



Welcome to Hillbank Early Childhood Centre

Parent/Carer Information



Hillbank Early Childhood Centre
Northwest Area Centre
Kilmarnock
East Ayrshire
KA3 1NQ
01563 521064



Welcome to Hillbank Early Childhood Centre, we look forward to working in partnership with you to ensure your child is happy, healthy and reaches their full potential. I hope you find the information in our handbook helpful, if you require further information a more comprehensive Handbook is available:

[Early learning and childcare centres · East Ayrshire Council \(east-ayrshire.gov.uk\)](http://east-ayrshire.gov.uk)

At Hillbank ECC we are committed to providing the highest standard of care and learning for all our children. We encourage and support the children to be curious and creative. To develop new skills and build on their individual strengths and interests. Children are encouraged to celebrate their personal achievements, promoting confidence and laying the foundations for lifelong learning. We are a Rights Respecting School and fully embed children's voice and participation in all aspects of our practice.

Lee Boyd,

Head of Centre.

Lee Boyd	Head of Centre
Christine Tonner	Equity and Excellence Lead
Linzi Douglas	Senior Early Learning and Childcare Practitioner
Lorraine Morrison	Senior Early Learning and Childcare Practitioner
Laura Brown	Early Learning and Childcare Practitioner
Fiona Cameron	Early Learning and Childcare Practitioner (Job Share)
Chelsea Gray	Early Learning and Childcare Practitioner
Jean Hamilton	Early Learning and Childcare Practitioner
Lynne Hettrick	Early Learning and Childcare Practitioner
Kayleigh Turnbull	Early Learning and Childcare Practitioner
Claire Mackie	Early Learning and Childcare Practitioner (Job Share)
Rosaleen McCluskie	Early Learning and Childcare Practitioner
Jamieleigh Clark	Early Learning and Childcare Practitioner (Job Share)
Ainsley-Ann Smith	Early Learning and Childcare Practitioner
Erin Jones	Early Learning and Childcare Practitioner
Kerri McCoy	Early Learning and Childcare Practitioner (Job Share)
Jean Handling	Senior Clerical Assistant
Jennifer Adams	Catering Assistant (Part-time)
Naidine Gibb	Catering Assistant (Part-time)

Learning, Development and Curriculum for Excellence

We hope that your time at Hillbank will be a very enjoyable experience for you and your child. Your child will be offered a variety of planned experiences both indoors, outdoors and in the local community

to develop their learning across the eight curricular areas of Scotland's national "Curriculum for Excellence:

- Health and Wellbeing
- Literacy and English
- Numeracy and Maths
- Expressive and Arts
- Science
- Religious and Moral Education
- Technologies
- Social Studies.



Your child will follow this same curriculum from ECC, through primary and into secondary school. We look forward to supporting and nurturing your child's unique talents, interests and abilities on their learning journey!

Session Times:



Model 2: 1140 hours is 4 hours 45 minutes across 48 weeks: 8.00am to 12.45pm or 1.15pm to 6.00pm.

Model 3: 1140 hours across 48 weeks can be taken across two full days 9.5 hours per day between 8.00am and 6.00pm and a half day 8.00am to 12.45pm or half day 1.15 to 6.00pm.

Model 4: 1140 hours as a Blended Model or Split placement provides a combination ELC package of time:

- Blended model - an ECC or funded ELC provider and with a participating childminder or
- Split placement between 2 different ELC settings i.e. ECC and funded ELC provider

Sessions drop off/pick up

- Please ensure that you are always on time when dropping off and picking up your child. The ECC needs to ensure that appropriate staff/child ratios are in place at all times. This is for the safety of your child.
- Please note that any other adults collecting your child must be registered on their enrolment paperwork as we will not allow your child to leave with an adult who is not listed.



Accessibility

- Parents may leave prams and buggies at the front entrance just next to main ECC door.

Settling Procedures:

All our transitions are planned to consider the children's individual needs. Transitions are recognised as central to young children's experiences and well-being. We support parents and carers and children during this time to ensure transitions are as smooth as possible.

We recognise that all children have different needs and consider this during this time.

- You will be invited to visit the ECC prior to your child starting, this will give you the opportunity to complete all the necessary paperwork and allow your child to meet staff and their keyworker.
- You will be asked to stay with your child on their first day to ensure that they are comfortable in their new surroundings. We understand that all children are individuals and that for some children a longer transition may be required.
- An individual care plan will be completed within 28 days of your child starting the ECC, this provides important information sharing with regards to your child's individual needs and interests.

Keyworker System:

- Your child will be allocated a key worker. This will be a consistent member of staff who is accessible and available as a point of contact for parents and will build a positive relationship with your child to help them feel secure in the centre.
- Your child will meet their key worker during your induction meeting.
- Your key worker can keep you up to date with your child's progress and development.
- Your child's key worker will report formally to you twice annually on your child's progress and development.



Learning Journals

- At Hillbank ECC we use an online system created by Learning Journals to record and share significant aspects of your child's learning. Working in partnership with our parents and carers is a crucial aspect of our practice. Learning Journals system enables you to access and comment on your child's ongoing progress, as well as share any learning or important events from home.
- Parents and carers can access their child's profile from home online. Once your child has enrolled at the centre, you will be given a Learning Journals consent form to complete to allow staff to set up your child's profile and send out log in details.
- If you do not have an internet connection at home, you are welcome to view your child's profile within the centre.

Our Golden Rules: “Walking feet, Listening ears, Quiet voices and Kind hands”

- Children are encouraged to play together, share and turn take.
- Staff encourage children to respect others feelings and support children to manage their own emotions.
- Staff communicate with children in ways which are appropriate to their age, abilities and level of development.
- Staff may use happy/sad faces, thumbs up or down to promote and encourage positive behaviour.
- The use of praise and encouragement reinforces positive behaviour and helps children build confidence and self-esteem.
- We understand that a child's age and stage of development can play an important factor in how children behave and as a team we deploy a variety of strategies to support children with their understanding of their emotions and emotional regulation.

Backpacks:

- Please provide your child with a backpack/bag to bring to the ECC every day with a change of clothing (including socks), water bottle and shoes that can be worn indoors.
- Please ensure that your child does not bring personal toys or money to the ECC as we cannot guarantee the safety of these items.



Dress Code:

- Please dress your child in comfortable play clothes. It is likely that your child will engage in a number of “messy” activities during the course of the day and for this reason we advise that children do not wear their “best” clothing to nursery.
- Please pack a change of clothing for your child including underwear and socks.
- Please ensure that your child brings appropriate outdoor clothing as the outdoor area is accessed daily. In the winter, this would include wellies and a raincoat.
- Please provide your child with soft shoes for indoor play.
- Please put your child's name on all belongings to ensure they are not lost.



- Hillbank ECC sweatshirts and polo shirts can be purchased at Ayrshire Schoolwear but please note this is completely optional.

Health Promoting ECC



- Hillbank ECC is a health promoting ECC and snacks are balanced, wholesome and nutritious.
- Your child will be provided with a daily snack which generally consists of milk and fruit.
- Water is always available throughout the day.
- Dietary requirements are catered for.



Birthdays

- We will celebrate your child's birthday at the Centre with a card and small gift, e.g. bubbles, pencils, art book etc.
- As we are a Health Promoting School we no longer celebrate the children's birthdays with cakes.

Tooth-brushing



At Hillbank ECC, your child will brush their teeth on a daily basis to promote good oral hygiene. We ask that you follow this up at home by ensuring that your child brushes their teeth in the morning and evenings to ensure that their teeth and gums stay healthy.



Updating personal information:

- Please ensure that you update your personal information before or as soon as your details change. It is **essential** that we have the correct phone number and details to contact you in the event of an emergency.

Illnesses:



- If your child is ill please telephone the ECC on 01563 521064 before your session is due to start with details of the illness and when you think your child will be returning to nursery.
- Staff will advise you at this time of exclusion periods (if appropriate). Please ensure that you do not return your child to the ECC before the end of the exclusion period as this places our staff and other children at risk of infection.

Policies:

- If you wish to view our policy folder at any time, please speak to Lee or any member of the management team.
- Over the course of your child's time at the ECC, you may be asked to contribute to the formation of our policies through questionnaires and informal discussions. This way we can ensure that you are fully involved in the life and work of the centre.

Parent Committee:

- Our parent committee requires to be re-established and we welcome all parents/carers to meet on a regular basis to help organise events and contribute to policy making amongst other duties.
- If you wish to be part of our parents committee, please contact Lee or any of the management team, your help will be greatly appreciated.

- Sun lotion:

- It is your responsibility to ensure that your child is protected from the harmful effects of the sun. During warmer weather, please ensure that you apply sun lotion to your child. We will provide sun cream for you to apply in case you run out or forget to apply.
- It would be beneficial in the warmer weather to provide your child with a sunhat. This can be worn to the ECC or stored in their back pack.



Health and Safety:



- Hillbank ECC is a **NUT FREE ZONE**. Please be aware that a member of staff has a severe allergen and for this reason we ask children not to bring food from home into the nursery.
- We operate a security entry system which is monitored at all times by staff. Visitors to the ECC must present identification and sign in and out.
- You must ensure that you have provided up to date contact details for yourself and emergency contact details for your child. **This information is imperative.** Please ensure that you update any change of phone numbers and/or change of address details with the Jean in the office.



Photographs – Consent:

- We will ask you to complete a consent form to allow your child to be photographed/video recorded throughout the course of the session as staff will take many photographs and videos to record your child's learning journey.



Medication:

- Please provide staff with details of any medication that needs to be administered throughout the day. Parental consent forms must be completed before any medication can be given.
- Our registered First Aider is Lorraine Morrison, who will provide any additional advice to parents regarding administration of medication in the nursery.



Additional Support for Learning:

Hillbank Early Childhood Centre provides an inclusive learning environment for all children. Every child has the right to be included and supported. The Additional Support Needs Coordinator is Lee Boyd. (Head of Centre).

- If you are concerned about your child's progress please discuss this with your key worker who can advise you of appropriate support.
- If we have concerns about any aspect of your child's learning and development, we will meet with you to discuss assessment, additional learning support and next steps.

Child Protection

- Hillbank ECC adheres to strict child protection policies and procedures. If we have any concerns about a child's safety and welfare we will initiate child protection procedures in line with East Ayrshire Councils' policy.
- As with other areas of the curriculum, you will be kept informed of the health and personal safety programme for your child's establishment.
- Please ask at the office for a copy of our policy for more detail.
- If you have concerns about the Centre and wish to discuss this with another service please contact:

Kilmarnock Family Protection Police Office: 01563 505092

Social Work; Children & Families: 01563 503358

If you require any further advice or information please contact Lee who is our Child Protection Coordinator who will be able to help.

Complaints Handling

We hope that you and your child will have a positive experience here at Hillbank ECC, however should you have a complaint about the care or learning your child receives while attending, please do not hesitate to inform or contact the Head of Centre Lee Boyd.

As per East Ayrshire Complaints policy it is our aim is to resolve any complaint as soon as possible. You also have the right to contact the Care Inspectorate should you feel that your complaint has not been resolved.

- online at www.careinspectorate.com
- by email enquiries@careinspectorate.com
- by phone on 0845 600 9527
- by letter, or by visiting any of their offices

Thank you

Lee Boyd

Head of Centre

Updated April 2024