



Shetland Islands Council
Lerwick ELC Information Handbook
2026/2027
LerwickELC@shetland.gov.uk

Welcome to Lerwick ELC

Lerwick ELC is registered as a day care of Children's Service with the Care Inspectorate. All staff are registered with the Scottish Social Services Council. We are a stand-alone setting and offer early learning and childcare provision for 3-5 year olds and eligible 2 year olds. There is the option to register your child for year round or term time provision within the setting depending on the requirements for each individual family.

Our postal address is:

Lerwick Early Learning and Childcare
King Harold Street
Lerwick
Shetland
ZE1 0EQ
Telephone: 01595 745398
Email: lerwickelc@shetland.gov.uk

Lerwick ELC Staff

Position	Name	Work Pattern
Manager	Simonne Keenan	Monday – Friday
ELC Teacher	Jamie Fullerton	Wednesday – Friday
Senior Practitioner	Judith Page	Monday - Friday
Practitioner	Erin Gibson	Monday– Thursday
Practitioner	Heather Drummond	Monday, Tuesday, Thursday, Friday
Practitioner	Loui-Bo Scott	Monday - Friday
Practitioner	Lisa Davies	Thursday and Friday
Support Worker	Annie Ko	Monday, Tuesday, Wednesday
Support Worker	Brenda Robertson	Monday, Tuesday, Thursday, Friday
Support Worker	Kerry Smith	Monday, Tuesday, Wednesday
Support Worker/Practitioner	Lucy Saether	Wednesday, Thursday, Friday
Support Worker	Morgan Henderson	Tuesday and Wednesday
Support Worker	Natasha Fraser	Wednesday, Thursday, Friday
Learning Support Worker	Dominika Kovacs	Monday and Tuesday
Learning Support Worker	Leanne Campbell	Wednesday – Friday

Our Vision, Values and Aims

Our Vision

At Lerwick ELC we are passionate about the care, learning and development of all children. We strive to provide rich and nurturing early learning and childcare experiences which enable children and their families to reach their full potential. At the heart of our culture and ethos is the value that we place on children as individuals and the importance of working in partnership with families and other agencies to tailor each child's experiences accordingly across the contexts of both Nursery and home. We are committed to continuous self-evaluation to improve our setting and experiences for our children.

Our Values

Inclusion- We value all children as individuals and recognise their fundamental right to play and learn

Nurture- We value nurturing and trusting relationships with our children, families, staff and the wider community

Respect- We value the right for everyone to be treated with dignity and respect.

Growth- We value the importance of an environment that provides thoughtful *interactions*, *rich experiences* and *engaging spaces* to enable all children to reach their full potential

Our Aims

- To provide an environment that encourages all children to be *safe, happy, achieving, nurtured, active, respected, responsible and included*.
- To take a holistic view of the children's development, understanding their emotional, physical, creative and cognitive needs.
- To value the child's carer as their first educator and to develop positive relationship's with them to ensure every child reaches their full potential.
- Maintain a warm and welcoming environment for all children, families and the wider community who access the setting.
- To provide high quality care and learning which meets the needs and interests of the children and celebrates prior learning.
- To promote a sense of belonging where children feel included and valued.
- To promote learning through play both indoors and outdoors, which encourages independence, curiosity, problem solving and creativity.

General Information

Our Setting

Lerwick ELC is part of the Shetland Islands Council Early Learning and Childcare Service. We feed into the local primary schools that we liaise with regularly. We have a shared understanding of the importance of transitions and the need to address the impact of this on children's lives. We provide term time and year round provision options for parents for 3 -5 year olds and eligible 2 year olds. We offer an extended learning environment both indoors and outdoors and our continuous provision includes opportunities for:

- Literacy & Numeracy development embedded across the setting.
- Creativity and Message centre for Early Mark Making
- Sensory and Discovery
- Role play and Social Skills
- Construction and Problem Solving
- Outdoors and Exploring Nature

We offer engaging learning spaces with a variety of stimulating and challenging resources. Our aim is to develop the children's ability to think creatively, problem solve, explore their curiosity, to communicate effectively, to interact socially and develop a sense of wonder in nature. Staff take a responsive approach and continually reflect and develop areas to meet the needs of the children.

Term Dates/Closure days

Information regarding term dates, occasional holidays and in-service training days can be found using the following link: [Term Dates – Shetland Islands Council](#)

Opening Hours

Our operating times are **Monday-Friday 8.45am-5.00pm** year round.

What to bring

Each child is allocated a named peg in the cloakroom area and we advise that each child bring a bag to keep on their peg and to ensure that your child has the following:

- Spare clothes (Pants, socks, trousers/leggings, tops)
- Nappies/pull-ups/wipes (If required)
- Suitable outdoor clothing (Wellies, hat, gloves) **We provide all children with a waterproof, outdoor suit.**
- A high factor sunscreen with your child's name on it that can be kept at the setting.

Toys/Items from home

We kindly ask that you do not send food or toys from home in children's bags and that you refer to the 'what to bring' list of items suggested.

This is important as:

- Food items can pose a serious allergy risk to other children
- Staff cannot safely monitor the contents of bags
- As children have access to their bags as they move throughout the setting, items from home can get mixed up or lost
- Toys from home often lead to children having difficulty sharing, reduced engagement in our provision and becoming upset when these items are put away.

This helps us to ensure that we are providing a safe, calm and engaging environment for all children. We understand that some children benefit from having a transitional item such as a teddy/soother etc with them which can be discussed with a member of staff.

Absences

If your child is not able to attend, please contact the staff to let them know on **01595 745398** or email **lerwickelc@shetland.gov.uk** before 9.30am. If we have not heard from you by this time we are obliged to contact you to check if your child will be attending.

Please let us know if your child is likely to be absent for an extended period ie. Family holiday, illness.

If your child becomes unwell during the day, we will contact you to collect them. Please ensure we have up to date contact information.

If your child is unwell please keep them at home until they are better. Your caution will ensure you do not put staff or peers at risk. If your child vomits or has diarrhoea they must not return until 48 hours after their last episode.

If your child has a temperature, please keep them at home until this returns to normal.

Snack and Lunch

A mid-morning snack is provided around 10am each day. This includes a selection of fresh fruits, vegetables, crackers/bread and milk/water. We have a 'water station' to allow children access to fresh drinking water at all times. Our snack offerings are in line with the current Scottish healthy snack guidance outlined within Setting the table. We also adhere to national food safety and hygiene guidance to ensure all food is prepared and handled safely.

Setting the Table Guidance

Lunches are funded by the Government and supplied by Sound School Canteen. Lunches are served at 12pm. We have a '**Protected meal time**' between 12-1.30pm. Children cannot be dropped off/collected during this time.

We use mealtimes to encourage social skills and develop children's independence alongside encouraging them to try a variety of different foods.

Please ensure you make staff aware of any dietary requirements or allergies your child has. Clear procedures are in place to ensure the individual needs of children are met.

Clothing

Children are best dressed in easy fitting play clothes. Please be aware that the children have the opportunity to paint, glue, colour, explore sensory play and access the outdoor environment daily, therefore we would advise that you do not put on 'good' clothes. It is also a good idea to put your child in clothing that they can manage independently when going to the toilet or changing.

Outdoors

At Lerwick ELC children have daily access to outdoor play experiences. We know the benefits outdoor play can bring for children in terms of their health and wellbeing and physical and cognitive development. Outdoor play enables them to develop resilience through taking and managing risks in a safe environment and builds on social skills, problem solving and confidence.

The setting benefits from a large outdoor play environment where children have the opportunity for climbing, building, planting and growing, imaginative play and most importantly, to have fun! The children have access to natural, open ended materials to enhance their curiosity and support their learning and development. We regularly go on outings to explore our local environment.

Independence

We encourage and support children to be as independent as possible. This includes, cutting/spreading and pouring at meal times, toileting, washing their hands, putting on shoes/jackets etc. Staff will always be available to support the children as they develop these skills.

Closure due to bad weather

Information regarding bad weather affecting School/ELC closures will be announced on local radio- Radio Shetland at 1730 and on SIBC.

In the event that an early morning decision is made to close our setting, an email confirming this will be sent to all parents/carers. If the setting has to close early for any reason we will email this information and also contact all parents/carers by phone to inform you.

Parents/Carers are responsible at all times for deciding to send their children to School/ELC as you will be best able to judge the weather and travel conditions in your home area.

Transition to ELC and Settling In

Getting a Place and Settling In

Children are enrolled at Lerwick ELC using the SIC Education Service Admission Policy through the website www.shetland.gov.uk/early-learning-childcare.

For information regarding registration and eligibility please see the SIC Guidance document at www.shetland.gov.uk/downloads/file/2497/elc-shetland-guidance-2021.

When your child's place has been confirmed the setting Manager will contact you and send you an enrolment pack. You and your child, will be invited to visit the setting and meet the staff at a social Stay and Play session.

When your child is due to start at the setting we will arrange with parents/carers what type of transition will suit you best. Phased intakes can be organised to help build up your child's time in the setting and allow them to settle in at their own pace.

Funded Entitlement and Additional Hours

When you apply for a place, you will select a weekly pattern of hours for your child's funded placement. This can be term time or year round. If your child is on a term time placement, they will have access to **30 funded hours per week**. If you choose a year round placement, your child will have **23 funded hours per week**. If you require any **additional hours (over and above the Scottish Governments entitlement)**, this can be discussed directly with the setting. The current rate is £5.60 per hour for additional hours.

Curriculum

ELC is great fun! Children at this stage learn through being active and engaged in their surroundings. All children love to play and the ELC day reflects this approach. ELC is underpinned by *Curriculum for Excellence*, which covers children throughout their time at early years and school from age 3 to 18.

There are eight curricular areas in *Curriculum for Excellence*:

- Expressive Arts
- Health and Wellbeing
- Literacy
- Mathematics
- Religious and Moral Education
- Sciences
- Social Studies
- Technologies

As part of our commitment to reporting to parents and linking their learning to home we observe your child's progress and development and regularly share this through our termly *focused observations*. This process provides families with the opportunity to discuss their child's development and share learning from home.

Open Days and Parental Involvement

Throughout the year staff at Lerwick ELC focus on each child's progress and personal achievements and record these during focus weeks and continuous informal observations. During the child's focus week, parents have the opportunity to share what their child enjoys doing at home and what special events might be happening in the child's life and to comment on identified next steps that staff set. This provides a more holistic approach to the child's learning and development. Focus week observations are shared with parents and provide an opportunity to have an informal discussion about the child's development.

Families will have the opportunity to visit the setting over the course of the year to get involved in 'Stay and Play' sessions. In addition to these sessions parents can support the children on outings to special events for example 'The Shetland Folk Festival ELC Concert'.

As part of our ongoing self-evaluation and improvement priorities, we encourage parents and carers to contribute through questionnaires during the year, the 'Stay and Play' sessions and our ongoing open door ethos. We value your key role as a parent/carers and your input in improving the standards and quality of your child's learning.

We value strong partnerships with our families and recognise the important role parents/carers play in children's learning. If you have a particular skill, interest or hobby that you would like to share with the setting, we would warmly welcome your involvement.

Information Sharing/Children's work

We have a closed blog that is updated regularly and allows us to share updates and snapshots of the children's learning with families. The blog includes a variety of information such as photos of the children, comments from the children and learning opportunities that are taking place. Our setting policies and procedures are also

available to view here. Regular Information emails are also sent out to keep you up to date on upcoming events.

Your child will also have their own named tray where they can store any items they have created that they wish to take home. The staff will encourage the children to empty these at home time.

Each child has their own 'Gallery wall' this is a space in the setting where they can display pictures, paintings, photos etc that are special to them.

Learning Story/Personal Plan

It is a requirement set out by the Care Inspectorate, our regulatory body, that every child has a personal plan in place within the ELC setting. A personal plan is information we hold about individual children which enables us to best meet their needs with a focus on wellbeing, learning and development. Personal plans are developed in partnership with parents/carers and will include information you provide within their 'enrolment' and 'what matters to me' forms which include their personal details, contact information, medical information, interests and preferences. It will also outline any identified needs and support strategies to ensure the child's needs are safely and consistently met. These will be updated regularly and reviewed with parents/carers every 6 months.

Your child will also have a Learning story which will document your child's learning throughout their ELC journey. Staff will add meaningful, informative observations into each child's individual folder. The children also have ownership over their folders and can freely add to them giving them a huge sense of pride. We encourage parents/carers to contribute to these also by commenting on their child's observations and adding any wider achievements.

GIRFEC and Child Protection

GIRFEC

Our approach to the care, learning and development of each child is underpinned by the Scottish GIRFEC approach. This is the national approach to improving outcomes and supporting the wellbeing of our children and young people by offering the right help at the right time from the right people. The GIRFEC approach is based on values and principles that reflect the United Nations Convention on the Rights of the Child (UNCRC).

GIRFEC Indicators (SHANARRI – **Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included**) are used across your child's Personal Plan and Learning Story to ensure that their needs are met and they meet their full potential across the setting.

getting
it right
for every child



GIRFEC is the national approach in Scotland to improving outcomes and supporting the wellbeing of our children and young people by offering the right help at the right time from the right people. It supports them and their parent(s) to work in partnership with the services that can help them.

CHILD PROTECTION

If we are concerned that a child is at risk, we **must** follow Shetland Island Council's Child Protection Procedures. <http://www.safershetland.com/child-protection>

Staff have full training in the Shetland Interagency Child Protection Procedures, and will follow clear procedures and contact the relevant agency in the event of a child protection concern.

Any Policies and Procedures can be made available on request.

Complaints procedure

Should you have any concerns or complaints regarding the Nursery and its work, please speak to the settings Senior Practitioner Judith Page and we will make time to discuss and work to resolve any issues with you.

If we have not addressed your issue, please take it in the first instance to:

Simonne Keenan- Lerwick ELC Manager

If you are still not satisfied, please contact:

Chloe Kerr

Quality Improvement Officer

01595 744973

