

Hamiltonhill Family

Learning Centre



Handbook

2023/2024

115 Ellesmere Street

Glasgow G22 5QT

Tel: 0141 332 2797

Fax: 0141 332 2797

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

Website: <http://www.hamiltonhill-nursery.glasgow.sch.uk/>

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**Section 1 - Establishment Aims**

Introduction

Hamiltonhill Family Learning Centre is situated in the North East of Glasgow, and is in St Roch’s Learning Community. We provide early learning and childcare provision for children aged 3 months until 5 years.

The centre is in Hamiltonhill, which lies on the outskirts of Possilpark. The local primary schools are Saracen, St. Teresa’s, St Cuthbert’s and Highpark.

The centre is inspected by HMIe (Education Scotland) and Care Inspectorate.

**Vision, Values and Aims**

Hamiltonhill Family Learning Centre promotes positive partnerships between the home, nursery and the community, working together to meet the needs, and respect the rights, of all users. We ensure that all of the children are safe, healthy, achieving, nurtured, active, respected, responsible and included.  
The family lies at the heart of the centre’s vision, and relationships emphasise mutual trust and respect. In a positive and welcoming environment, we aim to support the whole family to build confidence and self-esteem.  
  
Staff, children and parents or carers are encouraged to actively contribute to the life of the centre by working together to develop a community where:

* Everyone has the opportunity to develop to their full potential
* Diversity is celebrated, inequalities are reduced, and achievement is raised
* Children become confident individuals, successful learners, effective contributors and responsible citizens.

Overall Aims and Objectives

* to promote equal opportunity
* to ensure a welcoming and positive ethos
* to ensure that all children have opportunities which enable them to reach their full potential.
* to work in partnership with children, parents, carers and other agencies.
* to support the emotional, social and physical well-being of children and their families.
* to provide support to meet the individual needs of young children and their families.

**Section 2 - General Information**

**Establishment Staff**

|  |  |  |
| --- | --- | --- |
| Frances | Stokes | Head of Centre |
| Lorraine | Gray | Depute Head of Centre |
| Natalie | Cassidy | Team Leader |
| Jacqueline | Bambridge | Lead Practitioner of Attainment |
| Angela | Robertson | Child Development Officer |
| Jemma | Pender | Child Development Officer |
| Natalie | Daniels | Child Development Officer |
| Kathleen | Welsh | Child Development Officer |
| Megan | McGeady | Child Development Officer |
| Sarahanne | Stewart | Child Development Officer |
| Kellyanne | Doyle | Child Development Officer |
| Charlene | Gallie | Child Development Officer |
| Caryn | Booth | Child Development Officer |
| Carol Ann | Douglas | Child Development Officer |
| Morgan | McElwain | Child Development Officer |
| Heather | Lawson | Child Development Office |
| Olivia | Haig | Child Development Officer |
| Nicola | MacDonald | Child Development Officer |
| Melanie | White | Child Development Officer |
| Noreen | Ahmed | Child Development Officer |
| Tracy | Donnelly | Child Development Officer |
| Mandy | Brothers | Child Development Officer |
| Melissa | Stark | Child Development Officer |
| Thomas | Cairns | Child Development Officer |
| Laura | Brown | Child Development Officer |
| Clare | Smillie | Child Development Officer |
| Lynne | McSherry | Child Development Officer |
| Graham | Stephen | Child Development Officer |
| Lorraine | Rankin | Clerical Support |
| Leanne | Lovie | Janitor |
| Lynsey | Casey | Catering Assistant |
| Jacques | Bompete | Catering Assistant |
|  |  |  |

**Capacity**

Child Places: -

0 to 2-year-old places – 21

2 to 3-year-old places- 25

3 to 5-year-old places- 40

A maximum of 86 children can attend the setting at one time.

We offer both term time and 52-week places. 1140 hours is allocated in block sessions.

Places are allocated in full time and part time sessions.

Child places are allocated at the admissions panel.

Applications for a place can be made at any time at the centre and these will all be considered at an admissions panel meeting, during which places will be allocated using Glasgow City Council’s Admissions and Charging Policy for Early Years. Emergency admissions may be considered on a temporary basis, depending on circumstances and needs.

**Enrolment**

If a place has been allocated for your child. The Head of Centre will contact you to offer the place. If you accept the place a date and time will be arranged to come in to the nursery to visit and complete the necessary paper work. As part of the enrolment process the nursery arranges to visit you and your child at home. This is to promote building positive relationships with keyworker and your child in an environment that they are comfortable. After the home visit we will arrange for your child to begin to settle within the nursery. The settling in process is different for each child and family. We recommend that there is at least a two-week settling in time.

**Hours**

The centre is opened between the hours of 8.00am and 5.30pm. We are a 52-week establishment and we are closed only on statutory public holidays, in-service days, between Christmas and New Year and any other days identified by Glasgow City Council.

**Attendance**

Children should attend regularly to get maximum benefit from their place. We would kindly ask if you could phone the centre to let us know if your child is off for any reason just to keep us informed. Thank you.

**Clothing**

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

* potentially encourage faction (such as football colours):
* could cause offence (such as anti-religious symbolism or political slogans);
* could cause health and safety difficulties such as loose-fitting clothing

or dangling earrings

We ask that a spare change of clothes is provided for your child. This can be held in the cloth bag provided at your child’s allocated peg. Names should be marked on all the child's belongings to prevent mistaken identity and suitable clothing should be worn to allow children to participate in all activities without fear of damage. Although staff aim to take care of your child's clothes etc., we are not insured for damage or loss.

**Sun Protection**

During outdoor play, it is essential that the children are protected from the harmful effects of the sun. Therefore, we follow guidance and legislation (Management Circular 33) which must be adhered to at all times. If the UV level is above 3 we ask you to:

* apply sun protection cream before your child’s session at nursery (Cancer research recommends above factor 15)
* Provide a lightweight, long sleeved garment for outdoor play.

In the centre we will:

* Re-apply sun protection cream (factor 50) throughout the day.
* Ensure all children have a sun hat with neck protection.
* Put a long, sleeved garment on for outdoor play.
* Ensure children are indoors or in shaded area’s between 11am and 3pm when UV level is above 3.

If you require any more information please ask for a copy of our Sun Protection Policy.

**Meals**

Snack and lunch are provided within the centre. The menus for snack and lunch are available on our website or displayed within the nursery setting.

If your child has any dietary or allergy requirements please state this in the application/ enrolment form prior to your child starting. If your child has a dietary requirement a medical letter must be provided to enable the correct diet is followed and provided for your child. If your child is bottle feeding or starting the weaning process this can be supported and provided within the setting. The details will be discussed during the enrolment process.

**Establishment Holidays and In-Service Days 2023/24**

**2023**

Monday 14th August – In-Service Day

Tuesday 15th August- In-Service Day

Wednesday 16th August- Return to Nursery

Friday 22nd September- Public Holiday

Monday 25th September- Public Holiday

Friday 13th October- In-Service Day

Monday 16th October- Friday 20th October- October Week (Term Time)

**2024**

Monday 25th December – Friday 5th January- Christmas & New Year (Term Time)

Monday 25th December – Tuesday 2nd January- Christmas & New Year (Extended Day)

Wednesday 3rd January- Return to Nursery (Extended Day)

Monday 8th January- Return to Nursery (Term Time)

Monday 12th February- Mid Term break (Term Time)

Tuesday 13th February- Mid Term Break (Term Time)

Wednesday 14th February- In – Service Day

Monday 1st April – Friday 12th April- Easter Holidays (Term Time)

Thursday 4th May- In-Service Day

Monday 6th May- May Holiday

Friday 24th May- May Weekend

Monday 27th May – May Weekend

Wednesday 26th June- Term Time Finish

**Information in Emergencies**

We make every effort to maintain a full educational service, but on some occasions, circumstances arise which lead to disruption. Occasionally we may be affected by for example, severe weather. In such cases we shall do all we can to let you know about the details of closure or re-opening.

**Section 3 - Medical Information**

**What if your Child is Ill?**

If you suspect your child is ill or displays signs or symptoms of illness you should in the first instance seek medical advice from a GP, NHS24 or pharmacy. If you need any guidance please feel free to contact the nursery. If a diagnosis is made please check with the nursery regarding any exclusion periods.

Medication can be given to your child if prescribed by a doctor or pharmacy. This medication must be clearly labelled, and you are asked to give your child the first dose of any medicine. Parents must fill in a consent form for each course of treatment. If your child becomes ill during their session at nursery, we will contact you, and you may be required to collect your child and seek medical advice. In the event of an emergency and the main parents/carers are not available, we will use the emergency contact details you provided at the enrolment.

**Child Welfare and Safety**

We create and maintain a positive ethos and climate which actively promotes child welfare and a safe environment by:

* ensuring that children are respected and listened to;
* ensuring that programmes of health and personal safety are central to the curriculum;
* ensuring that staff are aware of child protection issues and procedures;
* establishing and maintaining close working relationships and arrangements with all other agencies to make sure that professionals collaborate effectively in protecting children.

The nursery follows Glasgow City Council’s Child Welfare and Safety procedures. The child protection co-ordinator is the Head of Centre. In the absence of the Head of Centre it would be the Depute Head of Centre. All adults have a duty of care to protect children’s welfare and safety. At times we may contact or be contacted to share information with other professionals regarding the children in our care.

**Child Smile**

The Centre participates in the Childsmile toothbrushing programme. Each child has their own toothbrush within the nursery and participates in toothbrushing daily. Toothbrush packs are available for each child to take home. All staff complete regular oral health training that keeps us informed of the current guidance and regulations.

In order to promote good oral health, milk and water are the only drinks offered within the nursery. Dental inspections are carried out, as well as fluoride varnishing once a year. Your child will receive this when they are in their ante pre-school and pre-school year. Each child must be given consent from parent/carer to participate in this programme.

**Section 4 - Nursery Curriculum**

**Curriculum and Assessment**

All Glasgow City Council establishments adhere to the initiatives and guidelines set by the Scottish Government and Glasgow City Council. For planning and assessment, the Curriculum for Excellence and Realising the Ambition are used to plan and assess children’s learning and development. Staff engage in a variety of training to continue to develop their professional skills and knowledge.

**Seesaw**

All children have their own learning journey documented through See Saw where parents can keep up to date with their child’s learning and development via the app. Curricular experiences, achievements and developmental milestones are recorded through observations, photographs, videos, children’s work and parental comments. Parents/Carers will complete a consent form to use seesaw at enrolment process. You will receive a code to access Seesaw within 2 weeks of settling.

**Raising Attainment**

The Scottish Attainment Challenge aims to raise the attainment of children and young people living in deprived areas, in order to close the equity gap in Scotland. The Lead Practitioner of Attainment will provide focussed and targeted learning opportunities in literacy and numeracy to ensure all children have the same opportunities to succeed.

**Social, Moral and Cultural Values**

We offer the children opportunities to take part in learning experiences designed to enable them to learn about and celebrate different festivals and cultures. We encourage the children to be honest and trustworthy, care for, and be respectful towards, others with the expectation that the children will become confident individuals with positive self-esteem.

**Equal Opportunities and Social Inclusion**

We aim to ensure that the children, parents, staff and other agencies are treated equally, with respect and without discrimination. We offer learning experiences through the curriculum to raise the children’s awareness of the differences in our world and we encourage them to treat others equally and to respond sensitively to their peers.

**Additional Support for Learning and Accessibility Strategy**

We have a duty to ensure that all of 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 building to address the needs of children with physical or sensory impairments. 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. The centre being on one level, has no stairs and has wheelchair access at all external doors. Throughout the year, staff have opportunities to take part in training such as, Makaton, Autism Awareness and Additional Support for Learning. If you require further information please refer to the Additional Support for Learning and Accessibility policies.

**Section 5 – Family Engagement**

**The Keyworker System**

The keyworker is responsible for an allocated group of children. The keyworker and all staff aim to build positive relationships with both the children and families. The keyworker is responsible for providing age and stage appropriate learning experiences for each child in their key group as part of the curriculum. The keyworker also tracks, assesses, identifies next steps in their learning journey and celebrates children’s achievements. All staff within the playroom provide high quality care and a rich learning environment for all children.

**Parental Involvement in the Curriculum**

We aim to work in partnership with families at all times. Accessing and engaging with the online learning journal see saw enable families to receive notifications, photos, videos and updates regularly. Parents/Carers are also welcomed to discuss their child’s day with the child’s key worker and other staff members who work within the playroom. Throughout the year parents/carers are invited to attend parents’ evenings and curriculum information evenings. The Head of Centre, Depute Head of Centre and Child Development Team Leader will also be available to offer support, advice and information at any time.

**Home and Establishment Links**

We actively encourage parents and carers, children, staff and other agencies to become involved in the life of our centre. We aim to keep you up-to-date with all aspects of our provision, through home to nursery links, newsletters, daily contact, telephone calls, notices, parents’ meetings and Seesaw. The LPA (Lead Practitioner of Attainment) works closely with children and families through various programmes. We have formed many positive partnerships within our local community. Working closely with local library, Scottish Canals and local day care centre. Every Wednesday the staff and children take part in a walk to the canal and clay pits. We encourage families to participate .We have Fun Days twice a year and other fundraising initiatives. The nursery participates in raising money for selected charities. Sunshine Wishes is a charity that supports our children and families in a variety of ways. For further details on the charity please contact the nursery. There is an open-door policy and our leadership team and staff are committed to supporting our children and families. We appreciate any comments and suggestions from parents and carers, and their contributions help us in our self-evaluation process, which in turn leads to improvements within our practice.

**Nurture**

As a centre we provide and promote a nurturing environment. Staff have been trained in the Nurture Principles and this practice is embedded throughout the centre. For further information please see Applying Nurture as a Whole School Approach document.

We are currently working towards achieving accreditation as a Language and Communication Friendly establishment. This is applied as whole team approach and reflects our environment and practice.

**Section 6 – Other Information**

**Policies and Procedures**

At Hamiltonhill FLC we follow policy and guidance from Scottish Government, Care Inspectorate and Glasgow City Council. We regularly review guidelines and policies. These are updated and displayed within the centre and on our website. We ask for parent/carer contributions throughout this process. For further information please see a member of the leadership team or refer to Glasgow city council website.

**Data Protection**

We collect information about children attending nursery (and also about parents/carers, emergency contacts etc. provided in the annual data check) to allow us to carry out the Council’s functions as the education authority for the City of Glasgow. This may sometimes involve releasing personal information to other agencies and other parts of the Council, particularly in relation to child protection issues or criminal investigations, and it may also be used for research purposes (see the link below for more details regarding this).

Information held by the nursery is, in legal terms, processed by Glasgow City Council. The Council is registered as a data controller under the Data Protection Act 2018 and all personal data is treated as confidential and used only in accordance with the Data Protection Act, the General Data Protection Regulations, and the Information Use and Privacy Policy approved by the City Council. For more information on how we use personal information, or to see a copy of the Information Use and Privacy Policy, see <https://www.glasgow.gov.uk/index.aspx?articleid=18010> .

Education specific privacy statements can be accessed at <https://www.glasgow.gov.uk/index.aspx?articleid=22069> .

**Useful Contact Information**

**Comments & Complaints**

In Hamiltonhill Family Learning Centre we aim to have positive relationships within our nursery. However, if you have a comment or complaint about any aspect of nursery life, please contact the Head of Centre in the first instance.

Glasgow City Council complaints procedures are available : <https://www.glasgow.gov.uk/index.aspx?articleid=16133>

Customer Care Team

Customer & Business Services

Glasgow City Council

City Chambers

Glasgow G2 1DU

Tel: 0141 287 0900

e-mail: [customercare@glasgow.gov.uk](mailto:customercare@glasgow.gov.uk) or [education.customercare@glasgow.gov.uk](mailto:education.customercare@glasgow.gov.uk)

The above website also includes information on data protection and freedom of information.

**Connect**

Connect is a national organisation that provides advice and resources for parents and carers. [www.connect.scot](http://www.connect.scot)

**Enquire Scotland**

Enquire is a national advice service for families with additional support needs. [www.enquire.org.uk](http://www.enquire.org.uk)

**Glasgow City Council**

Education Services

City Chambers East

40 John Street

Glasgow G1 1JL

Tel: 0141 287 2000

[www.glasgow.gov.uk](http://www.glasgow.gov.uk)