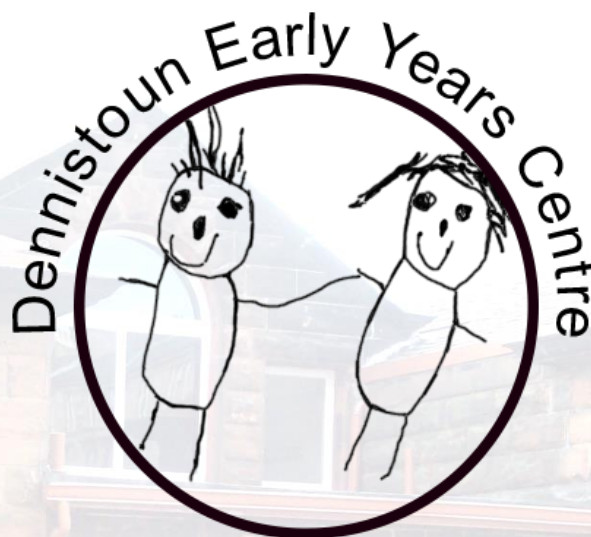


# **Dennistoun Early Years Centre**



# **Establishment Handbook**

Updated March 2024

# Welcome

Dear children, parents and families,

We would like to welcome you to Dennistoun Early Years Centre and thank you for choosing our nursery for your child. Our building has a long history as it was formerly the infant department of St Denis's Primary School. For over **110 years** children have been learning in this wonderful building.



The nursery is part of  
**St Mungo's Learning Community.**

***Our contact details:***

Head of Centre: **Yvonne Farrelly**  
Address: 129 Roslea Drive  
Dennistoun  
G31 2RZ

Telephone: 0141 554 0803

Head of Centre [E-mail](#)

Glasgow City Council [Website](#)

Dennistoun Early Years Centre website- [www.dennistoun-nursery.sch.uk/](http://www.dennistoun-nursery.sch.uk/)

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## Section One

### Our vision, values and aims

#### Our Vision

We will consistently deliver high standards in early education and childcare, striving to be sector leading. We will provide an environment where children are motivated and excited by learning and where families are welcomed respected and positively involved.

#### Our Values

- Respect
- Trust
- Happiness
- Relationships
- Fun
- Achievement
- Kindness

#### Our Aims

- Children are happy, have fun and are supported to achieve.
- To provide a safe, happy, caring, stimulating and secure environment for our children.
- We have a friendly family centred approach.
- To develop a culture of ambition and achievement.
- We have positive partnerships with all children and families.
- We always look for ways to improve what we do.

[Children's Rights](#)



## Section Two

### Non denominational policy of the nursery

All pre-five services should reflect the Council's equal opportunities 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. Provision should take account of the needs of the children with disabilities or chronic illness. These principles are reflected in the criteria used to admit children to nursery and in the curriculum of all the establishments.

Dennistoun Early Years Centre 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.

### 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.

### 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 Dennistoun Early Years Centre.

### Our own centre's policies and procedures

Within the nursery we have various policies and procedures which support us to ensure we maintain a high standard of care and education within the centre. Children and families are consulted when we are devising new policies and in reviewing our existing policies we aim to ensure families have the chance to share your views and thoughts.

Education Policies can be found at the [Glasgow City Council website](#).

### Statement on **no-smoking** Policy

Smoking is **not** permitted within Dennistoun Early Years Centre or our grounds.

**Section Three**

**Meet our Team**

**Management Team**

Head of Centre	Yvonne Farrelly
Depute Head of Centre	Linda Turnbull
Child Development Team Leader	Linda Paul
Lead Practitioner of Attainment/ Team Leader	Charlene Brandon-Travers

**Clerical Staff**

Clerical Assistant	Samantha Talbot
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**Support Staff**

Janitor	Jim McCann
Catering	Lisa Porter
Catering	Liz
Catering	Denise
Day Cleaner	Caroline Cooper
Cleaner	Kyle
Cleaner	Kenny

**0-2 Years Team**

Child Development Officer	Joy McDougall
Child Development Officer (Job share)	Cherish Arnott
Child Development Officer (Job share)	Allana Milliken

**2-3 Years Team**

Child Development Officer	Shirley Dougan
Child Development Officer	Lynsey Stewart
Child Development Officer	Louise Borland
Child Development Officer	Charlene Mitchell
Child Development Officer (Job share)	Jade Purdie
Child Development Officer (Job share)	Leanne Cattrell
Support for learning worker	Rachel Watters

**3-5 Years Team**

Child Development Officer	Shona Pratt
Child Development Officer	Lucy Paterson
Child Development Officer	Chanel Ferguson
Child Development Officer	Lisa Drummond
Child Development Officer	Mandy McCormack
Child Development Officer	Sarah Campbell
Child Development Officer	Lisa McFall
Child Development Officer	Leeann Dillon
Support for Learning Worker	Elizabeth McSherry
Support for Learning Worker	Kaitlin Maloney

## About our team

Our management and all Child Development Officers have specialist training in the care and education of young children. Staff's qualifications range from, NNEB, SVQ 3, NC, HNC and BA- Early Childhood Practice. We are always striving to improve the quality of learning and teaching and experiences for children and staff are fully committed to learning and building on their skills. All staff are fully briefed on Local and National Policies such as Child Protection Requirements. All staff working directly with the children are registered with the Scottish Social Services Council (SSSC). All staff and students have undergone a PVG and Criminal Convictions check to ensure they are of suitable character to be working with young children.

The nursery is closed 5 days every year for staff in-service days, these days are specifically for staff training.

As the nursery is open from 8am until 6pm all of our staff work shifts including the Head and Depute therefore there may be times of the day when they are not available.

## Section Four

### Admissions

Within the centre we follow Glasgow City Council's Admissions and Charging Policy for Early Years.

MC3 Entry to all Pre 5 Establishments can be viewed online on the Glasgow City Council [website](#).

If you want to apply for a place within the centre you firstly need to visit the establishment to receive an application pack. We would always advise that parents visit our service to ensure it meets the needs of your child and your family.

Click on the link below to find information about Early Years Services in Glasgow.

## Nursery charges

### Early Years Charging Rates

The charges for early year's provision will vary according to family circumstances. We will clarify the charging rate applicable to you.

Different rates apply for Glasgow residents and for those who do not live within Glasgow City Council boundaries. Should you move into or out of Glasgow during your child's time at a Glasgow nursery, your charging rate will change accordingly.

Reductions apply where you have more than one child attending nursery.

Standard rate	<b>£4.00 per Hour/ £5.50 per hour for 3-5 year olds</b>
Discounted Rate (3 to 5's)	<b>£3.00 per hour/ £4.50 per Hour for 3-5 year olds</b>
Resident reduced rate	<b>£1.00 per Hour</b> (if household income is under £18,725)
College/ university rate	<b>£4.00 per Hour</b>
Resident Second Child Rate	<b>£2.20 per Hour</b>
Resident Third Child Rate	<b>£1.70 per Hour</b>
Breakfast / snack	<b>£0.50 per breakfast / £0.26- per snack</b>
Lunch	<b>£1.52 per Meal</b>

If a child is resident out with Glasgow and placed in GCC Early Learning and Childcare Non-resident Standard Rate (0-2years) and Non-resident Standard Rate (3-5 years) applies.

All charges, including those for meals are subject to annual review and any changes will be notified to parents/carers by the Head of your nursery.

### Opening Hours and Information on the Nursery Day

Dennistoun Early Years Centre provides a service for children from birth to 5 years. At present we can accommodate:

- The **Baby Room** accommodates children who are under two years of age. In the baby room we have 6 children. The staff child ratio is 1 adult: 3 babies. Opening hours- **8.00-4.00pm**
- **Two and three years of age** - We have 25 children. The staff/child ration is 1 adult :5 children- Opening hours- **8.00-6.00pm**
- **The 3 to 5 years.** We have 48 children at any one time. The staff/ child ratio is 1 adult: 8 children. Opening hours- **8.00-6.00pm**

At times of transition from home to nursery and within the centre there is always a settling in period. Staff are sensitive to the individual needs of the child. Some children may take longer than others to settle, but everything is done to ensure a secure, settled and happy transition.

We are open 52 weeks of the year except public holidays and In-service days.





## 1140: Scottish Government funded early learning and childcare

In August 2021 all children aged 3-5 years old and some 2 year olds became entitled to 1140 hours of Scottish Government funded early learning and childcare (ELC).

Families can use their child's funded entitlement at any Glasgow City Council nursery, Funded Provider or Registered Childminder meeting the National Standard for Early Learning & Childcare and contracted by the Council. All children aged 3-5 are entitled to up to 1140 hours per year of funded ELC. Children become eligible according to when

their 3rd birthday falls. In Glasgow, you can access your child's funded entitlement from the Monday after their 3rd birthday.

Some 2 year olds are also entitled to up to 1140 hours per year of funded childcare where they meet the criteria. If your 2 year old meets the criteria for funded ELC, they can access it from the start of the first term AFTER their second birthday OR the start of the first term AFTER you start receiving any of the named benefits or tax credits within the eligibility criteria.

Further information about 1140 and to find out if your child is eligible please follow this link

<https://www.gfis.org.uk/>

### Nursery Fund

We ask for a contribution of **£3.00** per week towards our nursery fund. These funds support us in providing additional experiences for the children such as:

- 😊 Eco resources – (plants, compost, bark etc)
- 😊 Parties & celebrations
- 😊 Entertainers
- 😊 Christmas gifts for children and crackers, plates, napkins, eats etc
- 😊 Supplies for cooking and baking materials



### Our building

**Physical access:** all amenities and facilities within the nursery are at ground floor level. We have full access in accordance with the approved Accessibility Strategy published in 2009.

Within the building we have a public toilet which is also suitable for anyone requiring wheel chair access. At the main entrance there is a ramp to make access easier for buggies or wheel chairs.

**Storage of buggies and prams-** For health and safety reasons buggies and prams can't be stored in the nursery; these can be kept in our pram store which is located at the front of the building.

### Parking



Parking around the area of the nursery is extremely limited; we would advise that parents walk to the nursery if possible. If you are parking please be mindful that this is a residential area and our neighbours need to access to their homes and transport.

## Section Five

### Starting nursery

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

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 their key worker. He/she will be your liaison person during the settling in period. (We advise that parents keep a week free for this period or have a close friend or relative to assist).



### What do I need to bring?

#### Baby Room & 2 to 3 Room

- Change of clothes - *for any wee accidents*
- Nappies
- Wipes
- Outdoor jacket

#### 3 to 5 Room

- Change of clothes-for any wee accidents
- Outdoor jacket

Please do not put any good clothing on your child the one thing we can guarantee is that the children will get messy. Please remember to put your child's name on all their clothes and shoes. Please discourage your child from bringing personal belongings such as toys from home.

Every child will be provided with a nursery bag, these must remain in the nursery. Please note these are not for your child to take home and keep.

Your child will be participating within various activities that may be messy, for that reason, it is **advisable to wear play clothes and not their best clothes.**

Please also make sure that your child has suitable outdoor clothing as outdoor play is part of our daily curriculum and we may also plan an outing to the local park.

### Nappy Changing

Children's dignity and privacy will always be respected when changing children.

We will work in partnership with parents when planning the care routines for individual children.

We ask that all parents change their child's nappy before coming to nursery, so that they are clean and fresh at the start of each session.

Parents should provide the nursery with a supply of nappies, wipes and a change of clothes for their child.

Cream will not be applied when changing your child's nappy unless you provide us with a prescribed cream from your doctor.

Staff will check nappies at least once during your child's session and change the nappy if soiled. Part time children will not be changed unless soiled.

A daily log will be kept detailing children who have been changed and parents informed at end the session.

### **Toilet Training**

We will begin toilet training with parents' consent when they feel their child is ready.

Children will be encouraged to use the toilet with staff assisting them and parents will be encouraged to follow this at home.

Potties will not be used as they pose an infection risk.

Staff are happy to provide information and advice to parents about toilet training at home.

### **Additional Information about Clothing**

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

- Potentially, encourage factions (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's' and young peoples' clothing and/or personal belongings. Parents/Carers are asked to assist in this area by ensuring that valuable items and unnecessarily expensive items of clothing are not brought to the establishment.

Parents/Carers should note that the authority does not carry insurance to cover the loss of such items and any claims submitted are likely to be met only where the authority can be shown to have been negligent.

### **Visits to the local community**

Dennistoun Early Years Centre is surrounded by a wonderful community which provides a rich environment with many different shops and local traditions. We are developing our partnerships within the community and promote opportunities for children to visit local shops and businesses.

In order to understand our society children, need to experience these at first hand. Within our enrolment form we will ask for your permission for your child to take part in these outings.

When outings for children are planned outside the local community, 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 completed consent forms have been submitted by their parent /guardian.

## Section Six

### Snack and the promotion of healthy eating habits

If you have any special dietary requirements please speak to your child's key worker and ensure this information has been recorded within your child's care plan. This will be discussed during your child's enrolment. We are a health promoting nursery and discourage children from eating sugary snacks. Only on very special occasions will the children have a small treat any parents with objections to this should let us know.

### Allergies and Dietary Requirements

If your child has any diagnosed food allergies we are unable to offer any food until we have written confirmation from a medical professional with information about your child's allergy. If your child has lunch provision at the nursery, please note they cannot stay for lunch until this information is provided and confirmed by Cordia who provide the school meals. Please speak to a manager if this applies to your child.

#### Lunches

Children's lunches are brought to the nursery from Sacred Heart Primary kitchen. Every day the children have two choices of main meals. The focus is on healthy home cooked food. The children have healthy choices such as fish, baked potatoes, pasta and rice dishes. If your child will be having lunch you will be provided with a meal plan to ensure you know what your child is having to eat in nursery. We will also cater for special dietary requirements.

#### Dental health



The nursery is part of the NHS Oral Health Team Smile Nursery Programme. Good Oral health is regularly promoted within the nursery we have oral health events and awareness raising sessions throughout the year. The children who stay for lunch brush their teeth every day and learn about foods that promote good and bad oral health.

#### Birthdays



Your child's birthday will always be celebrated at nursery. We ask that parents bring a cake to nursery to celebrate your child's birthday.

## Section Seven

### CHILD WELFARE & SAFETY and CHILD PROTECTION

All educational establishments and services must take positive steps to help children and young people 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/ young people 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/ young person's establishment.

Educational establishments and services must create and maintain a positive ethos and climate which actively promotes children and young people's welfare and a safe environment by:

- Ensuring that children and young people are respected and listened to
- Ensuring that programmes of health and personal safety are central to the curriculum
- Ensuring that staff are aware of child welfare & safety and protection issues and procedures
- Establishing and maintaining close working relationships and arrangements with all other agencies to make sure that professionals collaborate effectively in protecting children and young people

Should any member of staff have concerns regarding the welfare or safety of any child or young person they must report these concerns to the head of the 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 child or young person must then immediately advise social work services of these concerns.

#### The child protection coordinators within the nursery are

- Yvonne Farrelly- Head of Centre
- Linda Turnbull- Depute Head of Centre

### Children's Safety

Your child's safety is of paramount importance to us. Therefore, we ask that you keep us informed of any changes to your details e.g. change of emergency contact, phone numbers (especially mobiles) so that we can contact you at any time.

***We also ask that children of any age are discouraged from opening the main entrance door and that the gates to the nursery are closed securely behind you. Your child's safety is paramount to us so these small requests will ensure your child's and other children's safety when entering and exiting the building.***

It is **essential** that you inform us if someone different is collecting your child (this could just be a phone call). In the interest **of your child's safety** he/she will not be allowed to leave with someone different – even if your child knows him or her unless the nursery staff has been informed. This avoids a difficult situation when a child cannot be allowed to leave with an adult unknown to staff.

***We ask that a responsible adult will always bring and collect your child. By law the nursery staff will not allow a child to leave with any person under the age of sixteen.***

## Attendance at nursery

We encourage parents to ensure their child has good attendance at nursery. However, we do understand that there will be times when your child is not able to attend. If your child is going to be absent from nursery please call us to inform on the first day of their absence.

If your child is going on holiday we do ask parents to inform us when your child will be absent and for how long. If your child is absent for six weeks for any reason we will review your place and you may lose it. This is in accordance with Glasgow City Councils, Admissions Policy.

## Medication



If your child needs medication during his/her time at nursery you should discuss his/her requirements with a senior manager. Prescribed drugs will be given at the discretion of the senior management team and you will need to complete a consent form, which authorises nursery staff to administer the drugs to your child. The staff will give you the necessary form to complete.

If your child suffers from a condition which requires specialist medical assistance for example a severe allergic reaction to nuts etc or asthma you must inform the Head of Centre in order for the appropriate steps to be taken to assist your child's time at the nursery and ensure your child's needs are met fully.

## If your child becomes ill



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

If your child becomes ill whilst at nursery, depending upon the severity, we will contact you or your emergency contact to collect the child from nursery and seek medical help if necessary.

***Due to the risk of infection, if your child has sickness and/or diarrhoea then he/she must remain off nursery for 48 hours after symptoms have resolved. If your child has an illness such as measles, chicken pox, mumps please inform the nursery and consult your doctor.***

## Accidents

The staff will make every effort to ensure that your child is working and playing in safe surroundings. However, accidents do happen and children do become upset from time to time for many reasons. If your child is very distressed we will contact you.

In the unfortunate event that your child may have an accident, a member of staff will inform you of what happened and of any action taken. You will also be asked to sign an incident/accident form. If your child has a bump to their head we always notify parents and ask you to collect your child early.

## Section Eight

### Our Curriculum

#### Learning through play and active learning

In the Centre we support each child's development by planning learning experiences and supporting children's learning through play and active learning. We provide a wide variety of play experiences based on children's interests and learning needs. Learning occurs as the child experiences things for themselves.

It is not the final outcome of the experience that matters as much as how the child arrives there. For example, it is not really important whether or not a baking experience looks or tastes exactly how it should. Rather, it is more important that the child is developing skills such as problem solving, understanding scientific processes such as how the ingredients change when they are mixed together or how they change when they are cooked and so on. When the children learn in this active way it is not only fun but the learning experiences will be more purposeful and meaningful, not only now but in later life.

Staff will regularly photograph and observe your child during their play these are used to assess your child's progress.

**It is important to point out if your child comes home empty handed, don't worry it certainly doesn't mean they haven't been learning.**

Within the nursery we follow the guidance of Curriculum for Excellence, Pre-Birth to Three- Positive Outcomes for Scotland's Children and Families and Realising the Ambition to guide us in ensuring the best practice for children.

#### How we plan children's learning

We help children to learn by finding out what they are interested in and planning learning experiences to support their learning and development. We do this through:

- ☺ **Listening and interacting with the children during their play.**
- ☺ **By showing an interest and pleasure in their achievements.**
- ☺ **Questioning the children and helping them to think for themselves.**
- ☺ **And establishing partnerships with our parents.**

Staff observe children to find out what they are interested in this information is used to plan experiences. The staff decide what we expect children to learn each term. This is called our mid term plan, we have a very flexible approach to planning, we regularly monitor and evaluate children's experiences and identify the learning focus in response to these evaluations of learning.

#### Key-worker

During your child's time at Dennistoun Early Years Centre your child will be linked to a particular group. Your child's Key-Worker is available to chat however, at times the staff may be busy welcoming the children, if so, please speak to the Head or Depute and we will arrange a more appropriate time for you.

Staff will be glad to talk to you about what your child is learning in the centre, both informally and formally. We recognise the value of working with you to contribute to all that you are already doing to give your child the best possible start in life. Occasionally your child's key worker may change.

## Family Learning

We feel that it is important to complement the learning process that goes on within the home, so we look forward to parents sharing their hidden talents such as sewing, music and joinery etc.

Our goal is to create a welcoming, friendly and inviting environment where children, their parents and staff are happy. We value parents as the child's first educator and we encourage you to play a full and active role in your child's education whilst at Dennistoun Early Years Centre.

Through active participation we want parents to have:

- The opportunity to have an input in decision making processes.
- Opportunities to influence decisions that affect their children.
- Opportunities to be involved in development and monitoring our service.
- Opportunities to be actively involved in the development of the nursery to ensure we provide a high quality service.
- All parents will be treated with respect in an environment which has an ethos of inclusion.

We have various ways we encourage family learning such as:

- Bedtime stories
- Family learning week
- Sharing activities on seesaw

How do we share information about your child's learning journey?

### Seesaw Online Learning Journals



Children's learning is shared with parents and families through an online learning journal platform called **Seesaw**. Child Development Officers use Seesaw to document children's learning by collating observations, photographs, videos and children's engagement in learning. This evidence of what the children have learned helps us to know how best to support children to pursue and explore what interests them. We actively encourage

families to engage with Seesaw with their child at home and to add stories or photos with their child about their experiences outside of Dennistoun Early Years Centre.

How often will you have the opportunity to meet with your child's key worker?

The National pandemic has altered many of our normal practices including face to face meetings with families. As the restrictions continue to ease we are hopeful that these meetings can resume.

Our aim is that every 6 months families are invited to attend a parent's night. Staff will issue parents with a letter at least two weeks in advance of this.

On parent's night you will receive a written report detailing your child's progress and an opportunity to speak with your child's key worker.



## Dates for Parents Evenings

2024	2025
May	May
November	November

## How do we communicate information to parents?

Dennistoun Early Years Centre is committed to improving our services and will continue to work and consult with as many parents as possible. We recognise that parents as partners have knowledge and information to share, and will play a part in influencing and shaping the service we provide.

We have many ways we communicate information to parents and keep parents informed about things happening in the nursery such as:

- **Seesaw-we regularly post updates and information.**
- **Text messaging parents**
- **E-mailing parents- please ensure you provide us with an up to date e-mail address**
- **Termly newsletters**
- **Letters from nursery**
- **Nursery handbook**
- **Leaflets and information**
- **Daily feedback from staff**
- **Opportunities for parents to speak to staff or a manager**
- **Parents meetings**
- **Home learning links.**
- **Translator service**
- **Nursery website**

We can make reasonable adjustments for any parent or carer who has a disability or who is unable to communicate with staff. This is to ensure that all parents have equal access and the same opportunities to be involved in the nursery and be consulted about their child's education.

### Transitions from Home to Nursery

Successful transitions are developed from home to nursery, within the nursery and from nursery to school.

We carefully plan children's transition from home to nursery to help support every child.

We start by inviting the parents to attend an enrolment day; during this event parents receive detailed information about the centre.

### Transitions from Nursery to School

As part of St Mungos learning community developing successful transitions from nursery to school has been a key priority. Some of the activities we carry out to support these transitions are:

- Attend various events within local Primary Schools.
- Meet with teachers to plan effective transitions for children with additional support needs.
- We are establishing close links with the wider community. We have established links our neighbouring with Westercraigs Nursery School and St Denis's Primary.
- The staff and children have engaged in partnership working with other educational establishments, the staff and children have visited establishments

- Our Local Primary Schools

School	Contact Details
St Denis Primary School	0141 554 2020
Alexandra Parade Primary School	0141 554 3742
Golfhill Primary School	0141 554 7723
Haghill Park Primary School	0141 554 3780
St Anne's Primary School	0141 554 2734

## Section Nine

### Working together to promote positive behaviour

Positive behaviour is promoted throughout the centre by all staff. We encourage everyone to behave in a positive way and consider the feelings of others.

Throughout the nursery the children are supported by caring, nurturing and understanding adults who sensitively support children to express their feelings appropriately and help children who are struggling to manage their behaviour. All staff and adults in the centre will model the types of positive behaviours we want the children to learn from for example, being considerate of others, listening and respecting others and our environment.

Staff are very realistic about children's behaviour and fully understand that many behaviours are age appropriate. Young children's behaviour can be affected by many different circumstances from starting nursery, to a new baby in the family. Within the nursery we promote inclusion and would never exclude or discriminate children who were having difficulty with their behaviour.

We feel that it is important to involve parent/s within our procedures for encouraging positive behaviour. Staff will inform parents if their child is struggling to manage their behaviour in nursery we would, of course, discuss this with you so that we could go forward with an agreed consistent method of working in order to develop more positive behaviour.

We also have help on hand to support parents who may be experiencing difficulties with their child's behaviour at home. We have information about local services such as:

- ☺ [Geeza Break](#)
- ☺ [Triple P](#)
- ☺ [With Kids](#)

## 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

## Additional Support Needs

### Additional Support Needs/Accessibility Strategy

The establishment has a duty to ensure that all our children have equal access to the curriculum, supported as appropriate to their individual needs. This covers not only the content of planned activities and teaching strategies but also minor adaptations to the physical environment of our buildings to address the needs of children with physical or sensory impairments, including the relocation of playrooms to the ground floor where feasible. We also need to ensure that parents 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.

This might be because of reasons like temporary medical conditions, family circumstances or a language and communication difficulty. These needs can be short or long-term.

Before any additional support was planned parents would be consulted and invited to share their views. Parents are fully involved and are consulted on all issues relating to their child's progress in nursery. Parents can also request additional support for their child such as help from other agencies. In planning for children with additional support for learning needs we follow the [Additional Support for Learning Act \(Scotland\) \(2009\)](#)

We also implement Glasgow City Council's Policy "Every Child is included" Policy into Practice, Staged Intervention Process.

Within the nursery we work closely with the following services:

- ☺ **Health visitors**
- ☺ **With Kids**
- ☺ **Geezabreak**
- ☺ **Social Work Department**
- ☺ **Bridgeton Child Development Centre**
- ☺ **Educational Psychological Services**- This service is available to support staff in providing the best support for children. They also support children who have additional support for learning needs.
- ☺ **Speech and language therapists**- parents can access support from Speech and language the number for the advice line is:

**Every Wednesday**  
1pm-4pm  
0141 211 6056



**Every Friday**  
9.30-11.30am  
0141 531 6843

## Information from Glasgow City Council's Policy

Glasgow City Council has a duty, as outlined in the Standards in Scotland's Schools 2000 Act, to ensure that your child achieves their potential. Glasgow's Education Services is committed to the inclusion of all children and young people with additional support needs, where possible, within mainstream schools. This is in accordance with the statutory requirement in the 2000 Act. It is also part of Glasgow's policy to maintain a range of special educational establishments. This recognises the key role to be played by specialist provisions in addressing severe low incidence disabilities. The authority recognises that there are a wide range of factors, which may act as a barrier to your child's learning. We are committed to working closely with parents and carers to ensure that you are fully involved in overcoming barriers to learning. Additional support needs may be linked to a learning difficulty or disability but could also apply to a child or young person suffering from bereavement who requires pastoral support, a more able child/young person or those with a particular talent, which needs to be fully developed. The policy requires all establishments to provide an environment where children and young people with additional support needs are actively encouraged to be effective learners and benefit from their school education. Any parent/carer seeking further advice regarding this policy should contact the Head of Centre in the first instance. If a parent is unhappy with the support their child is getting they must first discuss this with the school in order to seek a resolution at that very local level. Further information and support to parents of children and young people with ASN. These organisations are identified under The Additional Support for Learning (Sources of Information) (Scotland) Amendment Order 2011 as: (a) *Children in Scotland: Working for Children and Their Families, trading as "Enquire – the Scottish advice and information service for additional support for learning", a charitable body registered in Scotland under registration number SC003527;* (b) *Scottish Independent Advocacy Alliance, a charitable body registered in Scotland under registration number SC033576;* and (c) *Scottish Child Law Centre, a charitable body registered in Scotland under registration number SC012741."*

Further information relating to Additional Support Needs is also available on the [Glasgow City Council website](#).

## Section Ten

### Our Improvement Plan

#### Our Improvement Priorities

The nursery is committed to continually improving the quality of our work and the service we provide for children's care and education. Every year we devise an improvement plan which sets out our focused priorities to improve our practice for the year ahead. In addition to this we will also collate an Education Perspective Report which summarises our strengths and next steps and parents receive a copy of our Standards and Quality report highlighting our achievements.

We use the following guidance and benchmarks to measure the quality of our work and plan improvements:

- How Good is Our Early Learning and Childcare (Education Scotland)
- Supporting Quality Improvement in Early Learning and Childcare (Care Inspectorate)
- Health and Social Care Standards
- Realising the ambition

Parents, children, staff, other agencies and the community are actively involved in self-evaluating and monitoring the quality of our work.

## Inspections

### Care Inspectorate

On a biannual basis we are inspected by Care Inspectorate- Social care and Social Work Improvement Scotland. "SCSWIS is the new unified independent scrutiny and improvement body for care and children's services and has a significant part to play in improving services for adults and children across Scotland. We regulate and inspect care services and carry out social work and child protection inspections. We are here to make sure that people receive the highest quality of care and that their rights are promoted and protected."

### HMIE

The nursery was inspected by Education Scotland in September 2022. Click below to read the **published report**.

<O:\DennistounEYC\Admin\Joint inspection\dennistoun-early-years-centre-sif-011122.pdf>

## Section Eleven

### 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, 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.

### Suggestions

We are striving for excellence in all aspects of our provision and always welcome views on how we can improve. If you have any suggestions to make about the service, please contact the head of establishment in the first instance or feel free to tell us your suggestions. We regularly ask parents to comment on the quality of service through questionnaires and surveys.

### Making a complaint

*"A complaint is an expression of dissatisfaction about the provision of a service."*



### Informal complaints

If you would like to make a complaint but do not wish to make it formal we will use our procedures for handling informal complaints. These should be made to either Linda- Depute or Yvonne Head of Centre.

If the Head of Establishment or Depute Head does not resolve the issue to your satisfaction, you should contact our Customer Liaison Unit who will:

- Take a totally neutral stance in fully investigating your complaint;

If you wish to make a formal complaint you will be able to make a complaint regarding our Service,

- ☺ in person,
- ☺ in writing, or by completing the corporate leaflet
- ☺ by telephone, or
- ☺ by e-mail, to Glasgow City Council- information of this is included in the complaints form. E.g. as a direct e-mail to DRS and online via 'Contact Us' on the website.

A formal complaint will be acknowledged in writing within **5 working days** and a full response provided in a further **10 working days**, unless another timescale has been agreed with the complainant. No acknowledgement is required if a full response is issued within **5 working days**.

**An investigating officer will be appointed to deal with the formal complaint this would not be someone within the nursery.**

<p>Customer Liaison Unit Education Services Glasgow City Council City Chambers East 40 John Street Glasgow G1 1JL</p>	<p>Tel: 0141 287 5384 E-mail: <a href="mailto:education@glasgow.gov.uk">education@glasgow.gov.uk</a> Glasgow City Council complaints and procedures <a href="#">online</a>.</p>
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### Useful Addresses

Social Work Department  
The Newlands Centre  
871 Springfield Rd  
Parkhead, G31 4HZ  
Tel: 0141 565 0140/1  
Tel: 0141 565 0140/1

East End Addiction Service  
The Newlands Centre  
871 Springfield  
Parkhead  
G31 4HZ

### **Lisa McGarry- Inspector**

Social Care and Social Work Improvement Scotland  
Central West Region  
4<sup>th</sup> Floor  
1 Smithhills Street  
Paisley  
PA1 1EB  
Telephone: 0141 843 4241

Please see [Glasgow City Council Website](#) for further information about school holidays and in-service days. Please note although the information in this handbook is correct at the time of printing there could be changes affecting any of the matters included either before your child's placement begins or during the course of their placement. The head of the establishment will tell you of any important changes to the information.

