

# Richard Stewart Family Learning Centre



## Parents Information Booklet 2023



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## Richard Stewart Family Learning Centre



### *Services and People First*

We pledge education of the highest standard by:

- Improving learning and teaching
- Raising achievement and realising potential
- Encouraging life-long learning
- Working with communities for a better future
- Listening and learning together
- Celebrating success
- Respecting the dignity and value of all
- Giving pupils and staff a safe, happy and attractive place to work

## Nursery Handbook

Dear Parent/Carer

I am delighted, as Head of Centre of Richard Stewart Family Learning Centre, to join with the staff to welcome you and your child to our nursery.

We hope that the information contained in this handbook will be useful to you and help you understand what we do in our family learning centre.

We are very aware of the responsibility of educating and caring for your child and working together with you and other services to develop your child's full potential, not only intellectually, but socially and emotionally.

We are very proud of our establishment and strive to provide a warm, caring and welcoming environment, where your child will be happy and be able to respond positively to opportunities for learning, offered through many wide, varied and motivating experiences within our nursery curriculum.

Yours sincerely

Jenny Winsley  
Head of Centre

## **MOTTO**

A place where your child is

Happy

Accepted

Playful

Protected

And says **Yes** to adventures

## **VISION STATEMENT**

Richard Stewart Family Learning Centre will seek to support and assist in improving the quality of life for people in the community and families by providing a safe, welcoming and happy environment with an ethos that nurtures curiosity, creativity and relationships.

We will work in partnership with our parents/carers, support services and the local community to ensure we enrich the lives of all our children, families and staff and encourage them to aspire to be all they can be.

## **VALUES**

The following are our core values:

- Fun
- Acceptance
- Integrity
- Respect

## **NON-DENOMINATION POLICY OF NURSERY**

The nursery is non-denominational. We respect and welcome children and parents of all religions, faiths and beliefs.

## **EQUAL OPPORTUNITIES POLICY**

As a North Lanarkshire service, we reflect the council's equal opportunities policies and are anti-racist, anti-sexist, multi-cultural, and recognise the rights of both men and women to work or care for children. Our provision will take account of the needs of children with additional support needs. These principles are reflected in the criteria used to admit children to nursery and in the curriculum of all the establishments.

## **ESTABLISHMENT POLICIES**

All nursery policies are available for inspection by parents at any time. If you wish to view these policies, please speak to your child's key worker or the Head of Centre.

## **NURSERY STAFF STRUCTURE:**

Head of Centre

Depute Head of Centre

Lead Early Learning Practitioner

Equity & Excellence Lead

Early Learning Practitioners

Keyworkers

Support Workers

Clerical Assistants

During the year we have students from Coatbridge, Motherwell and Cumbernauld College Campuses training in Childcare; pupils from secondary schools in North Lanarkshire also attend throughout the year for work experience.

We also have student nurses and trainees from other professions on occasions visiting or working in our nursery, as well as job shadowing staff at times.

## **NURSERY INFORMATION**

The full name and address of the nursery is:

Richard Stewart Family Learning Centre

Chapelside Centre

Waddell Street

AIRDRIE

ML6 6JU

Telephone: 01236 638866

Email: [RichardStewartFLC@northlan.org.uk](mailto:RichardStewartFLC@northlan.org.uk)

Twitter: @RichStewflc

Richard Stewart Family Learning Centre is a non-denominational establishment.

Nursery Roll:       48 fte 3-5 year old children  
                          15 fte 2-3 year old children  
                          10 fte 3-5 year old ASN children

## **NURSERY HOURS:**

The Nursery is open over 52 weeks of the year, closing only for public holidays and in-service days.

Our hours are:

Morning (3-5's)	-	8.00am - 12.45pm (48wks)
Afternoon (3-5's)	-	1.15pm - 6.00pm (48wks)
Full day	-	8.30am - 2.30pm (Term-Time placement only)
Morning (2-3's)	-	8.00am - 12.45pm (48wks)

\*Please note times may vary in accordance to NLC guidelines

We ask that as far as reasonably possible that your child is collected prior to finishing times, to ensure all children are out of the building by the above times.

**It is extremely important that parents/carers keep us informed of any changes to mobile numbers and change of address as we may need to contact parents urgently.**

## **CAR PARKING**

There is a car park at the front of the centre with disable parking for parents dropping off their children. Please use this area for parking as it is a very busy road at the front of the building. Please be careful when opening car doors, particularly in windy weather as it is very easy for the door to be caught by the wind and damage other cars parked nearby or hurt the children as the car park is on a slight slope. It is difficult for children to hold a car door, therefore can you ensure you assist them exiting the car.

## **ADMISSIONS POLICY**

All places are allocated in line with North Lanarkshire's Admissions Policy and you will be advised of this policy when you apply for a place for your child.

## **ENROLMENT PROCEDURES**

Your child will be enrolled on the day he/she starts nursery or on a date prior to entry. The nursery rules and procedures will then be fully explained. This initial meeting is also your opportunity to meet the staff. You will also be able to ask questions and learn about the nursery.

If the nursery should be forced to close due to unforeseen circumstances, usually problems with the heating or poor weather conditions, we will make every effort to inform parents as soon as possible and re-open as soon as we can.

Please make sure that if your address or phone number changes you notify the nursery immediately and that all emergency contacts are updated. This ensures that if your child becomes unwell or we need to close the nursery, you can be contacted quickly.

Parents are asked to fill out a consent form if their child is going on an outing out with the local area.

## **PROMOTING POSITIVE RELATIONSHIPS**

Promoting positive relationships is part of our ethos and is actively encouraged in the nursery.

As part of this staff use the three-step approach to help children talk about their feelings and emotions. Staff support the children to use strategies to regulate their feelings to promote positive relationships.

Consistency is the key to achieving progression in this area, therefore it is important that both home and the nursery follow this approach. With true parental partnership we can achieve our aims together and the children should have a happy social time at nursery enjoying interacting with other children and adults.



## **STARTING NURSERY**

It is important that all children enjoy their time in nursery and some settle quicker than others, so patience is important.

On the first day the children stay for one hour and this is increased gradually until each child has settled. It is important to us that relationships are developed and the settling in period reflects the needs of your child.

Please dress your child in comfortable clothing. Most children enjoy the 'messy area' so use clothing that can wash and reassure your child that you do not mind if the paint and glue get underneath the apron and 'messes up' the clothing as it can be washed.

We recognise parents in their role as educators of their children and you are actively encouraged to share any information about the development of your child with the staff both formally and informally. Once your child has settled your keyworker will invite you to complete 'Being me' paperwork and set targets for your child's personal plan. If there is a more suitable time for this to be done please inform the Head of Centre. This helps us plan the curriculum and offer learning experiences to encourage development.

## **ATTENDANCE**

**If your child is absent, could you please notify the nursery as soon as possible?**

**If we do not hear from you we will telephone yourself in the first instance and your emergency contact or referrer to ascertain the reason for absence and the intended day / date of return.**

**Please keep your child at home in the event of an infection or contagious illness and tell us immediately so that we can help prevent it spreading to other children.**

## **ARRIVAL & COLLECTION OF CHILDREN**

Please make sure that a responsible adult, **over the age of 16** brings and collects your child from the nursery. For safety and security, the person bringing/collecting your child will be asked to sign in/out by a member of staff.

For safety reasons you should make a point of telling the Head of Centre if there is a change to this arrangement. This avoids difficult situations when a child cannot be allowed to leave with an adult who is a stranger to the staff or if that person is under 16 years old.

We have a password system in place for adults who are not known to staff. They will be asked to verify the password that the parent/carer completed at enrolment for the child they are collecting.

## **PARENTS/CARERS MEETINGS**

All parents/carers are invited to come along to our 'Parents' meetings with your child's keyworker.

Meetings are very informal and give us the opportunity to discuss your child's development and learning.

Parents are always welcome to come into the nursery and see what the children are learning. Parents are encouraged to help in any way they wish, e.g. by becoming involved in assisting during outings to the library, shops, walks or in going further afield using public transport. Also, to bring a special skill that you want to share with the staff/children, this could be storytelling, baking, music, dance etc. You will be required to have a PVG check before you will be able to assist in the nursery.

## **YOUR CHILD'S KEYWORKER**

Each child has a Keyworker. The Keyworker has responsibility for your child while they are at nursery. Parents and children are introduced to their Key Worker when they first start nursery. It is that person's responsibility to ensure that your child is given the opportunity to experience all aspects of nursery life.

The Keyworkers use observation techniques to assess their children. This enables staff to plan for continuous learning and so building on the experience and learning which children gain at home. Observations are uploaded to your child's online learning journal. Currently each child should have two uploads per month to their journal.

The Keyworker is available to parents at all times for discussion about the progression of your child/ren. At present we ask you to phone the nursery to arrange an appointment.

Keyworkers also have contact with other people who may be involved with your child, Speech Therapist, Health Visitor, and Psychologist etc.

## **MEDICATION**

If your child needs medication during his/her time in the nursery please come and speak to the Head of Centre who will give you a form to complete which authorises the nursery staff to administer the medication to your child. **These medications are only given at the discretion of the Head of Centre.**

If your child suffers from any other illness or allergies you must inform the Head of Centre and child's key worker at enrolment.

## **MINOR ACCIDENTS & UPSETS**

You will be informed immediately if your child becomes ill or suffers an accident. If you cannot be contacted we will inform the person who has been named as your emergency contact.

Each minor accident is logged on a report form and the parent is asked to sign the bottom to show that they have been informed of any basic treatment given.

Basic First Aid is given by the accredited first aid staff within the building. More serious accidents need to be dealt with by the child's own Doctor or Accident and Emergency Dept. at the local hospital.

All rooms and outdoors all have first aid kits and the names of the First Aider and appointed person are listed on the notice at the front door.

## **SNACKS**

As we are a Health Promoting Nursery, the children are encouraged to eat fruit and vegetables at snack time. Snacks provided are of a healthy nature, they are also provided with milk or water to drink during the session.

## **TOOTHBRUSHING**

Children brush their teeth within nursery, unless their parents object, as part of the Childsmile Programme. The dental hygienist visits the nursery during each term to give advice on brushing teeth and the correct food to eat to avoid tooth decay.

## **FUND-RAISING**

During the year we will carry out fund raising events. For any sponsored events we will inform parents of what the money will be going towards. Please note that these events are optional.

## **CONFIDENTIALITY**

All staff are aware of the absolute necessity to adhere to confidentiality in relation to all of our children and families at all times. However, this does not apply to Child Protection as this supersedes all other policies.

## **CHILD AND ADULT PROTECTION**

All staff within the establishment have a responsibility to report suspicions of child abuse. In relation to child protection procedures information will be passed on to relevant agencies on a need to know basis. The child protection co-ordinator for the establishment is the Head of Centre.

As part of North Lanarkshire Council's Education Department, all staff have a clear and legal responsibility to follow policy in child protection. Staff receive annual Child Protection training. Policy documents and guidelines are available on request.

## **DATA PROTECTION**

The processing of your personal information by North Lanarkshire Council is carried out in accordance with the Data Protection Act 2018. The information you give is held securely, treated confidentially and only used for statutory educational purposes or to improve the quality of the service. Under the Data Protection Act 2018 you are entitled to access the information held. In terms of section 7 of the Act such requests should be sent to Freedom of Information and Records Management Officer

## **FREEDOM OF INFORMATION**

The Freedom of Information (Scotland) Act 2002 came into force in January 2005. The Act allows anyone to ask for information held by the Council and imposes a time-scale of 20 working days for the Council to respond. To deal with Freedom of Information requests, the Council has appointed a Corporate Freedom of Information Officer with the support of an officer in each Service. The Freedom of Information and Records Management Officer can be contacted by e-mailing [foirequest@northlan.gov.uk](mailto:foirequest@northlan.gov.uk)

## **QUALITY PROVISION**

In our establishment we will reflect current philosophy, local and national guidelines and policies in all aspects of our work to deliver quality provision, raise standards and create a climate of achievement for all. Depending on the child's development stage, learning experiences will reflect The Curriculum for Excellence or pre-birth to three and be underpinned by Realising the Ambition guidance.

## **SELF-EVALUATION**

To ensure that we offer a quality service, all aspects relating to our service are evaluated on a regular basis using How Good is Our Early Learning and Childcare, Realising the Ambition and Health & Social Care Standards. For further information regarding this, please ask your child's key worker or the Head of Centre.

## **FIRE PROCEDURES**

We have a fire drill each term to ensure that in the event of a fire, staff and children make a speedy exit. Please make yourself aware of our evacuation procedures in case of an emergency in the building. You can find a copy on the wall at the entrance door and in every playroom.

## **NON-SMOKING POLICY**

North Lanarkshire has a non-smoking policy which we uphold. There is no smoking in any area within the nursery/centre. This is to protect the children's health and to prevent fire.

## **RESOLVING CONCERNS/COMPLAINTS**

If you are experiencing, any difficulties or concerns, please do not hesitate to contact the Head of Centre. Any discussions about yourself, your family or your child are always confidential.

Similarly, if you have a complaint about any aspect of the service you should contact the Head of Centre.

If you feel your complaint has not been satisfactory resolved with the Head of Centre you can make a complaint to NLC education services online at <https://www.northlanarkshire.gov.uk/schools-and-learning/maintaining-school-standards/school-complaints>

Alternatively, you can send your complaint to the relevant address below.

North Lanarkshire Council  
Head of Education (North)  
Civic Centre  
Windmill Street  
Motherwell  
ML1 1AB

### **Care Inspectorate**

If you wish to raise a concern or a complaint for a registered care service, you can choose to contact Care Inspectorate by either:

- filling in an [online form](#)
- calling us on 0345 600 9527 between 9am and 4pm, Monday to Friday
- emailing us at [concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)

## **SUGGESTIONS**

We strive to improve and therefore any suggestions to make about the service, please contact the Head of Centre in the first instance.

### **Please Note:**

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