keyworker may not always be available when you bring your child or alternatively when you collect him/her. Information may then be relayed either through another member of staff or your child's private Seesaw account. You may wish to arrange a meeting at another suitable time if your keyworker is not available.

We welcome your interest and participation in the activities going on in the nursery and would also welcome any ideas or suggestions you have to enhance the service we provide. Please share your suggestions with us through completing our online surveys or via the nursery headteacher email address.

### **Working together to promote positive behaviour**

Encouraging acceptable behaviour and mutual respect is part of our curriculum. Co-operating, sharing and taking turns are just some of the things we encourage the children to do to increase their social skills.

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Of course, our children do not always wish to comply with our requests or the demands of other children, and incidents do arise which require the key worker to intercede in a situation in order to restore order and calm. Your keyworker knows the nursery policy on behaviour management and she will be pleased to discuss this with you.

### Fundraising

Education Services provides an allowance for resources based on the number of children attending the nursery.

A voluntary contribution of £2.50 a week to the Toy Fund enables us to buy resources, which we cannot access from the Council budget. For example: equipment and toys for the children, baking ingredients, to pay for outings, treats and resources for celebrations such as Christmas. The list is endless.

Throughout the year we can also have sponsored events and fundraising activities. Your support is vital to their success and the children benefit from any money raised, so please help.

Due to the pandemic, Glasgow City Council are **no longer handling money within establishments**. Money can be transferred directly into the nursery bank account using the following bank details:

- Lime Tree Day Nursery
- Bank of Scotland
- Sort code: **80-07-17**
- Account number: **00441263**

### Child Protection (Management Circular 57)

All educational establishments and services must take positive steps to help children protect themselves by ensuring that programmes of health and 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 safety programme for 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 that children are respected and listened to
- ensuring that programmes of health and 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. The head, or the person deputising for the head, after judging that there may be grounds for concern regarding the welfare or safety of any pupil 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.**

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### 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 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. This is still to be legally passed in parliament.

### Data Protection Act 1998

Information on children and young people, parents and carers is 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.



### 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:

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- support learning and teaching
- monitor and report on progress
- 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](http://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.

### **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](http://www.glasgow.gov.uk/en/yourcouncil/freedomofinformation)

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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, nationality ethnic or national background. The Act makes it the duty of Glasgow City Council to eliminate unlawful racial discrimination.

In 1999 the guidelines, "Dealing with Racial Harassment" were issued to assist all teaching staff in dealing with such incidents.

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

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

### **Bullying**

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

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.

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**The nursery and the community**

We work very hard to build links within the community.

We aim to offer training opportunities to colleges and work experience pupils. We have regular digital newsletters, notice boards and we share information on Seesaw, Facebook and Twitter to keep parents informed about what is happening within the centre.

**Links with primary schools**

Lime Tree Day Nursery has links with various primary schools including Merrylee and Our Lady of the Annunciation Primary Schools. We will endeavour to liaise with the primary school your child will attend to ensure your child has a smooth transition to school.

Due to the fact that some of our children come from areas out with the locality we are not always able to liaise with every primary school receiving our children but are continuing to work on various means of linking with them.

When children transfer onto primary school we complete a Transition document. This is a profile of your child's progress for his/her primary one teacher; (this applies to children who are in their pre-school year only). This document will be shared with yourself before being handed over to the primary school of your choice.

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### Section Seven

### Other information

#### Suggestions and complaints procedures for Parents and Carers

We are always anxious to maintain and improve our service and hope that everyone who uses the nursery will be satisfied with the service they receive.

If you have any comments or complaints please approach the Head of Centre in the first instance: Eileen McGeoch, Head of Centre.

If the Head of Centre is unable to resolve the issue to your satisfaction, you should contact our Customer Liaison Unit who will:

- Take a 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 email:

Phone: 0141-287 5384

Email: [education@glasgow.gov.uk](mailto:education@glasgow.gov.uk)

Customer Liaison Unit  
Education Services  
Glasgow City Council  
City Chambers East Building  
40 John Street  
Glasgow G1 1JL

Or contact

Care Inspectorate  
60 Castle St,  
Hamilton  
ML3 6BU

Telephone number: 01698 897800

Care Inspectorate Officer: Annemarie McGinn

You have the right to contact any of the above in the first instance.

#### Useful addresses

You may wish to be aware of the following names, addresses and telephone numbers:

Douglas Hutchieson, Executive Director of Education

Phone: 0141-287 5758

Heather Douglas, Early Years Service Manager

Phone: 0141-287 4493

Email: [heather.douglas@education.glasgow.gov.uk](mailto:heather.douglas@education.glasgow.gov.uk)

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## Glasgow Family Information Service

A service for parents, carers and professionals giving access to a range of high-quality information about early learning and childcare services in Glasgow:

Phone: 0141-287 4702

Email: [CBSEarlyYears@ced.glasgow.gov.uk](mailto:CBSEarlyYears@ced.glasgow.gov.uk)

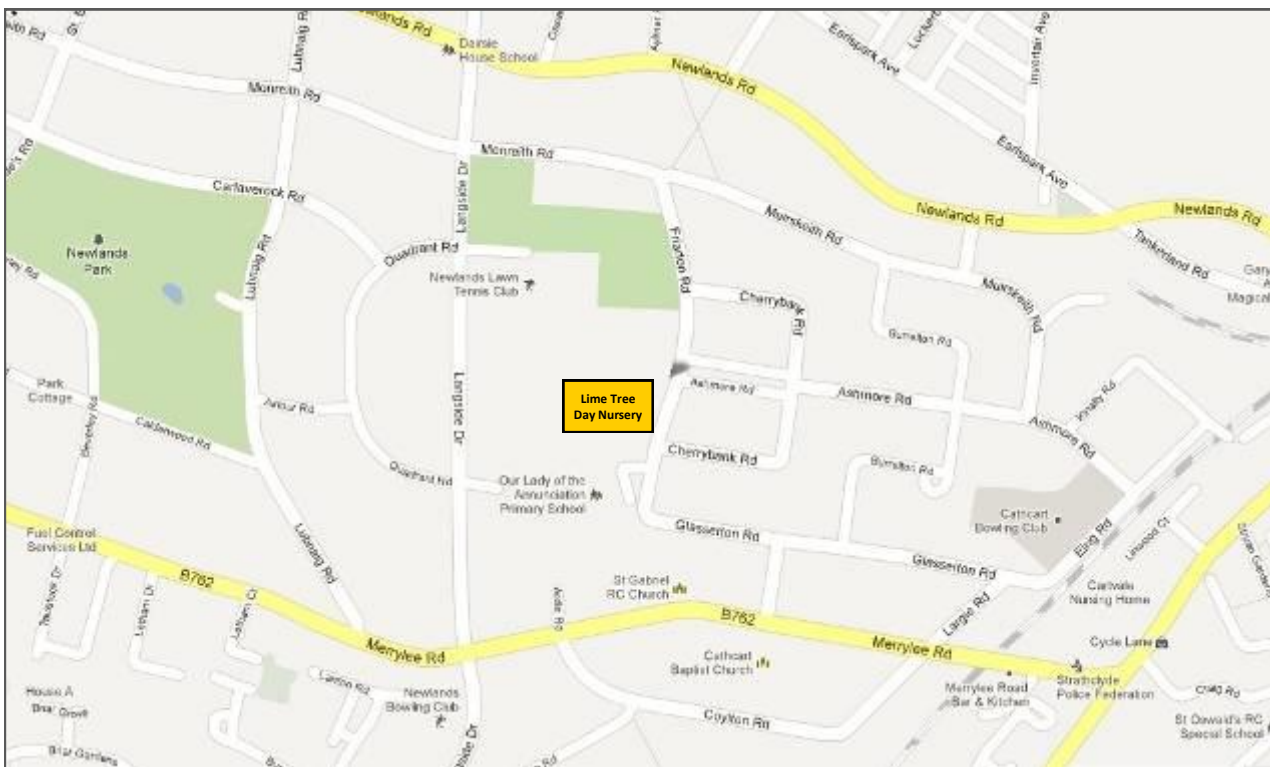
Web: [www.gfis.org.uk](http://www.gfis.org.uk)

### 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 with in it, either before your child's placement begins or during the course of their placement.

Eileen McGeoch, Head of Centre, will inform you of any important changes. Please do not hesitate to contact us at any time, many thanks.

### Appendix 1 – Local Area Map



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### Appendix 2

#### SCHOOL EXCURSIONS – INSURANCE COVER

In section 3 of the Parent/Carer Consent Form you are required to sign a declaration stating that you understand the extent and limitations of the insurance cover. Please find detailed below the cover provided under the City Council's school excursion policy.

The policy for personal accident applies to pupils or voluntary adult helpers and provides cover for bodily injury or death resulting solely and directly from accident caused by violent and visible means.

#### Personal Accident

	Benefits	
	Pupils	Adults
Death	£10,000	£5,000
Loss of one or more limbs or one or both eyes	£10,000	
Permanent total disablement from gainful employment or occupation of any and every kind	£10,000	£5,000

#### Baggage/Money

Persons insured: Any person participating in an education excursion

Limits:

Each pupil	Baggage	£200
	Money	£25
Each adult	Baggage	£4,000
	Money	£2,500

If you wish to discuss the above or any other aspect of insurance cover please contact Eileen.

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### Appendix 3a

#### Settling Process (3-5 year olds)

Changes can be stressful at any stage in life, but for young children they can be particularly challenging. Starting nursery can make demands on children as they learn to cope with new situations. Parents also need support to cope with change and new situations. Because of this, the sensitive care and attention given to ensuring smooth transitions is extremely important, considering the importance of responsive care we have devised a flexible settling process, please see a suggested settling schedule below:

	Duration of visit	Parent/carers
Day 1	1 hr 30 mins	Will leave the child with their keyworker in the playroom (this will depend on how the child is settling) and will remain in the building
Day 2	Flexible	Can leave their child but must be contactable
Day 3	Flexible	Can leave their child but must be contactable

**It is advisable to ensure that you are available for the first week at least, as some children may take a little longer to settle.**

The settling process for children who attend all day is:

	Duration of visit	Parent/carers
Day 1, 2, 3	As above	
Your child's keyworker will keep you informed on how your child is responding to the settling process and agree with you what the plan for the following day is.		

The settling process is flexible and will be changed as and when required to respond to the needs of the individual child and their family.

### Appendix 3b

#### Settling Process (Under 3's)

Changes can be stressful at any stage in life, but for young children they can be particularly challenging. Starting nursery can make demands on children as they learn to cope with new situations. Parents also need support to cope with change and new situations. Because of this, the sensitive care and attention given to ensuring smooth transitions is extremely important, considering the importance of responsive care we have devised a flexible settling process, please see a suggested settling schedule below:

	Duration of visit	Parent/carers
Day 1	1 hr	Parent/carer will stay in the playroom; this allows the child to become familiar with their new keyworker and the nursery environment, with the security of a familiar person.
Day 2	Flexible	Parent/carer may be allowed to leave the playroom for a short period of time (the length of time will depend on how the child is coping)
Days 3,4,5	Flexible	The length of time that the child is left may be extended (again this depends on how the child is coping)
Your child's keyworker will keep you informed on how your child is responding to the settling process and agree with you what the plan for the following day of attendance		

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is.

**It is advisable to ensure that you are available for the first week at least, as some children may take a little longer to settle.**

**The settling process is flexible and will be changed as and when required to respond to the needs of the individual child and their family.**

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