

Hillhead Nursery

Handbook

2 - 3 Room



Session 2017 - 2018

Contents Page

Our Vision
Values and Aims
Nursery Information
General Information
Curriculum
National Care Standards
Photographs and Video Recordings
Nursery Security
Child Protection
Settling in Process
Attendance & Arrival/Collection of Children
Emergency Contacts
Toilet Training
Suitable Clothing
Sleep Routine & Cloakroom
Outdoor play
Infection Control
Toothbrushing
Snack
Suggestions for Packed Lunches
Transition to 3 - 5 room
Codes of Practice
Procedures for Complaints & Concerns
Suggestions for Improvements
Holidays

Our Vision

Within Hillhead nursery staff work with parents/carers and agencies to create a nurturing and inclusive environment which ensures all children can develop as successful learners, confident individuals, effective contributors and responsible citizens.



Our Nursery Values and Aims

Values

- We ensure our service takes action to bring about improvement.
- We ensure our service provides equality, participation and fair treatment for all.
- We ensure our service shows concern, care and respect.
- We ensure our service promotes honesty, responsibility and good judgement.

Aims

- We aim to ensure all children make excellent progress in all aspects of their development and learning.
- We aim to provide high quality learning experiences to motivate and engage all children.
- We aim to provide a broad, balanced curriculum which reflects children's interests and promotes exciting active learning through play.
- We aim to provide appropriate support and challenge to meet the needs of all children.
- We aim to continually evaluate all aspects of our provision to improve on the service we provide.

Nursery Information

Name of Centre: Hillhead Nursery
Address: Newdyke Avenue Kirkintilloch
Glasgow, G66 2DQ
Telephone number: 0141 955 2317
Mobile: 07880 852683

Extended hours: 8am - 6pm

Management Team

Jennifer Murray Head Teacher
Sarah Muotune Depute Head Teacher
Christine Japp Depute Head of Centre

Our staff in the 2-3 room

Senior Early Years Worker: Margaret Harris

NC & HNC in Early Childhood Studies

PDA in Early Education and Childcare

(Professional Development Award)

Accredited Provider of Triple P Levels 3 & 4

Working with Children Birth to Three

Registered with Scottish Social Services Council

Early Years Worker Tracy Dodds

NC & HNC in Early Childhood Studies

Working with Children Birth to Three

PDA in Early Education and Childcare

(Professional Development Award)

Accredited Provider of Triple P Levels 3 & 4

Registered with Scottish Social Services Council

Early Years Worker

Jennifer McLevy

NC & HNC in Early Childhood Studies

Registered with Scottish Social Services Council

Deborah Murray

Early Years Worker

SVQ 2 & SVQ 3 Early Years Care and Education

Registered with Scottish Social Services Council

General Information

From Monday to Friday, the nursery runs two daily sessions:

Morning session	8.40am - 11.50 am
Afternoon session	12.50pm - 4 pm

Additional lunch sessions	12 noon - 1pm
---------------------------	---------------

Full time places are also available according to East Dunbartonshire's admissions policy.

Parents can apply to pay for **extra sessions** for their child if required. Please contact the nursery if you would like more information about this. These places are discussed and allocated at the Admissions Panel.

The nursery can accommodate 25 children in the two to three rooms. The staff child ratio in this room is 1 adult to 5 children.

Parents will be informed via the termly newsletter if the nursery is closed for holidays or in-service.

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

The Curriculum

The 2-3 room follows the **Pre-Birth to Three** document supporting our youngest children. All of our planning is centred around the children's interests, and learning experiences are offered to children through play. The curriculum is delivered through these key aspects of children's development and learning:

Relationships, Responsive Care, Respect, Rights of the Child

Relationships are influential. They provide the basis for young children's development and learning.

Key considerations for establishing effective relationships include:

- Providing opportunities to establish warm and affectionate bonds with significant people
- Providing opportunities to interact with others, both adults and children
- Maintaining respectful and inclusive partnerships between all those involved with the child
- Developing environments that promote security and consistency
- Developing environments that promote trust and understanding.



Responsive Care

Responsive care means knowing and accepting each child and respecting each child as an individual.

Key considerations for establishing responsive care include:

- Building a knowledge of the individual child
- Building an understanding of the needs and dispositions of each child
- Ensuring interested, affectionate and appreciative adults
- Using flexible, personalised and relaxed approaches
- Working to enhance sensitivity and respect.

Respect

Each child is an individual, a person who has the right to be responded to and treated with genuine respect at all times.

Key considerations for establishing respect include:

- Valuing diversity, in terms of children's language, ethnic background, faith and family circumstance
- Respecting children's different experiences
- Being sensitive to and understanding of differences, to ensure fairness, equality and opportunity.



Rights of the Child

National Care Standards

The main principles are dignity, privacy, choice, safety, realising potential and equality and diversity. As a user of the service you have a right to;

Dignity

To be treated with dignity and respect at all times; and
Enjoy a full range of social relationships

Privacy

Have your privacy and property respected and
Be free from unnecessary intrusion.

Choice

Make informed choices, while recognising the rights of other people to do the same and
Know about the range of choices.

Safety

Feel safe and secure in all aspects of life, including health and wellbeing;
Enjoy safety but not be over-protected; and
Be free from exploitation and abuse.

Realising potential

Achieve all you can;
Make full use of the resources that are available to you; and
Make the most of your life.

Equality and diversity

Live an independent life, rich in purpose, meaning and personal fulfilment;
Be valued for your ethnic background, language, culture and faith;
Be treated equally and be cared for in an environment which is free from bullying, harassment and discrimination; and
Be able to complain effectively without fear of victimisation.

Photographs and Video Recordings

Photographs and video recordings are made as evidence of your child's enjoyment and learning through play while participating in the nursery curriculum. Special events such as parties, trips, involvement in local or national events or fundraising will also be recorded in this way. These will be displayed within the nursery or in photograph albums along with any relevant information. When your child enrolls for nursery you will be asked to complete a data protection form which includes consent for use of photographs.

Nursery Security

In order that the nursery **security system** operates effectively, we need the support and assistance of parents/carers and visitors. This can be achieved by carrying out the following:

- All visitors to the nursery must sign the **visitor's log**.
- On entering or leaving the building the gate and door should be **firmly closed**.
- Parents /carers/visitors are urged to inform a staff member should an individual require access to the nursery.

Child Protection Statement

Parents/Carers please note, that as employees of East Dunbartonshire Council, the welfare of children is paramount to us. In this nursery we follow East Dunbartonshire Council's Child Protection Guidelines which aim to deliver the outcomes contained with the document **Protecting Children and Young People: Framework for Standards in Child Protection** produced by the Scottish Executive (copy available to view from the manager of the nursery.) This document contains 8 standards.

Standard 2- Professionals take timely and effective action to protect children

This standard requires us to pass on any concerns about a child's welfare to the relevant professionals.

A copy of our Child Protection Policy is available in the nursery Polices folder on display in the Welcome Area.



SECTION D – CARE AND WELFARE

Protection of Vulnerable Groups – Child Protection

It is the policy of Hillhead Nursery to safeguard the welfare of all children and vulnerable adults by protecting them from physical, sexual and emotional abuse.

All staff are aware of the categories of abuse, take relevant training and follow East Dunbartonshire guidelines and procedures. If a child divulges information the staff member will inform the Team Leader/Senior EYW in the first instance who will then pass on information to the Child Protection coordinator.

All instances of suspected abuse are documented – this will include details of subsequent action taken. This information is retained by the Depute Head of Centre in a safe and secure manner. All documentation is treated in the strictest confidence by all staff. Confidentiality will be protected at all times.

Safeguarding Co-ordinator: Sarah Mutoune

Deputy Safeguarding Co-ordinator: Christine Japp

Protecting
Vulnerable Groups
Scheme
CHECK TO PROTECT

GIRFEC

The Scottish Government introduced Getting it Right for Every Child (*GIRFEC*) as a programme of change, reaching across all children and adult services in the public and voluntary sectors in Scotland, to achieve better futures for all of our children, young people and their families. It builds from universal health and education services and drives the developments that will improve outcomes for all children and young people.

We want all our children and young people to be fully supported as they grow and develop into successful learners, confident individuals, effective contributors and responsible citizens. We believe they should be: Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible and Included. These are the eight indicators of wellbeing.

The *Getting It Right* approach is about how practitioners across all services for children and adults meet the needs of children and young people, working together where necessary to ensure they reach their full potential. It promotes a shared approach and accountability that:

- builds solutions with and around children, young people and families
- enables children and young people to get the help they need when they need it
- supports a positive shift in culture, systems and practice
- involves working better together to improve life chances for children, young people and families

To do this the Scottish Government has proposed that all children have a Named Person until the age of 18 who will coordinate services for them, should they require it. The Named Person for children in early years settings is their Health Visitor and for those at school it is their Head or Depute Head Teacher. Young people under the age of 18 who have left school can access their Named Person via the Education Service.

Once a concern has been brought to their attention, the Named Person, needs to take action, help, or arrange for the right support in order to promote the child's development and wellbeing. Referring to

the eight Wellbeing Indicators, they will need to ask these five questions:

- What is getting in the way of this child or young person's wellbeing?
- Do I have all the information I need to help this child or young person?
- What can I do now to help this child or young person?
- What can my agency do to help this child or young person?
- What additional help, if any, may be needed from others?

GIRFEC cont:

The Named Person also needs to help children and families feel confident they can raise concerns, talk about their worries to people who will listen and respect their point of view and work with them to sort things out. Above all, they will ensure that the child or young person's views are listened to and that the family (where appropriate) is kept informed.

To find out more about *Getting it Right* or to access the Named Person for your child, please inquire directly to the school office.

SHANARRI

The acronym SHANARRI is formed from the eight indicators of wellbeing:

- Safe
- Healthy
- Achieving
- Nurtured
- Active
- Respected
- Responsible
- Included

Starting Nursery

Starting nursery can be a stressful time on both the child and the parents/carers. The nursery does not have a settling policy; however we hope to make this as smooth transition as possible.

Each child is an individual and therefore the settling in process may vary. Keyworkers will assess the child's progress at the end of each visit and advise parents/carers on how to proceed for the next visit.

If necessary the settling in process will be reviewed after an appropriate period of time. This will involve a further discussion between parent/carer and the keyworker, to discuss alternative strategies and options.

Parents/carers may arrange for a friend/neighbour to settle their child at nursery. This often makes the settling in process easier for both child and parent.

To ensure the nursery meets all Health and Safety requirements siblings who accompany parents/carers within the 2-3 room must remain supervised at all times.

Attendance

Although, there is no statutory attendance in nursery, we closely follow East Dunbartonshire Council Absence Monitoring Guidelines. (A copy of these will be issued during enrolment.) You are asked to ensure your child attends nursery regularly. If your child is going to be absent from the nursery, please phone before 9.30am or 1.30pm as this will let staff plan for the day for any outings etc. Also please inform staff in the playroom of any holidays that you have booked.



Arrival and collection of your child

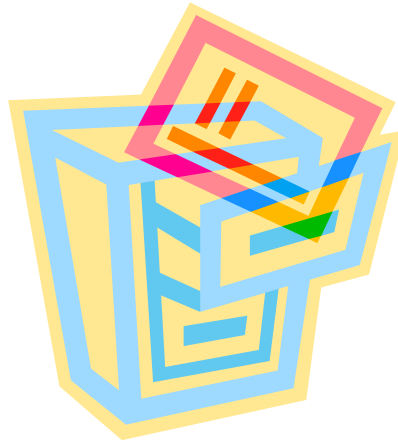
It is expected that a responsible adult brings your child to and from nursery to ensure the smooth running of the service. Please ensure your child is picked up on time as this affects our staff child ratio if they are picked up late. If you are running late for your child, please call the nursery immediately to let us know.

In the interests of your own child's safety, please make sure that the nursery staff are introduced to all adults who are likely to collect your child from nursery. **The nursery staff are unable to let an unknown adult collect you child.** If there are any changes to the collection routine for your child, please note them on the collection of children notice in the 2-3 playroom or alternatively inform a member of staff.

Emergency Contacts

Parents are asked where possible to provide the nursery with names, addresses and telephone numbers of two contacts for use in the case of an emergency.

You are also asked to keep the nursery up to date with any changes to this information. It is helpful if you keep staff informed of any circumstances at home that may affect the child's manner or behaviour e.g. birth of a new baby, or a death in the family etc as this will help staff understand what is going on in the child's life and will enable us to give suitable support. All information will be treated in a confidential manner.



Toilet Training

Please dress your child in suitable clothing in order to make the toilet training process easier for your child. Items such as belts and dungarees can make it more difficult for your child to become independent when going to the toilet by themselves and could result in your child becoming stressed, although there is always staff around to assist them.

A supply of both nappies and wipes should be provided for your child and you will be informed by a member of staff when their supply is running low.



Suitable Clothing

Children have the best fun when taking part in messy activities. We will try and ensure they wear aprons, although accidents may happen. Some of the resources used may stain so therefore we advise that you put on suitable clothing.

An optional **nursery uniform** is available, with a logo designed by one of our children. There are polo shirts and sweatshirts in yellow and burgundy.

Because children often have the same items of clothing, it would be very beneficial if you could please put your child's name on all clothing to avoid items of clothing going home with the wrong child.

We would also appreciate it if you could also supply your child with a pair of soft shoes or slippers to wear inside the playroom and with suitable shoes and clothing for outdoor play. It is important that every child gets access to outdoors on a daily basis regardless of weather conditions e.g. hooded rain jacket, wellingtons or sturdy outdoor shoes, sun hat and sun lotion.



Sleep Routine



During your child's session in the 2-3 room, he/she will have an opportunity to have a sleep as it can be a long and busy day. If you wish your child to have a sleep, then please inform your child's keyworker.

Your child will not sleep for longer than one hour unless you request otherwise.

Cloakroom

Each child will be given a coat peg with name and picture displayed. This allows all children to recognise themselves as individuals.



Outdoor Play

During your child's time in the 2-3 room he/she will have the opportunity to play outdoors every day regardless of weather. We have a selection of 'muddy buddy' outdoor clothing.

We also have a large selection of resources for outdoor play, to allow children to explore, experiment, develop and practice skills.



Due to children's allergies it is the nursery's policy that each child brings in their own sunscreen if possible which will be labelled. This will enable staff to reapply sunscreen as required. A permission slip will be given to parents at enrolment to allow staff to apply nursery sunscreen.

Infection Control

If your child is unwell please contact us as soon as possible. In accordance with recommendations from the Public Health Board, if your child has sickness or diarrhoea he or she must be clear of these symptoms for **48 hours** before returning to nursery.

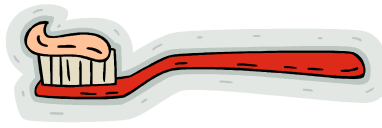
If your child becomes ill or has a serious accident we will phone and inform you. (If we cannot contact you we will phone your emergency contacts. **Please ensure your contact information is continually updated.**) If necessary, your child will be transported to the nearest hospital accompanied by a member of staff.



The nursery works as part of a multi disciplinary team and has strong links with other agencies including local Health Visitors, Supporting Families Worker, Speech and Language Therapists, Community Nursery Nurse, Educational Psychologist and Social Work



Tooth Brushing Programme



There is an area wide tooth brushing programme in place which meets national recommendations and has clear reporting and accountability arrangements. Daily tooth brushing with suitable fluoride toothpaste is an effective means of helping to prevent decay and supervised tooth brushing programmes are in place. Good oral hygiene practice should be established at an early stage in a child's life and become an essential part of a normal daily hygiene routine.

The tooth brushing programme has been established at Hillhead. Children are supplied with their own toothbrushes with a recognisable picture on each one. Toothbrushes are replaced at least once per term or sooner if necessary.

Toothbrushes are stored in appropriate containers. Sufficient care is taken to ensure that toothbrushes do not cross contaminate when being removed or replaced in the storage holders.



Snack and Promotion of Healthy Eating

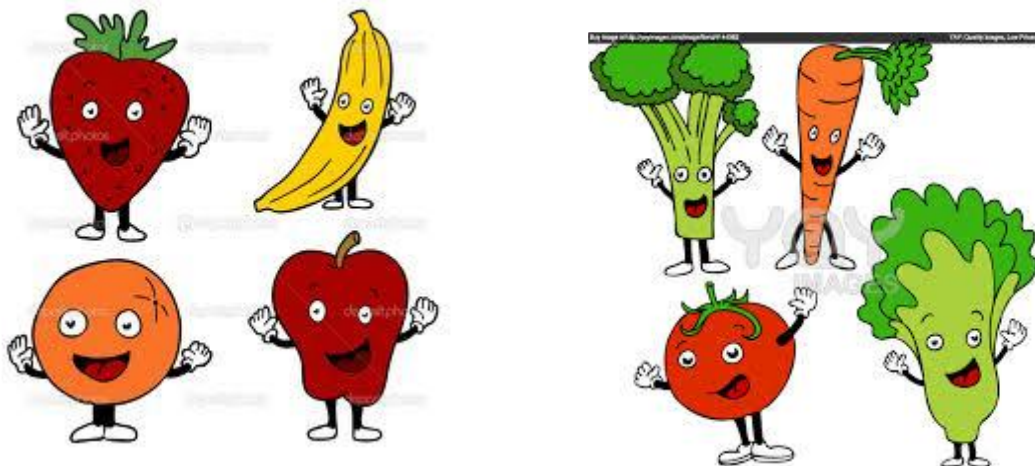
As the nursery is a health promoting nursery, only healthy snacks and lunches will be provided for your child. If your child has a lunch place, you have the choice either to provide your child with a packed lunch or purchase a hot lunch. If you wish your child to have a hot lunch, then please let the office staff know before **9.30am**.

A hot lunch costs £2.25 at present and you will receive a monthly bill for any lunches purchased.

Treat fund is presently £1.50 per week

Snack menu

We have a varied snack menu which is displayed in the 2-3 room and at various locations throughout the nursery. As part of their daily snack, the children are always provided with fresh fruit and milk or water.



Suggestions for Packed Lunch Boxes

Hot food

Food hygiene/hazard analysis policies dictate we are unable to heat/re-heat any food products. If you wish to provide your child with hot food this must be stored in a hot food flask.

Sandwiches

Filling suggestions: Tuna, Cold meat or Cheese

Fruit and vegetable suggestions:

Apple, Orange, Banana, Grapes, Raisins, Berries, raw carrot, raw cauliflower, raw broccoli, celery

All of the above should be washed and prepared.

Dairy Products

Yoghurt or cheese

Drinks

Milk or water is offered to the children at lunch time

Sweets and Crisps

We **do not** encourage the children to eat sweets and crisps at lunch time. These are given as treats at parties and special events

Birthdays

Within Hillhead Nursery we celebrate each child's birthday with songs, a small gift and a birthday card. It is at individual parents/carers discretion if they wish to provide a birthday cake.

Transition to the 3-5 room

All children who live within the catchment area of Hillhead Nursery are eligible to transfer to the 3-5 playroom, if registration procedures have been followed. The transition process begins shortly before their third birthday.



This process involves your child taking part in short visits to the 3-5 room. Initially he or she will be accompanied by a keyworker from the 2-3 room, where there will be an opportunity to be introduced to the new keyworker. After the initial settling in visit your child will visit once or twice per week (depending on the nursery timetable) these visits will last about one hour.

Parents/carers will also have the opportunity to meet their child's key worker and the rest of the staff team within the 3-5 room. This will provide an opportunity for the parents/carers to ask any questions concerning them about their child's move.

Codes of Practice

All staff will be registered with the Scottish Social Services Council (SSSC) by 2009.

SSSC describes the standard of Professional Conduct and Practice required. These codes of practice are

- Make sure people are suitable to enter the workforce and understand their roles and responsibilities.
- Have written policies and procedures in place to enable social service workers to meet the Scottish social service council code of practice for social service workers.
- Provide training and development opportunities to enable social service workers to strengthen and develop their skills and knowledge.
- Put in place and implement written policies and procedures to deal with dangerous discriminatory or exploitive behaviour and practice.
- Promote the SSSC'S code of practice to social service workers, service users and carers and co-operate with SSSC'S proceedings.
- As a user of services of the public, the codes will help you understand how a social service worker should behave towards you and how employers should support social service workers to do their job well.

Procedures for Complaints and Concerns

In Hillhead Nursery we operate a complaints procedure for parents to ensure they are receiving an appropriate service. All complaints will be taken seriously and treated in a confidential manner.

If you have a complaint, the following procedures have been put in place to ensure it is dealt with to your satisfaction.

Complaints should be made to:

- Christine Japp, Depute Head of Centre - 0141 955 2317
- Jennifer Murray, Head Teacher - 0141 955 2316
- Sheena Fraser, Early Years Service Manager - 0300 123 4510
- Jackie MacDonald, Education Officer - Early Years and Childcare - 0141 578 8739

If you are not satisfied with the outcome and wish to take the matter further you should contact the Care Commission/ The Early Years and Childcare Services.

Jackie MacDonald
Education Officer
Southbank House
Strathkelvin Place
Kirkintilloch G66 1XQ

Tel: 0141 579 8739

Sheena Fraser
Early Years Service Manager
New College Lanarkshire
Kirkintilloch Campus
50 Southbank Road
Kirkintilloch G661NH

Tel: 0300 123 4510

SCSWIS
(Social Care & Social Work
Improvement Scotland)
Central West Region
4th Floor
1 Smithhills Street
Paisley PA1 1EB

Tel: 0141 843 6840

Suggestions and Improvements.

This space is provided for you to add any comments you may have on how we can improve our service. Please feel free to add your comments and hand this page to any staff member or into the nursery office. Any comments will be greatly appreciated and will be treated in confidence if required.

Hillhead Nursery Holidays 2017-2018

Hillhead Nursery is open 50 weeks per year for extend contracts

Term time funded placements attend 39 weeks per year.

AUGUST

Children return Wednesday 16th

SEPTEMBER

Nursery Closed - Friday 22 September and Monday 25 September (All Children)

OCTOBER

In - Service Day - Friday 13 October (All Children)

October Holiday - Monday 16th - Friday 20th (Extended year children only)

DECEMBER

Christmas Holiday Nursery Closed to all children

Monday 25 December

Tuesday 26 December

Wednesday 27 December

Thursday 28 December

Friday 29 December

JANUARY

New Year Holiday

Monday 1 January

Tuesday 2 January

Nursery re opens Wednesday 3rd January for extended year children

Term Time children return Monday 8 January

FEBRUARY

Mid Term - Monday 12th Tuesday 13th (Extended Year children only)

In- Service Day - Wednesday 14 February (All Children)

APRIL

Easter Holiday - Friday 30th March to Monday 2nd (Nursery Closed to all children)

Spring Break - Tuesday 3rd April to Friday 13th April (**Extended Year Children only**)

May

May Day - Monday 7th May (All children)

In- Service Day - Thursday 24th May (All Children)

May Bank Holiday Weekend - Friday 25th and Monday 28th May (All children)