



Hazeldene Family Centre



HANDBOOK

- 2025 / 2026 -



9 Rosemount Avenue
Mearns Kirk
Newton Mearns
0141 570 7530

Everyone Attaining, Everyone Achieving, through Excellent Experiences
East Renfrewshire Education Department's Vision Statement

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HAZELDENE FAMILY CENTRE

Establishment Name: Hazeldene Family Centre
9 Rosemount Avenue
Newton Mearns
East Renfrewshire
G77 5TN

Telephone Number: (0141) 570 7530

Email: schoolmail@hazeldene.e-renfrew.sch.uk

Website: <https://blogs.glowscotland.org.uk/er/Hazeldene/>

Vision

At Hazeldene, we provide a happy, homely setting where every child is seen, heard, and valued. We celebrate childhood as a unique stage and nurture each child's development through strong relationships, a sense of belonging, and meaningful experiences within a supportive community.

Values

Nurture Relationships

Wellbeing Respect Achievement

Everyone Attaining, Everyone Achieving, through Excellent Experiences

East Renfrewshire Education Department's Vision Statement





Head Teacher Welcome



Dear Parents and Carers

A very warm welcome to Hazeldene Family Centre.

We are delighted to have you and your child join our community. At Hazeldene, we believe in creating a happy, homely setting where every child is seen, heard, and valued. Childhood is a unique and important stage of life, and we aim to nurture each child's development with care, curiosity, and joy.

We want children to love coming to Hazeldene, to smile and explore, and to develop the confidence to try, learn, and grow in their own unique way.

We also believe that learning flourishes through strong relationships. That's why we place great value on our partnership with you. As your child's first and most important educator, your knowledge, insights, and involvement are vital. We are committed to building relationships of trust, respect, and genuine collaboration between families and staff.

Hazeldene Family Centre has a rich history. Originally part of Mearns Kirk Hospital, it was converted into a nursery school in 1997. Today, we offer three bright and welcoming playrooms, spacious gardens, and regular woodland visits—making the most of our natural surroundings to support outdoor learning and wellbeing.

Our skilled and caring staff are dedicated to delivering high-quality, meaningful learning experiences for all children. We follow national guidance from Curriculum for Excellence (3-18) and Realising the Ambition, ensuring that each child's learning journey is relevant, responsive, and rooted in play.

We are proud to be part of the Mearns Castle Cluster and work closely with local schools, nurseries, and funded providers to support smooth transitions and blended placements. As a non-denominational setting, we warmly welcome and celebrate families of all faiths, beliefs, and backgrounds.

We are excited to begin this journey with you and look forward to working together to support your child to thrive in joy and growth.

Warm regards,

Justin Hardie

Head Teacher



GENERAL INFORMATION

Age Range: 3-5 year old

Number of Places: Registered for 64
children attending at any one time

Hazeldene Family Centre Staffing

2025/26

Senior Leadership Team



Justin Hardie
Head Teacher



Louisa Quick
Depute Head
of Centre



Karen McIlroy
Nursery Teacher



Pauline Whyte
Senior Child
Development
Officer



Deborah Cairns
Senior Child
Development
Officer (0.5)



Robert Aitken
Acting Senior Child
Development
Officer
(Outdoor Learning)

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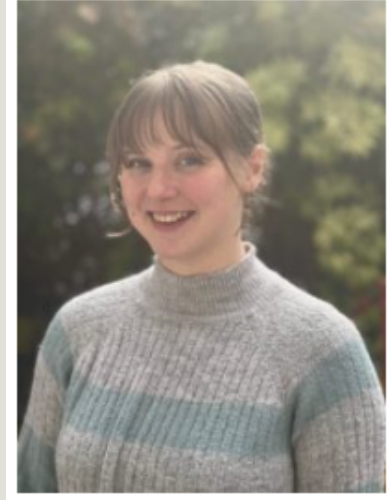
Playroom Staff



Emily Catterson
Child
Development
Officer



Gillian Cooke
Child
Development
Officer



Alice Leslie
Child
Development
Officer



Janette
McGinney
Child
Development
Officer



Kerry
Robertson
Child
Development
Officer



Lynne Inglis
Child
Development
Officer

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2025/26

Playroom Staff



Donna Ann Martin
Child
Development
Officer



Robin Miller
Child
Development
Officer



Charlotte Sim
Child
Development
Officer (0.5)



Anna Walker
Child
Development
Officer (0.5)



Liz Landsburgh
Playworker



Rashmi Hooli
Playworker

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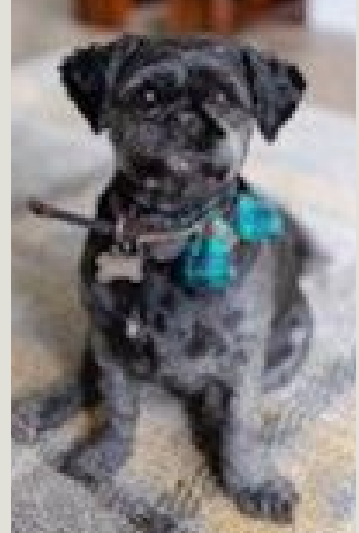
Playroom Staff



Veronica Lamb
Playworker &
Pupil Support
Assistant



Linda Campbell
Senior Business
Support
Assistant



Hamish Hardie
Wellbeing
Pet



Vacancy
Pupil Support
Assistant



Vacancy
Business
Support
Assistant

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CHILD PROTECTION

At Hazeldene 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 Family Centre, home and community. Please help by not opening the front door to let in other adults, or holding it open on your way out.

Within our Family Centre, we strive to provide a safe, secure and nurturing environment for our 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 more extensively trained in specific areas of child protection to support and identify potential child protection concerns.

All educational establishments in East Renfrewshire have comprehensive Pupil Wellbeing/Support systems in place and we work closely with our partners in Social Work, Health and the Police. We operate 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 Family Centre is **Justin Hardie** (Head Teacher) or in his absence, **Louisa Quick** (Depute Head of Centre). If you wish any further information or a copy of the Family Centre policy, please contact the schoolmail@hazeldene.e-renfrew.sch.uk If you wish to discuss this important matter further, please make an appointment with the Head Teacher or the Depute Head of Centre.

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:

CHILD PROTECTION

East Renfrewshire Social Work Office: 0141 577 8300

Social Work Out of Hours: 0300 343 1505

Parentline Scotland : 08000 28 22 33

Parentline email parentlinescotland@children1st.org.uk

Child Protection at Hazeldene



Justin Hardie

Child Protection
Coordinator



Louisa Quick

Depute Child
Protection
Coordinator

If you have any worries or concerns regarding the care and welfare of any child in Hazeldene please approach the members of staff identified above.

GETTING IT RIGHT FOR EVERY CHILD

GIRFEC stands for 'Getting It Right For Every Child'. Part of 'The Children and Young People Act (Scotland) 2014', it is the Scottish Government-led approach to making sure that our children and young people – and their parents or carers – can get all the help and support they need from birth right through to age 18 (or beyond if still in school).

The vast majority of Scotland's children and young people get the love and support they need from within their families and their wider, local communities. But even the most loving and caring families can sometimes need extra support. The GIRFEC approach aims to make it as easy as possible for any child or young person (and their parents) to get that help or support if they need it.

To provide that support when needed, every child in Scotland has a single point of contact. This person has a responsibility to provide help and support when asked and can draw together other services if needed, co-ordinating help for the child or parents. Your Health Visitor is your main point of contact for your child from birth until they start primary school. However, please do not hesitate to contact your child's Health Visitor or speak with one of the Hazeldene Senior Leadership Team if you require support at any time.

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 Family Centre. 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 Family Centre.

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 or you can access this information from the link below. Nursery places are allocated by officers of the Council. 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 Hazeldene 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 admission policy which is accessible on the Council's website via the web address: <https://www.eastrenfrewshire.gov.uk/nursery-places>

When a child who was enrolled in the Family Centre as a catchment pupil ceases to reside within the Hazeldene Family Centre delineated catchment area and their parents wish the child to continue to attend the Family Centre, the parent must submit a placing request to remain. Where it is found that a child is no longer entitled to a catchment place in Hazeldene Family Centre since they no longer reside in a property in the delineated catchment area associated with the Family Centre and a placing request to remain has not been submitted and approved, the Council may seek to exclude that child from the Family Centre.

A child's parents(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 Hazeldene Family Centre.

ADMISSIONS

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

From August 2020, all East Renfrewshire Council Early Learning and Childcare settings are offering 1140 hours for all eligible children. The Children and Young People (Scotland) Act 2014 asks local authorities to provide an appropriate level of flexibility to allow parents some choice when deciding to access services.

How can parents use the 1140 hours?

East Renfrewshire Council offers a model of choice based on parental views. Within Hazeldene Family Centre parents can choose one of the following options:

- Stretched A (8:00 - 12:45 or 13:00 - 17:45) - 5 days per week over 48 weeks
- Stretched B (2 full days, 8:00 - 17:30 and one half day, 8:00 - 12:45 or 13:00 - 17:45 over 48 weeks)
- Core (Monday to Friday, 9:00 - 15:00 during school term times only)
- Blended Model - 1140 hours split between 2 settings
- Full-Time

Register of Applicants

A register of all applicants will be kept by East Renfrewshire Council and the information contained in the applications will be considered to assist in the allocation of places. Early Learning and Childcare applications normally open around Dec/Jan and an application can be made for a nursery place. If circumstances change which affect your application, you should inform the Council as soon as possible. More information can be found here:

<https://www.eastrenfrewshire.gov.uk/nursery-places>

ADMISSIONS

Enrolment and Settling procedures

Once your child has been allocated a place in the Family Centre, you will be contacted to arrange a Home Visit and a starting date. We will ask to see evidence of your child's date of birth and your address. Your child cannot start until we have all the required information.

We want your child's experience of Hazeldene Family Centre to be a happy one. It is important that each child feels secure in a caring environment. The move from home to nursery can be difficult for many children. There are new people to meet, new routines to learn and unfamiliar spaces for the children to find their way around. Your child will be welcomed by the children and staff in the playroom or garden and supported by one member of staff. The playroom staff work as a team, so will all play a part in settling your child.

When your child starts at the Family Centre, it is important that they are given time to settle into this new environment and begin to bond with the staff and other children. You will be invited to bring your child for their first visit when you can meet some of the staff. Generally after the first visit, your child will enter the building with a staff member so please help to prepare them for this.

All of the children allocated a place at the Family Centre are entitled to 1140 hours of funded Early Learning and Childcare. Every child is an individual and some take longer than others to settle. The following procedures have been helpful for children settling:

- At first the adult will leave the child for a short time only and be close at hand.
- Depending on how well the child is settling, the time will be extended each day until the child can be left for the whole session. The aim is to settle the child as quickly as possible so that they feel happy and secure in the Family Centre and you can relax knowing that your child is enjoying their time with new friends.
- When leaving your child, it is important to let them know where you are going and to reassure them that you will come back at the agreed time.

Our staff are very experienced in settling children and will work closely with you to plan the best way forward for your child.

ADMISSIONS

Uniform

The uniform for Hazeldene Family Centre consists of a yellow polo shirt with the Hazeldene logo.



Families can purchase the polo shirt directly from:

- Schoolwear Made Easy www.schoolwearmadeeasy.com

What children need to bring

- When children enter the Family Centre they will be supported to take off their outdoor clothing, wash their hands and change into their sandals. For hygiene reasons, **indoor shoes must be worn every day. Please label all items of clothing** that your child will take off in the Family Centre.
- Children will be provided with a drawstring bag for spare clothes including spare underwear and socks. If your child is toilet training or using nappies, please provide several changes. **To help with cleaning, children must take all items home each day.**
- Early learning is about discovering, creating and experimenting and a lot of this entails working with messy materials. Please bring your child to the Family Centre in **comfortable, washable clothes, with sleeves which roll up easily and trousers which allow independence.**
- **The Hazeldene Uniform Polo shirt is very durable and washable and saves more expensive clothing items from being lost/ruined during active play.**
- Jogging bottoms with elasticated waists are much easier for children than zips or buttons.
- Even if you come by car, please ensure your child always has **wellingtons**, ideally a **labelled pair** that can travel to/from the Family Centre, as the children play outside every day in all weathers. Dependent on the weather, please provide a sunhat and apply sun cream before coming to the Family Centre. In the winter, please provide a hat, warm clothing, waterproof jacket and trousers and waterproof mittens/gloves.

ADMISSIONS

Insurance

Sometimes children like to bring something special or new to nursery for their friends to see. However, parents should ensure that valuable items are not left at the Family Centre, particularly as the authority has no insurance to cover the loss of such personal items. Claims submitted are likely to be met only where the authority can be shown to have been negligent.

Mobile Phones

In the interest of Child Protection, please do not use your mobile phone within the Family Centre or our grounds



No Smoking Policy

The Family Centre has a no smoking policy for the health of the children and all users. Smoking is not permitted in the Family Centre building or surrounding grounds.



ADMISSIONS

Attendance / Absence

Regular attendance will ensure that your child gains maximum benefit from their Early Learning and Childcare place. If your child is going to be absent from the Family Centre, we ask you to contact us **before 9.30 a.m.** on the day of their absence either by telephone **0141 570 7530** or e-mail **schoolmail@hazeldene.e-renfrew.sch.uk**

Child Protection procedures will involve us contacting you if your child has an unexplained absence. If we are unable to contact you, we may contact your Health Visitor or Social Work. East Renfrewshire Council may withdraw a child's nursery place if attendance is not maintained.

Following NHS guidelines, children who have been unable to attend nursery due to sickness/diarrhoea should not return **until they have been free of symptoms for 48 hours**

Excursions and Consent Forms

When outings or excursions for children are planned, a member of staff will advise you in advance. The children also participate in visits within the local area. You will be asked to complete consent forms which give your permission for your child's participation. Please note that children cannot take part in outings unless completed consent forms have been submitted by their parent/guardian.

Emergency Closure Arrangements

We make every effort to maintain a full educational service, but on some occasions circumstances arise which may cause the centre to be closed. We may be affected by, for example, severe weather, power failures or similar emergencies. If this happens, we will do all we can to let you know about the details of closure and reopening. We will keep you informed by using e-mail, GroupCall and our website. Updates will also be on the Council website **www.eastrenfrewshire.gov.uk**

Photographing Children

Within the Family Centre, we use photographs for display and include these in your child's Seesaw profile. We also share photographs on our Twitter page and website. We will seek your consent when your child starts the Family Centre for your child's photograph/video to be included

ADMISSIONS

Transport

Transport is not normally provided for children attending an early learning and childcare establishment.

Nursery Fund

At Hazeldene Family Centre we ask parents to contribute to our Nursery Fund. The money raised from these contributions is used to buy items for special celebrations; resources to support child responsive planning and activities like baking, cooking and gardening. The money may also be used to subsidise the cost of any planned excursions or visiting specialists. The suggested donation is 80p per session. Parents can pay weekly, termly or a block in advance. Our preferred method of payment is Parent Pay. Our Senior Business Support Assistant will issue details of your Parent Pay account and how much money is due each term.

Healthy Meals

As part of the 1140 hours provision, all children are provided with a healthy lunch within the Family Centre. This is a sociable time when children and staff sit together at the lunch tables. Staff chat with the children about healthy choices and help them to learn about where our food comes from.

Menus and forms to request a lifestyle choice (e.g. vegetarian) or to notify of any allergies will be emailed to parents. If your child is attending only the morning session, they will have their lunch before going home. Full day children have lunch at 12.30 p.m. If your child is attending only the afternoon session, they will have their lunch at 1:00pm.

The children are also provided with a healthy snack of fruit, milk and water during the morning and afternoon sessions. If your child has allergies, an alternative to milk may be provided on completion of the relevant form.

Promoting healthy eating in the Family Centre

- During baking/cooking activities children will prepare foods which may be eaten in the Family Centre or taken home.
- At parties and special celebrations there may be a variation from the standard menu, but the emphasis at all times is on healthy eating
- If your child is on a special diet or if there are any foods which your child should not have, you will be asked to complete a form.
- Please **do not** bring sweets, chocolate, biscuits, sugary/fizzy drinks etc. into the Family Centre

ADMISSIONS



ALLERGIES



AT HAZELDENE FAMILY CENTRE, WE ARE A NUT FREE ZONE – PLEASE DO NOT ALLOW YOUR CHILD TO BRING IN ANY NUT BASED PRODUCTS – e.g. cereal bars or Nutella.

We follow national guidance to protect the health of all the children in our care.

If your child is ill, they must not attend nursery. If your child has had symptoms of vomiting or diarrhoea (or both), it is **essential** that they do not attend nursery until 48 hours after the symptoms have stopped. If you're not sure, please phone us before you bring your child to the centre.

If your child is going to be absent you should contact us. **Please let us know if your child is suffering from any infectious diseases**, as these can have serious implications for other children, parents and staff. We may share information on the notice board, but your child will not be identified.

Medication

If your child is in need of medication during their time at nursery you should discuss their requirements with the Depute Head of Centre or the Senior CDO. Prescribed medication will be given at the discretion of the Head Teacher and you will need to fill in a consent form which authorises Family Centre staff to administer the medication to your child.

If your child becomes ill or has an accident

If your child becomes ill or has an accident in the Family Centre, we will try to make them comfortable while we contact you or the emergency contact as soon as possible. In the event of a serious emergency, 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 the office, if you change your address or telephone number.

WELLBEING PET

We are so lucky at Hazeldene to have Hamish as part of our family.

Hamish is a hypo-allergenic Shihpoo (Shih Tzu/ Poodle Mix) and has been visiting schools and nurseries since he was a tiny puppy working in various Nurture Classrooms and Inclusion Bases. He currently works as a 'Wellbeing Pet' on Thursdays at Wellshot Primary School in Glasgow City Council and attends Hazeldene Family Centre on Fridays. Now that Hamish is a bit older he can officially sit his exams to become a Therapet.

Children (and adults!) benefit so much from having contact with animals. Caring for animals is an enriching experience for children which offers opportunities to experience nurture, relationships and nature. Animals need to be treated with love, empathy and respect, just like humans. And whilst they may enjoy a cuddle sometimes, at others, they may need space, feeding, grooming or walking. Children can learn to be empathetic to the needs of the animal and to recognise these needs without using words.

Hamish has Public Liability Insurance and a full Risk Assessment should anyone wish to see this.

Should any family wish to opt-out of this opportunity, this is absolutely not a problem, and can speak to the Head Teacher, Justin Hardie, about this.



THE FAMILY CENTRE CURRICULUM

Image of the child and Childhood

The image you hold of children and childhood plays an instrumental role in shaping the choices you will make with regards to the interactions, spaces and experiences you involve children in. At Hazeldene Family Centre we consider each child's reality and lived experience and start from the premise of the child as:



A person in
their own
right - a rights
holder



Someone with
agency



An expert in their
own lives



A 'being' not a
'becoming'



Social
Communicators
and Meaning
Makers

Therefore the child must have a part to play in creating and organising their own learning environment. This creation and organisation should be in negotiation with the children and the learning environment should encourage creativity and imagination.

In doing so, children will develop the necessary skills to successfully become documentors of, and commentators on, their environment. When your child starts at the Family Centre, you will be asked to help complete a '**Feeling Seen at Hazeldene**' **Personal Care Plan**. This will be the starting point for your child's learning journey in the centre. We will also observe the children as they settle, in order to find out more about them. We will plan interesting and varied experiences, to build on the learning that you have started at home and help children develop the skills and attitudes that they will need in life.

HOW WE DO THIS AT HAZELDENE FAMILY CENTRE

Our Guiding Principles of Early Childhood Education & Care

1. Childhood is seen as valid in itself. It is a stage of life and not simply preparation for the future

- Experiences, interactions and spaces are appropriate to the age and developmental stage of the child
- Experiences are relevant to the child's current needs
- Each child is valued for themselves, what they are, what they know and what they can do
- Learning at this stage may improve later performance but, first and foremost, learning enables children to achieve their present potential and enriches and fulfils their present life.

2. The whole child is considered to be important; social; physical; intellectual; moral and spiritual aspects of development are related

- All aspects of the child are considered in planning resources and experiences
- All areas of development are observed and assessed in order to inform future planning

3. There is potential in all children which will emerge powerfully under favourable conditions. Each child is unique and special, with individual ways of learning

- Every child is known well by at least one adult through our keyworker system
- Children are valued with full regard to their gender, race and ability
- The environment remains sufficiently flexible and responsive to meet the range of children's learning styles and strategies
- Children need time and space to produce work of quality and depth

4. Parents are the first and continuing educators of their children. Educational establishments should value and build on parental expertise.

- Our Parent Information Session and Home Visit ensures that there are sufficient opportunities for parents/carers to share information about their child and commence a true partnership with parents and carers based on mutual respect and shared interest in the child
- Through OPAL (Observations of Play and Learning) Meetings, parents are continuously involved in the process of observation, assessment and contribute to decisions about future plans for their child

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HOW WE DO THIS AT HAZELDENE FAMILY CENTRE

Our Guiding Principles of Early Childhood Education & Care

5. **Learning is holistic and interconnected. The young child does not separate experiences into different compartments.**
 - Planning is sufficiently flexible to make space and allow time for children's spontaneous interests
 - Planning identifies the understanding, skills and attitudes that are important for developing learners; activities and themes supports rather than determines objectives
6. **Young children learn through exploration, play and talk.**
 - Young children learn most effectively by doing rather than being told.
 - Play occurs throughout the day, alongside adult-directed activities
 - Play is given the status it deserves as it is valued, assessed and used to extend learning
 - Children are encouraged to initiate conversations and pose questions.
7. **Our starting points for supporting learning are what children can do and what they can nearly do.**
 - Observation-based assessment is the basis for planning through our Talking and Thinking Floorbook Approach to child-led inquiry.
 - Adults sensitively support and extend children's learning to the edges of their potential.
8. **Intrinsic motivation is recognised and valued as a powerful force for learning.**
 - Autonomy (physical, social and intellectual) and self-discipline are emphasised
 - Children have substantial periods of uninterrupted time for sustained self-initiated activity
 - Children have a range of opportunities to make choices and decisions
9. **The relationships that children establish with adults and other children are of central importance in their development.**
 - The education of young children is the responsibility of appropriately trained and experienced educators with a knowledge of child development
 - Children receive planned experiences that encourage the interpersonal and cognitive skills necessary for collaboration and cooperation
 - Educators are aware of themselves as role models of the learning process

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HOW WE DO THIS AT HAZELDENE FAMILY CENTRE

Our Guiding Principles of Early Childhood Education & Care

10. Children's education is seen as the total experience of, and interaction with, their environment.

- Children's educational experiences draw on their personal context of family, culture and community
- Provision and planning for indoor and outdoor environments is of equal quality
- The way in which we talk and respond to children throughout their time in the Centre creates a climate that nurtures self-esteem.

Further information can be found at:

<https://education.gov.scot/education-scotland/scottish-education-system/policy-for-scottish-education/policy-drivers/cfe-building-from-the-statement-appendix-incl-btc1-5/what-is-curriculum-for-excellence>

We also use national practice guidance Realising the Ambition to plan for all children's stages of development. You can find out more at:

<https://education.gov.scot/improvement/learning-resources/realising-the-ambition/>



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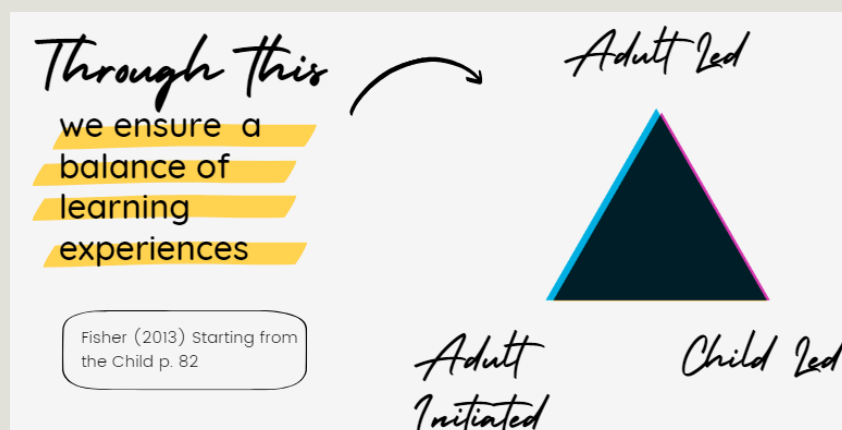
The Balance of Learning Experiences

Acknowledging the child as a competent learner should ensure that the starting point for planning an appropriate curriculum is the child's developing interests, skills and understandings. What children already know and can do should determine the experiences that are planned for their development (Bruce 1987; Ball 1994; Fisher 2002).

Child-centred education is concerned with the development of children. It is seen as a natural progression that is best aided by adults who 'have an appreciation of and respect for the ways of children' (Darling, 1994). This is an important element as part of the criticism of child-centred practices is that the child is able to choose and control their own actions and the role of the educator becomes diminished for fear of being accused of 'interfering' with this natural development.

In Early Learning and Childcare settings there should be a balance between three types of activity:

- Child-Led - activity that children control in terms of experience, time and resources
- Adult-Initiated - activities that arise from adult observation; sufficiently open-ended for children to work on independently until the adult is ready to interact
- Adult-Led - individual, pair or group work, usually differentiated by input, the focus of adult time



THE FAMILY CENTRE CURRICULUM

Talking and Thinking Floorbooks

At Hazeldene, we use the Talking and Thinking Floorbook Approach by Claire Warden to help children express their ideas, ask questions, and explore topics that interest them. These large books are placed on the floor so children can work together to record their thoughts, drawings, and discoveries.

This approach supports:

- Child-led learning – children choose what to explore based on their interests.
- Meaningful conversations – staff ask open-ended questions to encourage thinking and reflection.
- Children's voice and agency – children help shape their learning journey and their ideas are truly valued.

Floorbooks also help staff observe and track progress over time, giving us a clear picture of your child's learning and development.

Seesaw – Capturing Learning Journeys

We use the Seesaw app to build digital profiles of each child's learning. It allows us to:

- Share photos, videos, audio, and more to showcase your child's achievements.
- Keep you connected through comments and messaging.
- Build a rich, visual record of your child's progress, strengths, and next steps.

Seesaw helps make learning visible and keeps families involved every step of the way.

THE FAMILY CENTRE CURRICULUM

East Renfrewshire's Early Years Tracking Tool

This is the system we use to track and support your child's development in areas such as literacy, numeracy, and wellbeing. Staff regularly observe your child and reflect on their progress to ensure they're receiving the right support, at the right time.

This tool helps us see the full picture of your child's learning, strengths, and any areas that may need further support.

Pre-School Summative Report

At the end of your child's pre-school year, you'll receive a personalised report outlining their progress within the Early Level of Curriculum for Excellence. This also includes a wider overview of their learning style, strengths, and areas to build on as they transition to Primary One.

Our Outdoor Learning Vision

Outdoor play is a key part of life at Hazeldene. We believe that being outside supports every aspect of your child's growth – from physical health and confidence to creativity and problem-solving.

Children:

- Have daily access to our gardens.
- Take part in gardening, nature exploration, and seasonal learning.
- Use loose parts to build, invent and play creatively.
- Learn to assess and take safe risks, building resilience and independence.

We work together with children and families to design outdoor spaces that reflect our community and support rich, playful learning. Whether it's digging in the mud, spotting wildlife, or just enjoying quiet reflection time, the outdoors is where children make sense of the world around them.

SOCIAL INCLUSION

Accessibility Strategy

The Family Centre has a duty to ensure that our children have equal access to the curriculum, supported as appropriate to their individual needs. This covers not only the content of planned activities and teaching strategies, but also minor adaptations to the physical environment of our buildings to address the needs of children with physical or sensory impairments. A lift within the Family Centre gives access to the upper playroom, but experiences are offered on the ground floor where feasible.

We also need to ensure that parents and carers who have a disability have equal access to information about their child. This will involve, for example, relocating the venue for parents'/carers' meetings to facilitate physical access; provision of an interpreter for people who have a hearing impairment or agreeing a phone contact system to provide direct feedback to parents and carers.

Children with Additional Support Needs (ASN)

Our aim at Hazeldene Family Centre is to support children with Additional Support Needs to be fully involved in all aspects of our Family Centre and enjoy and celebrate success in their learning.

Our learning experiences start from the needs and interests of the children. We adapt our interaction approaches to individual requirements. Any child may need extra support in their learning at some point. This may be a short-term need (for example if the child has experienced bereavement) or the child may have long-term learning difficulties.

Early identification of children's Additional Support Needs is a very important part of our work. Careful observations are made of the children's learning and these are discussed as a team. Plans for additional support are prepared in partnership with parents and any visiting specialists.

SOCIAL INCLUSION

The requirements of children may be met by:

- Care Plans or Wellbeing Plans (where appropriate)
- observing Local Authority and national policies and procedures, including Child Protection
- attending case conferences and reviews
- maintaining good communication with parents and other agencies involved.
- consultation and planning time for staff working with children who may require additional support.
- using appropriate learning and teaching strategies to support children
- participating in discussion of future school placement with Psychological Services (where appropriate)
- liaising and supporting at the transfer stage

Your child's key worker will be able to share information about how they are doing in the Family Centre and is always interested in hearing about their learning and development at home.

If you are worried about your child or would like to discuss their individual needs further, please speak with our Nursery Teacher, Karen McIlroy, or the Head Teacher, Justin Hardie.

SOCIAL INCLUSION

Equal Opportunities and Social Inclusion

At Hazeldene Family Centre, we believe that everyone has an important contribution to make to our Centre and that their efforts should be treated with respect. Everyone who is part of our Centre should feel that they are fairly treated and equally valued. Bias, segregation, stereotyping or discrimination are completely unacceptable to all at Hazeldene Family Centre. All staff are responsible for ensuring that this policy is carried out through every aspect of the Family Centre life. We are very proud of our Centre's rich cultural diversity, with children and parents/carers from many different religions and cultural backgrounds. As part of their learning, children find out about different religious and cultural festivals, with an emphasis on similarities and respect for each other's views. Parents who wish to exercise their right to withdraw their child from this should inform the Head Teacher in writing.

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 personal and sensitive

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 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.

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

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SOCIAL INCLUSION

We encourage that any concerns be raised with us. Our Equalities Coordinator is Justin Hardie who can be contacted by e-mail or telephoning the Family Centre.

Working Together to Promote Positive Relationships

We are committed to working in partnership with parents to promote positive relationships 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. In Hazeldene Family Centre we have:

- Gentle hands
- Kind words and voices
- Walking feet
- Listening ears
- Care for our toys

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 the Head Teacher 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.

SOCIAL INCLUSION

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 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

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 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
- Giving well-timed descriptive praise and encouragement of the desired behaviours.

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SOCIAL INCLUSION

- 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

Our aims for Parental Partnership

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

Parents' Consultations

You are invited to join our Parents' Group, which organises several events each year to raise funds for the Centre. We usually hold regular 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 Pauline Whyte, Senior Child Development Officer if you are interested. Information about the Parents' Group and Tea and Talk events is included in our newsletters.

In Hazeldene Family Centre parents and carers may be involved in the life of the Family Centre a number of ways:

- Parents are welcome to visit the centre with their child before he/she starts nursery
- 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

PARENTAL PARTNERSHIP

- Parents share information about their child to help staff to plan to meet their individual needs.
- Stay and Play – spending a couple of hours in the centre and joining in with the planned learning experiences.
- Parents are invited to help with our garden
- All Parents are invited to participate in the Parents' Group and Eco Committee.
- 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.
- Parents are encouraged to view their children's Seesaw Profile regularly and to share information about their learning and development.
- Parents' comments and suggestions help to shape our policies and practice.
- Daily contact helps to build positive relationships between children, parents and staff.
- Parent Workshops are held to share information about the curriculum and various other themes to support families.
- Parents have opportunities to discuss with staff how learning is supported at all stages.
- 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.
- Parents and carers are invited to share their knowledge, skills and expertise to support all of the children's learning.
- Information is provided on a variety of topics relating to child development and parents' role in this.
- Information and displays are provided on a range of health issues.
- We organise representatives from various partnerships to set up displays and chat with parents e.g. Oral Health/Family First during Parent Nights
- Positive relationships between parents are built through informal tea and chat sessions.
- Parents are consulted as part of the process of self-evaluation of the nursery.

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 Head Teacher in the first instance.

PARENTAL PARTNERSHIP

Home and Family Centre Links

The Education of a young child is a shared responsibility. Due to this, emphasis is given within Hazeldene Family Centre to the building of positive relationships between the centre and a child's home. Parents are actively encouraged to play a significant role in the life and work of the Family Centre. Suggestions from parents/carers are always welcome.

Monthly Newsletter

An electronic newsletter is published throughout the year, with information about the life and work of the Family Centre. This is distributed by e-mail and is also available on our website. Paper copies are available on request. You can access previous newsletters on our website at <https://blogs.glowscotland.org.uk/er/Hazeldene/information/newsletter/>

Children's Lending Library

Our Lending Library is open to all children currently attending Hazeldene. Usually children receive a book bag when they start to attend Hazeldene. Books are displayed in the main foyer. Children are invited to choose a book and change this as often as they wish. Parents help their child to choose and care for the book then return it in good condition.

We encourage all parents to read regularly with their children and to talk with their child about the story/pictures/characters/what might happen next/words which rhyme/retell the story in their own words. You can find ideas to help with this at

<https://education.gov.scot/parentzone/learning-at-home/supporting-literacy-at-home/>

PARENTAL PARTNERSHIP

How you can help your child's development

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

- encouraging them to be independent, for example, in getting dressed and washing their hands before meals, and to share and join in with other children. Encouraging them to develop healthy habits in diet, exercise and hygiene
- reading to them every day, talking about books with them and reading familiar words to them, e.g. the labels on their favourite foods, eating places, shops etc.
- talking with them and answering questions; playing 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 and in nursery rhymes. Talking about first; second; third in a queue. Talking about time sequences e.g. the order in which they put on clothes.
- encouraging them to listen to music, songs, stories and rhymes
- 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 and fastening zips and buttons

Moving to Primary School

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

The curriculum in primary schools will build on what your child has already learned at home and in the Family Centre. 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. Pupils

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PARENTAL PARTNERSHIP

normally transfer to primary school between the ages of four and a half and five and a half years. All parents and carers in Scotland have the legal right to defer their child's entry to primary school if they are not yet 5 years old at the beginning of the school year

Information on registration/enrolment procedures for primary school will be given in the local press. We will also display notices in the foyer, send reminders via email/GroupCall and include information in our monthly newsletter.

In Hazeldene Family Centre we:

- Ensure that an effective liaison programme is established within associated primary schools in East Renfrewshire.
- 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. Following discussion with you, the Centre staff will pass on your child's end of pre-school Summative Report, so that the teacher in Primary 1 can plan the next stages in your child's learning.

The majority of children at Hazeldene move onto to:

- Kirkhill Primary
- Maidenhill Primary
- Mearns Primary
- St. Clare's Primary
- Crookfur Primary
- St Cadoc's Primary
- Eaglesham Primary



as well as other Schools within East Renfrewshire

COMMUNITY LINKS

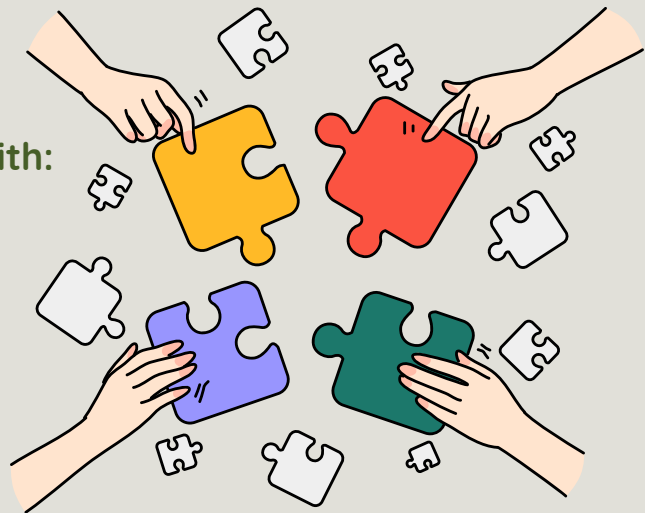
The establishment and the community

The Family Centre promotes positive partnership with the community. Staff, parents and children are encouraged to use community facilities and welcome members of the community into the nursery to strengthen community links.

Services within the community

Throughout the year we are in close contact with:

- Health Services
- Social Workers
- Support Services
- Educational Psychologist
- Network Support Co-ordinator
- Other early learning and childcare centres
- Associated Primary Schools
- Community Groups
- Libraries, Museums and Park Rangers
- Any other service which will enhance the learning opportunities for children and parents e.g. the School Crossing Patrol Officer



Joint Support Team

A Joint Support Team is a group of Family Centre staff and professionals who meet regularly to discuss any child who is experiencing difficulties. They ensure that every child referred has a comprehensive range of expertise and resources made available to them. The JST includes an Educational Psychologist, a Speech Therapist and may include other Health and Social Care representatives. Parental permission is sought prior to a referral.

COMMUNITY LINKS

Links with primary schools

The Family Centre maintains close links with our associated Primary Schools through:

- exchange visits to observe and share practice, ideas and resources
- meetings to plan for individuals and groups of learners
- shared Career Long Professional Learning
- planning continuity of curriculum and agreed standards for learning

We are a member of the Mearns Castle Cluster and meet regularly with representatives from schools within the area to promote continuing improvements in the children's education.

In East Renfrewshire, the Education Department will aim to provide education of the highest standard in line with the National Improvement Framework priorities:

- Placing the human rights and needs of every child and young person at the centre of education
- Improvement in children and young people's health and wellbeing
- Closing the attainment gap between the most and least disadvantaged children and young people
- Improvement in skills and sustained, positive school-leaver destinations for all young people

Improvement in achievement, particularly in literacy and numeracy.

Family Friendly – Family Focussed Approaches

Hazeldene Family Centre supports breastfeeding because it is the healthiest way a mother can feed her baby. We ensure at least 80% of staff are aware of the principles and policy on how to promote, protect and support breastfeeding on our premises. We provide a welcoming atmosphere for breastfeeding families (in any area of the Family Centre that the mother feels comfortable). East Renfrewshire Council strives to develop public acceptability. For further information you can email the Breastfeeding Support team: hiteam@eastrenfrewshire.gov.uk

USEFUL CONTACTS

Suggestions and Complaints

We always strive to maintain and improve our service. If you have any suggestions to make about the service, please contact the Head Teacher in the first instance. Similarly, if you have a complaint about any aspect of the service you should contact the Head Teacher. If you feel your complaint has not been satisfactorily resolved with the Head Teacher, please contact:

Customer Services customerservices@eastrenfrewshire.gov.uk

East Renfrewshire Council
211 Main Street
Barrhead
G78 1SY

Telephone 0141 577 3001

Alternatively you could contact:

Care Inspectorate
Renfrewshire House
Cotton Street
Paisley
PA1 1BF

Tel: 0345 600 9527

Please note:

Although the information in this handbook is correct at the time of updating (August 2025) there could be changes affecting any of the matters dealt within it, either before your child's placement begins or during the course of their placement. The Head Teacher will tell you of any important changes to this information.

USEFUL CONTACTS

East Renfrewshire Council

Early Learning and Childcare

0141 577 3288

www.eastrenfrewshire.gov.uk/earlylearningandchildcare

earlylearningandchildcare@eastrenfrewshire.gov.uk

East Renfrewshire Council

General Enquiries

0141 577 3000

Care Inspectorate

0345 600 9527

Council tax and benefits

Phone: 0141 577 3002

Housing

Phone: 0141 577 3003 or 0800 052 0180 out of hours

Social work

Phone: 0141 577 3003 or 0300 343 1505 out of hours

SCHOOL TERM DATES

EAST RENFREWSHIRE COUNCIL: EDUCATION DEPARTMENT

SCHOOL HOLIDAY ARRANGEMENTS 2025/2026

TERM	DATES OF ATTENDANCE	
First	Teachers return <i>In-Service</i> <i>In-Service</i> Pupils return Last day of school <i>September Weekend</i> <i>September Weekend</i> Re-open Last day of school <i>In-Service</i> Re-open Last day of school	Monday 11 August 2025 <i>Monday 11 August 2025</i> <i>Tuesday 12 August 2025</i> Wednesday 13 August 2025 Thursday 25 September 2025 <i>Friday 26 September 2025</i> <i>Monday 29 September 2025</i> Tuesday 30 September 2025 Thursday 9 October 2025 <i>Friday 10 October 2025</i> Monday 20 October 2025 Friday 19 December 2025
Second	Re-open Last day of school <i>In-Service</i> <i>Mid Term</i> <i>Mid Term</i> Re-open Last day of school	Wednesday 7 January 2026 Thursday 12 February 2026 <i>Friday 13 February 2026</i> <i>Monday 16 February 2026</i> <i>Tuesday 17 February 2026</i> Wednesday 18 February 2026 Thursday 2 April 2026
Third	Re-open Last day of school <i>May Day Holiday</i> Re-open <i>In-Service</i> Last day of school <i>May Weekend</i> <i>May Weekend</i> Re-open Last day of school	Monday 20 April 2026 Friday 1 May 2026 <i>Monday 4 May 2026</i> Tuesday 5 May 2026 <i>Thursday 7 May 2026</i> Thursday 21 May 2026 <i>Friday 22 May 2026</i> <i>Monday 25 May 2026</i> Tuesday 26 May 2026 Friday 26 June 2026

Good Friday 3 April 2026
 Easter Monday 6 April 2026
 Election Day 7 May 2026 (likely)

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SCHOOL TERM DATES

Hazeldene Family Centre Holiday Dates 2025-26 (48 Week Model)

In-Service	Monday 11 th August 2025
In-Service	Tuesday 12 th August 2025
September Weekend	Friday 26 th September 2025
September Weekend	Monday 29 th September 2025
In-Service	Friday 10 th October 2025
Last Day of Nursery - Christmas	Wednesday 24 th December 2025 (Early closure)
Children Return	Monday 5 th January 2026
In-Service	Friday 13 th February 2026
Good Friday	Friday 3 rd April 2026
Easter Monday	Monday 6 th April 2026
May Day	Monday 4 th May 2026
In-Service	Thursday 7 th May 2026
May Weekend	Friday 22 nd May 2026
May Weekend	Monday 25 th May 2026
Glasgow Fair	Monday 20 th July 2026

PRIVACY NOTICE

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 organisations 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.

PRIVACY NOTICE

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 analysed 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.

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

PRIVACY NOTICE

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

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
The ICO also have a regional office at:

45 Melville Street, Edinburgh EH3 7HI
Telephone: 0303 123 1115 e-mail: 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.