



# Handbook 2022/2023

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## Welcome to Glenbrae Children's Centre

Dear Parent/Carer,

On behalf of all of the staff, I would like to welcome you, your child and your family to Glenbrae Children's Centre and hope you will enjoy your time with us.

Glenbrae is situated in the East End of Greenock in a beautiful, bright building. We are open 52 weeks of the year and cater for children from 0-5 years in the nursery.

We provide a high standard of education, care and learning through play and we are sure that you will see and feel this when you visit. We believe that positive relationships are key to ensuring the best start possible for your child in the early years. Building and maintaining these relationships with all stakeholders and fostering close links between home and nursery are essential building blocks to working in partnership. We firmly believe that the centre's commitment to building positive, loving relationships based on trust, respect and empathy enables us to support our children and families as a community and as a team. We are also committed to providing a nurturing environment where children and adults will feel safe, secure and happy. We value individuality, abilities and skills and ensure that achievements are celebrated.

This handbook gives you information about the Centre, however if there is any further information you require please do not hesitate to speak to myself or any member of staff.

We look forward to working with you in providing a fun, happy, exciting and challenging early learning and childcare experience for your child at Glenbrae.

Yours sincerely  
Craig Scott  
Head of Centre

## **Our Vision and Values**

### Vision

At Glenbrae we will provide a high quality service to meet the needs of children and families, in a safe and nurturing environment.

### Values

In Glenbrae Children's Centre we ensure all children feel safe, secure and happy.

We value:-

Honesty and trust

Enjoyment and achievement

Respect and inclusion

Care and nurture

Equality and diversity

We will ensure that children's rights are at the heart of all we do.

We also believe in fostering and promoting a warm, caring ethos where fun, love and friendships are develop through strong attachments and nurture. Curiosity, creativity and inquiry are also key elements in this.

Our vision is regularly updated by our stakeholders and is at the core of our ethos, thinking and practice.

### **Standards & Quality**

Information on the performance, including achievements, is available in the Standards & Quality Report which is available in the Centre and on the Nursery website.

## General Information

Telephone No: - 01475 714987

Email: - INGlenbrae@glowscotland.onmicrosoft.com

Website: - glenbrae.inverclyde.sch.uk

## Hours of Opening

The centre is open Monday to Friday, 52 weeks per year, closing only for 7 public holidays and 5 in-service training days. The nursery is open 8am - 6pm providing 5 different patterns of attendance including term time and 52 week options. We also have wraparound available. Over the Christmas and New Year period a restricted service is offered.

It is important that your child attends regularly to fully benefit from his / her nursery experience.

Dates of public holidays and in-service training days will be issued at the beginning of each school term.

## The Centre caters for:-

0 - 2 yr olds    9 children at any one time    3 - 5 yr olds    30 children at any one time

2 - 3 yr olds    15 children at any one time

## The Glenbrae Team

Head of Centre: -	Craig Scott	
Depute Head of Centre: -	Fiona Brogan	
Senior EYECO: -	Julie MacIntosh	
Clerical Assistant: -	Sheila Clark	
Early Years Education: - & Childcare Officers	Marie Nugent	Paula McGeachie
	Helen Hogan	Marie Bell
	Maria Watson	Elaine Day
	Patricia McWaters	Lorna Strutt
	Stephanie Gillen	Lisa Brewster
	Rebecca Lennon	Jennifer Boyd
	Dawn Gallagher	Rebecca Lynn
	Hilary Cross	Caroline Flynn
Excellence and Equity Lead:-	Jaclyn Sweeney	
Teacher: -	Louise Campbell	
Family Support Worker: -	Angela Lynch	
Support Assistants: -	Stacey Barron	
	Rachel Boyland	
	Gael Anne Strachan	
Children's Bus Escort: -	Vacant	
Janitor/Driver: -	Jim McDonald	
Kitchen Staff: -	Janice Wright	
Cleaners: -	Bernadette Dunlop	
	Pauline Lafferty	
	Marie Millar	

All members of the team who work directly with children are registered with Scottish Social Services Council (SSSC) or the General Teaching Council (GTC).

The whole staff team are employed by Inverclyde Council and are members of the Protection of Vulnerable Groups (PVG) Scheme.

Photographs of all staff are displayed in the entrance.

## **Admissions Policy**

All early years establishments are non-denominational. All nursery places are allocated in line with the Council's Admissions Policy and staff will be happy to advise you how this policy operates when you apply for a place for your child.

Children are admitted to nursery following Inverclyde Early Learning & Childcare Admission Policy which can be found on Inverclyde Council's website. Children aged 3-5 and eligible 2yr olds are entitled to 1140 hours of nursery education (pro-rata depending on their birth date).

If your child is 3 years old in March-July your child's entitlement to a nursery place will start in August. All other children will start the month after their third birthday.

2 year old Early Learning & Childcare places are also available to children whose parents are in receipt of qualifying benefits. Children who are entitled would start the month after their second birthday.

## **Enrolment Procedures**

When allocated a place the parent(s) will receive a letter informing them of the place available and inviting them to the Centre for enrolment. We hold enrolment sessions before your child is due to start nursery. All children who are due to start in the Centre will be asked to come and visit for an informal information session and tour of the building. You will also find out who your child's keyworker is on this day. By completing a Personal Care Plan you will help us get to know your child by sharing as much information about him/ her as you can. This will help us build positive relationships and attachments which are key in ensuring that your child's time at Glenbrae is as fun and enjoyable as possible!

We also believe that 'Children are not empty vessels' - they have a valuable wealth of knowledge and experience on which to construct and adapt new ideas. We should embrace and nurture curiosity, promote critical thinking and provide creative learning environments that facilitate purposeful exploration and social interaction.' Completing your child's Learning Journey will help us get to know your child and give us a great starting point in developing their skills and knowledge through play experiences which are fun and meaningful.

## **Transition from Pre 5 Establishment to Primary School**

Children normally start school between the ages of 4½ and 5½, although this may be negotiated in exceptional circumstances.

Information on registration and enrolment procedures for schools will be displayed on the Parents Information Wall.

The key to a good transition is effective communication between the early years establishment, school and parents. The transition process will begin early in the pre-school year and continue into early primary one, an enhanced transition can be arranged if required.

## **Our Curriculum**

### **What is this Curriculum?**

It could be said to be the whole of young children's experiences, everything they see, do, feel, smell, touch, hear or taste make up a curriculum for the children involved.

### **The Aims of Our Curriculum**

- to recognise the parent as the prime educator and to value the learning which takes place in the child's home and community.
- to offer a broad based experience which provides developmental opportunities to enable our children to become successful learners, confident individuals, effective contributors, and responsible citizens.
- to provide a variety of learning experiences that are geared to the individual child's stage of development.
- to offer all learning experiences equally to both boys and girls, and actively promote the council's policy on equal opportunities and social justice.
- to offer a caring and nurturing environment.

### **Learning Through Play in Glenbrae**

It is important we provide and promote a learning environment that is fun and stimulating while also providing safety and security for our youngest children. The staff team have a sound knowledge of child development and understand that all children are individuals that will meet milestones at their own pace (Bruce). From the outset building positive relationships and developing strong links between nursery and home are crucial. This begins during the very first interactions between Glenbrae staff, the child and you whether it be through a phone call, visit or email and continues through the Settling In process. We try our very best to build strong attachments and a nurturing ethos which are 'associated with positive outcomes including self esteem, confidence, emotional regulation, resilience and more harmonious relationships in childhood and early adulthood.' (Sroufe 2006; Prior and Glaser, 2006).

Routines and consistency are also key. When a child knows what is going to happen and who is going to be there, it allows them to think and feel more independently, and feel more safe and secure. These should be flexible too (Myers 2011).

Schematic Play is really a fancy word for the urges that children have to do things like climb, throw things and hide in small places. They appear through play; perhaps it is the way they choose to do things, or what they desperately need to do out of the blue! There are lots of different schemas and they can come one at a time, in bunches, some are super strong and last for ages... each child is different. They are the building blocks for the brain, repeated behaviour that in turn forge connections in the brain, patterns of unfolding, learning and growth. The urge to throw, drop and other actions that are all part of the Trajectory schema. Transporting can be the urge to carry many things on your hands at one time, in jars, in buckets and baskets, or even better containers with wheels.

We value high quality outdoor play experiences which have a direct and positive impact on children's physical, cognitive, social, mental health and emotional development. Outdoor play also has a positive impact on children's movement and coordination development and the development of fine motor and concentration skills. Regular contact with nature can engender an appreciation and respect for biodiversity. It can also connect them to their local community and sense of place, helping them to develop as responsible citizens committed to sustainability (Realising the Ambition, 2020).

We offer an individualised and responsive curriculum. Building positive relationships help us to get to know our children very well and take interests and learning forward both in nursery and at home.

From birth all children have opportunities to access Bookbug sessions. We offer similar sessions at nursery and promote skills and knowledge in literacy, numeracy and health and wellbeing through songs, stories and repetition.

You can find out more information about the Realising the Ambition: Being Me and access the document at:

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

### **Rainbow Room 0 - 2 Years**

The baby room has a large play area, a kitchen and changing area. The room is set up with a rest area, discovery area, book corner, house corner and a planned activity area.

The children enjoy planned activities such as Bookbug, water play, heuristic play, discovery area, treasure basket and music.

This playroom has direct access to an enclosed outside play area.

The Early Years Education & Childcare Officers in the baby room are responsible for 3 children at any one time. There may also be a support assistant and students on placement from West College Scotland

### **Sunshine Room 2 - 3 years**

This room offers activities that extend the learning from the baby room. In the carefully organised playroom areas the children are encouraged to explore and investigate at their own pace. Children have direct access to a large outdoor area.

Staff observe and thereafter plan according to the individual child's stage of development, progressing the materials in the areas accordingly.

The activities the children will be involved in are wide and varied and include:-

water play	books and puzzles	playdough
sand play	physical	imaginative play
discovery play	creative	construction
Bookbug	computer	active start
outdoor learning		

The Early Years Education & Childcare Officers in this room are responsible for 5 children at any one time. There may also be a support assistant and students on placement from West College Scotland

### **Butterfly Room 3 - 5 years**

In this playroom the curriculum is planned and delivered to provide opportunities for children to explore and investigate at their own pace, allowing them to develop and grow as individuals.

The values, principles and purposes of 'Curriculum for Excellence' influence our planning for children's learning. Children's learning is planned across eight areas:

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

The Early Years Education & Childcare Officers in this playroom are individually responsible for a group of 8 children. The Early Years Teacher is based in this playroom and there may also be a support assistant, support worker and students.

## **Partners in Learning and Development**

We value the support given to us by parents and recognise you as the prime educator of your child. We hope to share and work together for the benefit of your child.

## **Assessment**

The nursery has a planned programme of recording children's achievements, which you will be involved in with your child's keyworker. The first part of this process is the "Care Plan" booklet, which you will be given at your child's enrolment. Please feel free to look at, and add to, your child's record of achievement at any time. Your child's record of achievement includes details of their progress, photographs and samples of work. Your child's keyworker will keep you continuously updated on your child's progress throughout the year. There are two Parent's Evenings per year where you will receive a progress report.

For children transitioning to school, a 'Transfer of Information' form is completed which will help the class teacher provide continuity for your child.

## Meeting and Supporting the Needs of our Children

Through careful observation the key worker may identify children with an additional support need or perhaps requiring support with the challenges of attending the Children's Centre. The Getting It Right For Every Child (GIRFEC) approach has been national policy in Scotland since 2010. Inverclyde Council have developed the Girfec pathway to support these children. Any child may need extra support in his/her 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.

Initially strategies may be put in place to support children's learning; these would be discussed with the parent. Further advice may be obtained through Educational Psychologists, Speech and Language Therapists, etc if necessary.

Every team member has a responsibility to support the learning of all children. The type of support offered will vary according to the needs of children. This includes consideration given to children who have a disability, children with social, emotional and behavioural difficulties, children with learning difficulties of a specific or general nature, children who are exceptionally able, those who demonstrate underachievement relating to gender issues, children whose learning has been interrupted through absence or illness, bilingual children who have English as an additional language, travelling children and those children whose family circumstances impact on attendance and learning. Requirements can be met through:

- Girfec Pathway Child's 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
- Using appropriate learning and teaching strategies to support children
- liaising with partner agencies
- supporting at the transfer stage.

You have the right to ask the education authority to establish whether your child needs a co-ordinated support plan. Your child can make this request themselves, if they are aged 16 or over. You and your child, if they want to, will attend a meeting with staff at their school. Other professionals from different agencies who may be involved in providing support for your child will also attend. If your child does not want to attend meetings or feels unable to, their views must still be sought and considered.

Inverclyde's mediation service can be accessed by contacting-

Head of Inclusive Education, Culture and Corporate Policy  
Education Services  
Wallace Place  
Greenock  
Tel: 01475 712842

If you have a concern about your child please speak with your child's keyworker or the Head of Centre  
Partner agencies may be asked to offer support where necessary.

For more information about the Additional Support for Learning Act and how it affects you please go to:  
<http://www.educationscotland.gov.uk/parentzone/additionalneeds/learningact/introduction.asp>  
[www.inverclyde.gov.uk](http://www.inverclyde.gov.uk)  
[www.enquire.org.uk](http://www.enquire.org.uk)  
[Www.siaa.org.uk](http://www.siaa.org.uk)  
[Www.sclc.org.uk/](http://www.sclc.org.uk/)

## **Promoting Positive Behaviour**

We promote positive behaviour by giving praise and encouragement and dealing with all children in a fair and consistent manner. We aim to promote a safe and stable environment where children feel secure and learn to understand about limits and boundaries.

All staff follow the centre's procedure which promotes socially acceptable behaviour whilst recognising the individual needs of children.

We use the guidelines from the Positive Relationships policy to ensure consistency in our approach.

## **PATHS**

Paths is a programme to help children get on with others and become aware of their own feelings, which promotes positive behaviour. It uses stories, puppets, discussion and activities to help them with self-confidence, talking about feelings, calming down, making friends and problem solving.

As the children become familiar with the characters they will be chosen as Paths child of the day. The paths child will always be someone who has shown that they are responsible, confident, good at learning and can contribute to a group by caring and sharing.

## **Working in Partnership with Parents and Families**

### **Aims**

In recognising the parent as the prime educator we will endeavour to involve you in all aspects of centre life.

We will aim to:-

- create an atmosphere where you feel valued.
- develop a positive, meaningful relationship with you.
- provide regular opportunities to discuss your child's progress.
- inform you and, where appropriate, consult you about centre matters.
- be sensitive and responsive to your needs.
- provide appropriate opportunities/activities within the parent's room.

Throughout the academic year parents/ carers will have opportunities to speak to their child's keyworker through phone calls, chats at the front door, care and learning reviews, monthly phone check ins and progress meetings. Parents are also encouraged to discuss their child's progress on a daily basis with the child's keyworker. The centre staff support the whole family whenever it is required.

### **Family Support / Parent's Room**

The centre has a Family Support Worker. She organises adult activities and support in the centre and in the community. You will find her in the Parent's Room, on door duty or in and around the playrooms. A list of activities is available for parents and includes cookery classes, a sewing group, Bookbug sessions and a Parent & Toddler group. Feel free to come along to any of these or make suggestions to Angela for any other activities.

We aim to provide a warm, friendly, welcoming atmosphere where parents feel happy to join any of the groups/activities:-

Home Link Activities, Weekly Parents Group Meetings, Weekly 'Book Bug' Sessions, Eco Committee Meetings.

## **Our Local Community**

### **Outings**

The local community is recognised as a valuable resource. We are lucky enough to have a centre minibus which means the children participate in outings to many places of interest including the museum, local libraries, parks and local allotments, fostering links with the local community.

### **Other Agencies**

We have strong links with a variety of agencies within the community and enjoy visits from the community dental service, health visitors, and community police. We will make contact with other services as required.

### **Links with Primary Schools**

The centre is associated with many primary schools because of our wide catchment area. Links with these schools are established and there will be contact between nursery and school to help your child make a smooth transfer in line with Education Service's Transition Programme.

### **Eco Schools**

We have a *Green Charter* which runs alongside Eco Schools. Our aims include reducing electricity usage, reducing waste, recycling paper and tackling litter in and around the nursery grounds.

### **Fairtrade**

We promote awareness of Fairtrade within the Centre through the use of Fairtrade products and learning experiences in the curriculum.

## **Medical Information**

### **Medication**

If your child is in need of prescribed medication during nursery hours, you should discuss this with the keyworker. Prescribed or non prescribed medication will be given at the discretion of the Head of Centre and you must complete a medical form, which authorises nursery staff to administer medicine to your child.

If your child has asthma, you must tell the Head of Centre if there are any activities or circumstances, which are likely to bring on an attack.

### **Illness**

If your child becomes unwell at nursery we will make the child as comfortable as possible and then contact you or one of your emergency contacts.

It is important that if your child is unwell prior to coming to nursery that you keep him / her at home. This will ensure a speedier recovery and prevent other children or staff becoming infected.

### **Sickness - Diarrhoea**

If your child has been sick or has had diarrhoea please do not return him/her to nursery until 48 hours have passed from their last bout.

### **Minor Accidents**

Your child's keyworker and / or our trained First Aider will deal with minor accidents. Accidents are recorded on an accident form and you will be asked to sign this when you collect your child. It is good practice to contact you if your child has a bump to the head however if your child requires further treatment you will be informed immediately.

### **Toothbrushing Programme**

All children have the opportunity to take part in a programme of regular tooth brushing, as part of the NHS Scotland Childsmile programme.

### **Routine Medical Inspections**

During the course of the school session your child may undergo routine medical inspections i.e. hearing and eye tests. You will be advised, in advance, of these tests and of the outcome.

## **Our Policies and Procedures**

### **Child Protection**

Inverclyde Council Education Services has Child Protection Guidelines and Procedures which all schools and establishments are required to follow. Education Services work very closely with other agencies namely Strathclyde Police, Social Work Services, NHS Greater Glasgow and Clyde and the Children's Reporter to support children. Common responsibilities of all staff are to protect children from abuse and exploitation, to respond appropriately when abuse is identified, and to ensure whenever possible that all children are able to exercise their right to be raised in a warm, stimulating and safe environment with the support of staff, their families and carers.

If a member of staff has any concerns regarding a child's safety and protection it is our statutory duty to report these concerns to the appropriate agency. All actions taken are in the interest of the child. Further information leaflets for parents regarding Child Protection are available from the Centre. The Child protection Officer for the centre is Craig Scott.

### **Equal Opportunities**

Inverclyde Education Service aims to:

- Offer education of the highest quality to all young people within a developing culture of inclusion.
- Endorse the principles of inclusion, entitlement and equality of opportunity in the development of best practice.
- Value the diversity of interests, qualities and abilities of every learner.
- Believe that every child and young person is entitled to educational opportunities which enable the achievement of success and further development of the individual's learning potential within the least restrictive environment.
- Affirm the right of all young people to have access to the highest quality of educational provision which is appropriate to learning needs, is supportive of the young person and is delivered in partnership with young people, parents and the wider community.

In meeting the needs of all of our pupils we will demonstrate no discrimination on the basis of race, gender, disability, sexual orientation, religion or belief. This encompasses curricular, extra-curricular and playroom activities and is foremost in the attitudes which we develop in our pupils.

### **The Equality Statement for Inverclyde Establishments**

Inverclyde Education Service is committed to ensuring that no children or members of staff or service users receive less favorable treatment on any ground including gender, race, disability, age, sexual orientation, religion or belief. We have a moral, social and legal obligation to mainstream and put equality at the heart of everything we do. We aim to promote a culture in which equality of opportunity

exists for all. We are opposed to all forms of discrimination, direct or indirect, and aim to eliminate all discriminatory practices. We will ensure that, in our schools and other educational establishments, equality permeates the curriculum and underpins all our policies and practices in terms of access to education. We must ensure that all our children achieve their full potential to develop physically, emotionally and academically. Finally, we believe that equality and inclusion should be a given right, where everyone is valued and treated with respect.'

### **Clothing**

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

- Potentially could encourage faction (such as football colours);
- Could cause offence (such as anti-religious symbolism or political slogans);
- Could cause health and safety difficulties, such as loose fitting clothing, dangling earrings, or clothing made from flammable material such as shell suits in practical classes;
- Could cause damage to flooring;
- Carry advertising, particularly for alcohol or tobacco;
- Could be used to inflict damage on other pupils or be used to do so.

The council is concerned at the level of claims being received regarding the loss of children's clothing and/or personal belongings. Parents are asked to assist in this area by ensuring that valuable items and unnecessarily expensive items of clothing are not brought to the establishment. Parents should note that the authority does not carry insurance to cover the loss of such items and claims submitted are likely to be met only where the authority can be shown to have been negligent.

Parents should note that the activities the children may become involved in may be restricted because health and safety requirements state that jewellery of any kind must not be worn where children are undertaking physical activities. This includes jewellery worn as a result of body piercing.

We have a nursery sweatshirt and polo shirt, which have the nursery logo. Any parent wishing to order one please see Sheila in the front office or visit Logod in Geeenock who also stock our items.

Children have the best fun when they are doing messy work. We will always try to make sure they wear aprons but accidents do happen, so please do not send children in their 'best' clothes. Please also make sure that your child has suitable outdoor clothing for outdoor play and outings.

## **No Smoking Policy**

In line with council policy smoking is not permitted in the Centre or on Centre grounds.

## **Photographs**

The centre records many events/activities using a camera or camcorder. These are usually displayed in the corridors or the playrooms. Occasionally the press may take photographs of the children for features in the local newspaper.

If you have any objections to your child being photographed by either the press or ourselves, please speak to the Head of Centre.

## **Emergency Contacts**

Parents are asked to provide the centre with the names, addresses and telephone numbers of two people we can contact, for use in the case of emergency. It is important that you keep this information up-to-date at all times.

## **The Promotion of Healthy Eating**

At Glenbrae Children's Centre we promote healthy eating as an important part of the nursery curriculum.

Children who attend on a full-time basis receive a two-course meal at lunchtime which they are encouraged to choose from the menu.

Children enjoy a snack that is healthy and nutritious, consisting of milk, fruit, vegetables, sandwiches, cheese, toast etc.

## **Arrival and Collection of Children**

It is expected that a responsible adult will bring and collect your child from the nursery. In the interest of your child's safety you should make a point of telling a member of staff if your child is to be collected by someone not known to centre staff.

## **Attendance**

Regular attendance at nursery will ensure that your child gains maximum benefit from the learning experiences on offer. If your child is unable to attend nursery you must inform nursery staff in advance or contact the nursery by 10am/ 2pm. If we have not heard from you we will be in touch.

## **Transport**

Transport is not normally provided for children attending pre - five establishments. The council may, however provide transport to and from the nursery for children under 3 who may require to travel some distance to take up their placement or where specific circumstances warrant this.

### **Outings and Consent Forms**

At enrolment, you will complete a consent form that allows your child to be taken on local outings. When outings outwith the local area are planned, a member of staff will advise you in advance and you will be asked to complete a consent form that gives 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. Risk Assessments are carried out for all outings.

### **Emergency Closure Arrangements**

We make every effort to maintain a full educational service, but on some occasions circumstances arise which lead to disruption. Establishments may be affected by, for example, severe weather, temporary interruption of transport, power failures or difficulties in fuel supply. In such cases we will do all we can to let you know about the details of closure or re-opening. We will keep you in touch by using letters, notices in local shops and community centres, announcements in local churches, in the press and on local radio.

### **Fire Evacuation Procedures**

In the event of a fire causing the premises to be unsafe children will be evacuated to All Saints Primary School.

### **Inspections**

Our services are inspected regularly by the Care Inspectorate and Education Scotland.

### **General Data Protection Regulations and Data Protection Act 2018**

Information on children, parents and guardians is stored on a computer system and may be used for teaching, registration, assessment and other administrative duties. In processing personal information, Inverclyde Council must comply with the General Data Protection Regulation and Data Protection Act 2018.

For further information please refer to <https://www.inverclyde.gov.uk/site-basics/privacy>

### **Maintaining our High Standards as a Service**

We are always striving to maintain and improve our service. If you have any suggestions or complaints to make about the service, please contact the Head of Centre in the first instance. If you feel your complaint has not been satisfactorily resolved please contact:

Linda Wilkie  
Quality Improvement Officer  
Education Services  
Wallace Place  
Greenock  
PA15 1JB

**and/or**

Care Inspectorate  
Floor 4 No. 1 Smithhills Street  
PAISLEY  
PA1 1EB

Tel: 01475 712812

Tel: 0141 843 4230

### **Useful Addresses**

You may wish to note the following names, addresses and telephone numbers:

#### **Early Years**

##### **Childcare Organiser:**

Inverclyde Council  
Education Services  
Wallace Place  
Greenock  
PA15 1JB  
Tel: 01475 712815

#### **Local Councillors**

Provost Martin Brennan  
Cllr. Colin Jackson  
Cllr. Michael McCormick  
Cllr. Jim McEleny

Inverclyde Council  
Municipal Buildings  
Clyde Square  
Greenock  
PA15 1LY  
Tel: 01475 712727

## **Frequently Asked Questions at Glenbrae Children's Centre**

We have compiled this list of questions that we are often asked by parents/ carers and other family members. We hope that this is helpful during your child's time at Glenbrae Children's Centre.

### **My child is not used to mixing and playing with others. How will nursery encourage this?**

At Glenbrae we know that every child grows and develops at their own pace. We appreciate that some skills such as turn taking and sharing can be difficult for some children. Our highly skilled team are committed to nurturing and supporting each child to learn and develop these skills. We also know that there are times when children can find it hard to express or manage their emotions and feelings becoming frustrated which leads to them expressing themselves in other ways such as being 'handy,' hitting, throwing, being destructive, biting/ scratching etc. The nursery has policies and procedures in place to monitor and record these incidents and we will work in partnership to keep you informed if required. There may be occasions where a member of the team will speak to you face to face, through a phone call or you may have to read and sign an accident or incident report. It is important to remember that almost all children will go through this at some point in their lives and although it is a part of child development there are times when we may need to chat about this. Should this happen then the adult who observes this behaviour will approach the child in a sensitive manner and talk the child through what has happened encouraging reflection on their actions and feelings and how this makes others feel. The adult will also positively role model play experiences and situations to support your child. Strong relationships, knowing the child and an understanding of child development are key to supporting any child who is going through these experiences.

### **My child likes to take a comforter into nursery. Is this ok?**

In the current pandemic we encourage children not to bring comforters or toys into nursery for infection control purposes. However we also understand that some children may need this and are happy to discuss this with parents/ carers on an individual basis.

### **My child is not doing the same as other children is this unusual?**

As previously mentioned at Glenbrae we know that every child grows and develops at their own pace and we are committed to nurturing and supporting each individual child in partnership with you. We know it can be hard but we always try and encourage parents/ carers not to compare their child to others. It is important to remember that we all get there in our own time however if there are any concerns we can discuss these and there have been occasions where we have contacted other agencies for support such as Health Visitor, Speech and Language Therapy, Social Work etc.

### **Should my child be toilet trained before starting nursery?**

Promoting independence and self-help skills is an important part of our ethos. When doing this we understand that every child is an individual. If your child is not yet toilet trained or is in the process of toilet training we will work with you to help your child make the next step. There are times when your child's keyworker may make an observation and suggest starting toilet training or changing our approach to this.

### **Will my child have opportunities to play outside every day?**

We do strive to provide daily outdoor play experiences for most of our children if they choose regardless of the weather.

### **What kind of food will my child have at nursery?**

At Glenbrae we are committed to promoting the Health and Wellbeing of all of our children. For snacks your child will have toast and fruit on a daily basis. We follow the lunch menu from Inverclyde Primary Schools. If your child brings in a packed lunch we ask that you consider the amount of sugary snacks that you provide. If your child has any allergies or dietary requirements please speak to Craig or Fiona. There are processes in place to support children affected by this.

### **What if my child requires medication in the nursery?**

If required the nursery can administer medication to children. This is done on an individual basis and only if it is absolutely necessary for the health and wellbeing of your child. If you feel this is the case then please speak to Craig or Fiona and we can discuss how we will move forward. We follow strict guidance on this from the Care Inspectorate and paperwork must be completed by parent/carer before any medication can be stored in the nursery.

### **My child likes to drink a lot at nursery. Will he/ she have access to a drink at any time?**

The nursery provides milk and water to all children and they have access to these throughout the day. We ask you not to send in any other drinks for snacks, lunches etc. however if your child has any allergies or dietary requirements please speak to Craig or Fiona.

### **Does the nursery celebrate children's birthdays?**

When your child's special day comes around we will celebrate this by singing Happy Birthday. They will also receive a card and a book from their friends. Unfortunately we cannot accept birthday cakes, balloons, banners etc.

### **If my child is to be absent from nursery what should I do?**

Please follow the 'Absent from Nursery and Preventing the Spread of Infection' Guidance and contact the nursery if your child is unwell. If you are unsure at all please contact the nursery on 01475 714987.

### **How do I keep in contact with the nursery?**

Open communication is a huge part of our ethos. Unfortunately due to the current pandemic we cannot welcome parents/ carers into the centre as we normally would. We do use phone calls, emails, Twitter and the Learning Journals. As well as these we do try to have chats with parents/ carers when dropping off/ collecting children although we do appreciate that this can be challenging if it is busy outside the centre. We do have a space within the centre where socially distanced chats can take place if this is required.

### **If I need to pass on information or have any questions/ queries who would I speak to?**

All members of the team are happy to listen and help however if this is specific to your child you may be better speaking to your child's keyworker. Craig and Fiona are also available.

Everyone will try their very best to make themselves available however there will be times when this may not happen straight away as the nursery is a very busy place. We do appreciate your understanding in this.

### **Funds and Fundraising**

We hold 2 fundraisers throughout the year and all money raised goes towards events and activities for the children.

## COVID-19

You will be aware that there has recently been changes in the guidance however we have been advised to continue with our current routines for the foreseeable future. Please remember to follow the guidelines for social distancing rules when approaching the nursery entrance.

- Follow staggered start and finish times.
- Wear a face covering.
- Maintain 2 metre distance at all times.
- Follow the one way system.
- One adult per child to drop off and collect.
- The car park is for staff only.
- Please inform us if you are returning from abroad.
- Please be vigilant for symptoms of COVID-19 at all times.

Unfortunately at this time we are unable to welcome parents/ carers back into the building. Also please ensure contact details are up to date and you are contactable by phone.

If you are unsure of any of these at any time please speak to a member of the team who will be happy to help.

We will keep you updated with mitigations and guidance from Inverclyde Council and Scottish government.



Thank you for reading our Handbook. We hope you have found this information helpful. If you have any questions or need anything else please contact us at:

Glenbrae Children's Centre  
Kilmacolm Road  
Greenock  
PA15 3LD  
Telephone: 01475 714987

Email: [INGlenbrae@glowscotland.onmicrosoft.com](mailto:INGlenbrae@glowscotland.onmicrosoft.com)  
Website: [glenbrae.inverclyde.sch.uk](http://glenbrae.inverclyde.sch.uk)  
Twitter: @CentreGlenbrae

Although this information is correct at time of printing, there could be changes 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 years.