



# Handbook 2024/2025



## Welcome to Arthurlie Family Centre

Dear Parents/Carers,

We are delighted to welcome both you and your child to our centre.

Arthurlie Family Centre is an Early Learning and Childcare setting for babies, toddlers and children age under 1 to five years old. We are part of East Renfrewshire Council's Education Department and share their vision of ***"Everyone Attaining, Everyone Achieving through Excellent Experiences."***

We are part of the St Luke's Cluster and work closely with various local schools in the area. We are non-denominational and respect and welcome children and families of all religions, faiths and beliefs.

Staff in our team nurture the children in their care so that they develop a capacity for love, empathy, respect, resilience, positive relationships and the chance to succeed. They understand that every child has the right to a positive start in life and use the principles within the guidance to support children as they learn about themselves, significant people in their lives and the world in which they live.

For our youngest children we follow the Pre-Birth to Three national guidance which recognises the vital and rewarding role our staff play in promoting **Responsive Care, Respect, Relationships** and the **Rights of the Child**.

We follow the Curriculum for Excellence for children aged 3-5 starting at the early level which is the beginning of your child's educational journey. In our nursery children learn through play and through active exploration and discovery of their natural environment. We create attractive, stimulating and dynamic spaces for learning both indoors and out and provide opportunities for children to develop skills for learning, skills for life and skills for work.

We look forward to working with you to provide high quality learning and care for your child.

Yours sincerely

Leeanne Dunnet  
Acting Head of Centre

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## Establishment Information

<b>Establishment Name</b>	Arthurlie Family Centre 4 Auburn Drive Barrhead East Renfrewshire G78 2EU
<b>Telephone Number</b>	0141 570 7500
<b>E-mail</b>	<a href="mailto:schoolmail@arthurlie.e-renfrew.sch.uk">schoolmail@arthurlie.e-renfrew.sch.uk</a>
<b>Website</b>	<a href="https://blogs.glowscotland.org.uk/er/Arthurlie/">https://blogs.glowscotland.org.uk/er/Arthurlie/</a>
<b>Twitter</b>	@ArthurlieN

“Our task is to  
**HELP** children  
communicate  
with the **WORLD**  
using all their  
potential, **STRENGTHS**  
and *languages,*  
and to overcome  
any **OBSTACLE**  
*presented*  
by our *culture*”

Loris Malaguzzi

## Establishment Vision, Values and Aims

### **Our Vision**

Our children are happy, healthy, safe and included: they have fun and achieve their fullest potential.

Our parents trust us: they are involved in and informed about their child's learning.

Our staff team are enthusiastic and approachable professionals: they listen to and support parents and children.

We value children, parents and staff who demonstrate

**Integrity**

**Positivity**

**Love**

**Responsibility**

**Respect**

### **Our Aims**

We aim to:

- Promote children's learning through play by providing a challenging and dynamic curriculum that meets the needs of the individual child.
- Provide a stimulating and motivating learning environment which supports children's independence, problem solving and decision-making as they become confident individuals, successful learners, effective contributors and responsible citizens
- Meet the needs of children and families.
- Build on the important contribution of families in supporting the development of healthy lifestyles.
- Maintain an ethos that recognises, promotes and celebrates diversity ensuring that all members of our learning community feel safe, valued, included, respected and are treated fairly.
- Enable children to learn from and care for their environment through our commitment to outdoor learning nurturing children's curiosity and wonder about the natural world.
- Ensure that our provision is continuously improving and evolving to meet the needs of children and families as we strive to become a centre of excellence.

## Our Policies and Improvement Plans

Arthurlie Family Centre has a range of policies in place so that staff, parents and visitors to our Family Centre are clear on our work practices and our standards. Our policies are written in line with Education Scotland, Care Inspectorate and Local Authority guidelines. Policy folders can be viewed and copies are available on request. Please see a member of the Senior Management Team. East Renfrewshire Council policies can be accessed online. (See Appendix 1)

Our priorities for the development of the family centre are detailed in our annual Standards and Quality Report and the School Improvement Plan. You can request a copy or view them in the Family Centre reception.

## Admissions Policy

All Early Learning and Childcare places are allocated by East Renfrewshire Council in line with the local authority school admissions policy. Staff will be happy to advise you of how this policy operates when you apply for a place for your child. A leaflet detailing the Council's policy is also online. Nursery places are allocated by officers of the Council at the Headquarters in Barrhead. In addition a panel consisting of a Head Teacher of an Early Learning and Childcare establishment in the area, a representative from the Education Department offices and representatives of the other agencies involved in supporting children and their families e.g. Social Work Department, Health Board meet to decide on additional placements.

Before a child enrolls in Arthurlie Family Centre, the Education Department will seek documentary evidence to validate a child's entitlement to a catchment place at this Family Centre. If appropriate evidence is not submitted, the Education Department will withdraw the offer of a place. Documentary evidence can be submitted to the Education Department via the Family Centre office. Further detail on required documentary evidence and change of circumstances is available in the Education Department's school admission policy which is accessible on the Council's website via the web address below:

<https://www.eastrenfrewshire.gov.uk/early-learning-and-childcare>

A child's parent(s)/carer(s) is/are responsible for providing the Education Department with full and correct information about their child(ren) and any changes to that information which may affect their status as a catchment child. In the event that parent(s)/carer(s) fail to do this, the Education Department will view this as a refusal to comply with the rules and regulations of the Family Centre. This lack of cooperation will result in the Council seeking to exclude the child(ren) from Arthurlie Family Centre.

If information that is submitted is found to be fraudulent, the Council may pass the matter to the Procurator Fiscal's Office. The Council will use all means available to it in order to investigate suspicions or allegations of fraud, including but not limited to, surveillance in cases where it is necessary and proportionate to do so.

## Early Learning and Childcare within East Renfrewshire Council

The Children and Young People (Scotland) Act 2014 places a duty on local authorities to provide for the entitlement of all eligible pre-school (4 year olds) and ante pre-school (3 years old) children and entitled 2 year olds to 1140 hours of early learning and childcare (formerly called pre-school education). Further information on this can be found via the web address above.

### **Placements 0-2**

Many children 0-2 years old attending Arthurlie Family Centre have been allocated a place either through the Early Years Intervention Group (EYIG) or our Local Authority Placement system (LAP). We also offer a limited number of paying places – please complete an application form if you would like your child to be considered for a paying place at the LAP panel. You can download an application on the website detailed above or by requesting at the Family Centre office.

Placement in Arthurlie Family Centre from 0-2 does not guarantee that your child will be allocated a 2 year old place at Arthurlie. An application for a 2 year old placement must be completed at least 2 months before your child reaches their 2<sup>nd</sup> Birthday. All applications will be considered through the LAP panel and any offers for places will be sent out after this has taken place at the end of each month.

All places are allocated in accordance with East Renfrewshire's Admission Policy. Any child requiring an additional or alternative placement must be referred by their health visitor, social worker or educational psychologist.

All enquiries regarding allocations should be made to:

Education Department  
Admin & Support Section  
211 Main Street  
Barrhead  
G78 1SY

Telephone: 0141 577 3265

Email: [earlylearningandchildcare@eastrenfrewshire.gov.uk](mailto:earlylearningandchildcare@eastrenfrewshire.gov.uk)



## Aspirations

In Arthurlie Family Centre we hold an empowering image of the child as a unique, competent and active learner whose potential needs to be encouraged and supported. Our children are curious, capable and intelligent individuals who have been learning since birth. We work and play alongside children to co-create knowledge and support their interactions with other children and adults. We embrace the United Nations Convention on the Rights of the Child (UNCRC) and ensure children's rights are safeguarded and actively promoted.

At Arthurlie Family Centre we have adopted East Renfrewshire Council's strategy on Recognising Achievement and Raising Attainment. This strategy reminds us that "we, parents and staff alike, must be ambitious for our children; we must encourage all learners to reach for the stars and to settle for nothing less than their best." (John Wilson, 2009)

This reflects the Curriculum for Excellence which places an emphasis not only on children's attainment but on personal achievement which "provides children with a sense of satisfaction and helps to build motivation, resilience and confidence." (The Scottish Government, 2008)

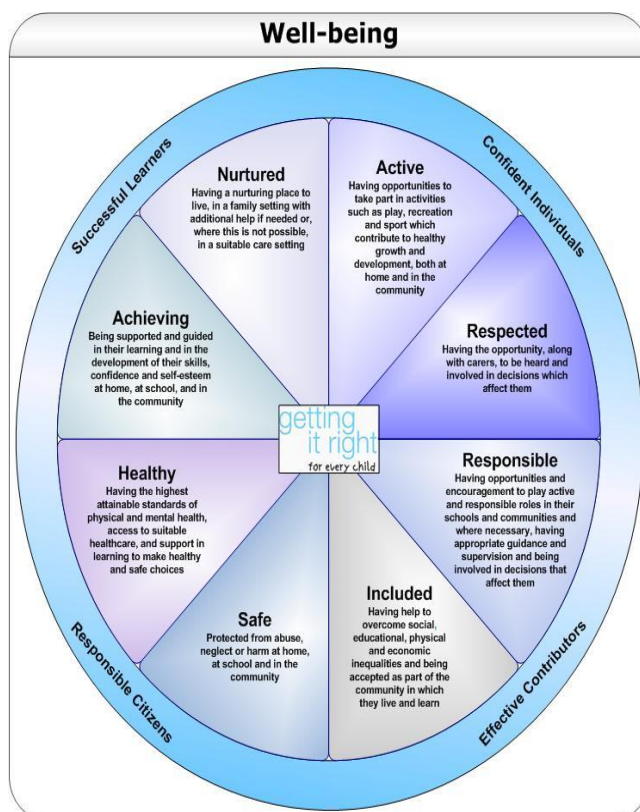
In all that we do we strive to get it right for every child by working with parents and community partners to ensure the outcomes for Scotland's children described by the Scottish Government in Getting It Right For Every Child in 2008 - Scotland's children should be; **safe, healthy, active, nurtured, respected, responsible, included** and **achieving**: being supported and guided in their learning and in the development of their skills, confidence and self-esteem at home, at school and in the community.

## Getting It Right For Every Child (GIRFEC)

We put this into action by promoting children's learning through play, providing a challenging and dynamic curriculum that meets the needs of the individual child through our stimulating and motivating learning environments supporting children's development towards becoming confident individuals, successful learners, effective contributors and responsible citizens.

We work in partnership with others to meet the needs of children and families ensuring that all children receive the support they need, removing any barriers that might restrict their access to the curriculum and responding to their own talents and interests in providing opportunities for personal achievement in a range of different contexts.

This individualised approach to planning for children's attainment and achievement reflects our positive ethos which recognises, promotes and celebrates diversity ensuring that all members of our learning community have a say in decisions that affect them and feel safe, valued, included, respected and are treated fairly.



## Community Partnerships

We use many of the assets in the local community to enhance children's learning. Children are often seen exploring Auchinback, and other areas of Barrhead; discovering patterns & shapes, identifying letters and numbers all around us, looking for signs of changing seasons or clues to life in the past and much more as they experience some real life learning.

Our Family Centre enjoys excellent links with a number of departments within East Renfrewshire Council including Adult Learning, Libraries, Community Health Care Partnership, Parks & Recreation and the Education Department's Psychological Services. These services all add value to the work of the nursery in delivering relevant and meaningful learning experiences to our children.

We work closely with other early years settings in East Renfrewshire, sharing expertise and discussing and developing local and national initiatives in early education. We also have a close bond with McCready Family Centre in Barrhead as we work with many of the same families.

Health Visitors, Educational Psychologists, Speech and Language Therapists and other colleagues in the local health services are involved in the life of the nursery providing advice and support ensuring quality provision for our children.

We invite visitors to the nursery from the emergency services to talk about their work and to teach children about keeping safe and well.

We welcome students from a range of colleges and courses to our nursery to develop the skills required to be an excellent Child Development Officer or Nursery Teacher. Students attend nursery in varying patterns depending on their course and will work with children under supervision from their mentor, the Senior Child Development Officers and the nursery teachers. We also offer work experience placements to students from local East Renfrewshire High Schools for young people who may be interested in a career in early learning and childcare.

## Working Together to Promote Positive Behaviour

We are committed to working in partnership with parents to promote positive behaviour among all children. Young children benefit from clear and consistent expectations, which help to give them security and a sense of fairness. In the family centre children, parents and staff have agreed a few simple rules for safety and the consideration of others. Children are encouraged to develop self-discipline, to show kindness and respect for others and for their environment:

- Gentle hands
- Kind words and voices
- Look after things/toys
- Walking feet
- Listening ears

Positive behaviour is a very important social skill, as well as being necessary for a good learning environment. Our staff are friendly, fair and consistent as they guide children towards acceptable behaviour. We use praise to reinforce good behaviour and draw attention to good role models. If a child experiences any difficulties with their peers, we encourage the child to be assertive, to remind the other child(ren) of the rules and to report the incident to one of the staff. Please speak to a member of the senior management team if you have any concerns about your child.

Some children have difficulties when first starting nursery and learning to cope with sharing space and equipment. The staff will deal with this sympathetically and help them to learn the rules. If a child continues to have difficulties with behaviour then we will discuss the matter with the parent and work together to support the child towards positive behaviour. In some cases this may include seeking advice from other professionals, with agreement of the parents.

East Renfrewshire is committed to the Scottish Government's vision of anti-bullying. When talking about bullying behaviour, we do not label children and young people as 'bullies' or 'victims'; instead, we talk about those experiencing and those demonstrating or exhibiting bullying behaviour.

*"Every child and young person in Scotland will grow up free from bullying and will develop respectful, responsible and confident relationships with other children, young people and adults. Children and young people, and their parent(s), will have the skills and resilience to prevent or respond to bullying. Every child and young person who requires help will know who can help them and what support is available. Adults working with children and young people will follow a consistent and coherent approach in dealing with and preventing bullying from Early Learning and Childcare onwards."*

*Respect for All: The National Approach to Anti-Bullying for Scotland's Children and Young People, Scottish Government, 2017*

## Minor Incidents/Upsets

Minor incidents and upsets in the family centre will be dealt with sympathetically by staff. Depending on the seriousness of the incident, the parent will either be contacted immediately or informed at the end of the session.

Please keep us informed of any upsets at home so that we can be prepared to offer your child appropriate support when necessary.

Within our family centre we adopt a range of approaches based on improved relationships, engagement, motivation and emotional wellbeing. These include:

- Having high developmentally appropriate expectations of behaviour and communicating these clearly in terms the children understand
- Sharing our expectations with parents to promote consistent approaches
- Involving children in agreeing rules and routines for safety and consideration of others. Ensuring children understand the reasons for the rules and giving clear explanations where necessary
- Keeping to routines to ensure children know what is expected.
- Maintaining consistent, calm adult behaviour
- Paying first attention to the best behaviour. Giving well-timed descriptive praise and encouragement of the desired behaviours
- Ignoring some minor behaviours if this would help reduce unwanted behaviour and it is safe to do so
- Modelling good behaviour and drawing children's attention to positive role models. Supporting children to share and ask for a turn.
- Encouraging children to do the right thing because it feels good rather than for an external reward such as stickers
- Observing children's levels of engagement, motivation and emotional well-being carefully to establish the reasons behind different behaviours
- Responding and intervening sensitively when required to distract or help children to manage difficult situations

- Providing children with a script to help them talk about their feelings and deal with difficult situations. Model what to say and do.
- Giving children opportunities once they are calm to reflect on what has happened and why; to repair situations, change behaviours and move on.
- Listen respectfully to children and other adults. Reflect on situations as a staff team to learn from them and continually improve practice

## Parental Partnership and Engagement

We aim to develop a good working relationship with parents so that staff and parents can support each other in the very important task of educating and preparing children for life. We value your experience as the main educators in your children's early years and hope that you will continue to play a major role in your child's learning when he/she starts nursery.

Our aims are to foster genuine partnership with parents by

- providing information
- encouraging involvement in the life of the Family Centre
- offering support

Working with you

- helps us to know your child
- enables us to offer an appropriate curriculum
- enables us to support the family when necessary

## Parental Engagement Opportunities

Triple P- PPP and Incredible Years-POPP  
 Being a 'Family Friendly Gold' Accredited Centre  
 Child Smile  
 Breastfeeding  
 Rhyme of the Week  
 Crafts days e.g. Eco Fashion Shows  
 Curriculum Workshops  
 Stay and Play  
 Book Bug  
 Parent and Staff Committee

## Bookbug

We support our children and parents to play and learn together in a variety of ways. Bookbug group sessions in nursery are fun song and rhyme sessions which encourage parents to share books with their children from the earliest age. They are a great way for parents to get to know the staff and each other. We also offer Bookbug in the home enabling parent, child and staff to share fun experiences and develop important skills and build on relationships.



## Positive Parenting

The Psychology of Parenting Project (PoPP) is an evidence-based parenting programme for families with young children who may have elevated levels of behaviour challenges at different times in their life.

The PoPP has been approved and funded by the Early Years Taskforce and Mental Health Division. Commitments relating to a national roll-out of the PoPP model are included in the Mental Health and National Parenting Strategies. The plan aligns with the public service reform agenda by promoting cross-sector, cost-effective early intervention and offers evidence-based outcomes which particularly match the key change areas identified for Workstream 3 of the Early Years Collaborative. This model is about Getting it Right For Every Child as it places children at the centre of services, and values the importance of families and the communities in which we live.

Zoe McNeill is our Parental Involvement Co-ordinator. She is keen to support parents and provide the groups you would like. Groups are always popular as they help parents develop new skills for themselves and their child and they provide a great opportunity to get to know other parents. We know that learning a new skill can help develop confidence and build up self-esteem.

Examples of Groups:

Cookery, Walking, Crafts, Yoga, Sewing

## Parents Fundraising Group

The parents fundraising group is a very important part of the life of Arthurlie Family Centre. Parents are asked at the time of enrolling their child if they would like to join. The group is responsible for fund-raising matters, organising events and generally representing the parent body at committee meetings.

## Parents' Consultations

We have parents' consultations in November and March to give parents an opportunity to discuss their child's progress with a member of staff. You will be invited to choose an appointment time from a list of available timeslots, including evening appointments. If you cannot manage at one of the allocated times, we will discuss with you to agree another mutually suitable time or organise a telephone consultation.

Parents are always welcome in the family centre to Stay and Play with their child or share their skills with the children. There are many areas of the centre where parents can help develop the children's learning, for example at the computer; reading stories; art; woodwork bench, gardening or helping with outings. Please tell us if you have a skill to share or would like to help on a regular or occasional basis.

You are invited to join our Parents' Group, which organises several events each year to raise funds for the centre. You will be invited to informal chats over a cup of tea, when parents can find out more about the life and work of the centre; help to share ideas; give feedback on the work of the centre and assist us to plan for future developments. Please speak with one of the staff if you are interested. Information about the group and Tea and Talk events is included in our newsletters.

Information about the community is displayed in the foyer. If there is specific information you would like to know, please ask. If we do not know we might be able to find out for you. Other parents are also great source of information.

In Arthurlie Family Centre children, parents and carers are involved in the life of the family centre a number of ways:

1. Parents are welcome to visit the centre with their child before he/she starts nursery.
2. Parents and carers play an active role in settling in new children. Procedures are in place for a flexible, adaptable approach to meet individual needs.
3. Parents share information about their child to help staff to plan to meet their individual needs.
4. Parents are welcome to Stay and Play sessions – spending a morning/afternoon in the centre and joining in with the planned learning experiences.
5. Parents are invited to help with our garden
6. Parents accompany children on visits within the local and wider community.
7. All Parents are invited to participate in the Parents' Group and Eco Committee.
8. Regular and up to date information is provided in a variety of formats, including written and face to face. Most of our written information is shared digitally, but paper copies are available on request.
9. Parents are encouraged to view their children's online Seesaw journal regularly and to share information about their learning and development.
10. Parents' comments and suggestions help to shape our policies and practice.
11. Daily contact helps to build positive relationships between children, parents and staff.
12. Parent Workshops are held to share information about the curriculum and various other themes to support families.
13. Parents have the opportunity to visit the playrooms and discuss with staff how learning is supported at all stages.
14. Parents of children with Additional Support Needs play an active role in review meetings. They are included in any training we arrange relevant to their child's needs.
15. Parents and carers are invited to share their knowledge, skills and expertise to support all of the children's learning.
16. Information is provided on a variety of topics relating to child development and parents' role in this.
17. Information and displays are provided on a range of health issues.
18. We organise representatives from various partnerships to set up displays and speak with parents e.g. Oral Health/Family First
19. Positive relationships between parents are built through informal tea and chat sessions.
20. Parents are consulted as part of the process of self-evaluation of the nursery.
21. A Suggestions Box is available in Reception.

If you intend to help out in the Family Centre on a regular basis, you must apply to join the Protection of Vulnerable Groups scheme through Disclosure Scotland. Please speak to the Acting Head of Centre.

## Communication

We publish regular newsletters to keep you informed about life in the nursery. Any daily changes to information are written on the noticeboards in the foyers. We have a nursery website with a blog which is updated regularly.

<https://blogs.glowscotland.org.uk/er/Arthurlie/>

You can also follow us on twitter @ArthurlieN for regular updates and reminders of upcoming dates. Seesaw will also be used to keep you informed of upcoming dates.

For important events we will also use text so please keep us informed about your current mobile number.

If English is not your first language let us know if you would like your letters in an alternative language – we will use google translate to provide information in the language of your choice.

## Useful Websites

Anti Bullying Service

[www.respectme.org.uk](http://www.respectme.org.uk)

ASN Advice for parents

<https://www.eastrenfrewshire.gov.uk/children-with-asn>

Benefits of breastfeeding

<https://www.unicef.org.uk/babyfriendly/about/benefits-of-breastfeeding/>

Complaints

<https://www.eastrenfrewshire.gov.uk/make-a-complaint>

Child Exploitation and Online Protection Centre (CEOPs)

[www.ceop.police.uk](http://www.ceop.police.uk)

Child Protection

<https://www.eastrenfrewshire.gov.uk/child-services>

Curriculum for Excellence:

[What is Curriculum for Excellence? | About Curriculum for Excellence | Curriculum for Excellence | Education Scotland](#)

Cyberbullying

[Family Lives](#)

Dyslexia:

<http://www.addressingdyslexia.org/>

ENABLE – ASN Support:

<http://www.enable.org.uk>

ENQUIRE - ASN Support:

<http://enquire.org.uk/>

East Renfrewshire Council Website  
<https://www.eastrenfrewshire.gov.uk/>

Healthier Minds – Educational Psychologist  
<https://blogs.glowscotland.org.uk/er/PsychologicalService/school-staff/building-resilience/healthier-minds/>

Inclusion  
<https://blogs.glowscotland.org.uk/er/curriculumlinks/inclusion/>

Internet Safety  
<https://blogs.glowscotland.org.uk/er/curriculumlinks/links-for-parents/ict-links-for-parents/>

Learning at Home  
<https://education.gov.scot/parentzone/learning-at-home>

Parental Engagement  
<https://www.eastrenfrewshire.gov.uk/parent-engagement>

Psychological Services  
<https://blogs.glowscotland.org.uk/er/PsychologicalService/>

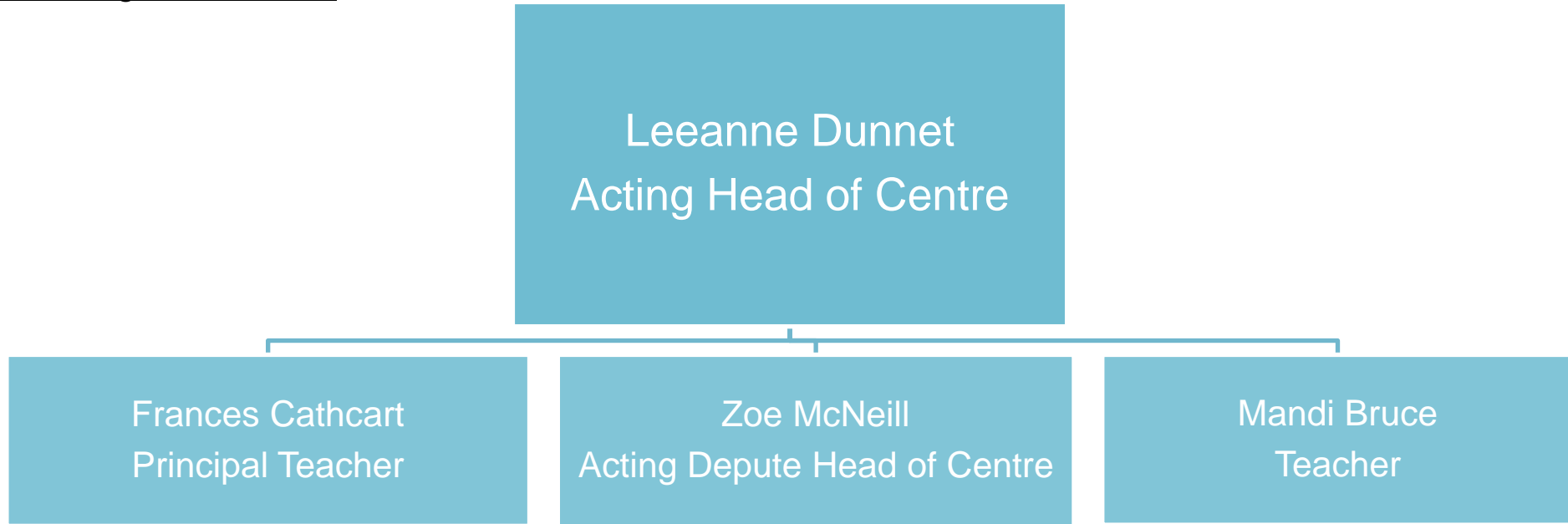
Read, Write and Count  
<https://www.parentclub.scot/>

Reading Challenge  
<https://www.readingchallenge.scot/>

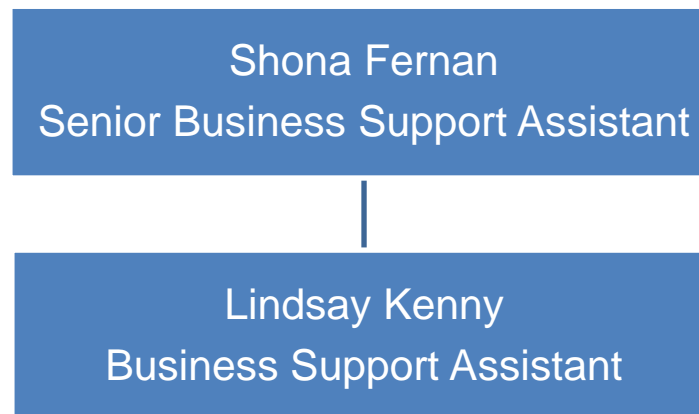
Twitter  
[@Eastrencouncil](https://twitter.com/Eastrencouncil)



Senior Management Team



Business Support Team



## Our Staff Team

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**Baloo  
Baleerie** Lauren Young  
Child Development Officer

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Amy Bilham  
Child Development Officer

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Laura McAleer  
Child Development Officer

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Alison McGinley  
Child Development Officer - P/T

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Lauryn Bell  
Child Development Officer - P/T

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Lynn Adair  
Early Years Play Worker

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**Aiken  
Drum** Victoria Fernan  
Child Development Officer

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Louise Fisher  
Child Development Officer

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Kayleigh Fernan  
Child Development Officer

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Andrew Pollock  
Child Development Officer

---

Cheryl Anderson  
Child Development Officer

---

Zoe Freeman  
Child Development Officer

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Frankie McCann  
Child Development Officer - P/T

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Janet Walker  
Child Development Officer

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Natalie Reynolds  
Early Years Play Worker

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**Ally  
Bally  
Bee**

Laura Moffat  
Child Development Officer

Gill Egan  
Child Development Officer

Sana Iqbal  
Child Development Officer

Derek Scott  
Child Development Officer

Jennifer Adams  
Child Development Officer

Cloe McLeish  
Child Development Officer

Michael McCann  
Child Development Officer

Emma Collins  
Child Development Officer

Tina Maloney  
Child Development Officer

Deborah Christie  
Child Development Officer - P/T

Colin Reed  
Early Years Play Worker

Nicola Young  
Early Years Play Worker

Yanjun Hou  
Early Years Play Worker

**Zicky  
Dicky  
Dock**

Clare Logue  
Child Development Officer

Stewart Watson  
Child Development Officer

Kimberley O'Donnell  
Child Development Officer

Sara Duffy  
Child Development Officer

Karen Lindsay  
Child Development Officer

Stephanie Harkins  
Child Development Officer

Gail Clark  
Child Development Officer

Elaine Rowand  
Child Development Officer

Abbie MacAlister  
Child Development Officer

Natalie Tracey  
Child Development Officer - P/T

Gillian Young  
Child Development Officer - P/T

Linda Chapman  
Early Years Play Worker

Lynne McKelvie  
Early Years Play Worker

Kerry Conlon  
Pupil Support Assistant

All members of our team have an enhanced PVG or Disclosure check to allow them to work with children and our permanent staff are registered with either the Scottish Social Services Council (SSSC) or General Teaching Council Scotland (GTCS)

## Extended Team

In the management and leadership team is Leeanne Dunnet the Acting Head of Centre and Zoe McNeill the Acting Depute Head of Centre and Jennifer Taylor is the Senior Child Development Officer. In the teaching management and leadership team is Frances Cathcart the Principal Teacher and Mandi Bruce the Class Teacher

Other professionals who work in our nursery on a regular basis include; Roslyn Graham, Families First Senior, Gillian Thorburn and Ainsley McGoldrick, Educational Psychologists, Katie, Rosemary, Margaret and Laura, Speech and Language Therapists and Louise, Audiology. We also work closely with the team of local health visitors and Children & Families Social Work teams.

## Complaints Procedure

If something goes wrong or you are not happy with our service please tell us. We follow East Renfrewshire Council complaints procedure which encourages complaints to be made directly to the service involved. This means you can make a complaint to any member of staff or may wish to speak to Leeanne Dunnet, the Acting Head of Centre. We try to resolve any issues as quickly as possible but if you are still not happy you can contact East Renfrewshire Council on 0141 577 3000 or online <https://www.eastrenfrewshire.gov.uk/make-a-complaint> alternatively you may contact the Care Inspectorate on 0345 600 9527.

## Data Protection Act 2018

Information on children, parents and guardians is stored on a computer system and may be used for teaching, registration, assessment and other administrative duties. The information is protected by the Data Protection Act 2018 and may only be disclosed in accordance with the Codes of Practice. For further information please follow the link attached

<https://www.eastrenfrewshire.gov.uk/privacy>

## Personal Data

When you come with your child to enrol you will be asked to give us some personal data. We **must** have this information before you can leave your child in our care. Please be prepared to provide:

- Two emergency contacts (names, addresses and telephone numbers)
- Names and addresses of child's doctor.
- Allergies and/or medical conditions
- Special dietary requirements
- Names of people who will normally collect your child from nursery
- A password to be used in the event of an emergency should you require another person to pick up your child outwith your collection list.

## Equalities

East Renfrewshire Council Education Department is committed to ensuring equality and fairness for all. In accordance with the requirements set out by the Equalities and Human Rights Commission, we seek to;

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not.

Arthurlie Family Centre has clear guidelines and procedures for dealing with incidents of inequality, as advised by the Education Department. We would encourage parents/carers that any concerns be raised with us first. Our Equalities Coordinator is Mandi Bruce and she can be contacted by email or by telephoning the centre.

The Education Department now has a specific duty to gather information on the effect of policies and practices on the educational opportunities available to disabled pupils and on their achievements. It also has this duty in relation to race and gender. It is for this reason that pupils and their parents and carers may be asked to respond to questions which require them to share information that may be personal and sensitive.

## Changes to Personal Details



It is crucial that you tell us immediately of changes to your personal details, especially a new mobile phone number. You will understand how important it is to be able to contact parents in the event of an emergency.

## Attendance

Good attendance at nursery is encouraged. Evidence shows that children do better if they come to nursery every day, as they would to school. We monitor attendance closely and will communicate any concerns we have with you, especially if your child's attendance falls below 80%.

If your child is unable to attend nursery for any reason please let us know either in advance or by telephone on the day of absence.

## Accidents and Illness

Sometimes at nursery children have minor accidents which result in a bump or a bruise. All staff follow our first aid procedures to comfort children and help them feel better; we also have a number of staff trained in first aid to deal with more serious injuries. All minor accidents or injuries are recorded on our accident sheets which parents are asked to sign. Any accident resulting in a child being taken to hospital is also logged electronically with East Renfrewshire Council and the Care Inspectorate.





If your child becomes unwell at nursery then you, or the emergency contacts you have named will be contacted. Your child will be made comfortable until someone arrives to take them home. If they bump their head whilst playing you will be telephoned immediately so that you can decide how you want to proceed depending on the severity of the injury.

We follow NHS guidelines and ask that if your child is suffering from a heavy cold, virus or any kind of contagious condition that you should keep them at home to avoid infecting other children. These guidelines also stipulate that children should be absent from nursery for 48 hours following a bout of sickness or diarrhoea.



If your child requires urgent medical attention we will call an ambulance, we will phone you straight away if that happens. Your child will be accompanied by a member of staff who will stay with your child until you arrive.

## Medical Information

When completing your child's enrolment form you will be asked to give details of any medical conditions/allergies your child has and what medication is taken on a regular basis. This information will be logged on our computer system and shared with relevant staff. It is important you tell us anything we may need to know to help support your child in their learning and accessing the curriculum.

If your child requires medication during the nursery session you should discuss this with a member of staff. We can only administer drugs prescribed by your child's doctor. You will be asked to complete a form which authorises nursery staff to administer the medication. Medicines will be reviewed at the end of each school term to check expiry dates.

We will talk to you if we have any concerns about your child's development and may seek referrals to audiology, speech and language therapy or other services if needed.

## Enrolment

After your child has been allocated a place at our nursery by the local authority we will contact you to make arrangements for their enrolment and induction into nursery.

If your child is 3 years or over before the start of the school year, they will start nursery during the first few weeks of the new term. Thereafter children will start nursery the term after their 3<sup>rd</sup> birthday. If you have a 2 year old place you **must also apply** for a 3-5 place prior to your child's 3<sup>rd</sup> birthday.



## Induction Process

Our induction procedures provide lots of opportunities for you and your child to get to know our nursery before their actual start date. Before they are due to start with us you will be invited to:

- An information session for parents – everything you need to know before your child starts nursery
- An open afternoon for children and parents – an opportunity to look round the nursery and get to meet staff and other parents & children
- Have a home visit – nursery staff visit you and your child at home, building relationships and learning from you about your child, these are available on request.
- Taster session – 1 hour session for your child to spend time in the playroom just before they start nursery.



When your child starts nursery they are entitled to their full session, we hope that the induction arrangements detailed above will help children to settle quickly into nursery life. As every child is unique we treat each one with the care and attention they deserve, if it takes a little longer for parent and child to be happy to leave each other then that's fine.

## Snack Time

If we are asking children to be active learners then it is important that we promote their energy levels accordingly. We offer milk or water to drink and provide a variety of healthy snacks for children to choose from such as fruit, toast or cereal. Please let us know if there are any foods that your child should not have.

**Arthurlie Family Centre is a nut free zone.**

From time to time we will have special snacks to learn about religious festivals; we also give the children opportunities to take part in baking and cooking activities. **As we are not allocated funding for this we ask parents to pay 60p per session towards the cost (a session amounts to am or pm place, a full day is classed as 2 sessions).**

## Health Promoting School

Arthurlie Family Centre is a Health Promoting School. We endeavour to encourage children to adopt a healthy lifestyle and to see the benefits in choosing healthy options.

We encourage children to eat healthily by offering only healthy snacks and encourage parents to provide healthy packed lunches for those children staying over lunchtime.

We encourage fitness by offering a programme of physical development and movement with daily opportunities to engage in energetic physical play both indoors and out.

We actively promote oral hygiene; each child has their own toothbrush and participates in supervised brushing every day as part of the Childsmile programme. You will be asked to give your consent for your child's involvement in tooth brushing.



## School Holiday Dates

TERM	DATES OF ATTENDANCE	
First	<b>Teachers return</b> <i>In-Service</i> <i>In-Service</i> <b>Pupils return</b>  <b>Last day of school</b> <i>September Weekend</i> <i>September Weekend</i> <b>Re-open</b>  <b>Last day of school</b> <i>In-Service</i> <b>Re-open</b>  <b>Last day of school</b>	<b>Monday 12 August 2024</b> <i>Monday 12 August 2024</i> <i>Tuesday 13 August 2024</i> <b>Wednesday 14 August 2024</b>  <b>Thursday 26 September 2024</b> <i>Friday 27 September 2024</i> <i>Monday 30 September 2024</i> <b>Tuesday 1 October 2024</b>  <b>Thursday 10 October 2024</b> <i>Friday 11 October 2024</i> <b>Monday 21 October 2024</b>  <b>Friday 20 December 2024</b>
Second	<b>Re-open</b>  <b>Last day of school</b> <i>Mid Term</i> <i>Mid Term</i> <i>In-Service</i> <b>Re-open</b>  <b>Last day of school</b>	<b>Monday 6 January 2025</b>  <b>Friday 14 February 2025</b> <i>Monday 17 February 2025</i> <i>Tuesday 18 February 2025</i> <i>Wednesday 19 February 2025</i> <b>Thursday 20 February 2025</b>  <b>Friday 4 April 2025</b>
Third	<b>Re-open</b>  <b>Last day of school</b> <i>May Day Holiday</i> <i>In-Service</i> <b>Re-open</b>  <b>Last day of school</b> <i>May Weekend</i> <i>May Weekend</i> <b>Re-open</b>  <b>Last day of school</b>	<b>Tuesday 22 April 2025</b>  <b>Friday 2 May 2025</b> <i>Monday 5 May 2025</i> <i>Tuesday 6 May 2025</i> <b>Wednesday 7 May 2025</b>  <b>Thursday 22 May 2025</b> <i>Friday 23 May 2025</i> <i>Monday 26 May 2025</i> <b>Tuesday 27 May 2025</b>  <b>Wednesday 25 June 2025</b>

Good Friday 18 April 2025  
Easter Monday 21 April 2025

48 Week children are able to attend the centre during holidays with the exception of in service days, bank holidays, September weekend, Christmas closure and Glasgow Fair Holiday.



## Nursery Security

To ensure that our children are looked after in a safe and secure environment we operate a strict security policy:

- Parents are advised to enter the nursery through the entrance allocated to your playroom.
- We also ask that parents do not let others into the building. For security reasons this should be done by a member of staff.
- Only parents with blue disabled badges should use the designated space in the car park as well as parents that may have a special arrangement for dropping off children. Children should NOT be in the car park at any time. Taxis should NOT enter the car park at any time.
- Anyone arriving late or picking up early must use the main door to report to the office.
- On arrival at the designated entrance for your child a member of staff will collect your child and take them to their playroom.
- Parents are asked to complete a collection form for their child on enrolment. Parents must inform the nursery when someone different is coming to collect their child.
- Children must be dropped off and collected by someone over the age of 16.
- If custody arrangements are in place all relevant staff will be informed. Parents will be made aware of their rights and responsibilities and the limitations of our powers with respect to custody issues.
- A member of staff will also be on playroom door duty to welcome children at the start of each session, and to ensure safety when children are leaving.
- A video entry system is in place. This is to be used by staff only. Parents should be advised to ensure that doors are properly closed when they leave and that they must not allow access to the building for anyone else. Children must not use the buzzers inside or out.
- We would appreciate if only 1 person came into nursery with a child to avoid congestion, unless a family member is being introduced to staff as an addition on the collection form.
- Due to our restricted space and for health and safety purposes we cannot allow prams into the building.
- Mobile phones **must not be used** within the nursery.

Please ensure that anyone dropping off or collecting your child is aware of the security policy and procedures.

Please note, with regards to the playrooms parents are only able to come into the playrooms/cloakrooms during the times below. This is to allow the staff to continue to provide high quality learning experiences for your child. Outwith these times parents should buzz the playroom and a member of staff will come out to collect your child.

08:00 – 08:15am
09:00 – 09:15am
13:00 – 13:15pm

# Child Protection Policy and Procedures

## **At Arthurlie Family Centre We Work Hard to Keep Our Children Safe**

At Arthurlie Family Centre we take the care, welfare and protection of our children very seriously. We believe all children have a right to feel safe within the school, home and community.

Within our school we strive to provide a safe, secure and nurturing environment for children which promotes inclusion and achievement.

All staff in education have a statutory and professional responsibility to take action if we have reason to believe a child is suffering, or is at risk of abuse.



Our child protection policy and procedure sets out what we will do if we have reason to believe a child is being abused or is at risk of abuse, either within the home or the community. These policies are designed to ensure that children get the help they need when they need it.

Every staff member undergoes a minimum of one child protection training activity every session. Many of our staff are extensively trained in specific areas of child protection to support and identify potential child protection concerns.

All schools in East Renfrewshire have comprehensive pupil support systems in place and we work closely with our partners in Social Work, Health and the Police. The school operates a multi-agency Joint Support Team to ensure that the best possible supports are available to children when they need them.

The Child Protection Co-ordinator for the school is Leeanne Dunnet, Acting Head of Centre. If you wish any further information or a copy of the school policy, please contact the school office. If you wish to discuss this important matter further, please make an appointment to see Leeanne Dunnet.

If you are worried or know of a child who could be at risk of abuse or neglect please speak to the Child Protection Coordinator or to a member of staff at one of the following numbers:

Social Work 0141 577 3003

Standby Social Work Out of Hours 0300 343 1505

## Emergency Closures

Establishments may be affected by severe weather, power failures or difficulties with heating. If this happens we will do our best to let you know the details of the closure by telephone, on our website, in the press or on local radio.

East Renfrewshire Council's website will also provide up to date information through their Twitter feed. You can also follow us on Twitter - **@ArthurlieN**



## What Should My Child Bring?

Please provide a nursery bag which is kept on their own peg in the cloakroom. You should make sure that this bag always contains a change of clothes – pants, socks, t-shirt and skirt/trousers. We have a very limited stock of clothes for changing children so it is important you supply fresh items after use. Please take this home at the end of each session as the peg is shared by am/pm child. **Please ensure all items of clothing are labelled with your child's name.**

You will also need to provide a pair of soft shoes for your child to wear inside nursery, black slip on gym shoes are ideal.

Outdoor learning is an important part of our curriculum, the children play outdoors daily and must be properly dressed for the weather. Please supply a pair of wellies with your child's name on them. They will wear their wellies when going out to play as they may become quite muddy or dusty. It is best if old clothes are worn on their bottom half.

### **On cold/wet days children should have:**

A warm jacket  
Gloves and a hat  
A waterproof suit  
Wellies



### **On warm and sunny days children should:**

Have a sun hat in their bag  
Be wearing sun cream (if attending all day please put in their bag and we will reapply)



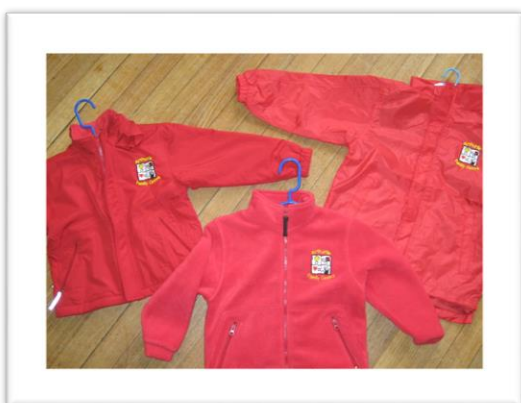
## Uniform

All uniforms can be ordered direct through Schoolwear Made Easy using the undernoted link. You will receive free delivery and the Nursery will get 5% Commission. This is a cashless system.

<https://www.schoolwearmadeeasy.com/badged-school-uniform/a-d/a/arthurlie-family-centre>

### How To Order Using The Link:

Choose the products/sizes you want and add to cart.  
Click shopping cart to view.  
Click checkout to make payment.  
Delivery should be approximately 7 days.



## Independence

We always encourage the children to be independent in dressing so we would encourage you to make sure that children wear simple leggings or joggers so that they can manage by themselves when they go to the toilet, too many complicated buttons, belts and buckles can lead to wee accidents.

## Toileting

Not all children are toilet trained when they start nursery, if you would like some advice about this please speak to a member of staff. If they are required you will need to provide your own nappies and wipes for your child. Your health visitor will also be able to offer you advice if you are concerned about any toileting issues. We have a useful information leaflet for parents about toilet training and we will work with you to ensure that your child's needs are fully met, mirroring routines at home and keeping open lines of communication.

## Concerns

We pride ourselves in having excellent relationships with our parents. If you are worried, curious or anxious about any matter concerning your child please speak to your child's key person as soon as possible. Sometimes this is enough to help, if not then the key person may arrange for you to speak to your child's teacher for more detailed information on their progress or development.

If you are still concerned then a meeting will be arranged to discuss any issues with the head teacher and relevant nursery staff.

Should staff have any worries about your child they will speak to you informally as early as possible. If we agree that it would be helpful then we will discuss your child's needs with our joint support team who meet monthly to target resources to support children and families who need it.

## ParentPay

We now use ParentPay. This system allows us to be a cashless centre. All parents can pay their 60p per session (£3.00 per week) through this app. These can be paid weekly, monthly or termly.

You can load money onto your child's account online via ParentPay or through the PayPoint facility in the local shops. ParentPay gives parents the freedom to make online payments whenever and wherever they like 24/7. No more daily scramble for loose change for the Nursery Fund.

If you have not received your activation details please let us know.



## Excursions and Consent Forms

When excursions are planned, e.g. taking children on environmental walks in the local area exploring concepts of nature, numbers, print and healthy living, you will be informed in advance and asked to complete a consent form giving your permission for your child's participation. Only children whose parents have given the necessary permission will be able to take part.

## Photography

Permission will also be sought to allow staff to photograph your child throughout the nursery. Photographs are used to record learning in your child's profile, to display the work of the nursery, to illustrate nursery experiences in the newsletter, on Twitter and on the Arthurlie blog; <https://blogs.glowscotland.org.uk/er/Arthurlie/>

## Visual Screening

Each year the NHS carries out visual screening programmes through the nursery. Your permission will be sought prior to the arranged date. Your child will not be seen by any medical professional without your consent.

## Learning at Nursery

In our family centre we aim to promote children's learning through play by providing a challenging and dynamic curriculum that meets the needs of individual child. To achieve this aim we ensure the Principles of Curriculum Design are embedded in the learning environment which helps us to provide a stimulating and motivating learning environment and supports children's independence, problem solving and decision-making as they become confident individuals, successful learners, effective contributors and responsible citizens.

## Pre-Birth to Three

To help meet the needs of our youngest learners we also take account of the National Guidance for children from pre-birth to three considering the importance of relationships, respect, the rights of the child and responsive care, along with developing the early pathways towards literacy and numeracy.

## A Curriculum for Excellence 3-18

Children should find their learning challenging, engaging and motivating. Our curriculum promotes high aspirations and ambitions for all and children are challenged to achieve their individual potential. They are active in their learning and are encouraged to develop and demonstrate their creativity. All children have opportunities for a broad range of experiences leading to outcomes in learning. The curriculum is organised into different levels. Most children 3-6 will work on Early Level through their time at nursery and into Primary 1.

Our children experience continuous progression in their learning; they are able to progress at a rate which meets their needs and aptitudes with an appropriate level of challenge and support. We provide opportunities for children to develop their full capacity for different types of thinking and learning and make use of our local community to bring learning to life.

Our curriculum responds to individual needs and builds on children's skills and talents. Every child is given opportunities for exercising personal choice as they are involved in setting personal targets and making decisions about how they learn.

We ensure that children understand the purposes of activities so that they see the value of what they are learning and its relevance to their lives, present and future as they develop skills for learning, life and work. The curriculum is organised under the familiar headings of Languages, Mathematics, Health & Wellbeing, Social Studies, Science, Expressive Arts, Technologies and Religious and Moral Education. Literacy, numeracy and health & wellbeing permeate the whole curriculum and there are many opportunities to explore citizenship, enterprise, creativity and sustainability.

## Health and Social Care Standards

The Health and Social Care Standards: My Support, My Life these seek to provide better outcomes for everyone; these strive to ensure that individuals are treated with respect and dignity, and that the basic human rights we are all entitled to are upheld. When planning and delivering our care to children we use these standards and during inspections the Care Inspectorate is required by Law to consider these when analysing our practice.

1. I experience high quality care and support that is right for me.
2. I am fully involved in all decisions about my care and support.
3. I have confidence in the people who support and care for me.
4. I have confidence in the organisation providing my care and support.
5. I experience a high quality environment if the organisation provides the premises.

<https://www.careinspectorate.com/index.php/new-standards-and-inspections>

## Our Day

It is helpful to young children when there is a rhythm to their day. It is really important that children have enough uninterrupted time to think and learn through play each day. In addition, we have various planned experiences that we offer including dance, drama, music or physical play in our hall and outdoors.

## Free Play

This is the time when learning takes place. You will see from children's learning journals that the experiences on offer are carefully designed to encourage meaningful learning to take place. Staff are highly skilled at interacting with the children in order to encourage them to talk about how and what they are learning. Children help to plan the activities on offer and are free to choose which play experiences they will become involved in. Staff observe and interact with children to challenge their learning and encouraging them to use skills already developed. At times staff will stand back and observe children in their play, this helps them to plan next steps in children's learning by assessing their interactions, stage of development, skills etc.

## Eco Schools

We will continue to develop our school grounds, increasing their biodiversity and learning more about food and the environment.

We will continue to promote environmental education, considering areas like energy, water, biodiversity and transport whilst maintaining our work in waste minimisation, litter, health and

wellbeing. The development of our current school grounds helps to promote outdoor experiential learning which encourages children to connect with the natural world. We recycle School Uniforms and recycle clothing in the rag bag bin situated at the pram store.

## Assessment & Reporting

In Arthurlie Family Centre we know that children will achieve in a variety of ways through a range of different schemas.

We assess their progress in learning so that we can use this information to develop an appropriate curriculum for each child.

The teachers monitor the progress of each child in collaboration with our child development officers (your child's Key Person). They use observations of your child during free-play, and build up a profile showing their attainment and achievements.

Your child's progress in nursery will be reported to you:

- Informally through discussions on an on-going basis
- Regularly through opportunities to look at your child's profile
- Formally at parents' consultations and a summative report (pre-school) at the end of the year.

## Seesaw

At Arthurlie Family Centre, you will have access to your child's online learning journal. You will be asked to complete the consent form for this and issued with a copy of our Seesaw policy. Once your child has started with Arthurlie Family Centre you will be invited to join their profile. Please be mindful that the Family Centre is extremely busy and this may result in a delay to your child's journal being updated.

These journals describe children's progress in their learning across health & wellbeing, literacy and numeracy. Each child's illustrates what they have been learning to help them become successful learners, confident individuals, effective contributors and responsible citizens. They contain individual examples of their achievements within the curriculum.

## Transfer to Primary School

The curriculum in Primary School will build upon what children have already learned at nursery. Children will continue to work on areas of the curriculum at Early Level.

We have very good links with the Primary Schools children attend. In the summer term teachers from these schools visit the nursery to meet and work with the children as part of our friendship group programme. This helps the positive relationships between nursery and primary and creates an effortless transition for each child.

Enrolment for school happens in January every year. All children who will be 4 years of age by the end of February must register at their catchment school even if entry is being deferred. You can find out more about placing requests on the council website if you wish your child to attend a different school <https://www.eastrenfrewshire.gov.uk/placing-requests>



We work closely with all of the schools in our Barrhead neighbourhood. The majority of our children move on to St Mark's or Hillview Primary as we share the same catchment. Contact details for all schools are listed on the council website;

<https://www.eastrenfrewshire.gov.uk/our-schools>

## Deferral

If a child is not yet 5 years old on 1 August in the year which they are supposed to commence their primary education, parents/carers may choose to defer entry until the following academic year. Such children will be entitled to an additional year of funded early learning and childcare.

You should discuss this option with the teacher in December prior to applying for your child's school place if this applies to your child. Ultimately the decision lies with you as your child's parent but we will try to give you all the information you need to help reach a decision.

Parents of children who reach the age of five before 1 August, can still decide to defer, however education authorities are required to exercise discretion as to whether an additional free year of early learning and childcare will be funded.

## Family First

Family First is a free, confidential advice and information service. The vision of the service is that with a little bit of help parents can feel empowered and supported to ensure they give their child the best start in life. The staff within the team can offer preventative support on issues or challenges surrounding school, health, home, money, childcare and confidence building to enable parents to get help within their community. They can meet with parents at nursery, in your home or out and about in the community. If you think you would like to know more about how the staff could help you contact Roslyn Graham – 07800 712 388

The Criteria for accessing the team are:

- Do you live in Barrhead?
- Have a child aged 0-8?
- Are looking for a little bit of help?
- Have no input from Social Work at present.

## Teacher and Child Development Officers

We currently have two qualified teachers in the nursery, Frances Cathcart and Mandi Bruce. A teacher in nursery has the same qualification and experience as a teacher in Primary. They have a degree in education and have attended university. They will also have worked in both sectors – primary and nursery. In addition a teacher in nursery must undertake a further qualification to enable them to work in this specialised area of learning.



Our Acting Head of Centre, Leeanne Dunnet holds a degree in Childhood Practice and has worked for an extended time as a Child Development Officer in nursery, this also applies to our Acting Depute Head of Centre, Zoe McNeill. A Senior Child Development Officer will have extended experience in nursery as a CDO and they all hold a degree relevant to early years. Our Senior Child Development Officer is Jennifer Taylor.

All other staff are Child Development Officers, they hold their Higher National qualification in Childhood Practice or similar. Some staff are currently undertaking further qualifications such as professional development awards or their degree.

All of our staff work with all of our children. The teachers in the Nursery have the overall responsibility for children's learning and progress. All of our children will have two key people while at nursery. You can talk to them if you have any worries about any aspect of your child's learning or care. Frances Cathcart is the Support for Learning Co-ordinator for the nursery and she is available to discuss any concerns you may have regarding your child's learning or development needs.

## Additional Support Needs

Within Arthurlie Family Centre we provide individual support for every child with additional support needs. The Education (Additional Support for Learning) (Scotland) Act 2004, and the amended Act 2009 give a clear definition of additional support needs;

Additional support needs refers to any child or young person who, for whatever reason, requires additional support for learning. Additional support needs can arise from any factor which causes a barrier to learning, whether that factor relates to social, emotional, cognitive, linguistic, disability, or family and care circumstances. For instance, additional support may be required for a child or young person who has behavioural difficulties; has learning difficulties; has sensory or mobility impairment; is at risk; or is bereaved.

There will be many other examples besides these. Some additional support needs will be long term while others will be short term. The effect they have will vary from child to child. In all cases though, it is how these factors impact on the individual child's learning that is important and this will determine the level of support required.

## Care and Well Being Plans

Where we agree that your child would benefit from some support we work with you to decide which strategies to use so that whatever we do in nursery complements what you do at home. Strategies might be simple things that happen in the playroom like specific praise, now and next cards, sand timers to help moving between activities, modelling of appropriate behaviour or distraction techniques. We also support children in small nurture groups which helps children with emotional resilience and the friendship group which promotes social skills. It might be helpful for us to work with you and your child at home and our Bookbug & Play at Home visits can be very useful for this.

If we feel that more support is required we will talk to you about discussing your child's needs at the joint support team where the health visitor, educational psychologist, social worker, parental involvement co-ordinator, teacher and head teacher can offer different supports. We will make sure you know who is going to help and arrange meetings so that you know what is happening. If you have any questions about this process please speak to your child's Key Person or a member of the Senior Management Team.

## Improvement Plan

We will seek your views in a number of ways, including questionnaires, consultations and focus groups, to help us improve our service. We value the opinions of all our stakeholders and will always ask what you think before we make any big changes. We also include the children in our consultations as they have the right to be involved in making decisions which affect them.

Each year we evaluate the quality of our service using the quality indicators from How Good is our Early Learning and Childcare and the National Care Standards, we share this with everyone through our standards and quality report. We identify what has gone well and what our next steps will be. The next steps are then taken forward in our improvement plan. You can find both of these documents on our website.

Our inspection reports from Education Scotland and the Care Inspectorate are available online.



Arthurlie Family Centre has policies in place to ensure that staff, parents and visitors to our centre are clear on our work practices and standards. Our policies are written in line with local and national guidelines including A Curriculum for Excellence, How Good is our Early Learning and Childcare, My World Outdoors, Building and Realising the Ambition and Pre-Birth to 3 which are documents we use to plan, monitor and evaluate our work.

The policies are available on request. Policies are monitored and reviewed regularly by our staff, parents, children and partners, reflecting our commitment to continuous improvement which meets the needs of all stakeholders.

## Useful Telephone Numbers

Director of Education	Mark Ratter	0141 577 3000
Head of Service	Siobhan McColgan	0141 577 3000
Early Years Quality Improvement Officer	Rosamund Rodriguez	0141 577 3000
Link Quality Improvement Officer	David Gordon	0141 577 3000
Psychological Services	Nick Smiley	0141 577 8510
East Renfrewshire Council		0141 577 3000
Care Inspectorate Scotland		0345 600 9527