



St John Bosco Early Learning and Childcare Class



Handbook



Contents

	Page
Introduction	
Welcome Letter	4
Early Learning and Childcare Staff	5
Early Learning and Childcare Aims	
Our Vision, Values and Mottos	7
Our Aims	8
Non-Denominational Policy	8
The Early Learning and Childcare Curriculum	
<i>What we do</i>	9
<i>Curriculum for Excellence</i>	9
<i>Realising the Ambition: Being Me</i>	9
<i>Documenting Children's Learning</i>	9
<i>Early Years Teacher</i>	9
<i>Additional Support for Learning</i>	10
<i>Communication</i>	11
Admissions, Enrolment and Settling In	
Admissions	12
Register of Applicants	12
Enrolment	12
Early Learning and Childcare Roll and Ratios	13
Early Learning and Childcare Session Times	13
Attendance	14
Induction Dates	14
Settling In	14
Arrival and Collection of Children	15
Health and Wellbeing	
Snack Time	16
Water at Early Learning and Childcare	16
Suitable Clothing	16
Medication	17
If Your Child Becomes Ill	18
Illness During the ELCC Session	18
General Information	
Car Parking	19
No Smoking Policy	19
Emergency Contacts	19
Transport	19
Emergency Closure Arrangements	19
Excursions and Consent Forms	20
Child Protection	20



Partnership and Community Links

Work Experience	21
Links with colleges and universities	21
Fundraising	21
The wider community	22
Links with primary schools	22

Partnership and Community Links

Improving Our ELCC	24
Suggestions and Complaints	24

Important Dates for the Diary

ELCC Calendar	26
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St John Bosco Early Learning and Childcare Class
Barrhill Road
Erskine
PA8 6BX Tel No: 0300 300 1447
Email: lynsey.gardyne@renfrewshire.school



Dear Parent/Carer,

It gives me great pleasure to welcome you and your child to St. John Bosco Early Learning and Childcare Class.

This handbook has been prepared to provide you with helpful information about our Early Learning and Childcare Class. I hope it will answer most of the questions you may have. Please keep it for future reference.

St. John Bosco Early Learning and Childcare Class is situated within St. John Bosco Primary School. The Early Learning and Childcare class was first opened in August 1997. We moved into our new campus with purpose built Early Learning and Childcare facilities in April 2018. The Early Learning and Childcare Class consists of two main 3-5 year old playrooms, the Rainbow Room and Star Room, which both have children's toilets, kitchen facilities and direct access to the outdoor space. We also have a 2-3 year old room, the Sunshine Room, this also has its own toilets and changing facilities for children, kitchen area and direct access to the outdoor space. We use our atrium for a variety of learning activities including, free flow play, Bookbug and drama sessions and lunchtime activities for those children who stay for lunch. We have an outdoor play area which the children use each day. We share the dance studio with the school. We also have access to the main school grounds, which includes the outdoor classroom, trim trail and play areas.

The staff of St. John Bosco Early Learning and Childcare Class are committed to working in partnership with you to provide the highest quality of Early Learning and Childcare education for your child. You are welcome to visit the Early Learning and Childcare Class to see what is going on or to take part in some of the activities along with your child. The staff are always happy to talk with you about any aspect of your child's development and progress.

We look forward to getting to know you and your child.

If, at any time, there is anything you wish to discuss about your child's progress please do not hesitate to get in touch with me.

Yours sincerely

Lynsey Gardyne
Head Teacher



Early Learning and Childcare staff

Senior Leadership Team

Head Teacher (School & ELC Class)

Mrs Lynsey Gardyne
lynsey.gardyne@renfrewshire.school

Depute Head of ELC Class

Mrs Kerry Campbell
kerry.campbell@renfrewshire.school

Depute Head of ELC Class

Miss Cairis Manson
cairis.manson@renfrewshire.school

Senior Early Learning and Childcare Officer

Early Learning and Childcare Officers

Early Learning and Childcare Officer

Mrs Margaret Cairney

Early Learning and Childcare Officer

Miss Kirsty Maclean

Early Learning and Childcare Officer

Miss Emily Jackson

Early Learning and Childcare Officer

Mrs Suzette Austin

Early Learning and Childcare Officer

Ms Helen Hanley

Early Learning and Childcare Officer

Mrs Sarah Sneddon

Early Learning and Childcare Officer

Miss Jill Hamilton

Early Learning and Childcare Officer

Mrs Lynn Wylie

Early Learning and Childcare Officer

Mrs Carla Donald (Mon, Tues, Wed AM)

Early Learning and Childcare Officer

Mrs Lisa Boyd

Early Learning and Childcare Officer

Mrs Laura Nolan (Mon, Tues, Wed AM)

Early Learning and Childcare Officer

Miss Kaitlyn Millar

Early Learning and Childcare Officer

Miss Alison Grant



Early Learning and Childcare Officer

Mrs Michelle Ferguson

Early Learning and Childcare Officer

Miss Rebecca Davidson

Early Learning and Childcare Officer

Miss Mhairi Crawshaw

Early Learning and Childcare Officer

Miss Eilish O'Donnell (Mon, Tues, WedAM)

Early Learning and Childcare Officer

Mrs Debbie Kennedy (Wed PM, Thurs, Fri)

Early Learning Support Worker

Mrs Catherine Wilson

Early Learning Support Worker

Mrs Helenann Anderson

Early Learning Support Worker

Mrs Charlotte Traynor

Early Learning Support Worker

Mrs Marina Shumitsky

Early Learning Support Worker

Mrs Debbie Smiley

Additional Support Needs Assistant

Mrs Laura Pearson

Senior Clerical Officer

Mrs Louise Watters

Senior Facilities Operatives

Mr John McNish

Mr David Skiggs

Mr Cameron More (Chef)



Our Vision

Our vision for our children at St John Bosco Early Learning Class is for everyone to be safe, happy and learning in an environment where each individual is respected; where families are valued as partners in their child's learning; where children are stimulated, engaged and challenged; where the Rights of the Child are evidenced in our daily interactions; where sustaining our world is a message that is promoted throughout our community and beyond.

Our Values

In session 2021-2022 we refreshed our values through consultation with children, families and staff to ensure these were meaningful and relevant for children. Our new values are:

Love Help Kind Include

Our children were asked to draw what these values mean to them and these images now represent the St John Bosco ELC Class Values.



Early Learning Class Mottos

Our staff and children have worked to come up with 3 ELC class mottos which we believe reflect the ethos of our early learning class:

Sharing our

Journey to school and

Beyond

We are:

Excellent

Learning for

Children

Enthusiastic

Learners who are

Confident, creative and caring



Aims

The aims of our service are:

- for each individual to feel respected;
- for all families to feel valued as partner's in their child's learning;
- for children to be stimulated, engaged and challenged;
- for the Rights of the Child to be evident in our daily interactions;
- for sustaining our world to be promoted throughout our community and beyond.

Non-denominational policy of the Early Learning and Childcare

The Early Learning and Childcare is non-denominational. We respect and welcome children and parents of all religions, faith and beliefs.



The Early learning and childcare class Curriculum

What we do

Within our early learning and childcare class we aim to create a positive ethos to facilitate a community of learners through play. Our approach is underpinned by the Rights of the Child, Getting it Right for Every Child and Renfrewshire's Nurturing Relationships Approach. We build on the funds of knowledge children bring to the setting to create stimulating, engaging high quality learning experiences. We work in partnership with children, families and other agencies to ensure your child's learning, development and wellbeing are fully supported.

Practitioners make use of a variety of documentation and national guidance to inform their practice.

Curriculum for Excellence

A Curriculum for Excellence is facilitated in our 3-5 playrooms where our children will be given learning opportunities to enable them to become confident individuals, responsible citizens, successful learners and effective contributors. A Curriculum for Excellence provides a single curriculum with a continuity for learners from 3 – 18 years. The emphasis is on skills for learning, skills for life and skills for work.

Key workers are required to ensure that children are actively engaged in the learning process, planning responsively and making decisions about their learning. Children are also required to think about what they have learned and to reflect on the progress they have made and what they would like to learn next. Curriculum for Excellence supports active learning in the early years through play, investigating and exploring and events and real-life experiences. Key curricular areas of literacy, numeracy and health and wellbeing underpin all experiences to promote holistic development.

Realising the Ambition: Being Me

New national practice guidance for early years in Scotland was published in 2020. As part of the increase of funded provision for children in early learning and childcare there is a focus on high quality experiences for children and families. The new guidance makes links between the very best examples of practice, up to date research and theory to reinforce quality provision and the critical role of play as the main driver of learning. This document supports practitioners in their understanding of nurturing relationships, facilitating playful learning environments and the holistic development of children.

Documenting Children's Learning

Practitioners draw on a wide variety of information to inform their understanding of children's



individual stage of learning and development. Documentation includes:

Floor Books
Scrapbooks
Observations
Children's drawings, paintings, models etc

Key workers will build up a profile of your child's development throughout their learning journey at St John Bosco ELC Class. This scrapbook can be accessed by you and your child and will be sent home as a memento of their time in our early learning class when they move onto school.

Wherever possible it is beneficial for both parents/carers and children to share learning activities together. This is best achieved through natural opportunities in the home environment e.g. baking, shopping, local walks, reading a story. Several programmes are in place to help encourage links with parents/carers. These are:

Bookbug sessions

Stay and Play sessions

Nurture Bags

You will be invited to attend an Early learning and Childcare class Parent/Carers' Meeting, twice yearly, to discuss your child's learning, development and wellbeing. On these occasions, parents will be able to look at their child's scrapbooks and they will have an opportunity to speak to their child's key worker. However, we operate an open-door policy and if there is ever anything you wish to discuss please speak to your child's key worker or any member of the senior leadership team.

Additional Support for Learning

We want all children to get the support they need to reach their full potential. We focus on overcoming barriers to learning and getting it right for every child. This ensures that children and families get the right help, at the right time, from the right people. We will work in partnership with parent/carers to meet children's needs as part of Renfrewshire Council's Wellbeing Support and Advice Pathway. This may take the form of a low level of support and strategies facilitated by your child's key worker. However, sometimes we would consider our extended support framework which would entail a wellbeing assessment and action plan as part of the Getting It Right for Every Child Framework. We would work as part of a multidisciplinary team including Speech and Language Therapists, Educational Psychologists, Health Professionals and any other significant people involved in your child's wellbeing,



learning and care. This will always be in partnership and full consultation with parents/carers to ensure your voice is at the heart of decisions.

Communication

As communication is vital to our commitment of partnership with parent/carers, we have a number of ways we do this. These include:-

- Daily opportunities to speak to key workers or any member of the Senior Leadership Team
- Monthly newsletter
- Parents notice board
- Parent Group
- App
- Text Message
- Twitter
- Phonecalls



Admissions, Enrolment and Settling In

Admissions

St. John Bosco Early Learning and Childcare Class is non-denominational and caters for children aged 2-5 years.

Entry to the 2-year-old room is based on qualifying benefits or a request for support from a health visitor.

For entry to the 3–5-year-old Early Learning and Childcare class children’s names may be placed on the waiting list any time after their second birthday but they must be at least three years of age before they are eligible for Early Learning and Childcare education.

Application forms can be downloaded from Renfrewshire Council’s website or obtained from the Early Learning and Childcare office. It is advisable to telephone the Early Learning and Childcare to make an appointment and you should bring your child’s birth certificate and proof of residence along. Please note that only one application per child is required.

A Local Area Admissions Panel will meet at regular intervals throughout the year to consider each application and to offer places accordingly. The panel will consist of all representatives from each of the local authority and partnership nurseries in our panel areas.

Representatives are heads of early learning and childcare and other panel members consist of representatives from Renfrewshire Council with specific early learning remits. Parents are informed by letter of the Admissions Panel’s decision regarding a place for their child. All Early Learning and Childcare staff will be happy to advise you on how this policy operates. A leaflet detailing the Council’s policy is available from the Early Learning and Childcare. If you would like a copy, please ask for one.

Register of applicants

A register of applicants will be kept by the head of the establishment. 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. Parent/carers can ask to see their application form at any time.

If circumstances change which will affect the application you should notify the head of the establishment.

Enrolment

An enrolment form must be completed once your child has been allocated a place at the Early Learning and Childcare as this will provide vital information such as emergency contacts, dietary requirements etc. This form will usually be completed on your child’s induction day. Where this has not been possible, forms should be completed on your child’s first day attending Early Learning and Childcare.



Early Learning and Childcare Roll and Ratios

3-5 Playrooms:

Morning: 80 children

Afternoon: 80 children

2-3 Room:

Morning: 15 children

Afternoon: 15 children

In line with Care Inspectorate guidelines we operate the following Adult: Child Ratios

2-3 year room 1 adult to 5 children

3-5 year rooms 1 adult to 10 children, this falls to 1 adult to 8 children where children are attending for a full day session.

Early Learning and Childcare Session Times

We offer a variety of different sessions for children over 48 weeks between 8am and 6pm. When you apply for a place for your child you will be asked to indicate your first and second choice of session. We strive to give everyone their first choice, however this may not always be possible. In the event that we have more applications than places a ballot for places will be held in line with current Admissions Policy.

Pre School Children

Term Time

Monday to Friday: 8.45am-2.45pm

48 Week Placements

AM Sessions

8am – 12.45pm

PM Sessions

1pm – 5.45pm

Beginning of the week block:



Monday 8am – 5.30pm

Tuesday 8am – 5.30pm

Wednesday 8am – 12.45pm

End of the week block:

Wednesday 1pm – 5.45pm

Thursday 8am – 5.30pm

Friday 8am – 5.30pm

Children attending on 48 week placements are required to take 2 weeks holiday throughout the academic year. Parent/carers can choose when they would like to take this holiday.

Attendance

Children gain a great deal from coming to Early Learning and Childcare so regular attendance is very important. Such regular attendance allows the staff to build a nurturing relationship with your child and gain an understanding of them as an individual learner. We constantly build on your child's prior learning and the funds of knowledge they bring to the early learning and childcare class.

If your child has to be absent for any reason, please inform Early Learning and Childcare Staff at the earliest (0300 300 1447).

Induction Dates

In May, along with the offer of a Early Learning and Childcare place, you and your child will receive an invitation to attend one of our Early Learning and Childcare induction days.

Induction days are an important part of transition into Early Learning and Childcare for you and your child. They allow you to meet staff and gain familiarity with your new surroundings. On induction days we ask you and your child to complete a short All About Me profile of your child. This profile helps to provide staff with meaningful information about your child and to provide a starting point for August. Children are introduced to Early Learning and Childcare on a staggered basis; you will be given a starting date for Early Learning and Childcare for your child on induction day.

Settling In

Your child's first day at Early Learning and Childcare will be fairly short (approximately one hour) and a parent/carer or adult well known to your child will be expected to stay with him / her. This will allow you to get to know the staff who will be working with your child and them



to get to know you. From past experiences, we know that this will help your child feel more secure and become more confident to stay on their own.

In line with our Renfrewshire's Nurturing Relationships Approach training we recognise that all children are different and some require more time to settle than others. We wish your child to feel safe and secure within the Early Learning and Childcare Class and so will not hurry you away.

Arrival and collection of children

It is required that a responsible adult, (aged 16+) will bring your child to and from the early learning and childcare class. In the interest of your child's safety you should make a point of telling the staff if someone not known to the staff is to collect your child. This avoids difficult situations when a child cannot be allowed to leave with an adult who is a stranger to the staff.

We are delighted to welcome parent/carers back into the early learning and childcare class during pick up and drop off each day. As well as welcoming parents and carers into the building it is important that our children's experiences such as lunchtime are kept as enjoyable and relaxing as possible. As our lunchtimes are facilitated in the atrium area between the times of 11.30am-1.30pm, we will not have parent/carers in the building during this part of the day. The times stated below will ensure all parent/carers have the opportunity to either drop off or collect their child each day whilst also ensuring that children have a quality lunchtime experience.

Drop off only: 8am-9am

Pick up only: 4pm-5.45pm

Out with these times parent/carers should drop off or collect their child from the main entrance.

If you are coming into the building, we would ask that you support your child to find their coat peg and hang up their bag and jacket. Parent/carers should then take their child to the sunshine, star or rainbow room where they will be greeted by a member of staff at the door and their name added to the register. For children's safety, please ensure you speak directly to a member of staff to notify them of your child's arrival. Children will know what room they should enter via as their animal group photo will be stuck on the door.



Health and Wellbeing



Snack Time

The children are offered a drink and a snack each day. These are planned in advance (four weekly rota) and we try to promote healthy eating habits. Milk is delivered to the early learning and childcare class each day and we encourage the children to drink this. Water is also offered to the children. We make an effort to provide snacks which the children will enjoy. Often children will participate in the preparation of the snack. When your child is enrolled you will be asked about any food allergies or any special dietary requirements your child may have.

We ask for a donation of £2.50 per week through Parent Pay. This pays for the snacks for the children each day, covers cooking expenses, contributes to the toy fund and pays for special events e.g. magic show, puppet show, Christmas parties etc.

Typical snacks include:-

- milk & water
- daily fresh fruit / vegetables
- crackers & cheese
- toast & butter
- breadsticks / vegetable sticks & dips
- cereal

Snack is incorporated within children's free flow play and they can access this area for snack any time between 9.30am and 10.30am during the morning session and 1.30pm and 2.30 pm. Children are encouraged to access snack independently.

Water at Early learning and childcare class

Research has highlighted the importance of drinking lots of water. The early learning and childcare class has a water cooler for the benefit of both the children and staff. Children are free to drink as much water as they choose during their time at early learning and childcare class.



Suitable Clothing

It is advisable that your child wears comfortable, easily washed clothing as they may be involved in messy and energetic activities. Trousers should be easily managed as this allows independence for children who are able to use the toilet. Easily pulled up sleeves allow children freedom at water play, baking, art etc. The early learning and childcare class will provide overalls for messy activities – painting, water, gluing, baking etc. If you prefer to purchase a polo shirt with the ELC class logo on it these are available online from Schoolwear Made Easy.

Please make sure that your child has suitable clothing for outdoor play or if an outing is planned. As we have free flow outdoor play from our playrooms we provide jackets for the children to wear in our outside area. It is extremely important that children wear sun hats when the weather is hot. We are happy to help children apply sun cream during the early learning and childcare class session if required (consent forms for this are issued on induction days), however we would ask that when weather is hot, sun cream is applied prior to attending early learning and childcare class, thus making best use of staff time with your child.

Please put your child's name on **all** clothes which will be taken off in early learning and childcare class – coats, shoes, wellington boots etc. as this makes matching clothes to owners much easier and prevents misunderstanding as to ownership. We do have a small supply of emergency clothing, but a spare set of clothes should be brought to early learning and childcare class in your child's bag.

Medication

If your child needs prescribed medication during his / her time at early learning and childcare class, you must discuss his / her requirements with the depute heads of the early learning and childcare class. You will complete a form which authorises early learning and childcare class staff to administer the medication to your child.

If your child suffers from medical conditions such as asthma, epilepsy or allergies please discuss this with the early learning and childcare class staff.

If your child becomes ill

The establishment would appreciate a telephone call if your child is not able to attend the early learning and childcare class on a particular day; if we do not know why your child is absent we will endeavour to contact you for clarification on this matter, in line with our absence policy. In relation to certain illnesses such as chicken pox or vomiting/diarrhoea the early learning and childcare has guidance in relation to when your child can return to the setting. Please contact the establishment who will be able to provide you with further information about this.



Illness during the early learning and childcare class day

Children who become ill during the early learning and childcare class session are attended to by early learning and childcare class staff. All details of accidents are recorded in the accident book. This should be read and signed by the parent / carer on return to the early learning and childcare class. If your child becomes ill during the early learning and childcare class session, staff will telephone parents at home or telephone the emergency contact to arrange for your child to go home where he / she will be more comfortable. **It is very important that we have up-to-date contact numbers.** In the unlikely event of an emergency, medical advice will be sought and parents contacted immediately. It is very important to notify us if you change employer or your emergency contact arrangements alter in any way, even if it is only temporarily so that our records are kept up-to-date.

If your child is ill or has an infectious disease he / she should **not** attend the early learning and childcare class. We would be grateful if you could keep us informed of any illness which would affect your child's attendance.



General Information

Car Parking

We have a car park with designated spaces for Early Learning Class drop off. The car park does become busy during the day so we ask that all users park with care, remembering the safety of others and respecting designated disabled parking spaces.

No Smoking Policy

Smoking is not permitted in the early learning and childcare class or school grounds.

Emergency Contacts

Parents of children attending the early learning and childcare class are asked to provide, where possible, names, addresses and telephone numbers of two relatives / friends who may be contacted in the case of an emergency.

PLEASE INFORM THE EARLY LEARNING AND CHILDCARE CLASS IMMEDIATELY OF ANY CHANGES TO THIS INFORMATION.

Transport

Transport is not normally provided for children attending early learning and childcare establishments. The council may, however, provide transport to and from an early learning and childcare class for children who may require to travel some distance to take up a placement at an additional support needs service.

Emergency Closure Agreements

The early learning and childcare class will be opened on the times already outlined, but on some occasions, circumstances may arise which mean the early learning and childcare class has to close.

Establishments may be affected by, for instance, severe weather, transport problems, power failures or difficulties with fuel supplies. If this happens, we will do all we can to let you know about details of closure and re-opening.



We may keep in touch by telephone, notices in local shops and community centres, announcements in local churches, in the press and on local radio.

Excursions and Consent Forms

When outings or excursions for children are planned, the head of establishment or a member of staff will advise you in advance. We try to take the children out into the local community on lots of occasions. An outing can be simply a visit to the park, to the post office, to the shops to buy vegetables or to other nearby places of interest. You will be asked to complete a consent form allowing your child to take part in such outings when your child is enrolled in early learning and childcare class.

Please note that children cannot take part in outings unless consent forms have been submitted by their parent/guardian.

Child Protection

All children have a right to be protected from harm, abuse and neglect. The vision of the Renfrewshire Child Protection Committee is that "It's everyone's job to make sure that children in Renfrewshire are safe".

Renfrewshire Council has a child protection policy and guidelines are in place to make sure that all council staff are alert to the welfare of children they come into contact with. Our staff work closely with other agencies to protect children and keep them safe. All early learning and childcare class staff receive training each year and must report any concerns they have about the welfare of children. In every situation, the welfare of the child overrides other considerations.



Partnerships and Community Links

Work Experience

The ELC class also provides placements for trainees from a variety of establishments providing Childcare and Education courses. It also supports local secondary schools by offering weeklong placements to students on work experience.

Links with Colleges and Universities

Our ELC class has forged strong links with universities and colleges, by playing a key role in student training.

Fundraising

St John Bosco Early learning and Childcare Class is represented on the main Parent Council of the school. Every parent/carer of the school and Early learning and Childcare class has the right to be a member of the Parent Council and to attend meetings. A Parent Committee has been established for the Early learning and Childcare class and is subgroup of the main Parent Council. The committee consists of Early learning and Childcare class parents and staff who work together throughout the year to raise funds for the children. Fundraising events have included a sponsored obstacle course and a Christmas raffle.

As a result of the children's efforts, we have managed to purchase many new resources including an outdoor play equipment, gym equipment and role play equipment.

In August each year a new committee are invited to join the Early learning and Childcare class Parent Committee. The Parent Committee will meet once or twice per term, during Early learning and Childcare class hours, to discuss and plan specific events. Please remember that all funds raised will benefit your child.

Please contact a member of the senior leadership team if you would like to join the committee. We welcome support from all the parents and any new suggestions for fundraising are always welcome.



The Wider Community

St. John Bosco Early learning and Childcare class has already established close links in the community. These include:

- all early learning and childcare establishments including voluntary, partnership and private sectors.
- health services e.g. health visitors, clinics, speech therapists, psychological services.
- local shops, Bridgewater Library etc.

Links with Primary Schools

Children normally go to Primary School between the ages of four and a half and five and a half. St. John Bosco Early learning and Childcare class staff have created good links with our associated primaries. Information on registration and enrolment procedures for schools will be displayed on the Early learning and Childcare class Parent Board. **Please note that children must be registered in their catchment area school.** Children will attend induction days at their new school usually in May or June. During term four, staff from associated primaries will also visit our Early learning and Childcare class to meet and work with their future pupils. Our closest links are with St. John Bosco, Bargarran, Rashielea, and Barsail Primary Schools.

Transfer of Information

Transfers of Information will be completed for all preschool children in their last term in ELC class. These will be discussed with parents before being shared with primary one staff. This allows school staff to have a clear understanding of each child before they enter school.

Local Primary Schools

St. John Bosco Primary School

Barrhill Road
Erskine
PA8 6BX

Tel: 0300 300 1447

Headteacher: Lynsey Gardyne

Bargarran Primary School

Barrhill Road
Erskine
PA8 6BX

Tel: 0300 300 1447

Headteacher: Alastair Lyle



Rashielea Primary School

North Barr
ERSKINE
PA8 6EX

Tel: 0300 300 0156

Headteacher: Rachael Clark

Barsail Primary School

Park Moor
Erskine
PA8 7HL

Tel: 0300 300 0146

Headteacher: Emma Mavers

Bishopton Primary School

Old Greenock Road

Bishopton
PA7 5BE

Tel: 0300 300 0147

Headteacher: W McNaught

Inchinnan Primary School

Old Greenock Road

Inchinnan
PA4 9PH

Tel: 0300 300 0161

Headteacher: Nicola McGlynn

Dargavel Primary School

Arrochar Drive
Bishopton
PA7 5HP

Tel: 0300 300 1481

Head Teacher: Gerry Carlton



Improving Our Early Learning and Childcare Class

In St John Bosco Early Learning and Childcare Class, we have an established culture of self-evaluation, reflection and improvement in relation to how we meet the needs of our children and families. This is carried out on a regular basis both formally and informally in consultation with children, families and other professionals. Each year we compile an improvement plan with the school which identifies priorities to improve the service. At the end of the school year we compile evidence of our improvement into School Improvement Plan and our Standards and Quality Report. Both documents are available for parents/carers to view. Staff participate in a wide variety of training to ensure that their skills and knowledge are always current, and they are able to best meet the needs of the children and families in our care. We also have a variety of regulatory and governing bodies to ensure that the care and education we provide is of a high standard:

The Care Inspectorate

The Care Inspectorate makes sure that the care service providers meet the Scottish Government's National Care Standards and works to improve the quality of care. They carry out inspection visits to the service on a periodic basis on both an announced and unannounced basis. These inspection reports are published online if you wish to view them.



Education Scotland

Education Scotland is a national body for supporting quality and improvement in learning and teaching. They carry out inspections as part of their scrutiny programme to gather evidence what is working well, areas which are showing improvement and areas where further development is needed. They visit the service to carry out inspections which are published online if you wish to view them.



Scottish Social Services Council

The SSSC is responsible for registering and regulating people who work in social services in Scotland. Their role is to increase protection of people who use social services, to raise standards of practice and to increase public confidence in the sector. All practitioners abide by the Code of Practice for Social Service Workers which sets out the conduct and standards expected.



Suggestions and Complaints

If you have any suggestions to make about the Early learning and Childcare class or have any concerns, please contact a member of the senior leadership team. We hope that we would be able to work with you to find a solution to any issues as they arise.

If you are still not satisfied, put your complaint in writing to:-

Kathleen McDonagh
Education Manager
Renfrewshire Council
Renfrewshire House
Cotton Street
Paisley
PA1 1LE

You also have the right to contact the Care Inspectorate should you wish at the undernoted address:

Care Inspectorate Headquarters
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Tel: 0345 600 9527

Formal complaint forms are available from the Early learning and Childcare class or any Council office.

