

Hillhead Early Years Centre Handbook

2025 - 2026



sustainable thriving achieving

East Dunbartonshire Council

www.eastdunbarton.gov.uk

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Introduction to Our Centre

Hillhead Early Years Centre is a purpose built extended day and year nursery provision which opened in October 2003 and has since moved to new premises in 2017. The centre can accommodate 114 children aged 3-5 years, 20 children aged 2-3 years and 9 children aged 6weeks to 2 years at any one time. The centre is open 50 weeks of the year from 8am to 6pm.

The centre has 3 indoor areas, 1 open plan area for the 3-5 year olds, a 2-3 room and a baby room. Each age group has direct access to the outdoor area which is open every day regardless of weather. We have a family room where we can meet with parents and this is also used by staff to work with small groups of children.

Name of Centre: Hillhead Early Years Centre
Address: 34 Newdyke Avenue, Kirkintilloch G66 2DQ
Telephone: 0141 955 2317
E-mail: eyc@hillhead.e-dunbarton.sch.uk
Website: www.hillhead.e-dunbarton.sch.uk/early-years-centre

Staffing

Head of Centre	Stephanie Wood
Depute Head of Centre	Adele Loughran
Early Years Teacher	Angela Aderinto
Senior Early Years Workers	Elaine McLaughlin Lorraine Shannon Jasmine Steel Murray
Early Years Practitioners 0-2 Room	
Kelly Bond	Jacqui Hanlon
Jennifer Neilson	Jacqui Donnelly
Michelle Gilmour	
Early Years Practitioners 2-3 Room	
Kara Campbell	Sara Devine
Emma Keyes	Heather MacDonald
Laura Livingstone	
Early Years Practitioners 3-5 Room	
Aileen Brown	Carol Dickson
Nicola Dunn	Christine Farrell
Nicola Gallagher	Cheryl Gormley
Iona Henderson	Archna Kandari
Erin Marshall	Deborah Loney
Elaine Morton	Michelle Meechan
Kerri Murray	Linda Muldoon
Angela Staremore	
Early Years Support Worker	
	Marissa Wilson
	Debra McGroaty
Housekeeper	
	Florence Sutherland
Clerical Assistants	
	Magda Arnott
	Gemma Perry
	Alan Coote

We are also support by the building manger and cleaning staff.

At times we will have Modern Apprentices and College students in the building, carrying out their placements.

Service Delivery

All 3-5 year olds and eligible 2 year olds received 1140Hrs of funded childcare and education. Parents can choose to use their funding for 5 am or pm sessions (8-12.45pm or 1.15-6pm) or 2 full days (8-5.30pm) and an additional am or pm session. Parents can purchase additional hours if available. The nursery is opened from 8-6pm daily. Paying places are also available in the 2-3 room and baby room.

Please collect your child on time as the centre operates on a strict adult/child ratio which is established by Care Inspectorate Scotland.

In the 0-2 room the ratio is 1 staff member to 3 children,
2-3 room is 1 staff member to 5 children
3-5 room is 1 staff member to 8 children.

Non-Denominational Policy

We respect and welcome children of all religious faiths and beliefs.

In Kirkintilloch we are well served by Primary Schools which contribute greatly in our transition programme for children entering P1. These include Gartconner, Harestanes, Hillhead, Holy Family, Holy Trinity, Lairdsland, Oxgang, Children may also attend other feeder primary schools within East Dunbartonshire Council.

There are various opportunities throughout the year when parents are formally invited to the Centre, e.g. Curriculum Information Evenings and Parents' Nights to discuss individual children's progress at all ages and stages of development. There are opportunities for parents to attend workshops and other events throughout the year.

Your children are very important to us and we value open lines of communication.

We rely on parents maintaining close contact and good relationships to ensure a partnership of mutual trust and respect. We acknowledge parents are the prime educators of their children and so the link between home and centre is extremely important for their health and wellbeing. This emotional stability will ensure all children can be successful learners, confident individuals, responsible citizens and effective contributors to society.

Equal Opportunities and Social Inclusion Policy

All children attending the centre are entitled to participate fully in a learning community which promotes equality and seeks to protect from all forms of discrimination.

At Hillhead we believe that children and staff have the right to learn in a caring and safe environment. Staff will not tolerate any behaviour or attitudes which lead to them or children being humiliated or harmed because of their age, race, colour, language, nationality, ethnic origin, culture and religious beliefs, sexual orientation, gender, marital status or disability.

The Equality Act (2010)

The General Equality Duty was created by the Equality Act (2010) and replaces the race, disability and gender equality duties. The duty came into force in April 2011 and covers age, disability, gender, gender reassignment, pregnancy and maternity, race, religion or belief and sexual orientation. The centre is committed to the requirements of the Equality Act (2010) and as such we will have due regard to the need to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity between children and young people who share a characteristic and those who do not
- Foster good relations between different groups. The centre will take cognisance of the Equality and Human Rights Commission's 'Technical guidance for schools in Scotland' in the development of its policy and practice.

A copy of this document can be obtained from the office or from the Chief Education Officer who is based at The Marina, Strathkelvin Place, Kirkintilloch, Glasgow G66 1TJ. Tel: 0300 1234510.

Development of Childrens' Spiritual, Moral, Cultural and Social Values

The centre is committed to supporting the development of its children as whole people therefore encourage their development in spiritual, moral, social and cultural terms.

We support this by:

- Creating an ethos which is both caring and challenging and which provides opportunities for the development of personal responsibility.
- Promoting positive behaviour
- Ensuring that staff and adults within the centre provide positive models for children.
- Enriching the curriculum in all appropriate areas with an emphasis on spiritual, moral, social and cultural development.
- Providing opportunities within the curriculum to advance personal and social development.
- Providing a programme of celebrating cultural events that our children and families may celebrate.
- Providing a programme of moral education.
- Taking every appropriate opportunity to acknowledge, value and appreciate the various cultures and heritage of the children and to encourage them to appreciate and value the cultures and heritage of others

Protecting Children and Young People

East Dunbartonshire Council has issued Child Protection Procedures and Guidance which all staff must follow to promote the welfare of children and to protect them from harm.

All adults must share the responsibility for promoting children's health and safety and ensuring, as far as possible, that all children are protected from abuse, neglect and exploitation. Children cannot be expected to take full responsibility for keeping themselves safe. Professional staff must work together and in co-operation with families and carers to enable children to grow up in a warm, stimulating and safe environment.

Education staff are required to assist in the protection of children by:

- Creating and maintaining a positive and caring ethos
- Developing health and personal safety programmes
- Being observant of children's needs, views and concerns
- Reporting and recording concerns about the welfare or safety of children
- Monitoring and supporting children in co-operation with relevant professionals, parents and carers.

Education staff cannot keep secret any allegations or concerns about child abuse, even if a child or adult requests this. Information or concerns that a child may be at risk of harm must be passed on in order to protect the child. Staff will treat the matter sensitively, and information will only be passed to those who need to know in order to protect and support the child.

If parents or others have concerns for any child, they can speak to the Head of Centre about this. They can also contact social work services and/or the police.

When a member of staff, a child or another individual provides information and the Head of Centre considers that there is a possibility that a child has been harmed or is at risk of harm, the Head of Centre is required to immediately contact social work services to discuss the circumstances and agree the immediate action to be taken. Centre staff are then required to co-operate with any subsequent enquiries or support plans.

The centre has copies of the East Dunbartonshire Council Child Protection Procedures and Guidance. These are available for reference from the Head of Centre.

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting, or by failing to act to prevent, significant harm to the child. Children may be abused in a family or in an institutional setting, by those known to them or, more rarely, by a stranger. Child protection means protecting a child from child abuse or neglect. If a child's wellbeing is considered to be at risk, relevant information must always be shared. It is our public responsibility to protect children. Anyone who suspects child abuse or neglect should contact East Dunbartonshire Council Social Work Advice and Response on 0141 777 3000, or the Police. The centre has a designated Child Protection Coordinator, who will work with other professionals, children and where appropriate, families to safeguard children. The name of the Child Protection Coordinator is displayed prominently within the centre.

Admissions Policy

Places within the centre are allocated in line with East Dunbartonshire Council's Admissions policy which can be found on their website along with other useful information.

[Early Years | East Dunbartonshire Council](#)

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. Also, a child with a place in the 0-2 room will not automatically move into the 2-3 room and similarly a child with a place in 2-3 room will not automatically move into the 3-5 room.

Enrolment Procedures

When you are allocated a place in our centre you will be emailed directly with an offer and start date. You will be contacted by the Head/ Depute Head of Centre with a date for enrolment and the Senior Early Years Worker will be involved in arranging a schedule for visits.

Holiday Dates August 2023-July 2024

The Nursery will be **closed** to all children on the following dates

Monday 14th & Tuesday 15th August 2023 – In Service Day

Friday 22nd & Monday 25th September 2023

Friday 13th October – In Service Day

Monday 25th December 2023 to Tuesday 2nd January 2024 (inclusive)

Wednesday 14th February 2024 – In Service Day

Friday 29th March & Monday 1st April 2024

Thursday 2nd May 2024 – In-Service Day

Monday 6th May 2024

Friday 24th & Monday 27th May 2024

Monday 15th July 2024

Attendance

Although there is no statutory attendance procedure in early years' establishments you are asked to ensure that your child attends nursery regularly. If your child is absent, please telephone and let us know the reason for their absence. We follow East Dunbartonshire's policy and it is the responsibility of every parent to contact the office before 9.30am or 1.30pm (depending on your session start time) and inform staff of why your child is not in attendance. If parents do not inform the centre of their child's absence, the centre will take action to find your child. This will involve contacting you and, where necessary, your emergency contact person(s). In some exceptional circumstances, where the centre believes your child could be at risk of harm, contact will be made with the Police and/or Social Work. These measures are put in place under the Child Protection Policy.

Arrival and Collection of Children

Access to the centre is from the main entrance on Kirriemuir Rd with additional pedestrian entrance on Ochil Rd. The main gate is closed to vehicles from 8.45-9.15am and 2.45-3.15pm and the pedestrian entrance is locked at 4pm.

On arrival you will be required to record the time of arrival and your name on the register as well as who will be collecting your child. Person collecting should record the time of collection and sign their name. It is expected that a responsible adult will bring your child to and from the centre. In the interests of your child's safety you should make a point of telling the staff members if he/she is to be collected by someone unknown to them. This avoids difficult situations when a child cannot be allowed to leave with an adult who is a stranger to the staff. All authorised people must know your child's password and if staff have not met the person collecting previously, they must also bring a form of identification. Parents must notify the centre of any changes to the person collecting their child. We will not release your child to anyone we are not expecting or to a new person with no password or identification, until we have spoken to the parents.

Information regarding exceptional closures

We make every effort to maintain a full educational service, but on some occasions circumstances arise which lead to disruption. Centres may be affected by, for example, severe weather, temporary interruption of transport, power failures or difficulties of fuel supply. In such cases we will do all we can to let you know about the details of closure or re-opening. We will keep in touch by email, social media, group call, notices in local shops and community centres, announcements in local churches and announcements in the press and on local radio where appropriate. There will also be updates on the website www.eastdunbarton.gov.uk It is important that you keep your contact details up to date in order for us to contact you in an emergency situation.

Emergency Contacts

Parents whose children are in the centre are asked to provide the centre with the names, addresses and telephone numbers of two contact persons (who live close to the centre) for use in case of an emergency. You are also asked to keep the centre up-to-date with any changes in this information.

Meals and snacks

Children who attend for funded sessions will be provided with a funded hot meal. For unfunded sessions parents can purchase a hot lunch or provide a healthy packed lunch. We have a healthy pack lunch policy and leaflet that we can provide for to help with this. Menu and dietary information can be found on East Dunbartonshire Councils Website.

[Catering Service | East Dunbartonshire Council](#)

Lunches are prepared in Thomas Muir school kitchen and delivered to Cleddens daily. An online form is issued to parents on a Sunday evening via groupcall for lunches to be selected. . e.g. Sunday 6th of August- menu will be sent to order for week beginning 14th August. The email will confirm the date you are ordering for to minimise confusion. There will also be a QR code displayed outside playroom doors for anyone who missed the email.

This must be completed by the Wednesday in order for us to notify the kitchen and allow them to order enough food. If the form is not completed a sandwich will be ordered for your child. In order to minimise food waste, if your child will not be attending, please let us know before 9.30am so that we can cancel their lunch for the day. If you pay for lunch and don't cancel you will automatically be charged.

All children that attend the centre for full days or half-days, will be provided with a healthy snack. Children plan the snack menus termly. All dietary and allergy requirements will be catered for. We only serve water and milk, no juice is permitted.

Oral health

Hillhead will participate in the Oral Health programme. Should parents not wish their child to participate they must indicate on their enrolment form.

Treat Fund

We request that parents contribute 40p per session to our Treat Fund. This will be used to buy snacks, baking items, events, Graduation and Christmas presents for the children. The treat fund is our main source of income and is also used to pay for outings, parties etc. This can be paid weekly, monthly or termly. A receipt will be issued at time of payment.

Fundraising

With the exception of our annual budget allocated to us by East Dunbartonshire Council, our main source of funding will be our Treat Fund. We may on occasion hold a fund raising event to supplement the treat fund for specific events or resources. From time to time we also fundraise for specific charities.

Community Engagement

We recognise the importance of our children having access to the local community. Visits to locations within the local area will be organised and members of the community may be invited into the centre to meet the children.

Medication

If your child is in need of medication during their time in the centre, you should discuss their requirements with the Depute Head of Centre or Senior Early Years Worker. Prescribed medication will be given at the discretion of the Head of Centre and you will be required to fill in a form. Please report to the front office with the medication.

During the enrolment process you will be asked to complete a Health care plan for any long term illnesses or conditions that will require a medication to be kept on premises. E.g. diabetes, asthma. We will not administer any new medication, due to the dangers of allergies. First doses must be administered at home.

If your child becomes unwell

If your child becomes ill while in the centre, contact will be made with you or your emergency contact. A member of staff will look after your child until someone arrives to collect them. We will obtain the best medical attention as appropriate, e.g. call an ambulance if necessary.

Accident and Incidents

Although we hope that these will be few and far between, realistically there will be occasions when they do occur.

The centre records accidents and incidents that occur in the centre. Parents will be asked to sign any paperwork to record that they have been informed. In the event of any head injury all parents will be called to inform them of this and a copy of the accident record will be issued when the parent collects.

In the event of a child requiring medical assistance/hospitalisation, we will either phone an ambulance and the parents or, where required, the Head of Centre/ Depute Head of centre will escort a child to the hospital either by ambulance or, if required, by car with another staff member to support the child until the parent arrives. Where a child has had an injury requiring medical assistance, the care inspectorate and the Council's Health and Safety Team will be informed.

Suitable Clothing

It is very important that all clothes are labelled as a number of children have the same or similar items of clothing. Your child should have soft shoes that he/she will wear while inside the centre. Children have free flow access outdoor area please send your child suitably dressed for outdoor play. See guide below for clothing to suit the centre and ensure your child is warm and comfortable.

What to wear in Summer?

1. Waterproofs preferably trousers and a jacket for ease of toileting/changing
2. Comfortable trousers jogging bottoms or leggings
3. A light, long sleeved t-shirt
4. Socks
5. Wellies
6. A sun hat for sunny days
7. Spare trousers, t-shirt, underwear and socks (these should be stored in drawstring bags on pegs)

What to wear in Spring/Autumn?

1. Waterproofs preferably trousers and a jacket for ease of toileting/changing and a warm jacket.
2. Comfortable trousers jogging bottoms or leggings
3. A light, long sleeved t-shirt & heavy jumper/zipper
4. Thick socks
5. Wellies
6. A sun hat for sunny days
7. Spare trousers, t-shirt, underwear and socks (these should be stored in drawstring bags on pegs)

What to wear in Winter?

1. Fleece lined waterproofs preferably trousers and a jacket for ease of toileting/changing or other waterproofs and a warm jacket and over trousers.
2. Base layer of t-shirt and leggings/jogging bottoms
3. Comfortable trousers jogging bottoms or leggings
4. A light, long jumper/zipper
5. Thick socks
6. Wellies
7. Hat, scarf and gloves
8. Spare trousers, t-shirt, underwear and socks (these should be stored in drawstring bags on pegs)

Children have the best fun when they are doing messy work. We will always try to make sure they wear aprons, but we ask that you do not send them into the centre wearing anything you are not happy for them to get dirty.

Please remember to keep changes of clothes in your child's bags for accidents or to change wet clothes etc.

Insurance

Sometimes children like to bring something special or new to nursery for their friends to see, however parents should ensure that valuable items are not left at nursery, particularly as the authority has no insurance to cover the loss of such personal items. Claims submitted are likely to be met only where the authority can be shown to have been negligent.

Photographs/Videos

Photographic and/or video recordings are made for educational purposes. Every parent will be asked to complete permission forms for internal and external photographs and electronic learning journals (including use of photos on our website).

Outings and Consent Forms

You will be required to complete one permission form to cover local outings (not requiring transport) to cover the whole session.

Individual form will be issued for any outings involving transport or for more specific events such as forest kindergarten sessions.

Please note that children cannot take part in outings unless completed consent forms have been submitted by their parent/guardian.

Appointment of Adults to Voluntary Child Care Positions

In order to meet a legal obligation under the Protection of Children (Scotland) Act 2003 and as part of the policy in respect of child protection, the Council has introduced a policy to ensure that any individual who is appointed to a voluntary child care position is not fully listed on the Disqualified from Working with Children List.

This policy requires any adult appointed to a voluntary child care position to undergo a criminal background check to ensure their suitability. The policy applies in particular to:

- parent volunteer helpers in nurseries who are considered to have **regular** contact with children and young people;
- Students undertaking a placement as part of their childcare studies.
- any other individual working in a voluntary child care position within a service managed by East Dunbartonshire Council.

The policy builds on East Dunbartonshire Council's Child Protection Interagency Guidance (2002) which underpins all child protection work undertaken by local authority services. It also complements the Council's policy on the leasing of council premises to organisations which provide activities and services to children and young people.

The Early Years Curriculum

It is our aim in Hillhead EYC to ensure that each child has access to a relevant, broad and balanced pre-five curriculum.

In order to achieve this, we follow local and national guidelines, as follows:

- Pre-Birth to Three: Positive outcomes for Scotland's children and families (2010)
- Curriculum for Excellence (2009)
- Getting It Right for Every Child (2012)
- Realising the Ambition (2014)
- East Dunbartonshire's Children & Young Peoples Service Plan
- Nutritional Guidance for Early Years
- How Good Is Our Early Learning & Childcare?
- The Children (Scotland) Act 1995
- The UN Convention on the Right of Children
- National Care Standards
- The Health & Safety at Work Act
- The Early Years Framework (2009)

Pre-Birth to 3

The four key features of the 0-3 Curriculum are:

- Rights of the Child
- Relationships
- Responsive Care
- Respect

Curriculum for Excellence

Bringing Learning to Life and Life to Learning

Curriculum for Excellence is used across Scotland for all 3-18 year olds – wherever they learn. It aims to **raise standards** and prepare our children for the future by equipping them for the jobs of tomorrow in a fast changing world.

Curriculum for Excellence enables professionals to teach subjects creatively, to **work together** across the centre and with other settings, to share **best practice** and explore learning together. Glow, Scotland's unique, world-leading, online network supports learners and staff in this and plans are already in place for parents across the country to have access to Glow.

Teachers and practitioners will share information to plan a child's 'learning journey' from 3-18, helping their progression from nursery to primary, primary to secondary and beyond, ensuring smooth transition. They will ensure children continue to work at a pace they can cope with and with challenge they can thrive on.

Curriculum for Excellence balances the importance of **knowledge** and **skills**.

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

It develops **skills** for learning; life and work to help young people go on to further study, secure work and navigate life. It brings real life into the centre, making learning relevant and helps young people apply experiences to their life beyond the centre. It links **knowledge** in one subject area to another helping children understand the world and make connections. It develops skills so that children can think for themselves, make sound judgements, challenge, enquire and find solutions.

There will be a personal **support** to help young people fulfil their potential and make the most of their opportunities with **additional support** wherever that will be needed. There will be an emphasis by all staff on looking after our children's **health and wellbeing** – to ensure that the centre is a place where children feel safe and secure.¹

Ultimately, Curriculum for Excellence aims is to improve our children's life chances, to nurture **successful** learners, **confident** individuals, **effective** contributors, and **responsible** citizens, building on Scotland's reputation for great education.

How We Promote Learning

We promote learning in our Centre by:

- **Planning clear goals for the children's learning**
These are designed to match the individual needs and achievements of all children.
- **Through observation of children at play**
By using this procedure our staff become aware of how and what your child is learning.
- **Keeping day-to-day records of observations and assessments**
This enables us to plan learning experiences which take account of our children's needs and developments.
- **Using reporting as a means of promoting partnership with parents**
You may discuss your child's progress formally or informally with any member of staff. We encourage you to ask questions relating to your child's progress and to share any information, which you feel is relevant, with us. WE encourage parents to share news from home and achievements through e-journals.
- **Assessing children's development and progress**
In doing this we aim to take account of all of your child's needs. That is, the physical, social, emotional, aesthetic and educational development.

Our assessment is a continuous process which is carried out by observing, listening and talking to your child in the course of every day experiences.

You will be invited to take part in the assessment of your child by means of informal chats, by helping to identify next steps in your child's learning and if necessary in more formal circumstances.

We wish to emphasise that your child's own progress is the basis of our assessment, rather than his/her progress in relation to other children.

Working Together to Promote Positive Behaviour

It is our policy at Hillhead to promote positive behaviour. This is achieved by:

- Using praise and positive reinforcement.
- Encouraging our children to respect other children and adults.
- Encouraging our children to respect the property of others.
- Establishing routines and practices as part of the Centre's programme.

Family Champion

At Hillhead Early Years Centre we have a Family Champion in place who is one of our early years practitioners. The Family Champion is a first point of contact for parents, who can provide positive parenting support and advice using a preventative, universal approach. They have an important role in building trusting relationships with parents / carers, encouraging participation and promoting inclusion. Family Champions can organise chats with parents / carers to provide useful strategies on developmental topics such as bedtimes, mealtimes and supporting positive behaviour. As such, The Family Champion can provide support to make small changes which can make a big difference. They can also inform families of local groups and services which may be of use. If and when appropriate, the Family Champion also has a role in signposting parents / carers to the Supporting Families Team for bespoke strategies to suit individual families.

Supporting Families Team

The nursery has access to the East Dunbartonshire Council Supporting Families Team. The Team work with children, families, carers and related agencies to improve outcomes for children and families. It aims to build and strengthen positive relationships between home and nursery and address barriers to educational attainment. The Team can offer a wide range of services to promote the wellbeing of children and families. To access this Service please speak to the Family Champion or Head/ Depute of Centre.

Support for All

Within our Centre, we aim to provide curriculum and learning experiences to support all children. Our highly skilled staff team includes three Support Workers. We work in partnership with external agencies.

We believe that all children learn in different ways and may experience a variety of additional support needs at different times in their education. For some children the support they require will be of a long-term nature, whereas for others it may only be for a temporary period.

Some difficulties are related to specific aspects of learning, for example speech and language development. In circumstances such as these, in consultation with parents, we often seek advice and support from external agencies such as speech and language therapists and psychological services.

If your child requires additional support, the staff will monitor his/her progress very carefully, through observations and partnership working with parents. Regular reviews of your child's progress will take place and all interested parties will participate in the discussion about the progress being made, any targets to be set and the next steps in your child's learning.

Research has shown that support in early years is highly beneficial. Therefore, East Dunbartonshire Council recognises the importance of early intervention and ensures that all children are supported by the Learning Support Assistants. This enables early identification and assessment to take place. Team members provide support for effective teaching and learning. They work in partnership with senior management, Centre staff, parents, pupils and other support services.

It is important that parents, Centre staff and other professional bodies work together to support children's learning. By doing this we are ensuring that each child has the opportunity to achieve his/her potential.

East Dunbartonshire Council, in supporting inclusion in its schools, has a number of support for learning services.

Psychological Services

We have a link Educational Psychologist from the Council's Psychological Services who supports us in delivering East Dunbartonshire's Policy for identifying, assessing and supporting all children, particularly those with additional support needs.

The Psychological Service operates at three levels within the Council, namely that of the individual young person/family, the level of the whole Centre and that of the Authority.

Our link Educational Psychologist works collaboratively with Centre staff at all stages of intervention with regard to individual pupils, groups of children or relevant topics related to the Centre improvement plan.

Speech and Language

We have speech and language therapist who is linked to the centre and who we can contact for advice and support.

Specialist Support Service – teachers teaching in more than one establishments

The Additional Support for Learning Team makes provision for children and young people who have a range of additional support needs. The service comprises of teachers who work in the pre-5, specialist resources, primary and secondary sectors. The team work in partnership with school and centre staff to plan and deliver an appropriate curriculum. The service also provides staff development and advice on resources.

The teams support the additional needs of:

- children with a significant hearing and or visual impairment
- bilingual learners who are at early stages of learning spoken English
- looked after and accommodated children and young people who are experiencing difficulties in school
- children who have language and communication difficulties
- children at early stages of primary school who have a developmental coordination disorder along with attention difficulties
- young people who attend special provision units
- pre-5 children who have been identified as having significant support needs.

Frequently Asked Questions

What can I do if I disagree with a decision?

If you disagree with a decision the centre has made you should immediately contact the Head of Centre and arrange to meet to discuss the decision.

If you do not feel that your concern has been dealt with satisfactorily or taken seriously you can make a complaint.

If you disagree with a decision taken by the education authority, there are a number of ways you can try and deal with this.

The different ways you can deal with disagreements are called dispute resolution procedures.

When should I make use of dispute resolution procedures?

If you have a concern about your child's learning you should always, in the first instance, contact the centre to arrange a meeting to discuss that concern.

Every effort will be made by the centre and the education authority to resolve your concern at that point.

If you are not happy with the way, the matter has been dealt with and you continue to have concerns you may be able to make use of one (or more) of the following:

- mediation
- independent adjudication
- Additional Support Needs Tribunals for Scotland to assist in reaching a satisfactory conclusion.

Support for Learning Services If you have anything you would like to discuss with regard to support for your child please contact **Isabel Bott**, Head of Centre, who is the Early Years Centre Support for Learning Co-Ordinator

Partnerships with Parents

Our staff will always be happy to discuss your child's progress with you.

At Hillhead Early Years Centre we aim to:

- Involve parents in decisions which are taken about their children's education and care.
- Establish and maintain a two-way channel of communication with parents.
- Share experiences and keep parents informed of developments within the Centre.

We value your role in your child's learning. As parents, you are the prime educators in your child's early years and we hope that you will continue to play a major role in your child's learning when they come to our Centre. We will provide regular suggestions of how you can support your child's learning within the centre and at home.

We welcome any contributions you may wish to make and look forward to working in partnership with you and your child.

Change in Circumstances

It is helpful if you keep staff informed of any circumstances at home which may affect your child's manner or behaviour in the Centre, e.g. birth of a baby, death of a relative etc. It will enable us to understand what is going on and to give suitable support. Any information, is of course, treated with the strictest confidence.

Our Rights

We strive to be a Rights respecting nursery, embedding the UN Convention on the Rights of the Child (1989) in all that we do. We aim to raise children's awareness of rights by incorporating them within our daily planning as well as highlighting their rights and responsibilities using 'Our Rights' displays throughout the nursery.

To keep ourselves safe and to have fun in the nursery:

- We are kind and caring because we all have the right to be included. (Derived from Article 2)
- We don't hurt each other because we all have the right to be safe.
- (Derived from Article 19)
- We talk to each other because we all have the right to be heard. (Derived from Article 13)
- We look after our toys and books because we all have a right to learn. (Derived from Article 28)
- We share because we all have the right to play. (Derived from Article 31)

You can support your child's learning by discussing these at home with your child.

Data Gathering and Storage

The ScotXed Programme Education Authorities, the Scottish Government and its partners have, for many years, collected information about Children on paper forms.

The information is now transferred electronically through the ScotXed programme. The following explanation has been provided directly by ScotXed:

Transferring Educational Data About Children

The Scottish Government and its partners collect and use information about children in early years' centres (e.g. the number and characteristics of children, their attendance, absence and exclusions, their attainment and their destination when leaving the centre) to help to improve education across Scotland. This note explains why we need this information, how we use it and what we do to protect the information supplied to us.

Why do we need your data?

In order to make the best decisions about how to improve our education service, Scottish Government, education authorities and other partners such as the SQA and Skills Development Scotland need accurate, up-to-date data about our children. We are keen to help all our children do well in all aspects of early years and school life and achieve better examination results. Accurate and up-to-date data allows us to:

- plan and deliver better policies for the benefit of all children
- plan and deliver better policies for the benefit of specific groups of children
- better understand some of the factors which influence children attainment and achievement to share good practice
- target resources better
- enhance the quality of research to improve the lives of young people in Scotland.

Data policy

Information about children's' education is collected through our statistical surveys in partnership between the Scottish Government and Local Authorities through the ScotXed Programme which aims to help schools/centres and Local Authorities by supporting efficient collection, processing and dissemination of statistical information. The Scottish Government then provides analysis of the data to support research, planning, management and monitoring of education services as well as to produce National Statistics publications.

Education data within Scottish Government is managed effectively by secure systems and is exploited as a valuable corporate resource, subject to confidentiality restraints. As part of its data policy, Scottish Government will not publish or make publicly available any information that allows individual children to be identified, nor will data be used by Scottish Government to take any actions in respect of individuals. Data is held securely and no information on individual children can or would be made publicly available by Scottish Government.

The individual data about children in schools/centres collected by Scottish Government through statistical surveys is used only for the statistical and research purposes for which it is collected.

Your data protection rights

The collection, transfer, processing and sharing of ScotXed data is done in accordance with the Data Protection Act (2018). We also comply with the National Statistics Code of Practice requirements and other legislation related to safeguarding the confidentiality of data. The Data Protection Act gives you the right to know how we will use your data. This note can give only a brief description of how we use data. Fuller details of each individual ScotXed survey, including the purpose of each and the published data, can be found on the ScotXed website.

(<http://www.gov.scot/Topics/Statistics/ScotXed>). Childrens' names 26 and addresses (other than postcode) are never collected in any ScotXed statistical survey. Scottish Government works with a range of partners including Education Scotland, Skills Development Scotland and the SQA. On occasion, in order to help meet our aim of improving the life of young people in Scotland, we may make individual data available to partners such as the National Registers of Scotland to carry out research relating to the national population census and also to academic institutions and organisations to carry out additional research and statistical analysis which helps inform policy

development and contributes to improving outcomes for Scotland's people. In order to carry out this research to support better decisions, policy making and practice, data may be linked to information from other sources.

Any sharing or linkage of data will be done under the strict control of Scottish Government, and will be consistent with our data policy and the National Data Linkage Guiding Principles. This will ensure that no individual level data will be made public as a result of the data sharing and that these data will not be used to take any actions in respect of an individual. Decisions on the sharing or linkage of data will be taken in consultation with relevant colleagues and individuals within and out with Scottish Government. At all times children's rights under the Data Protection Act and other relevant legislation will be ensured.

Concerns

If you have any concerns about the ScotXed data collections you can email the Head of Schools Analysis, Mick Wilson, at mick.wilson@scotland.gsi.gov.uk or write to Education Analytical Services, Area 2D, Victoria Quay, Leith, EH6 6QQ.

Data Protection Act 2018

East Dunbartonshire Council will process your child's personal data in compliance with the Data Protection Act 2018 and all other relevant legislation. The Council may share your child's personal data with other Council services and public agencies to support the delivery of services to promote the health, safety and well-being of children and young people. For full details of how we will use your data please visit –

[Privacy Notices: A - E | East Dunbartonshire Council](#)

Freedom of Information

Accessing Your Child's Records Parents have a legal right of access to their child's core education records, regardless of the age of their child. These are the records held within your child's Personal Children Record (PPR). Parents do not have a general right of access to all records that mention their child. To access your child's file, please apply in writing to the Head of Centre.

Age of child	Child's legal rights	Parent's legal rights
Under 12	A child's parent or guardian may apply on the child's behalf for access to all records	Right of access to core education record (PPR)

Freedom of Information (Scotland) Act 2002

The Freedom of Information (Scotland) Act gives individuals a statutory right to the unpublished "internal" information and records held by Scottish Public Authorities such as East Dunbartonshire Council and its schools and early years' centres. Individuals have already used this legislation to find out about policy, procedures and how particular decisions have been reached. If you would like to use this legislation to access particular information please write to the Head Teacher/Head of Centre, and subject to certain conditions and exemptions, you will receive a full response within twenty working days of receipt of the request.

Comments, Compliments and Complaints Procedure

We are keen that you are completely satisfied with your child's education and we encourage feedback on our services from parents, carers and children. We are, therefore, interested in feedback of all kinds, whether it be comments, compliments, or complaints.

If you want to register a comment about the centre you can do this by writing, e-mailing, telephoning or making an appointment to see someone. All feedback is welcome and keeps us in touch.

If, in particular, you have a complaint about the centre, please let us know. It is better that these things are shared openly and resolved fairly, rather than being allowed to damage the relationship between the family and the centre.

No negative consequences will arise from making a complaint and we will deal with the issue as confidentially as possible.

In relation to making a complaint:

- Stage 1 – We will always try to resolve the complaint quickly and to the parent's satisfaction where ever we can. We will respond to your complaint within five working days, unless there are exceptional circumstances.
- Stage 2 – If you are dissatisfied with the decision at stage 1, the complaint will be investigated, acknowledged in three working days and a decision will be provided as soon as possible but within twenty working days.

If you are still dissatisfied, you should then contact: Education Officer– Children and Young People, Southbank Marina, Kirkintilloch, Glasgow G66 1XQ Telephone Number: 0300 123 4510
Or Care Inspectorate – Central West Region, Compass House, 11 Riverside Drive, Dundee DD1 4NY Telephone Number: 0345 600 9527

You should also note that you have the right to raise unresolved concerns with your local councillor.