

Jigsaw Family Learning Centre

Handbook

2026 – 2027



Elmira Road

Muirhead

G69 9EJ

01236 794806

Education & Families

North Lanarkshire Council

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Welcome Message

Dear Parents and Carers,

A very warm welcome to you and your family.

We are delighted to have you as part of our nursery community and look forward to working in partnership with you to support your child's learning, development, and wellbeing. Our aim is to provide a safe, nurturing, and stimulating environment where every child feels valued, happy, and confident.

We believe that effective communication with families is key, and we encourage you to speak with us at any time if you have questions, concerns, or information you would like to share. By working together, we can ensure the best possible experiences for your child.

Thank you for trusting us with your child's care. We look forward to getting to know you and supporting your family throughout your time with us.

Kind regards,

Nicola MacPherson

Head of Centre

Our Vision and Values at Jigsaw Family Learning Centre

Our vision, values and aims have been co-created with all stakeholders.

Our Vision is:

Our vision is to build a community where children feel safe, happy, and included every day. Through warm relationships, meaningful play, and high-quality interactions, we support children to develop independence, resilience, and a lifelong love of learning. We work in partnership with families to ensure every child experience care, respect, kindness, and a strong sense of belonging.

We Value:

Safe

Happy

Active

Respectful

Kind

Induction to Jigsaw Family Learning Centre

Jigsaw Family Learning Centre is situated within the wing of St Barbara's Primary School in the small town of Muirhead, North Lanarkshire. Children attend from the town, and surrounding towns of Chryston, Gartcosh, Stepps and Moodiesburn. The Family Learning Centre is opened 48 weeks of the year from 8am to 6pm, offering full year and term time provision for children and families. Jigsaw Family Learning Centre is registered to provide care for eighty children and of those, no more than ten are aged two. The early learning and childcare team include a head of centre, depute head of centre, two lead practitioners, eleven keyworkers, six support workers, two clerical assistants and facilities staff.

All children have access to motivating, well-resourced indoor and outdoor play spaces that are spacious, bright, and designed to support a wide range of learning experiences. In addition to our core provision, the centre offers a range of enhanced learning environments to support children's development and wellbeing.

Our sensory room provides a calming, relaxing space where children can explore different sensory experiences and learn to regulate their feelings and emotions. At the rear end of the building, the centre has a large forest area, which allows children to connect with nature and investigate their natural surroundings. We also have a dedicated bike room, where children can develop physical coordination and confidence using balance bikes and engage yearly in our 'Play on Pedals' programme.

Our indoor and outdoor learning environments support a broad and balanced curriculum that offers breadth, depth, challenge, and real-life application of learning. Our approach supports the developmental needs of all children, and our curriculum reflects our unique position within a small, close-knit community, maximising the valuable learning opportunities this context provides.

Our Contact Details

Name of Centre: Jigsaw Family Learning Centre
Address: Elmira Road, Muirhead, G69 9EJ
Contact Number: 01236 794806
Email Address: jigsawflc@northlan.org.uk

Our Team

Nicola MacPherson	Head of Centre
Lisa Keers	Depute Head of Centre
Maureen Bannister	Equity and Excellence Lead
Kathleen Healy	Lead Practitioner
Gillian Ross	Lead Practitioner (Mon-Wed)
Jillian Lindsay	Lead Practitioner (Thurs & Fri)
Erin Cummings	ELC Keyworker
Erin Lawson	ELC Keyworker
Pamela Anderson	ELC Keyworker
Nicole Doherty	ELC Keyworker
Laura Maguire	ELC Keyworker (Mon – Wed)
Donna Rodden	ELC Keyworker (Thurs & Fri)
Lauren Brown	ELC Keyworker
Taylor Maginess	ELC Keyworker
Fiona Arbuckle	ELC Keyworker (Mon – Wed)
Courtney Campbell	ELC Keyworker (Mon – Wed)
Andrea Ramsay	ELC Keyworker (Thurs & Fri)
Mell McCann	ELC Support Worker
Megan Alcorn	ELC Support Worker (Mon-Wed)
Kimberly Armstong	ELC Support Worker
Evelyn Wilson	ELC Support Worker
Pamela Bolland	ELC Support Worker
Clare Lynch	Clerical
Kirstie Coull	Clerical
Carolann Brunton	Janitor/Cleaner
Roy Boyd	Janitor/Cleaner
Carolann Kettings	Catering Assistant

Service Information

In Scotland, all children aged 3-5 and eligible 2-year-olds are entitled to 1140 early learning and childcare funded hours. The pattern of attendance available is stated below. More information can be found on North Lanarkshire Council website.

The Centre is opened from 8am – 6pm daily. Adult to child ratios is set out by Care Inspectorate. We have one staff member to three children in our additional support needs provision, five children in our 2–3-year-old room and one staff member to eight children in our 3–5-year-old room. The number of children attending each session is:

ASN 10 children

2-3's 10 children

3-5's 56 children

Morning session = 8am – 12.45am (3-year-olds)

Term time session = 8.30am – 2.30pm

Afternoon session = 1.15pm – 6pm

Non-denominational policy

The Family Learning Centre is non-denominational. We respect and welcome children and families of all religious faiths and beliefs.

Our equal opportunities and social inclusion policy

All children and young people are entitled to fully participate in all aspects of learning; The learning community promotes equal opportunities and seeks to protect all stakeholders against all forms of discrimination. Our provision takes account of each children individual needs, and we ensure that our approach and materials used are appropriate.

The Equality Act (2010)

The General Equality Duty was created by the Equality Act (2010) and replaces the race, disability, and gender equality duties. The duty came into force in April 2011 and covers age, disability, gender, gender reassignment, pregnancy and maternity, race, religion or belief and sexual orientation. The centre is committed to the requirements of the Equality Act (2010) and as such we will have due regard to the need to:

- Eliminate discrimination, harassment, and victimisation
- Advance equality of opportunity between children and young people who share a characteristic and those who do not
- Foster good relations between different groups.

Protecting Children and Young People

North Lanarkshire Council's Child Protection policy and procedures must be adhered to by all staff, and it is our duty of care to protect all children from harm.

All adults must take positive steps to promote children's health and safety, and ensure that all children are protected from abuse, neglect, and exploitation. At Jigsaw Family Learning Centre, we create and maintain a positive ethos and climate which actively promotes child welfare and a safe environment by:

- Ensuring that all children and young people are respected and listened to.
- Ensuring the delivery of health and personal safety programmes are central to the curriculum.
- Observing children's needs, actions, words, and concerns.
- Recording and reporting welfare or safety concerns of children.
- Collaborating with parents, carers, and other professionals to support and protect the child.

Should any member of staff have concerns regarding a child's wellbeing or that they may be at risk of harm, then they must report these concerns to the Child Protection Co-ordinator. This information will be treated sensitively.

If you have any concerns for any child at the centre, then please speak to the Head of Centre.

The Head of Centre has a duty of care to contact social work services immediately if they consider that there is possibility that a child has been harmed or is at risk of harm.

Attendance

Early learning and childcare provision is not compulsory, however, for your child to get the best out of their time with us, regular attendance is important. At Jigsaw Family Learning Centre, we follow North Lanarkshire Council's Early Years Attendance Guidance. Parents and Carers are responsible for informing the centre by 9.30am or 1.30pm (depending on session) if their child is going to be absent. If contact is not made by these times, in the interests of child protection, the centre will contact you, and where necessary, emergency contacts. Under the Child Protection Policy, if the centre believes your child could be at risk of harm, we will contact the Police and/or Social Work Services.

Access to the building

Please press the buzzer at the setting entrance. A staff member will greet you and will direct you to your child. It is particularly important that we keep all our children safe and therefore ask that all parents and carers take the time to close both gates at the early year's entrance.

Arrival and Collection of Children

During the enrolment process all parents/carers will complete enrolment information, emergency contact numbers and a list of the key person(s) collecting your child. It is expected that a responsible adult will bring and collect your child to and from the centre. Parents should let key staff know if he/she is to be collected by someone not known to the staff. If staff have not previously met the person collecting, they must bring a form of identification and have the password set by parents at enrolment. This avoids tricky situations as a child cannot leave with an adult who is unknown to the staff. In addition, anyone collecting your child must be 16 years old or over.

Occasionally, you may forget to inform us of changes to who is collecting your child. In this instance, we will call you to confirm the new arrangement before letting your child leave the centre.

Family Champion

We have a Family Champion in place who is our Equity and Excellence Lead, Maureen. The Family Champion is a first point of contact for parents, who can provide positive parenting support and advice using a preventative, universal approach. They have a key role in building trusting relationships with parents / carers, encouraging participation, and promoting inclusion. Family Champions can organise chats with parents / carers to provide useful strategies on developmental topics such as bedtimes, mealtimes and supporting positive behaviour. As such, The Family Champion can provide support to make slight changes which can make an enormous difference. They can also inform families of local groups and services which may be of use. If appropriate, the Family Champion also has a role in signposting parents / carers to the Supporting Families Team for bespoke strategies to suit individual families.

Snacks

For children who attend funded sessions, a hot meal will be provided.

A healthy snack is provided to all children who attend full days and half days. Children participate in planning the snack menu termly. If your child attends full days, they will receive a morning and afternoon snack. If your child has an allergy or dietary requirement, please speak to a member of the management team. All allergy and dietary requirements will be catered for and where necessary, we may ask you to provide a letter from you GP or Dietician so that the menu can be adapted accordingly.

In addition to daily snack, at times we have food relating to our learning experiences, and all cultural and religious festivals.

Birthdays

We are happy to celebrate your child's birthday, although it should be highlighted that it will be a small affair with the children in their key group and not with all the children in

the playroom. Due to the volume of children with allergies across the setting, we do not accept birthday cakes.

Oral Health

Jigsaw Family Learning Centre participate in the Oral Health Programme (Childsmile). At enrolment, you will be asked if you would like your child to participate in daily tooth brushing. Should you wish your child does not participate, please inform the Depute Head of Centre or your child's keyworker.

Community Engagement

Jigsaw Family Learning Centre we recognise the importance of community. Our children will explore the local community daily and at times, visit the local library and hub.

No Smoking Policy

Smoking is not permitted on the nursery/school grounds.

Suitable Clothing

At Jigsaw Family Learning Centre, we encourage our children to lead their own learning. During messy play, we will always try to make sure they wear aprons, but accidents happen, so we ask that you dress your child in suitable clothing. We also ask that you provide a change of clothing in the event of an accident.

To ensure your child is comfortable, soft shoes should be worn indoors. We ask that these shoes are not slippers as they can become loose easily and/or children can slide in them. At Jigsaw Family Learning Centre, we promote independence, it is therefore helpful if children have easy to fasten shoes that they can put on by themselves.

We play outdoors in all weathers, so we recommend clothing for all seasons. Please note, we often explore the local green spaces and woods, and wellies and a jacket are essential throughout the year.

What to wear during the summer months?

- Waterproofs – preferably trousers and a jacket for ease of toileting/changing.
- Comfortable trousers – jogging bottoms or leggings
- A light long sleeved top
- Socks
- Wellies
- A sun hat
- Spare clothes

What to wear during the spring/autumn months?

- Waterproofs – preferably trousers and a jacket for ease of toileting/changing.

- Comfortable trousers – jogging bottoms or leggings
- A light long sleeved top and jumper/zipper
- Socks
- Wellies
- A sun hat for sunny days
- Spare clothing

What to wear during the winter months?

- Fleece waterproofs – preferably trousers and a jacket for ease of toileting/changing.
- Warm jacket
- Thick comfortable trousers – jogging bottoms or leggings
- A long-sleeved top and heavy jumper/zipper
- Thick socks
- Wellies
- Hat, scarf, and gloves
- Spare clothes

During the summer months, on hot sunny days, we follow our sun safe policy. We kindly ask that your child has a sun hat and has had sun cream applied before starting their session. We ask for an additional 50p donation during these months to cover the cost of sun cream. If your child has an allergy or sensitive skin, please speak to your child's keyworker. In this instance, we would recommend that you provide your own sun cream.

Nappies and Change of Clothing

Please ensure all clothes and footwear are labelled. If your child is still in nappies, please ensure you provide enough nappies and wipes for the duration of their stay at nursery. If you want your child to begin toilet training, then we ask that you establish this first at home. Your child's key worker will be happy to discuss this matter. Also, if your child is toilet training you must provide several changes of clothing (underwear, socks, and trousers) as accidents are still likely to happen.

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 nursery, 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.

Photographs/Videos

When completing the enrolment forms, you will be asked to give permission for your child's photograph/video to appear internally, externally and on learning journals. Photographs and/or video recordings are made for educational purposes.

Excursions and Consent Forms

On your child's first day at the centre, you will be asked to complete enrolment information. As part of this information, we will ask you to complete a form asking you if you give consent for your child to go on local outings.

Emergency Closure

We make every effort to remain open during the hours and days stated previously, although on some occasions, circumstances arise, leading to disruption. Centres may be affected by, for example, severe weather, temporary interruption of transport, power failures or difficulties with fuel or water supplies. In such cases, we will do all that we can to let you know the details of closure and re-opening. We shall keep you informed through email, letters, notices in local shops and community centres.

Emergency Contacts

Parents whose children are in nursery are asked to provide the establishment with names, addresses, and telephone numbers of two contact persons for use in case of any emergency. **It is vital that you keep the nursery up to date with any change to this information.**

Admissions Information

All places are allocated in line with North Lanarkshire Council's admissions policy. The Head of Centre will be happy to advise you on how this policy operates. A leaflet outlining the policy is available on request.

Please note that the length of time a child's name has been on the register will not affect the child's priority for admission. Also, a child with a place in 2-3 room will not automatically move into the 3-5 room. A 3-year-old application must be submitted.

Entitled 2-year-olds who meet the eligibility criteria can apply for funding with Local Authority centres that have 2-year-old provision. Applications for places for 2-year-olds should be completed at any time, along with confirmation of your eligibility for a place. If children are entitled to a 2-year-old place, you will be required to complete supporting paperwork and send to the local authority directly. Children who are entitled to a funded 2-year-old place become eligible the term after their second birthday.

Application Process

To apply for a place, you should complete an online application form available from North Lanarkshire Council website. To complete the form, you will need to upload:

- Child's birth certificate
- Council tax bill
- Where applicable, proof of entitlement (2yo)

Storage of information will comply with GDPR regulations.

Meals and snacks

Children eligible for 1140 provision are entitled to a funded meal, and this is provided during the am/pm/full day session. Details of the snack and lunch menu can be found on our website.

Eligibility criteria can be found on the North Lanarkshire Council website.

Enrolment Procedures

Once your child is allocated a place at Jigsaw Family Learning Centre, you will be notified by a letter from North Lanarkshire Council. This letter will outline an offer and a start date. Closer to your child's start date, the setting will contact you to arrange a visit. During your initial visit, you will be given enrolment paperwork and a personal plan to complete.

Medical Information

If your child requires medication to be administered, you should discuss his/her requirements with your child's keyworker. Prescribed drugs, inhalers etc, require a permission form, which authorises staff to administer the medication to your child. Forms are available from a member of staff, or from the nursery office. Please note that you **must** administer the first dose of medication prior to bringing it into the centre. Please let us know if you have administered any form of medicine to your child prior to bringing them.

If your child suffers from asthma, it would be helpful to let staff know if there are any activities or circumstances, which might bring on an attack. When completing your child's care plan, please add as much information as possible about their allergy or medical condition.

If your child suffers from seizures, diabetes etc. please discuss the emergency procedures to be followed fully with a member of the management team.

If your child becomes ill

If your child becomes unwell, we will contact you or your emergency contact(s) and ask you to collect him/her as soon as possible.

We follow the NHS guidance regarding exclusions which can be found at

[Guidance_on_infection_control_in_schools_poster.pdf \(hscni.net\)](#).

It should be noted that diarrhoea or vomiting illness requires children to be excluded for 48 hours from the last episode of sickness and/or diarrhoea.

Minor Accidents and Upsets

If your child gets injured out with nursery time, please inform their key worker. Staff will inform you if any injury occurs during the nursery session. The centre records all accidents and incidents that occur when your child is in our care. Parents will be asked to sign paperwork to record that they have been informed.

In the event of a head injury, you will be called, and a copy of a head injury form will be issued when you collect your child.

If your child requires any medical assistance, we will call an ambulance and the parents, or where necessary, the Head of Centre will escort a child to the hospital either by ambulance or if required, by car. Another staff member will always support the Head of Centre. Following any injury that requires medical assistance, the Care Inspectorate and the Council's Health and Safety team will be notified.

Our Curriculum

At Jigsaw Family Learning Centre, we offer a broad and balanced curriculum through our engaging and motivating learning spaces. Whether it be indoors or outdoors, our learning experiences offer depth, challenge, and application of learning, and supports the developmental needs of our learners. Our curriculum takes into consideration our unique position in the village of Muirhead, and the learning opportunities which exist. We work closely with families and key stakeholders to provide a safe and inclusive environment where children can grow under a nurturing ethos.

Pre Birth to Three

At Jigsaw Family Learning Centre, we use pre-birth to three and realising the ambition documents to plan learning opportunities for our children under the age of three.

The four key features of the 0-3 Curriculum are:

Rights of the Child – All children should be valued and respected at all levels and have the right to have their views heard and acted upon

Relationships - Relationships are important, providing the starting point for development, learning, and creating trusting relationships with families.

Responsive Care - Responsive care means knowing and accepting each child and respecting each child as an individual.

Respect - Each child is an individual, a person who has the right to be responded to and always treated with genuine respect and dignity.

Curriculum for Excellence

Curriculum for Excellence is used across Scotland for all 3–18-year-olds – wherever they learn. It aims to raise standards and prepare our children for the future by equipping them for the jobs of tomorrow in a fast-changing world. Curriculum for Excellence enables professionals to teach subjects creatively, to work collaboratively across the centre and with other settings, to share best practice and explore learning together. Teachers and practitioners will share information to plan a child's 'learning journey' from 3-18, supporting their progression from nursery to primary, primary to secondary and beyond. They will ensure children continue to work at a pace they can cope with and with challenge they can thrive on. Ultimately, Curriculum for Excellence aims to improve our children's life chances, to nurture successful learners, confident individuals, effective contributors, and responsible citizens, building on Scotland's reputation for great education.

We refer to the seven curriculum principles to ensure the quality of the learning and teaching.

Challenge and Enjoyment- To ensure the children find their learning challenging, engaging, and motivating. The curriculum should encourage high aspirations and ambitions for all.

Breadth- All children should have opportunities for a broad, suitably weighted range of experiences.

Progression- The children should experience continuous progression in their learning from 3 to 18 within a single curriculum framework.

Depth- There should be opportunities for children to develop their full capacity for diverse types of thinking and learning.

Personalisation and Choice- The curriculum should respond to individual needs and support aptitudes and talents.

Coherence- Taken as a whole, children's learning activities should combine to form a coherent experience.

Relevance- Children should understand the purpose of their experiences. They should see the value of what they are learning and its relevance to their lives, present, and future.

How We Promote Learning

We promote learning in our Centre by planning clear goals for the individual learning needs. Our practitioners are skilful in sensitively attuning and observing children during playful interactions and engagements. Our learning and teaching places a high value on child voice and focuses on the initial 'spark' to develop, consolidate, and extend learning. Key staff will track children progression using a tracking tool which identifies progressive skills. This tracker allows key staff and to identify progressing in skills and learning across the curriculum, as well as gaps. Key staff meet with the Head and Depute Head of Centre twice per year and discuss children's progression. By doing this, we can collaboratively identify targets and next steps for each child. Children's learning is recorded electronically using Learning Journals. Photographs and videos are regularly updated.

Support for All

We aim to provide a coherent and flexible curriculum to support all children. We aim to support and challenge our children as they grow and develop as learners. We recognise each child as an individual and understand unique needs and barriers to learning. We work closely with families and key stakeholders to ensure our children's needs are met through support and challenge which we target to meet their individual needs. To ensure our children grow in self-esteem and emotional resilience, we strive to meet the children's emotional and social needs in a meaningful and supportive way.

If your child requires additional support, the staff will monitor their progress very carefully, through observations and partnership collaborating with parents. Regular reviews of your child's progress will take place, and all interested parties will participate in the discussion about the progress being made, any targets to be set and the next steps in your child's learning. Research has shown that support in early years is highly beneficial. Therefore, North Lanarkshire Council recognises the importance of early intervention and ensures that all children are supported in a meaningful way. This enables early identification and assessment to take place. Team members provide support for effective teaching and learning, and work in partnership with senior management, practitioners, parents, children, and other support services.

Psychological Services

We have a link Educational Psychologist from the Council's Psychological Services who support us in delivering North Lanarkshire Council's Policy for identifying, assessing, and supporting all children, particularly those with additional support needs. Our link Educational Psychologist collaborates with practitioners at all stages of intervention.

Speech and Language

We have speech and language therapist who is linked to the centre, and we can contact for advice and support.

Data Gathering and Storage

Data Protection Act (2018)

North Lanarkshire Council will process your child's personal data in compliance with the Data Protection Act 2018 and all other relevant legislation. The Council may share your child's personal data with other Council services and public agencies to support the delivery of services to promote the health, safety and well-being of children and young people. For full details of how we will use your data please visit –

Freedom of Information

The Freedom of Information (Scotland) Act gives individuals a statutory right to the unpublished "internal" information and records held by Scottish Public Authorities such as North Lanarkshire Council and its schools and early years' centres. Individuals have already used this legislation to find out about policy, procedures and how particular decisions have been reached. If you would like to use this legislation to access information, please write to the Head /Depute Head of Centre, and subject to certain conditions and exemptions, you will receive a full response within twenty working days of receipt of the request.

Complaints

Purpose: We value open communication with families and aim to resolve concerns quickly, respectfully and at the appropriate level. Most concerns can be resolved promptly by the practitioner who knows the child best.

If a matter remains unresolved or requires wider oversight, it can be escalated through the stages below:

Tier 1 – Lead practitioner and Key Worker

Daily feedback, routines, meals, medical, dietary, behaviour incidents, friendship or peer issues, communication misunderstandings, experiences, environment, and minor complaints.

Tier 2 – Depute Head of Centre (manages unresolved tier 1)

Repeated complaints, staff conduct concerns, dissatisfaction with previous response, room or operational issues, concerns needing management oversight.

Tier 3 – Head of Centre (manages unresolved tier 2)

Formal complaints, serious safeguarding/health and safety, complaints involving leadership decisions, complaints with reputational or legal implications, repeated complaints to Depute, high conflict interaction.

Your Views

At Jigsaw Family Learning Centre, we are continuously striving to improve our service and like to ensure that you are completely satisfied with the service we provide. We will ask for feedback on various matter such as events, your child's education and care, our approaches, our environments and much more.

If there is something you feel we could improve upon, we would like to hear about it. We are also keen to hear if anything we have done has worked well, it really helps us to focus on good practice and ensure that it happens again.

Process for making a complaint:

1. All complaints are taken very seriously, and we try to resolve complaints as quickly as possible and to your satisfaction wherever we can. A meeting with the Head of Centre and verbal/written response will be made within 5 days working days of receiving any complaint, however in exceptional circumstances, a resolution may take a little longer.
2. If you are dissatisfied with the decision at stage 1, the complaint will be investigated, acknowledged in three working days and a decision will be provided as soon as possible but within twenty working days.

If you are still dissatisfied, you should then contact:

North Lanarkshire Council website – Log a complaint.

Or

Care Inspectorate – Central West Region, Compass House, 11 Riverside Drive, Dundee DD1 4NY Telephone Number: 0345 600 9527