

# Glenwood Family Centre



## Handbook 2022-2023



# Glenwood Family Centre

Eastwood Park  
Rouken Glen Road  
Giffnock  
East Renfrewshire  
G46 7JS

Tel No. 0141 570 7520

Fax. 0141 570 7521

e-mail – [schoolmail@glenwood.e-renfrew.sch.uk](mailto:schoolmail@glenwood.e-renfrew.sch.uk)

website – <https://blogs.glowscotland.org.uk/er/Glenwood/>

twitter - @GlenwoodFC



*The School should be seen as a community.  
Let us live with our children  
Let them live with us  
So we shall gain through them  
What all of us need.  
FROEBEL*



## Glenwood Family Centre

Age range covered: 3 - 5 years  
Number of Places: 180 morning / 180 afternoon

Children may attend

- **Stretched A** – 8am – 12.45pm OR 1pm – 5.45pm 5 days per week over 48 weeks
- **Stretched B** – 2 full days 8/8.30am -5.30pm/6pm AND one half day 8am – 12.45pm or 1pm – 5.45pm over 48 weeks
- **Blended model** – 1140 hours split between two settings
- **Core Hours** - 5 days a week from 9am to 3pm over 38 weeks (Term-time)

Glenwood Family Centre is non-denominational



## The staff

Mrs. Lorraine Brown	Head Teacher B.Ed.
Miss Marion Cunningham	Depute Head of Centre B.A.
Miss Marie McCallum	Senior Child Development Officer
Mrs. Jane Husbands	Principal Teacher B.Sc. P.G.D.E. (Primary)
Miss Jill Abernethy	Teacher P.G.C.E (Primary)
Mrs. Margaret Sylvester	Child Development Officer H.N.C.
Mrs. Caroline McGrory	Child Development Officer S.N.N.E.B. Job share
Mrs. Ruth Allison	Child Development Officer H.N.C. Job share
Mrs. Lynn Russell	Child Development Officer S.N.N.E.B. Job share
Mrs. Jackie Clark	Child Development Officer H.N.C. Job share
Miss Danii McArthur	Child Development Officer SVQ3
Mrs. Alison McGregor	Child Development Officer B.A.
Mr. Stephen Fleming	Child Development Officer SVQ3
Mrs. Mairi Wilson	Child Development Officer H.N.C.
Mrs. Joanna Rodger	Child Development Officer H.N.C.
Miss Fiona Bibby	Child Development Officer H.N.C.
Mrs. Heather Cramb	Child Development Officer H.N.C.
Miss Bethany Chrystal	Child Development Officer SVQ3
Mrs. Daneen Gallagher	Child Development Officer H.N.C
Miss Michele Pearson	Child Development Officer S.N.N.E.B.
Mrs Diane Burnett	Child Development Officer H.N.C
Mrs Sharon Dobbie	Child Development Officer H.N.C
Miss Jerri Callaghan	Child Development Officer H.N.C.
Miss Lisa Liddell	Child Development Officer H.N.C.
Mrs. Janice Flynn	Play Worker SVQ2
Mrs. Caroline Grant	Play Worker SVQ2
Mrs. Sandra Houston	Play Worker
Miss Erin O'Donnell	Play Worker H.N.C
Mrs Salma Iqbal	Play Worker
Miss Giulia Zangrande	Play Worker H.N C
Mrs. Moira Beveridge	Business Support Assistant
Mrs. Sue Morshed	Business Support Assistant

Mrs. Maureen Blake	Janitor / Cleaner
Mrs. Kimberly Kirkwood	Janitor / Cleaner
Miss Kirsty Buchan	Educational Psychologist
Mrs. Faryal Choudrhy	Bilingual Support Worker

Term time provision for Glenwood Family Centre has the same holidays as local primary/secondary schools in East Renfrewshire.

48 week contracts will not attend on in-service days, public holidays and 29<sup>th</sup>/30<sup>th</sup>/31<sup>st</sup> December. Please note the centre will close at 2pm on 24<sup>th</sup> December.

**EAST RENFREWSHIRE COUNCIL: EDUCATION DEPARTMENT  
SCHOOL HOLIDAY ARRANGEMENTS 2022/2023**

Teachers return	Monday 15 August 2022	Full centre closed
In-service	Monday 15 August 2022	No children attend
In-service	Tuesday 16 August 2022	No children attend
Pupils return	Wednesday 17 August 2022	
Last day of school	Thursday 22 September 2022	
September Weekend	Friday 23 September 2022	Full centre closed
September Weekend	Monday 26 September 2022	Full centre closed
Re-open	Tuesday 27 September 2022	
Last day of school	Friday 14 October 2022	
In-service	Monday 24 October 2022	No children attend
Re-open	Tuesday 25 October 2022	
Last day of school	Friday 23 December 2022	
Re-open	Wednesday 4 January 2023	
Last day of school	Thursday 9 February 2023	
In-service	Friday 10 February 2023	No children attend
Mid term	Monday 13 February 2023	
Mid term	Tuesday 14 February 2023	
Re-open	Wednesday 15 February 2023	
Last day of school	Friday 31 March 2023	
Re-open	Monday 17 April 2023	
Last day of school	Friday 28 April 2023	
May Day Holiday	Monday 1 May 2023	Full centre closed
In-service	Tuesday 2 May 2023	No children attend
Re-open	Wednesday 3 May 2023	
Last day of school	Thursday 25 May 2023	
May Weekend	Friday 26 May 2023	Full centre closed
May Weekend	Monday 29 May 2023	Full centre closed
Re-open	Tuesday 30 May 2023	
Last day of school	Tuesday 23 June 2023	

**Easter**

Good Friday: 7 April 2023

Easter Monday: 10 April 2023

Last modified on 5<sup>th</sup> September 2022





## Welcome to Glenwood Family Centre

**Our Vision is - Glenwood Family Centre - Learning and Growing Together.**

**Our Values are - Excellence Partnerships Inclusion Respect Nurture**

**Our Aims are-**

**G**.I.R.F.E.C approach. We strive to 'Get it Right for Every Child' (G.I.R.F.E.C). We work in partnership with Parents/Carers, professionals and other agencies to meet the individual needs of the child.

**L**isten to one another. Ideas and thoughts of all stakeholders are listened to and valued.

**E**xcellent opportunities for 'Learning for a Better World'. We are rights respecting, eco-friendly and appreciate the wonders of the outdoors.

**N**urturing, safe and stimulating environment where children are supported and challenged in their learning.

**W**elcoming and friendly ethos which is inclusive to all.

**O**utstanding learning opportunities both indoors and outdoors. Children have opportunities to learn, develop and be challenged in their learning, reaching their full potential.

**O**thers' beliefs, values and opinions. We respect and value others. We encourage stakeholders to share their diverse beliefs, values and opinions as we learn together about the people within our community.

**D**edicated, enthusiastic and knowledgeable staff. Staff responding to the interests and needs of the children, the children will become Confident Individuals, Successful Learners, Effective Contributors and Responsible Citizens.

### Family Friendly Status

Glenwood Family Centre was awarded the **Family Friendly Gold Accreditation** in March 2021.



## The curriculum

In Glenwood we follow Curriculum for Excellence and East Renfrewshire Education Department's policies. We provide each child with a broad, balanced curriculum suited to their individual needs, interests and stage of development. For some experiences they will work on their own, at others in a small group or larger group. Some experiences will be adult led and sometimes the children will work independent of an adult.

The main areas of the curriculum are:

**Expressive Arts, Health and Wellbeing, Languages, Mathematics  
Religious and Moral Education, Science, Social Studies and Technologies**

Further information about Curriculum for Excellence is available on the following link-  
<https://education.gov.scot/parentzone>

### We offer children active learning experiences by:

- Providing a safe and stimulating environment in which children feel happy and secure.
- Providing opportunities to engage the children's interest and imagination.
- Encouraging positive attitudes to self and others.
- Extending the children's abilities to communicate their thoughts, feelings and ideas in a variety of ways.
- Encouraging children to reach their full potential.

During your child's time at Glenwood Family Centre we aim to provide them with rich and varied opportunities to develop into successful learners, confident individuals, responsible citizens and effective contributors. Children have a solid foundation, which is built on during the next stage of their education.

In general, in enrolling a child at Glenwood Family Centre a parent accepts that the child will receive the curriculum offered, which meets the national guidelines. This means that, with very limited exception, pupils cannot be withdrawn from particular subjects/parts of the curriculum or specific activities forming part of the curriculum at the family centre. The limited exceptions, when a pupil may be withdrawn by parental request, exist in relation to (1) religious observance and instruction and (2) sex education programs. Other than these two excepted areas however, pupils are required to participate in all parts of the approved curriculum.

Parents may wish to note that in the event of the family centre seeking to make major changes to the curriculum on offer, consultation will be carried out with them and other stakeholders through the Parent Council and by other appropriate means.

*'Teachers don't merely deliver the curriculum.  
They develop, define and reinterpret it too'.*

## Planning, assessment and reporting

The children choose what they want to do and the adult supports their learning, ensuring that they have breadth and balance. By observing your child at free play and in a group situation, we are able to plan and provide appropriate models of play for each child's development. As a team we assess all children in the centre. We use the information gathered from the assessment to review our curriculum so that it is targeted to the needs of the children. All children will have a personal learning journal and this is used to record and report on their learning. This document gives us, as a staff, and you as parents/carers, a focus on which we can work together with your child in their learning. It will be sent home for you to read three times a year when you can celebrate with your child their achievements. There is opportunity for parents to share your thoughts on your child's progress and learning in the journal. Parents will be invited to attend a Parent/Staff consultation twice a year. These meetings are informal. We emphasize the importance of attending as this provides an opportunity to discuss your child's learning in confidence with staff. A summative report is provided before your child begins school.

## Outdoor learning

Glenwood Family Centre benefits from superb outdoor areas and the children access outdoor learning each day. This means all children will require to bring wellies, a waterproof jacket which may get dirty and waterproof trousers/ dungarees/ puddle-suit each day to ensure they are warm and dry while outdoors. All clothing and footwear should be clearly labelled. If you are unable to provide outdoor clothing, please contact us to arrange to borrow dungarees or jacket from the nursery which you will take home each day for use only by your child. We are positioned in a fantastic location allowing us to access local areas to further enhance children's experiences. Children enjoy regular opportunities for Woodland Adventures in Eastwood Park, where they learn in a woodland environment. We access the local community to support learning in real situations such as road safety walks and litter picks.



*We do not inherit the earth  
From our Ancestors  
We borrow it from our Children  
Old Indian Proverb*

## Celebrating achievements

East Renfrewshire Council's vision statement is **Everyone Attaining, Everyone Achieving through Excellent Experiences**. In Glenwood Family Centre we follow East Renfrewshire Council's strategy on Recognising Achievement and Raising Attainment and strive for an ethos where all children will achieve their best and reach the highest level of attainment. This reflects the Curriculum for Excellence which places an emphasis not only on children's attainment but on personal achievement. We strive to Get it Right for Every Child by working with families and community partners to ensure our children are safe, healthy, achieving, nurtured, active, respected, responsible and included. We recognise children's rights as described in the United Nations Convention on the Rights of the Child (UNCRC).

## Community partnerships

Our learning is enhanced through community partnerships such as our links with the local library and the emergency services. We welcome visitors to the centre to share different experiences with the children. We work closely with other agencies to support the needs of our children and their families including Psychological Services, Social Work and Health professionals. We work with other nurseries in the local area sharing best practice and working together to develop initiatives such as Family Friendly Approaches. We support students on placement as part of various childcare and education courses and we offer work experience placements for pupils from local secondary schools.

## Promoting positive behaviour

East Renfrewshire is committed to the Scottish Government's vision of anti-bullying. *"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 parents or carers, will have the skills and resilience to prevent or respond to bullying. All children will expect help and know who can help them; while those adults working with them will follow a consistent and effective approach in dealing with and preventing bullying from early years onwards."*

*A National Approach to Anti-Bullying for Scotland's Children and Young People, Scottish Government, November 2010*

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. We are committed to working in partnership with parents to promote positive behaviour among all children. We encourage everyone to show respect for each other and to take responsibility for their own behaviour. We constantly use praise to reinforce good behaviour.



## School hours

Glenwood Family Centre is open throughout the year from 8.00am-6.00pm.



Children are entitled to 1140 hours nursery provision. At Glenwood we offer Stretched A, Stretched B, Blended model or Core hours to suit the differing needs of all our families.

## Add on hours –

As part of the Council's aim to increase flexibility within our nurseries and family centres, we are making additional sessions available within our nursery for families to purchase. These additional hours will allow your child to access hours above and beyond their current allocated entitlement within our nursery.

The availability of extra hours will depend on your child's current attendance pattern but is designed to provide families with greater flexibility to suit your circumstances. Unfortunately, given the popularity of certain attendance patterns, not all days are necessarily available for purchase and the number of requests may exceed the places available.

Add-on sessions are available in fixed blocks and cannot be purchased on an hourly basis. The cost of each session will depend on your child's attendance pattern.

Please contact the office for further details.



## Settling your child

Parents are now welcomed into the building and outdoor areas if required for settling your child. It is important that your child is given time to settle into her/his new environment. Each child is different and their key worker will discuss the individual needs of your child with you.

## Photographing children



During the school year we use photographs for display and include in your child's learning journal. Consent will be sought before any photographs / videos are taken and displayed. This will be obtained at the beginning of each school year.

## Security

To ensure that our children are looked after in a safe and secure environment, a member of staff will be on door duty to welcome children at peak times including the start of each session, and to ensure safety when children are leaving. Glenwood Family Centre has a buzzer entry system and all visitors to the centre out with these times are required to make themselves known upon entry. Parents should ensure that doors are properly closed when they leave and they must not allow access to the building for anyone else. Children must not use the buzzers.

## Welcome time and home time

All children and families enter through the main doors and will hang up their belongings on their individual pegs and change their shoes in the cloakroom area, children will take their wellies with them into the playroom and place them on their room rack. Children have name disks on their peg which they will hang their registration trees located in the cloakroom. A member of staff will help your child settle into the playroom and sign them in. If you need to collect your child early from nursery, we ask you to press the playroom buzzer to the office and wait for staff to bring your child to the cloakroom.

## If your child is going home with another adult

From time to time you arrange for your child to go onto something after nursery e.g. a party, a play date etc. and another adult other than yourself will be collecting them from nursery. Please ensure that the staff know about this and that her/his name has been added to the **collection sheet** on your child's enrolment form.

## Medical needs

It is very important that full details of your child's medical history are provided when completing enrolment forms. This ensures that staff are as well prepared as possible for any health emergency that may arise.

## Children's Absence

We hope that your child will attend every day. However, if your child is going to be absent, we ask you to contact us before **9.30am / 1.30pm** on the day of her/his absence either by telephone **0141 570 7520** or by e-mail [schoolmail@glenwood.e-renfrew.sch.uk](mailto:schoolmail@glenwood.e-renfrew.sch.uk)

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.

## Accidents and illnesses

If a child takes ill or has an accident in Glenwood we try to contact the parent or the agreed contact as soon as possible. However, in the event of a serious accident, the child's parents will be informed and arrangements will be made to meet them at the casualty department of the hospital should this be necessary.

**Please inform our office if you change address / telephone number.**

Minor incidents/upsets in the nursery 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. We will telephone immediately if your child has a bump to the head so that you can decide how you want to proceed depending on the severity of the injury.

Please keep us informed of any minor incidents at home so that we can provide your child with the appropriate support.

## Involvement of health staff

In Glenwood children take part in daily tooth brushing as part of the Childsmile programme. If you do not wish your child to take part, please advise us in writing. During the school year, visual and dental screening programmes take place.

## Emergencies

We make every effort to maintain a full educational service, but on some occasions circumstances arise which lead to disruption. Schools may be affected by, for example, severe weather, dislocation of transport, power failures or difficulties of fuel supply. In such cases we shall do all we can to let you know about the details of closure or reopening. We shall keep you in touch by using letters, announcements in the press and on local radio as well as through the council website <http://www.eastrenfrewshire.gov.uk> , Facebook page and Twitter feed.



## Dressing for excellence

Early years is about discovering, creating and experimenting and a lot of this entails working with messy materials. Parents are asked to bring their children to nursery in 'play' clothes, i.e. easily washed, sleeves which roll up easily and trousers which allow independence.

**Glenwood Family Centre has its own polo shirt and sweatshirt which are ideal for nursery 'adventures'.**



You can purchase these at the school office.

- Sweatshirt - £10
- Polo shirt - £9

There are certain items of clothing which are unacceptable in our 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 be a health and safety hazard (such as loose fitting clothing, dangling earrings)
- ✗ Carry advertising , particularly for alcohol or tobacco

## What children need to bring each day

- When you bring your children to Glenwood, we encourage and help them take off their own outdoor clothing and change into their sandshoes.
- Your child will be given their own peg with their name beside it for their jacket, wellies and shoe bag.
- A spare change of clothes is required in your child's bag of tops, trousers, pants and sock.
- Children should bring wellies for outdoor play.
- Sunhats/hats and gloves weather dependent.
- Sandshoes must be brought every day for indoor play.
- Please label all items of clothing that your child will take off in the centre.



### Home and school links -

The education of a young child is a shared responsibility. In Glenwood we recognize the importance of fostering strong links between the school and a child's home. Prior to beginning Glenwood, all families will have a phone call from their child's keyworker. This allows the parent to share information and discuss any issues regarding their child. There are regular opportunities for parents to attend a range of events in the centre including Curriculum evenings, Coffee and Chats, Stay and Play Sessions and parent workshops. Parents are encouraged to play a significant role in the work of the school and suggestions from parents are always welcome.

### Children's lending library

Children will choose a book with their parents/carers at the end of their session and return it to nursery when ready to swap for another book. On each book you will find a reading tip suggesting little ways you can enjoy sharing the book with your child. Most importantly, remember children LOVE to read the same book over and over again. This is fine and a great way to learn! The lending library is located in the exit foyer for you and your child.



### Useful curricular links

Our Education Department has developed a website which identifies curricular activities suitable for children of all ages. Have a look at what is available for children aged 3-5 years.

Go to <https://blogs.glowscotland.org.uk/er/curriculinks/early/>

## How you can help your child

You can help your child to learn by playing together at home and:

- encouraging them **to be independent**, for example, in getting dressed, washing their hands before meals and encouraging them to develop healthy habits in diet, exercise and hygiene.
- Providing opportunities to **share and join in** with other children.
- **reading with them every day**. Talk about books with them, spot letters in books and read familiar words to them, such as the labels on their favourite foods, restaurants, shops, street signs etc.
- **talking with them and answering questions**. Play remembering games and guessing games like 'I Spy...'.
- **helping them to match and sort things**, for example, putting together forks and knives or cups and saucers, pairing up socks, sorting out big tins and little tins, putting packets in order of size.
- encouraging them **to count and use numbers in everyday situations**.
- encouraging them **to listen** to music, songs, stories and rhymes. Sing and share nursery rhymes together.
- encouraging them **to express their ideas and feelings**, for example, using crayons, pens, pencils, paint, music and play.
- giving them a chance **to use their fingers and hands**, for example, building with bricks, cutting out with scissors, helping with baking, fastening zips and buttons and using a pencil to 'write'.

## Toileting

Not all children are toilet trained when they start nursery, and even those out of nappies may have the occasional accident. Staff will discreetly change any child who is wet or soiled. If required, you will need to provide your own nappies and wipes for your child. If you would like some advice about this please speak to a member of staff. We always encourage the children to be independent in dressing so would encourage you to make sure that they wear clothing which allows this, such as leggings or jogging trousers, so that they can manage by themselves when they go to the toilet.

## Healthy eating



*Children's tummies are small . . . but their energy needs are high. They fill and empty quickly. Three small meals with a healthy snack in-between is best! Healthy eating is about getting a varied, balanced diet and enjoying lots of different foods.*  
'The Nutritional Guidelines for the Early Years'

**Snack** - Every session, the children will be offered a snack. Your child will have a choice of fruit alongside milk or water daily. For special occasions we may try new foods at snack time, such as when celebrating different festivals or special events.

**Lunch** – At Glenwood we provide a lunchtime meal to all children. This is part of their 1140 hours entitlement. This means children attending in the mornings will have a lunch before the end of their session, children attending full time will have lunch at 12.30pm and children attending in the afternoon will have a lunch when they arrive in the afternoon. Our menu has been devised by East Renfrewshire Council to comply with the Setting the Table standards. The latest menu can be accessed through the East Renfrewshire Council website: <https://eastrenfrewshire.gov.uk/nursery-menu>.

If your child has food allergies/ intolerances, a medically prescribed meal request form must be completed, or for pupils wishing to access the vegetarian menu a lifestyles form must be completed. (Please ensure these forms are completed ahead of your child accessing the service).

For children who attend all day and **do not** wish to access the lunchtime meal, you should supply your child with their own packed lunch. Please ensure that it is a **healthy lunch** e.g.

- ❖ One/two **small** sandwiches/a wholemeal roll/ pitta bread & filling
- ❖ A yoghurt/ fromage frais
- ❖ A piece of fruit
- ❖ A drink (low/no sugar)
- ❖ A piece of cheese

Please remember to put an ice pack in your child's lunch box everyday. Lunch boxes are stored on a trolley.



At Glenwood, **we are a nut free zone** - Please do not give your child any nut based products– e.g. Peanut butter / Nutella. We also cannot have egg, pineapple, kiwi, grapefruit or avocado in the nursery due to allergies.

## Baking

This is an activity which often takes place in our centre. Children develop many skills during this most enjoyable activity, while making healthy food to eat! Some days this may come home with your child to let you share in their accomplishment.

**If your child is on a special diet please consult the Head Teacher, as soon as possible.**

## Breastfeeding friendly

Staff in Glenwood have attended Breastfeeding Friendly training and we promote and support breastfeeding. As a Breastfeeding Friendly Nursery we have the following aims and objectives-

**Aim-**To contribute to social and cultural change by promoting an environment where breastfeeding is seen as the normal way to feed infants and young children.

### Objectives-

- To provide appropriate education and training for staff to enable them to promote, protect and support breastfeeding
- To support informed choice in relation to infant feeding
- To increase awareness of sources of support and information for breastfeeding
- To use resources which reflect breastfeeding as the cultural norm
- To provide a welcoming atmosphere for breastfeeding families and to encourage breastfeeding in the public areas of the establishment
- To support breastfeeding staff/users
- To contribute to the promotion of social and attitude change in relation to breastfeeding
- To develop public acceptability and the promotion of breastfeeding

You are very welcome to breastfeed your child anywhere in Glenwood and staff will be happy to support this by providing anything you require, such as a comfortable chair, a drink of water and if required you may use the staff room or family room.

As a Breastfeeding Friendly Nursery we support staff returning to work who are breastfeeding as outlined in our Breastfeeding policy and in line with ERC's policy.



## Parental involvement

Parents can be involved in the life of the centre in a variety of ways:-

- Joining our Parents' Committee
- Working in partnership with staff to deliver Curriculum for Excellence for all children- perhaps by telling us about your job or sharing a special interest
- Going to Eastwood Park with a group of children as part of our Woodland Adventures
- Fundraising
- Helping Hands – spending a morning/afternoon in the playroom
- Helping in our garden – weekly/ monthly/once a term (Why not join our Gardening Group?)
- Read with Me – come and read with the children
- Helping to maintain our physical equipment – bicycles, scooters etc
- Attending Coffee and Chat sessions
- Joining us for Stay and Play visits

Volunteers must have a protecting vulnerable groups disclosure (PVG) if they are helping **regularly** in the playrooms/ or on outings.

If you are interested in helping us, please collect a form from the office.

## Newsletters

A newsletter is published every month keeping you up to date on what is happening in Glenwood. To support our eco-friendly policy, the newsletter is an online Sway and the link will be emailed monthly and can be accessed on the website. If you wish a paper copy, please ask in the office.

## Funds

There is a **voluntary contribution of £2.50** asked for each child, payable through Parent Pay weekly or termly. This voluntary donation pays for a variety of things including baking items, plants, sensory resources alongside Christmas time when all the children have a party and receive a present.

Both the Parents' Fund and the School Fund give parents a note of income and expenditure at the end of each year. Accounts are kept for monies collected and are available for inspection at any time. They are subject to external audit each year. Parents may also inspect receipts any time throughout the year.



## Staff

Your child will be allocated a keyworker at Glenwood who you can talk to if you have any worries about any aspect of your child's learning and development. Within each playroom any member of staff will be involved in your child's learning. There is a Depute who oversees all playrooms and the teacher works with all children. They support all children in their learning and ensure their needs are fully met. If you are worried, curious or anxious about any matter concerning your child please speak to your child's keyworker as soon as possible. Sometimes this is enough to help, if not then the keyworker may arrange for you to speak to a member of the management team 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 staff.



## Supporting children with difficulties

At Glenwood, we acknowledge that every child is individual and each child will be supported appropriately to access the whole early years curriculum. Should staff have any worries about your child they will speak to you informally as early as possible. Support Strategies may be discussed and we would share these with you through a Care Plan (medical needs) or a Wellbeing Plan if necessary.

The Principle Teacher (Jane Husbands) is the Additional Support Needs Co-ordinator and you can share your concerns with her. In Glenwood we have monthly Joint Support Team meetings and there may be times when it is necessary to discuss your child's needs with other professionals, such as the educational Psychologist. We always discuss our concerns with parents before referral to JST and share any outcomes with you.

The requirements of children with additional support needs may be met by:-

- Care Plans (medical)
- Wellbeing plans
- observing Standard Circular 42 and all appropriate advice policies and procedures
- attending case conferences and reviews
- maintaining good communication with parents and other agencies involved
- utilising support staff effectively
- consultation and planning time is made available for all staff working with children who may require support
- using appropriate learning and teaching strategies to support children
- participating in discussion of future school placement with psychological services
- liaising and supporting at the transition stage

## Psychology of Parenting Programme

East Renfrewshire council have Popp practitioners who are trained to deliver Incredible Years and Triple P parenting support programmes. Staff will be happy to answer any questions you may have if you feel your child is displaying challenging behaviour or is struggling with emotional regulation.

Support is available throughout the year within East Renfrewshire Council, and we will be able to support you in finding the right programme for you and your child/children. Ask us about **Incredible Years** and **Triple P**.

## Child protection

At Glenwood, 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 our pupils, this promotes inclusion and achievement.

All education staff 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 more 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 pupils who need them.

The Child Protection Co-ordinator for the school is Mrs Brown (Head teacher). 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 with Mrs Brown.

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

Social Work: 0141 577 3003
Standby Social Work Out of Hours: 0800 811 505
Strathclyde Police Family Protection Unit: 0141 532 4900



## Transitions – early years to primary school

Transitions are important in all of our lives: the move from early learning and childcare settings into primary education, are among the most important of educational transitions. It is critical that transitions between early education and the greater formality of school is made smoothly.

We have an effective liaison with our associated primaries: Giffnock, Thornliebank, Braidbar, Our Lady of the Missions, St. Cadoc's and St. Joseph's and other local schools.

We provide associated primaries with a wide range of appropriate information to ensure an effective transition. By sharing what we know, children are offered continuity and progression that is in their best interests in transition.

The curriculum in primary schools will build on what your child has learned before starting school. Play will still be important in Primary 1, but some approaches to learning will gradually change - for example, your child will begin to read and write more independently. We will pass on a copy of your child's summative report, so that the teacher in Primary 1 can plan the next stages in your child's learning.

Pupils normally transfer to primary school between the ages of four and a half and five and a half years. **Please speak to the Head Teacher, as soon as possible, if it is your intention to defer your child.**

Information on registration / enrolment procedures for primary school will be given in the local press early in the calendar year and can also be found on our plasma screen (above the cloakroom recess).

## School improvement

In Glenwood Family Centre we are committed to improvement and we will seek your views in a number of ways, including questionnaires, consultations and focus groups (such as Coffee and Chats), to help us improve our service. We value the opinions of all our stakeholders and will ask what you think before we make any big changes. We include the children in our consultations as they have the right to be involved in making decisions which affect them.

We regularly evaluate the quality of our service using the quality indicators in How Good Is Our Early Learning and Childcare? and the Health and Social Care Standards and we share this through our annual 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. A copy of the Standards and Quality Report and the Improvement Plan are available for parents and can be found on our website.

<https://blogs.glowscotland.org.uk/er/Glenwood/information/standards-and-quality-report-and-school-improvement-plan/>

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

Education Scotland (HMIE) -

<http://www.educationscotland.gov.uk/inspectionandreview/reports/school/index.asp>

Care Inspectorate -

[www.careinspectorate.com/berengCareservices/html/reports/getPdfBlob.php?id=302598](http://www.careinspectorate.com/berengCareservices/html/reports/getPdfBlob.php?id=302598)

## Equal opportunities and social justice

East Renfrewshire Council Education department is committed to ensuring equality and fairness to 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 2012
- 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.

Glenwood Family Centre has clear guidelines and procedures for dealing with incidents of inequality, as advised by the Education Department.

We encourage that any concerns be raised with us. Our Equalities Coordinator is the head teacher and can be contacted by email or by telephoning the school.

The Education Department now has a specific duty to gather information on the effect of policies and practices on the education 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 sensitive.

## Policies

Glenwood has policies in place so that staff, parents and visitors to our school are clear on our work practices and our standards. Our policies are written in line with Education Scotland, Care Inspectorate and Local Authority guidelines.

Authority policies can be accessed online. (See Appendix 1)

## Concerns/complaints/suggestions

We are always anxious to maintain and improve our service. If you have any suggestions to make, please contact the Head Teacher in the first instance. Similarly, if you have a cause for concern/complaint about any aspect you should contact the Head Teacher.

If you have any cause for concern, please speak to

- Head Teacher
- Janice Collins, Head of Education Services (Equality and Equity), Dept. of Education, East Renfrewshire Council, 211 Main Street, Barrhead, G78 1SY
- Care Inspectorate, 4<sup>th</sup> Floor, 1 Smithhills Street, Paisley, PA1 1EB

## Admissions

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 available from all establishments. 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.

An application can be made for a nursery place for your child, on and from her/ his **second birthday** by calling the education department on **0141-577-3288**.

If you wish to visit Glenwood Family Centre prior to applying for or accepting a place, please make an appointment by contacting the office on 0141-570-7520.

## Useful names and telephone numbers

Mark Ratter, Director of Education, 0141-577-8635

Janice Collins, Head of Education Services (Equality and Equity), 0141- 577 -3204

East Renfrewshire Council web address: [www.eastrenfrewshire.gov.uk](http://www.eastrenfrewshire.gov.uk)



*'Children are not the people of tomorrow but are the people of today.  
They are entitled to be taken seriously.  
They have a right to be treated by adults with tenderness and respect, as equals.  
They should be allowed to grow into whoever they were meant to be –  
the unknown person inside each of them is the hope for the future.'*  
Janusz- Korczak

## Data protection

GDPR and the Data Protection Act 2018 means we have a privacy notice which will let you know what we do with the information you provide to the nursery. You can find out more about how we handle this information and your rights by going to [www.eastrenfrewshire.gov.uk/privacy](http://www.eastrenfrewshire.gov.uk/privacy). If you do not have access to a computer and wish a paper copy please let us know by contacting the centre.

### Privacy notice – Education

#### Who will process your information?

The personal information you give to us through any of our forms relating to Education and any other pupil administrative information we hold about you in this context will be processed by East Renfrewshire Council, Eastwood Park Giffnock, G46 6UG for the administration of Education and any additional support you or your child may require.

#### Why do we process your information?

Your information is processed to help us administer education provision and related functions within East Renfrewshire. Your information may be shared with other departments within the council and other organizations for the same purposes and also to check the information we have is accurate; prevent and/or detect crime; and protect public funds. Other organisations may include bodies responsible for auditing or administering public funds, other councils, public sector agencies, government departments, exam bodies and other private companies or partners we use to process information and distribution services for the issue of correspondence.

#### What is the legal basis for us to process your information?

The council processes your information in order to perform a task carried out in the public interest and also to fulfil its legal obligations to ensure proper administration of the council's financial affairs in terms of the Local Government (Scotland) Act 1973.

The law gives certain types of information special significance because of its sensitivity e.g. health information. If we process this type of information about you in relation to Education we do so on the basis that it is necessary for reasons of substantial public interest.

### **Do you have to provide your information?**

Education needs your information to allow us to carry out public tasks in the public interest that is set out in law such as teaching in primary and secondary schools. It allows us to organise and administer classes, lunches, exams etc.

### **How do we collect information about you?**

Most of the information the council holds about you will come from you as an individual and it provided at your first encounter with education whether it is applying for a place in an early learning and childcare establishment, support in the early years or applying for a place in one of our schools.

Such information includes:-

Child's Forename

Child's Surname

Child's gender

School Stage

Details of child's medical condition

Any other name child is known by

Child's date of birth

Address including postcode

Mother's/Carer's Name

Father's/Carer's Name

Mother's/Carer's address including postcode

Father's/Carer's address including postcode

Mother's/Carer's telephone number

Father's/Carer's telephone number

Mother's/Carer's email address

Father's/Carer's email address

Single Parent/Carer family

Name of Brother/Sister

Date of Birth of Brother/Sister

School stage of Brother/Sister

Additional Information Support Application

School applying for

Preferred Alternative School

Early Learning and Childcare place applied for

Council Tax Evidence  
Mortgage Statement  
Rental Agreement  
Rental Agreement End Date  
Landlord Registration Number  
Birth Certificate  
Baptism Certificate  
Date of Baptism  
Name of Church venue  
Child Benefit Statement  
Utility Statements  
Other Catchment Evidence

### **How long will we keep your information?**

The council will hold your information from when your child first has contact with one of our services through to five years beyond them leaving school.

### **Who is your information shared with?**

Your information will be accessed by council staff who need to do so to administer education and the many services that run alongside it. If such administration is provided on the council's behalf by an external agency, that agency will also have access to your information. The information will be shared with SEEMiS, CRB, ParentPay, the Diocese of Paisley (in Roman Catholic schools), Scottish Government including their Analytical Services, Education Scotland, Glow (Scotland's national education network), SQA, 2Cqr, BAM FM (Carlibar Primary, Barrhead Mearns Castle, Williamwood, Woodfarm High Schools), Bellrock FM (Mearns Primary and St Ninian's High), Skills Development Scotland, Scholar (Heriot Watt University) and East Renfrewshire Culture and Leisure Trust.

The council also needs to ensure proper administration of its funds so details will be checked internally for fraud prevention and verification purposes. Information is also analyzed internally in order to provide management information and inform future service delivery. Your information may also be shared with other departments within the Council. The council also generally complies with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

## **Do we transfer your information outside the UK?**

In general we do not transfer personal information outside the UK but on the rare occasions we do we will inform you. We will only transfer information outside the UK when we are satisfied that the party that will handle the data and the country it is being processed in have adequate safeguards for personal privacy comparable to those which are in place in the UK.

## **Profiling and automated decision-making**

The Education Department does not use profiling or automated decision-making for administration.

## **Your rights**

You have the right to be informed of the council's use of your information. This notice is intended to give you relevant information to meet this right.

### Access personal data held about you

You have the right to access personal information the council holds about you by making what is known as a subject access request. You can receive a copy of your personal data held by the council, details on why it is being held, who it has been or will be shared with, how long it will be held for, the source of the information and if the council uses computer systems to profile or take decisions about you.

#### 1. Request rectification of your personal data

You have the right to request that the council corrects any personal data held about you that is inaccurate.

#### 2. Request that the council restricts processing of your personal data

You have the right to request that the council restricts processing your personal data if you think the personal data is inaccurate, the processing is unlawful, the council no longer need the personal data but you may need it for a legal purpose or you object to the council processing for the performance of a public interest task.



### 3. To object to the processing of your data

You have the right to object to the council's use of your personal data. The council will have to demonstrate why it is appropriate to continue to use your data.

#### **Complaints**

If you have an issue with the way the council handles your information or wish to exercise any of the above rights in respect of your information you can contact the council's data protection officer by post at:

The Data Protection Officer  
East Renfrewshire Council  
Council headquarters  
Eastwood Park  
Giffnock  
G46 6UG

or by email at [DPO@eastrenfrewshire.gov.uk](mailto:DPO@eastrenfrewshire.gov.uk)

You have the right to complain directly to the Information Commissioner's office (ICO). The address of their head office is:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5EF  
Telephone: 0303 123 1113

Alternatively, you can report a concern via their website at [www.ico.org.uk](http://www.ico.org.uk)

The ICO also have a regional office at:

45 Melville Street, Edinburgh EH3 7HI  
Telephone: 0303 123 1115 e-mail: [scotland@ico.org.uk](mailto:scotland@ico.org.uk)

**While you can go directly to the ICO, the council would welcome an opportunity to address any issues you have in the first instance.**

## *Appendix 1*

### *East Renfrewshire Council Policies and Links*

*Anti-Bullying* – include school policy/documentation

ASL – advice for parents <https://www.eastrenfrewshire.gov.uk/article/1823/Children-with-additional-support-needs>

*Benefits of breastfeeding* -

<https://www.unicef.org.uk/babyfriendly/about/breastfeeding-in-the-uk/>

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

*Child Protection:* <http://www.eastrenfrewshire.gov.uk/index.aspx?articleid=1923>

*Curriculum for Excellence:* <http://www.gov.scot/Topics/Education/Schools/curriculum>

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

*ENABLE – ASN Support:* <http://www.enable.org.uk>

*ENQUIRE - ASN Support :* <http://enquire.org.uk/>

*ERC Website* – general enquiries: <http://www.eastrenfrewshire.gov.uk/index.aspx?articleid=1489>

*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/>

*Local improvement plan:* <http://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=1640&p=0>

*Mediation:* <https://blogs.glowscotland.org.uk/er/parentalinvolvement/additional-support-for-learning-information-and-support-for-parents/mediation/>

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

*Safe Use of ICT:* <https://blogs.glowscotland.org.uk/er/curriculumlinks/links-for-parents/ict-links-for-parents/>

*Twitter – East Renfrewshire:* <http://www.twitter.com/EastRenCouncil>

Although this information is correct at time of printing, it should not be assumed that there will be no change affecting any of the matters dealt with in the document

- a) before the commencement or during the course of the school year in question
- b) in relation to subsequent school years.

