

Hillend Children's Centre



Nursery Handbook
2025/2026

Contents

Introduction from Head of Centre	3
Establishment Information	4
Values, Visions and Aims	6
Hillend Staff.....	8
About Hillend	9
Admissions.....	10
Enrolment.....	10
Chargeable Childcare.....	11
Settling In Period	11
Opening Hours	12
Arrival and Collection of Children	13
Emergency Contacts.....	13
Attendance & Absence	13
Transport.....	13
Suitable Clothing.....	14
Meals and Snacks.....	14
Holidays.....	15
Medical and Health Care	16
If your child becomes ill	16
Visits to the establishment by medical staff	16
No Smoking Policy.....	16
Hillend Curriculum Guidance.....	17
Children's Development and Learning.....	17
Assessment & Reporting	18
Additional Support Needs.....	18
The Equality statement for Inverclyde establishments.....	19
Education (Additional Support for Learning)(Scotland) Act 2009.....	20
Working together to support learning.....	21
Keyworker role in relation to the Child and Parents/Carers	21
Bookbug	21
Parentzone	21
Transfer from Pre-five Establishment to Primary School	22
Deferred Entry	22
Parental Partnership	23
The Establishment and the Community	24
School Improvement	24
General Information	24
Equal Opportunities and Social Justice	25
Child Protection in Inverclyde.....	25
Promoting Positive Behaviour Policy	26
Information in Emergencies.....	26
Fire Evacuation Procedure.....	26
Suggestions and Complaints	27
General Data Protection Regulations	27
Useful Contacts and Addresses/Local Councillors	28

Introduction from Head of Centre



Sonia McKay
Head of Centre

Hello,

We are delighted to welcome you to Hillend Children's Centre. I hope you will find the information in this handbook helpful as you settle into the centre.

This is the first step in getting to know each other. We recognise the importance of this step for you and your child in their learning and educational experiences. We want you to feel that you can approach me or any member of the staff team to talk over any personal concerns or questions with regards to your child's progress.

Hillend is an integrated pre five centre which caters for children's needs on an individual basis, encouraging them to play, grow and learn together. We believe in nurturing an inclusive environment where children will feel secure, happy and their individuality, ability and skills are valued.

Partnership with children, parents, carers, other agencies and the local community are essential to providing the best service we can for you and your child. You are central to your child's learning and from this early point can share your knowledge of your child. Parents/Carers can be involved in many different ways in the centre (e.g. playroom activities, parent/staff meetings, workshops) and we hope you will be able to be involved in as many of these as you can.

Our philosophy at Hillend is to be a place where adults feel welcome and children become Successful Learners, Confident Individuals, Responsible Citizens and Effective Contributors.

We look forward to getting to know you and your child and hope you enjoy your time at Hillend.

Regards,

Sonia McKay

Sonia McKay
Head of Centre

Establishment information

Hillend Children's centre is a non-denominational early years establishment.

Establishment Address

Border Street

GREENOCK

PA15 2EF

TEL NO. (01475) 715710

[Hillend Children's Centre - Google Maps](#)

e-mail - info.hillend@early-years.inverclyde.sch.uk

Website - <https://blogs.glowscotland.org.uk/in/hillendcc/>

Twitter (X): @hillend_cc

Group-Xpressions

Scan code to go to our
website



Values, Vision and Aims



Hillend Children Centre

Vision



At Hillend Children's Centre, we are dedicated to creating a nurturing and empowering environment where all children, regardless of their abilities, experience a deep sense of **belonging**.

Through **inclusion**, we ensure every child is valued, respected, and given the opportunity to thrive. We believe in fostering **growth**, helping each child reach their full potential with personalised support.

As a community, we encourage **giving** by fostering kindness and generosity, ensuring every child learns to support and care for others. Through **empathy**, we listen, understand, and respond thoughtfully to each child's needs, cultivating a compassionate and supportive space. Meanwhile, **safety** remains our top priority, ensuring children feel secure as they explore, learn, and grow with confidence.

Guided by these principles, we embrace **total communication**, recognising that every child expresses themselves in unique ways. We are committed to supporting them in discovering and using the most effective means to communicate, ensuring every voice is heard and valued.

Our unwavering commitment to our community and values is driven by our staff, whose **BIGGEST hearts** create a loving, supportive, and inspiring environment for every child. By embedding these values in everything we do, we help children develop the skills and confidence to thrive in the world around them.

Values – Our BIGGEST Difference



belonging

B

Belonging – Every child deserves to feel valued, respected, and part of a community where they are celebrated for who they are



inclusion

I

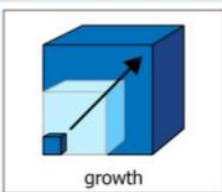
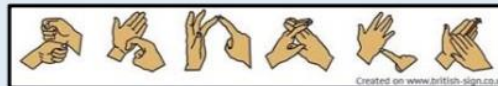
Inclusion – We celebrate the uniqueness of every child, ensuring all children, including those with additional support needs, are included, respected and given the opportunity to thrive in an environment where diversity is valued.



giving

G

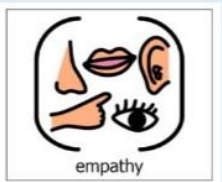
Growth – We believe in the potential of every child to develop and reach their full potential, with support that is personalised to their individual needs.



growth

G

Giving – We foster a culture of generosity and kindness, encouraging children to share, support, and help one another in their learning and play.



empathy

E

Empathy – We cultivate compassion and understanding, listening and responding thoughtfully to the needs and experiences of each child and their families.



safety

S

Safety – The safety and well-being of every child are our top priority, ensuring a secure environment where they can explore, learn, and express themselves freely.



total communication

T

Total Communication – We embrace a variety of communication methods, recognising that every child expresses themselves in unique ways and we strive to support them in using the most effective means to communicate.



Aims



To create an inclusive and accessible learning environment where all children, including those with additional support needs, are fully integrated alongside their typically developing peers, fostering a strong sense of belonging, inclusion and respect



To build strong connections with the local community and external professionals, ensuring every child has access to the support, resources, and opportunities needed for holistic development both within and beyond our setting.



To nurture the individual growth and potential of every child by providing personalised support, guidance, and strategies that empower them to succeed in their learning journey



To promote a culture of giving, where children and staff learn the importance of generosity, kindness, and helping others within the setting and the wider community.



To foster empathy in both children and staff, cultivating a culture of understanding, kindness, and support where each child feels valued and heard.



To ensure that children feel safe and secure, both physically and emotionally, by creating a warm, welcoming, and supportive atmosphere where they can confidently explore and learn.



To facilitate total communication, embracing a range of verbal, non-verbal, sign language, and assistive technology methods to ensure that every child has a voice and is empowered to express themselves



To continuously reflect, adapt, and innovate, ensuring our practice evolves to meet the changing needs of children and families, creating a responsive and inclusive learning environment

By living these aims and values every day, we create a nurturing, inclusive, and empowering space where all children can thrive.

Hillend Staff

Management

Head of Centre	Sonia McKay
Depute Head of Centre	Ann McArthur
Depute Head of Centre	Joyce Patrick
Senior EYECO	Stacey Barbour

Early Years Education & Childcare Officers

Vacancy	Kirsty Murray	Jacqueline McMillan	Carol Alexander
Marilyn Cox	Erin Cree	Lynn O'Brien	Nicole Kangley
Lynne Temporal	Sharon Nisbet	John Lindsay	Julie McCallum
Judith Eardley (mat cover)	Kieran O'Hagan (mat cover)	Emma Service	Noah McCurdy
Jade McNish			

Other Staff

Equity and Excellence Lead (Graduate)	Fiona Ferguson
Early Years Support Assistant	Kym Hatrick

Learning Assistants

Kara Hendry	Isabella Glen	Wendy Tannock	Jacqui Kane
-------------	---------------	---------------	-------------

Ancillary Staff

Clerical Assistant	Laura Lindsay
Caretaker/Driver	Iain Anderson
Catering Assistant	Christine McCafferty
Domestic	Marie Bonar
Domestic	Sharon McCauley
Driver	Eddie Flynn
Driver	Angela Docherty



About Hillend

Hillend Children's Centre is situated in the East End of Greenock. We offer an integrated and inclusive provision which offers placements to children with Additional Support Needs in Inverclyde, which covers Wemyss Bay, Greenock, Inverkip, Port Glasgow and Kilmacolm. Most mainstream children are from the local area.

The nursery is registered to provide a care service for a maximum of 52 children at any one time.

- No more than 20 are aged 2 years to those not yet attending primary school.
- No more than 32 are aged 3 years to those not yet attending primary school.

The success of the service is due to the dedication and experience of the staff which is complemented by parents and a range of other professionals including paediatrician, community nurses, speech and language therapists, educational psychologists, physiotherapists, home visiting teacher, occupational therapist and a dental team to ensure that appropriate and individual care and education plans are in place for all children who require them.

Hillend has positive links within the local community and feeder primary schools of King's Oak, All Saint's and Craigmarloch which allows for positive supported transitions from nursery to school.

Click below for all of Inverclyde Council's School websites and contact information.
<https://www.inverclyde.gov.uk/education-and-learning/schools/school-s-websites>



Admissions

EARLY LEARNING AND CHILDCARE

Entitlement

All eligible 3 -4 year-old children in Scotland have a statutory entitlement of up to 1140 hours of funded early learning and childcare starting from the term following their 3rd birthday.

Eligible 3 -4 year-old intake	
Birthday Month	Intake Term
1 March – 31 March	August Term
1 April – 30 April	
1 May – 31 May	
1 June – 30 June	
1 July – 31 July	
1 August – 31 August	
1 September – 30 September	January Term
1 October – 31 October	
1 November – 30 November	
1 December – 31 December	
1 January – 31 January	April Term
1 February – last day of February	

3 – 4-year-old places

All children aged 3 - 4 years are eligible for an ELC place, the term following their third birthday. There is a set application windows to apply. This will always open on the first day of the new term in January of each year. You cannot apply for a place until the application window opens.

Application forms are available at any Inverclyde Council establishment, an approved funded provider Childminder or private voluntary or independent (PVI) nursery. You must complete the application form fully and all supporting evidence must be submitted at the time of your application.

For up-to-date information on application windows, timelines, and the release of allocated ELC places, visit the **Inverclyde Council website**.

Deciding priorities for admission

All ELC applications follow Inverclyde Council's ELC Admissions Policy. While Inverclyde Council aims to allocate preferred choices, there is no guarantee that your preferred choice will be available. If the preferred establishment is full, an alternative place may be offered. Every effort will be made to offer a suitable place within the Early Learning and Childcare defined area, but this is also not guaranteed.

Children are entitled to 1140 hours of nursery education (pro rata depending on their birth date).

Once completed, forms and supporting evidence should be submitted to your first choice nursery. Proof of your child's date of birth in the form of their birth certificate and proof of address (council tax statement, tenancy agreement or completion of house purchase letter) must be produced when submitting your application. **Forms without this evidence will not be accepted at any establishment.**

Chargeable Childcare

Chargeable childcare is a service that can be purchased by parents or carers who are in employment, education or training for employment. This is additional to the child's Early Learning and Childcare entitlement place.

The total number of Chargeable childcare hours used over the week will always be rounded up to a full hour when invoices are being calculated e.g. 3 hours 10 min will be charged at 4 hours. If you would like to know if we have availability, or to discuss wraparound further, please speak with a member of the Management team

[Please Scan or click below for more information](https://www.inverclyde.gov.uk/education-and-learning/early-years)

<https://www.inverclyde.gov.uk/education-and-learning/early-years>



Enrolment

Once your child has been offered a nursery place we will phone and discuss arranging a home visit with you. This is a great time to fill in forms, to ask any questions about our service and for your child to spend some time with their keyworker. You will be invited to the nursery for a visit, to meet the staff and have a tour of the building. Your child can spend a little time in the playroom to become familiar with their new learning environment.

Settling In Period

For many children this will be their first experience of being away from you and it can be difficult for both you and your child. To minimise this, we ask parents to spend time in the nursery with their child on their first day. This is normally approximately 1 hour. Parents are encouraged to leave their children with staff for short periods, and go for a cup of tea or coffee. During the settling in period you and your child will become familiar with the environment and build relationships with staff and other children.

Opening Hours

Hillend is open extended year, although it will be closed for Christmas and New Year, some other public holidays and in-service days.

Model 1	Term Time	Mon - Fri	9.00 - 3.00
Model 2	Extended Year	Mon/Tues	8.05 - 5.45
		Wed	8.05 - 12.55
Model 3	Extended Year	Wed	1.00 - 5.45
		Thurs - Fri	8.05 - 5.45
Model 4	Extended Year	Mon - Fri	8.05 - 12.55
Model 5	Extended Year	Mon - Fri	1.00 - 5.45

Additional hours may be arranged to meet individual needs of families and are subject to availability: Chargeable childcare charges may apply. Model times will be discussed during your enrolment.

Arrival and Collection of Children

It is expected that a responsible adult will bring your child to and from the nursery. The nursery has a secure door entry and password system. Please press the appropriate button and when asked, state your child's name.

In the interest of your child's safety you should inform the Head of Centre or key worker if your child is to be collected by someone else. The person you arrange should be aware of your child's password, as a child cannot be allowed to leave with a different person without this.

Emergency Contacts

Parents whose children are in the nursery are asked, where possible, to provide the establishment with names, addresses and telephone numbers of two contacts, for use in case of an emergency. It is important that we have contact details, and you are asked to keep the nursery updated with any changes with regards to this information.

Attendance & Absence

All children are entitled to 1140 hours per year. Attendance at nursery has a positive impact on your child's development and learning, as it enables them to participate fully in the various learning experiences provided. We follow Inverclyde Council's procedure for attendance matters.

Please phone the nursery on **01475 715710** if your child is unable to attend either due to sickness or appointments.

Can we please request that you inform us of holidays and appointments in advance if possible.

Please remember to keep your contact information up to date and if someone other than yourself is picking your child up from nursery, please let a member of staff know and make sure they have your child's password. This is for the safety of you and your child.

If you do not contact us, it is part of our policy to phone you to ensure everything is alright.

Transport

Transport is not normally provided for children attending pre-five establishments.

Inverclyde Council may however provide transport to and from nursery for children with additional support needs who are required to travel a distance to take up their placement.

If your child is to receive transport, nursery staff will inform you of the arrangements prior to your start date.

Suitable Clothing

Children have great fun when they are involved in messy play. We will always try to make sure they wear aprons, but accidents do happen, so we ask that children wear suitable clothing for all activities. The centre has all in one rain suits for the children to wear outdoors, but we ask that you provide a pair of wellington boots, with your **child's name clearly marked inside**.

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

- Potentially encourage faction {such as football colours}
- Could cause offence {such as anti-religious symbolism or political slogans}
- Could cause health and safety difficulties, such as loose fitting clothing, dangling earrings or clothing made from flammable material
- Could cause damage to flooring
- Carry advertising, particularly for alcohol or tobacco
- Could be used to inflict damage on other pupils or be used by others 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 any 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 will 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.

Meals and Snacks

As part of Inverclyde council we adhere to their health policies and work hard to ensure that Hillend is a health promoting establishment. Every child who attends is entitled to a nursery lunch. Children choose between 2 hot options daily and a copy of the 3 week menu will be sent home. There is also a sandwich option and the soup of the day will be offered alongside it. The children also have the opportunity to experience a wide range of multi-cultural food. The centre has a Healthy Eating Policy, although at special occasions we provide healthy party foods and a small treat. On a daily basis children are also encouraged to be active and participate in physical activities both indoors and out.

Click below for full view of Inverclyde council menu's and Allergens:

<https://blogs.glowscotland.org.uk/in/public/hillendcc/uploads/sites/7445/2024/10/14135524/Nursery-Menu-2024-25-VISUAL.pdf>

Holidays:

Inverclyde Council has statutory holidays and In-service days. For the forthcoming year they are as follows:

Inverclyde Council ~ Education Services						
2026-2027 School Calendar						
August 2026						
Su	M	Tu	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					
September 2026						
Su	M	Tu	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			
October 2026						
Su	M	Tu	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
November 2026						
Su	M	Tu	W	Th	F	S
	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					
December 2026						
Su	M	Tu	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		
January 2027						
Su	M	Tu	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						
February 2027						
Su	M	Tu	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						
March 2027						
Su	M	Tu	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			
April 2027						
Su	M	Tu	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	
May 2027						
Su	M	Tu	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					
June 2027						
Su	M	Tu	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			
31						
July 2027						
Su	M	Tu	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

School Closed/ Holidays

Teacher in-Service Day (no school for students)

School Open

In-service days – 5

Teacher days – 195

Pupil days – 190

Medical and Health Care

If your child is in need of medication during his/her time at the nursery you should discuss his/her requirements with the Head of Centre or key worker. Prescribed medication must have a pharmacy dispensing label and your child must already have received the first dose at home. With parental permission we can then administer medication.

If your child has an ongoing medical need please speak to a member of staff to discuss the way forward to ensure that your child is involved in all aspects of the service and that all their medical needs are met and appropriate training is undertaken.

If your child becomes ill

If your child becomes ill at nursery, you will be contacted immediately. If parents cannot be contacted, the nursery will contact the child's emergency number. We will try to make the child as comfortable as possible until their parent arrives.

The nursery requires a telephone call if your child is not able to attend nursery through illness. To prevent the spread of infection we ask that you keep your child off nursery for at least 48 hours if they have sickness and/or diarrhoea or to follow guidance on other illnesses.

Our first aider is Stacey Barbour and our appointed person is Sharon Nisbett.

Visits to the establishment by medical staff

The Community Dental team visit the nursery on a regular basis. Dental Hygienists also support the nursery, giving advice on healthy snack foods and correct tooth-brushing techniques.

No Smoking Policy

In line with Inverclyde Council's "No Smoking Policy", smoking is not permitted in the nursery building or within the nursery grounds. There are "No Smoking" signs throughout the nursery.



Hillend Curriculum Guidance

Children's Development and Learning

We aim to offer a broad and balanced learning environment for children. We use a range of documents to support this including "Curriculum for Excellence", "Realising the Ambition: Being Me" and "Pre Birth to Three".

There are four capacities identified in "A Curriculum of Excellence", these are:

- ❖ Successful Learners
- ❖ Confident Individuals
- ❖ Responsible Citizens
- ❖ Effective Contributors

The 9 Learning Areas which are:

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

These are implemented in line with Inverclyde Council's Learning and Teaching policy (which is available on our website under curriculum).

The following programmes are used in Hillend Children's Centre that help to support the curriculum. These allow children to develop the skills and attributes needed for mental, emotional, social and physical well-being and life-long learning. They also compliment the other curricular activities offered.

PATHS

TAC PAC

BABY BEATS

VYGOTSKY (STORY GRAMMAR)

OUTDOOR LEARNING

BIKEABILITY

PHYSICAL PROGRAMME

MATHS LENDING LIBRARY

LITERACY LENDING LIBRARY

Within our mainstream integrated room the children are active participants in their own learning. This is done through our playroom areas being set up with appropriate provocations which allow children to naturally develop skills and share their learning. This is recorded within area floorbooks and also on online Learning Journals which parents can access at a time which suits them. Children's progress is shared with parents to give them knowledge that will allow them to support and discuss their child's learning at home.

All achievements of children, both at home and within the nursery, are celebrated.

Hillend has successfully, each year, supported new and existing parents to understand and recognise their role in their child's learning. Parents are given information about how the curriculum is provided and implemented within their child's playroom during the home visit, induction day at the beginning of the school term and during the 28 day assessment meeting.

Assessment & Reporting

"Assessment should be an integral part of the daily routine in the early years setting. It occurs as adults listen, watch and interact with a child or group of children".

"The purpose of assessment is to provide useful information about children's learning and development. This is gathered from staff, parents, multi-agency professionals and the child, and will be helpful in forming future planning". [Assessment is for Learning]

Staff gather information about your child which has been gained by spending time with them, observing their play and listening to their plans and ideas. It is this information that is used to build up a record of your child's progress and achievements and form a part of your child's individual ongoing profile, which is available for discussion and contribution by parents at all times.

Children all have an initial meeting after 28 days in placement and further reviews take place with parents across the year. Copies of all reports are shared with families. The child's progress may be discussed with parents on a daily basis and at our 12 weekly evaluation meetings throughout the year.

A 'Record of Achievement' for children going to school will be completed for your child in May and a copy of this information is transferred to your child's primary school.

Additional Support Needs

Through assessment, staff recognise children's skills and areas in which they require support. Through this we work with parents to identify the best strategies to put in place to allow children to be all they can be and reach their highest potential.

As Hillend is an integrated specialist service, we provide services that cater for a range of learning styles and needs. Our complex and medical additional support needs room provides individualised curriculums that meet the needs of each individual child within the playroom. The communication and language room supports children's understanding of language through visual stimulus for their timetable and as a means of communication. Our integrated

mainstream room allows all children in the nursery to work together with consideration and plans to ensure that individual children's needs and learning styles are met.

Every member of staff has responsibility to support the learning of all children. The type of support will vary according to the needs of the 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. Partner agencies may be asked to offer support where necessary.

If you have any worries or concerns about your child please do not hesitate to pop in and discuss these at any time.

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 favourable treatment on any ground including age, gender reassignment, pregnancy and maternity, race, disability, sex, sexual orientation, marriage and civil partnership, 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.'

Education (Additional Support for Learning) (Scotland) Act 2009
Inverclyde Council Policy in relation to the ASN act

A child or young person's needs are identified at the earliest possible stage and can be met in a number of ways, for example by adaptations to the curriculum or learning environment, as well as input from the Support for Learning Teacher and on occasion support from visiting specialists. The appropriateness of the support is determined through a process of assessment, planning and monitoring, working jointly with parents and carers, and is regularly reviewed.

Learning outcomes for children and young people with additional support needs are set out in a plan and all educational establishments hold regular review meetings with parents and carers to determine needs and the most appropriate supports. Everyone's views are equally important in order to consider what is currently working and how to determine next steps

Children and young person's needs are identified in a number of ways, and the process of assessment is an ongoing, shared process with partnerships with parents and carers at the forefront. On some occasions health service staff or other partner agencies make children known to Education Services. Other additional support needs may be notified to Education Services by parents themselves or identified by one of a range of staff working closely with the child;

Some children and young people will have additional support needs arising from complex or multiple factors which require a high degree of co-ordination of support from both education and other agencies in order that their needs can be met. In these cases, the school will hold a meeting to decide whether the child or young person meets the criteria for a co-ordinated support plan.

The coordinated support plan is a statutory document which ensures regular monitoring and review for those children and young people who have one;

You have the right to ask the education authority to establish whether your child needs a coordinated 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 Michael Roach, Head of Education at the address below;

For further advice please telephone 01475 712850 or write to;

Education Services
Wallace Place
GREENOCK PA15 1JB

For further information you may wish to look at :-

www.enquire.org.uk

www.siaa.org.uk

www.sclcl.org.uk/

Working together to support learning

We have a multi-agency approach to children's learning which makes use of the skills, knowledge and expertise of parents, staff and all other supporting agencies.

Keyworkers role in relation to the child:

- Responsibility to build a positive and supportive relationship with the child.
- Build up a knowledgeable picture of the child, covering all areas of the child's development, using observation techniques and formal/informal assessment.
- Responsible for ensuring that the child's individual needs are met.

Keyworker's role in relation to the Parents/guardians

- Value what the child has learned at home.
- Value the family's culture and religious views.
- Offer appropriate support to the parents/guardians.
- Ensure that the parents/guardians are involved in and informed of their child's progress.
- Ensure that the parents/guardians receive regular information on nursery activities/events.

Bookbug

Bookbug is Scotland's universal early years book gifting programme which supports families to read, sing, and play with their little ones from birth to give them the best start in life. Starting school is an exciting and challenging time for your child and your support at home makes a real difference to their learning. Look out for your Bookbug Primary 1 Family Bag, a free bag of books and activities your child will receive at school in November from Bookbug, to help support their reading, writing and counting skills. You will find films of the books being read aloud and more information about the P1 Bag [here](#).

Parentzone Scotland

[Parentzone Scotland](#) is a unique website for parents and carers in Scotland, from early years to beyond school. The website provides up-to-date information about learning in Scotland, and practical advice and ideas to support children's learning at home in literacy, numeracy, health and wellbeing and science. Information is also available on Parentzone Scotland regarding additional support needs, how parents can get involved in their child's school and education. Parentzone Scotland also has details about schools, including performance data for school leavers from S4-S6 and links to the national, local authority and school level data on the achievement of Curriculum for Excellence levels.

Transfer from Pre-five Establishment to Primary School

The key to effective 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 1.

Children are normally transferred between the ages of 4 and a half and 5 and a half years, although this may be negotiated depending on circumstances.

Information on registration/enrolment will be published in the Local Press in early January. The nursery will also remind parents of the relevant dates. A programme of induction will be planned with your child's primary school to help your child to settle in. For some children this may be a more enhanced transition.

Children who have their 5th birthday between **1st March 2026 – 18th August 2026** must start school and are not eligible for a deferred year to primary school.

Contact details for all Inverclyde schools are available from the nursery or on the website.

Deferred Entry to School

From August 2023, a change in Scottish Government legislation means that parents have the legal right to defer a child's entry to primary school.

You must have registered your child for primary 1 before you can submit a deferred entry application form.

All deferred entry applications must be submitted by 1st February 2026.

To defer a child's entry to primary school in session 2026-2027, their 5th birthday must fall on or between **19th August 2025 and 28th February 2027** (this will be children who are born between **19th August 2021 – 28th February 2022**).

After the Deferred Entry Application has been completed and processed, a deferred year to school will automatically be granted.

For the deferred year, the current Early Learning and Childcare provider and model will continue. If you wish to change provider or model, you will need to contact your current Early Learning and Childcare provider and complete a transfer form by the last day in February. Notification of any changes will be confirmed in May.

Please click for more information below

<https://www.inverclyde.gov.uk/education-and-learning/schools/registering-for-primary-school/deferred-school-entry>

Parental Partnership

At Hillend Children's Centre you are always welcome. Working in partnership with parents is crucial in the life of the Centre. There are many ways that you can help out and parents and families are encouraged to be involved in various ways for example:

- ❖ Parent/staff meetings
- ❖ Parents support groups
- ❖ Fundraising
- ❖ Stay and play sessions
- ❖ Using skills within the playroom
- ❖ Progress Evenings
- ❖ Enrolments evening
- ❖ Curriculum Workshops
- ❖ School Fund committee

Scottish Schools (Parental Involvement) Act 2006 led to the establishment of Parent Councils in primary, secondary and special schools. The Act recognises the vital role that parents play in supporting their children's learning. It places a duty on authorities to promote the involvement of parents in children's education and the wider life of the school. It aims to help parents to be:-

- Involved with their child's education and learning
- Welcomed as an active participant in the life of the school
- Encouraged to express their views on school education generally

We are always keen to learn new ideas or suggestions from parents to extend and improve our provision.

Scan code to access
Inverclyde Council parental
involvement strategy



The Establishment and the Community

Positive links exist with local Business, Community Police, Fire and Ambulance Services, Inverclyde Council recreation Department and Community Education. We also provide work experience for school pupils and placements for students.

Our annexe "The Hillend Hug" allows us to offer accommodation to a range of community provisions which include:

- Professional Team Meetings
- Working with the Community
- Inverclyde Council
- Parent Forums

The nursery also has good relationships with neighbours and they use our clothes recycling bins and the nursery children litter pick in our local environment to create a clean ethos.

School Improvement

This is an area that all parents are interested in and details of our success from the previous year and how we intend to improve in the coming year are detailed within our standard and quality report. You can access a copy within our establishment or, if you would prefer, a copy is available on our website.

General Information

This section includes information about:

- Equal Opportunities and Social Justice
- Child Protection in Inverclyde
- Promoting Positive Behaviour Policy
- Information in Emergencies
- Fire Evacuation Procedure

Equal Opportunities and Social Justice

Inverclyde Council 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 practise
- ❖ 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

Child Protection in Inverclyde

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 Police Scotland, 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.

Our Child Protection and PREVENT Coordinator is Sonia McKay or, in her absence, Ann McArthur or Joyce Patrick.



Sonia



Ann



Joyce

Promoting Positive Behaviour Policy

Children should have a safe and stable environment where they feel secure and learn to understand about limits, boundaries and rules. There are a wide range of factors which affect a person's behaviour, and there is no one way of dealing with the complex problems which can be faced by children. We recognise the individuality of all children and our responsibility to use different methods to promote positive behaviour.

Therefore we aim to:

- ❖ Promote positive ethos in the nursery where children feel welcomed and develop respect for themselves, adults and other children
- ❖ Encourage development of self-discipline with positive guidance through learning experiences
- ❖ Ensure all staff are working on the same guidelines and procedures in maintaining positive behaviour and continuity within the playrooms

Information in Emergencies

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, e.g. severe weather, temporary interruption of transport, power failure or difficulties with fuel supply. In such cases we will do all we can to let you know about the details of closure or re-opening.

Fire Evacuation Procedure

In event of a fire causing the premises to be unsafe to return to, the staff will evacuate the children to Kings Oak Primary School or, during school holiday periods, Lady Octavia Sports Centre. A staff member will remain at the gate to notify the parents where the children are located.

Suggestions and Complaints

We are always seeking ways to maintain and improve our service. If you have any suggestions to make about the service, please contact the Senior Management Team / Key worker in the first instance.

Parents / Carers can raise concerns about the service direct to the Care Inspectorate at their address below, or on the Enquiry Line Number,
However, if you have any concerns, please do not hesitate to speak to any member of the management team who will be happy to listen to any concerns or issues you may have and put systems in place to resolve them, if at all possible.

Parents/Carers can also raise concerns to Inverclyde Council

Send your complaint by post to:-

Complaints

Inverclyde Council

Customer Service Centre

Municipal Buildings

Clyde Square

Greenock PA15 1LY

Email to: comments@inverclyde.gov.uk

Care Inspectorate

The Centre is inspected on a regular basis by the Care Inspectorate to ensure we maintain a high quality of provision in line with the National Care Standards outlined by the agency.

Care Inspectorate (Paisley Office)

Renfrewshire House

Cotton Street

Paisley

PA1 1BF TEL: 0345 600 9527

If you wish to find out further information with regards to Inverclyde Council Policies you will find this on the following link

www.inverclyde.gov.uk

General Data Protection Regulations & 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 information, Inverclyde Council must comply with General Data Protection Regulation and Data Protection Act 2018.

For further information click below:-

<https://www.inverclyde.gov.uk/site-basics/privacy>

Useful Contacts and Addresses

You may wish to be aware of the following contact details

Ruth Binks
Corporate Director:
Education, Communities & Organisational Development
105 Dalrymple Street,
GREENOCK
PA15 1HU
01475 712850

Mr Michael Roach
Head of Education
Wallace Street
GREENOCK
PA15 1JB
01475 712824

Yvonne Gallacher
Early Years Quality Manager
Wallace Place
GREENOCK
PA15 1JB
TEL: 01475 712892

Local Councillors

Councillor Pam Armstrong
Municipal Buildings
Clyde Square
GREENOCK
PA15 1LY TEL: (01475) 712938
Pam.armstrong@inverclyde.gov.uk

Councillor Colin Jackson
Municipal Buildings
Clyde Square
GREENOCK
PA15 1LY TEL: (01475) 712305
Colin.jackson@inverclyde.gov.uk

Councillor Michael McCormick
Municipal Buildings
Clyde Square
GREENOCK
PA15 1LY TEL: (01475) 712305
Michael.mccormick@inverclyde.gov.uk

Please note

Although this information is correct at time of presenting, there could be changes affecting any of the matters dealt with in the document -

(a) Before the commencement or during the course to the school year in question.

(b) In relation to subsequent years