

[Complaints procedure](#)

At Wallacetown we strive to provide education and childcare of a high quality, if you have any comments or complaints please speak to the Manager. If, however, you feel your complaint has not been fully addressed you are welcome to contact the:
Depute Chief Executive and Director—People, County Buildings, Wellington Square, Ayr KA7 1DR or use South Ayrshire Council's complaints procedure.
It is not advisable to make complaints or comments about the nursery or staff on any social networking sites, please speak to a member of staff at any time. Parents/carers are requested to speak to the Centre Manager before posting any comments on social networking sites. Your co-operation is appreciated.

Information and advice regarding complaints and care issues is available from:
Social Care & Social Work Improvement Scotland (SCSWIS)
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Telephone No. 0845 600 9527

[Data Protection](#)

Freedom of Information (Scotland) Act 2002

The Freedom of Information (Scotland) Act 2002 enables any person to obtain information from Scottish public authorities. The Act applies to all Scottish public authorities; Scottish Executive and its agencies; Scottish Parliament; Local Authorities; NHS Scotland; Universities and further education colleges and the Police.

[GDPR](#)

The **General Data Protection Regulation (GDPR)** (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union. It addresses the export of personal data outside the EU. It came into force on the 25th May 2018

The GDPR includes the following rights for individuals:

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- the right not to be subject to automated decision-making including profiling.

Contact Information

Queen Street
Ayr
KA8 0DW
01292 612164
Wallacetown.mail@south-ayrshire.gov.uk



Parent Handbook 2024—2025

Vision

Inspiring all creative learners to make an impact on their world

We will:

Be a centre of inclusion that supports all families and their needs. We will offer a caring, nurturing and welcoming, fun space where children can learn, develop and reach their full potential. Engage with children, families and the wider community to learn and grow together. Be the best we can be to ensure our children thrive.

Aims

- Offer inclusive early learning and childcare of the highest quality.
- Provide a warm and caring environment in which every child feels safe, secure and happy.
- Provide high quality education and care where children can explore and investigate an imaginative and challenging environment.
- Provide carefully planned learning activities which meet the individual needs of each child enabling them to make progress and develop at their own pace.
- Value each child as an individual and to help them develop self-confidence and a sense of achievement.

Values

- Nurturing
- Aspirational
- Supportive

Care Inspectorate Registration number

CS200301643

Welcome

I wish to extend to you and your child a very warm welcome to Wallacetown Early Years Centre

This booklet has been written to help you get to know about all aspects of our setting.

We hope that your child's time with us will be a happy, worthwhile and stimulating experience. We aim to give your child the best foundation on which to build upon for their lifetime of learning.

We place particular emphasis on developing a partnership between home and the Early Years Centre which is vital in ensuring your child gains the maximum benefit from his/her time at Wallacetown. We encourage your involvement and invite you to join us as often as possible.

It is my sincere hope that your child will have a happy and productive time with us, in a purposeful environment which is meeting his/her needs at his/her particular stage of development.

Diane, Centre Manager.

Learning at Wallacetown

In South Ayrshire we use "Curriculum for Excellence - Early Level", "Realising the Ambition" and "Pre Birth to Three" guidelines from the Scottish Government.

Opening Times

The nursery is open 50 weeks of the year and offers a variety of sessions, Mon—Fri 8.00am-12.45pm or 1.15-6.00pm, Mon & Tues 8-6, Wed 8-11.45, Wed 2.15-6pm, Thur & Fri 8-6 - 50 week. 8.45am –2.45pm term time

Parental Involvement

As a parent you are the first and foremost educator of your child, it is therefore vital that we work in partnership to achieve what is best for your child. At Wallacetown we try to involve parents in as many ways as possible.

The first few days...

Children in their pre-school year start the early learning centre in the first two days of the new session. Ante pre-school children are started in small groups over a few days to allow time for them to settle into the nursery surroundings and become familiar with staff.

Children in Cubs room are started one at a time. Your child's keyworker will advise you how long your child should stay during the first few days at Wallacetown.

Clothing

At nursery the children like to be involved in messy activities such as paint, glue, dough, clay, etc. We are also outdoors lots and it is advisable that your child has wellingtons and a puddle suit. Please ensure you pack spare clothing for your child including lots of **socks** and **pants** Protective aprons are available but sometimes clothes do get dirty.

Safety of children

Children should be brought to and from the Early years Centre by a responsible adult. They should be signed in and written notification must be given of who will collect the child. It is very important that staff are notified of any changes in these arrangements as children will not be allowed to leave the centre with any adult who is not the named person on the signing-in sheet. You will be asked by a staff member what drop off and pick up times you will collect your child. No child under 16 will be allowed to pick up your child without parental written consent.

Smoking controls and Dogs

The whole centre is a smoke-free zone. We would ask you to support this policy. Anyone who wishes to smoke must do so out with the school grounds. Please note that dogs/pets are not permitted within the school grounds.

Attendance

Regular attendance at Wallacetown Early Years Centre is encouraged to ensure that your child will gain the maximum benefit. We worry about children who are not at nursery so please keep us informed if your child is ill. If your child does not attend the place may be re-allocated. Please contact the nursery by phone (01292 612164) or email: wallacetown.mail@south-ayrshire.gov.uk

Choosing a Primary School

Under the placing request arrangements, parents have the right to choose a primary school other than the catchment school for their area. Application forms can be obtained from your catchment school or from the County Buildings, Wellington Square, Ayr, or call - 01292 612264.

Primary School Transition

Starting Primary School can be a big step for children (and for their parents), throughout the year, primary school staff will visit the nursery to meet children and arrange induction visits and workshops for the parents. This means that the children are well acquainted with their new teacher and primary school before starting in August.

Extra-curricular activities and outings

We organise a variety of special activities and outings. Outings are always very busy times and we rely on your help to ensure that we have the correct adult/child ratio.

Child Protection

Staff follow Child Protection Guidelines from South Ayrshire Council and all undergo regular training. Staff provide support to children and have a vital role to play in ensuring that no harm comes to the children in our care.

Additional support needs

All children have equal access to the curriculum, providing support if necessary to meet individual needs.

Equal opportunities and inclusion

At all times we promote equality and ensure that every child regardless of race, religion, sex or ability has access to education and care of the highest quality.

Lunch/Snack time

Healthy eating is encouraged every day, children receive a drink of milk or water and a healthy snack menu. Healthy lunches are provided for children who are staying with us for the full day.

Emergencies and Medication

Should the early years centre be closed for any emergency you will be kept informed by telephone, press or radio. In the case of evacuation of the centre the Assembly Point is St Johns Primary School. Please inform staff of any medical needs or allergies and complete the relevant forms. If your child is unwell please do not send them to Wallacetown. Should your child have sickness or *diarrhoea* please do not send your child till they are 48 hours clear of sickness or *diarrhoea*.

Drop off and pick up

The front entrance door won't open until the drop off times. The drop off times are — 8am, and 8.45am you will then take your child to their room. Pick up times are at 2.45pm. At each drop off and pick up we will be at the entrance to welcome you, after 10 minutes the door will close and if you are late a member of staff will take your child to their room.. All other pick off and drop off times should be agreed in advance. **Please do not enter via the playground.**

Teeny (Young) Carers—We are proud to be a centre that supports Teeny (Young) Carers and we are the first EYC in the UK to achieve the Young Carers in School Award. If you think your child is a Teeny carer then please speak to our Teeny Carer Champion (Elizabeth) or myself Diane, Centre Manager. For more information please click the following link for South Ayrshire Young Carers—[South Ayrshire Young Carers Service - Health and Social Care Partnership](#)

Policies and Procedures—



Risk Assessments—

