



... where every learner is unique

# Nursery Handbook

## 2017/18



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## **Statement of Purpose and Improvement Objectives**

**The vision of South Lanarkshire Council is to *‘Work Together to improve the quality of life for everyone in South Lanarkshire’.***

**The purpose of Education Resources is to support this vision through ensuring that all learners:**

- **are effectively supported to raise their attainment and achieve their full potential;**
- **benefit from an appropriate range of learning opportunities which match their individual needs;**
- **are actively engaged, as appropriate, in evaluating the quality and impact of their learning experiences, and**
- **are safe and feel valued when using Education Resources premises.**

**This will be achieved by ensuring that all learners:**

- **access a curriculum which reflects national and council priorities and best practice in education;**
- **experience a motivated and professional workforce who demonstrate best practice in providing opportunities for learning;**
- **have access to modern resources which are used effectively to maximise the impact of learning experiences, and**
- **benefit from partnership working and the integration of services.**

## **Section One: Establishment Vision, Values and Aims.**

### **Vision**

At The Early Learning Unit we strive to create a stimulating, caring, enabling environment which supports each and every learner to reach their full potential.

### **Values**

**C**are  
**R**espect  
**A**chievement  
**I**nclusion  
**C**ommitment

### **Aims**

In our establishment we aim to offer the highest quality service.

We seek to:-

- Create a safe, secure, caring and inclusive, prejudice free learning environment where all children and adults are supported, respected and valued as individuals.
- Provide a curriculum which offers learning opportunities that will encourage, motivate and challenge our children's learning and teaching, enabling them to understand, develop and progress with confidence.
- Ensure commitment when working with one another and in partnership with our parents, carers and other agencies to allow each child to achieve their individual learning goals and reach their full potential.
- Provide a flexible and friendly service which meets the needs of our children, their parents and carers within our local community and beyond.

### **Non-denominational Policy of the Establishment**

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

### **Our Equal Opportunities Statement.**

All early years' establishments should reflect the Council's equal opportunities policies and be anti-racist, anti-sexist, multi-cultural and non-discriminatory. All early years establishments also recognise the rights of both men and women to work or to care for children. Provision should take account of the needs of children with disabilities or chronic illness. These principles are reflected in the criteria used to admit children to nursery and in the curriculum of all establishments.

## Section Two: General Information.

### Names and Job Titles of Our Staff Members.

Below is a list of staff at the establishment and details of our regular opening hours. Details of holidays and training days specific to this year will appear on a separate page.

Head of Integrated Unit	Sara Dalbeck
Early Years Depute - Mainstream	Karen Brown
Early Years Depute - Additional Support Needs	Nicola Ballantyne
Parent & Child Support Worker	Vacant Post
Parent & Child Support Worker	Vacant Post
Nursery Teacher - Mainstream	David Dick
Nursery Teacher - Additional Support Needs	Gillian Todd
Early Years Team Leader	Laura Callaghan (job-share)
Early Years Team Leader	Sandra Hamilton
Early Years Team Leader	Amanda McLean (job-share)
Early Years Worker	Rachel Barr
Early Years Worker	Heather Brandon
Early Years Worker	Donna Brownlie (mat leave)
Early Years Worker	Claire Canning
Early Years Worker	Laura Falsey
Early Years Worker	Mary Ferguson (job-share)
Early Years Worker	Lorna Forbes
Early Years Worker	Sharon Fox
Early Years Worker	Tracey Graham
Early Years Worker	Nicola Greig (job share)
Early Years Worker	Sharon McGreechin
Early Years Worker	Laura Mason (job-share)
Early Years Worker	Hollie Menzies
Early Years Worker	Susan Miller
Early Years Worker	Beverley Muir
Early Years Worker	Lynn Reynolds
Early Years Worker	Linda Scott (job-share)
Early Years Worker	Denise Shepherd (temp)
Early Years Worker	Eleanor Stitt
Early Years Worker	Kelly Summers(mat leave)
Early Years Worker	Fiona Sveistrup (job-share)
Early Years Worker	Tracy Thomson
Early Years Worker	Claire Walker
Early Years Worker	Julie Gallacher (temp)
Early Years Worker	Claire Walsh
School Support Assistant	Heather Archibald (term-time)
School Support Assistant	Hazel Cosgrove (term-time)
School Support Assistant	Kirsty Duncan (am term-time)
Karen Hall (am term-time)	Karen Hall (am term-time)
School Support Assistant	Emma-Jane Kirk (term-time)
School Support Assistant	Donna Lang (pm term-time)
School Support Assistant	Emma McDonald (term-time)
School Support Assistant	Dominika Pencakowska-Andrew (term-time)
School Support Assistant	Jane Philip (part time term-time)
School Support Assistant	Janette Pullen (term-time)
School Support Assistant (Clerical)	Delia Dodds
School Support Assistant (Clerical)	Isabel Millar

Caretaker/Cleaner  
Cleaner

Hannah McCaig  
Sheila Hamilton

Speech & Language Therapist  
Physiotherapist  
Physiotherapist  
Physiotherapist  
Physiotherapist  
Occupational Therapist  
Learning Support Teacher  
Visual Impairment Support Teacher  
Oral Health Co-ordinator Mainstream A.S.N.

Ashley Rintoul  
May Dempster  
Kerry Stirling  
Andy Cunningham  
Alison McCormack  
Suzanne Sheilds  
Sharon O'Rafferty  
Jordan Black  
Shirley Gallacher

**Address:** Early Learning Unit  
Avon School  
Carlisle Road  
Hamilton  
ML3 7EW

**Tel No:** 01698 281228

**Fax No:** 01698 426037

**E Mail:** earlylearningunit@ea.s-lanark.sch.uk

**Hours of Opening:** 8.00am – 6.00pm

**Core Sessions:** Mainstream: 8.45am – 11.55am  
1.00pm – 4.10pm  
Additional Support Needs: 8.45am – 11.55am  
1.00pm – 4.10pm

We are an extended day establishment open between 8.00am and 6.00pm, offering a flexible service to children and their families.  
By arrangement children can be dropped off between 8.00am and 8.45am and collected between 4.10pm and 6.00pm. Parents must note that an additional charge per hour or part hour is payable to South Lanarkshire Council for this service. If you require the use of this service, please speak to Sara Dalbeck, Head of Integrated Unit or one of our Deputes.



**All playrooms are open 52 weeks per year (charges will occur for school holiday periods)**

**Public Holidays and inset days are as follows:**

IN-SERVICE	CLOSED	Tuesday 15 <sup>th</sup> August 2017
		Wednesday 16 <sup>th</sup> August 2017
CHILDREN RETURN		Thursday 17 <sup>th</sup> August 2017
LOCAL HOLIDAY	CLOSED	Friday 22 <sup>nd</sup> September 2017
		Monday 25 <sup>th</sup> September 2017
IN-SERVICE	CLOSED	Monday 20 <sup>th</sup> November 2017
CHRISTMAS	CLOSED	Monday 25 <sup>th</sup> December 2017
		Tuesday 26 <sup>th</sup> December 2017
NEW YEAR	CLOSED	Monday 1 <sup>st</sup> January 2018
	CLOSED	Tuesday 2 <sup>nd</sup> January 2018
IN-SERVICE	CLOSED	Wednesday 14 <sup>th</sup> February 2018
EASTER	CLOSED	Friday 30 <sup>th</sup> March 2018
	CLOSED	Monday 2 <sup>nd</sup> April 2018
LOCAL HOLIDAY	CLOSED	Monday 7 <sup>th</sup> May 2018
IN-SERVICE	CLOSED	Tuesday 8 <sup>th</sup> May 2018
LOCAL HOLIDAY	CLOSED	Friday 25 <sup>th</sup> May 2018
LOCAL HOLIDAY	CLOSED	Monday 28 <sup>th</sup> May 2018
LOCAL HOLIDAY	CLOSED	Monday 16 <sup>th</sup> July 2018

## School Holidays 2017/2018 are as follows:

IN-SERVICE	CLOSED	Tuesday 15 <sup>th</sup> August 2017
CHILDREN RETURN		Wednesday 16 <sup>th</sup> August 2017 Thursday 17 <sup>th</sup> August 2017
LOCAL HOLIDAY	CLOSED	Friday 22 <sup>nd</sup> September 2017 Monday 25 <sup>th</sup> September 2017
OCTOBER BREAK	CLOSED	Monday 16 <sup>th</sup> October 2017 - Friday 20 <sup>th</sup> October 2017
IN-SERVICE	CLOSED	Monday 20 <sup>th</sup> November 2017
CHRISTMAS	CLOSED	Monday 25 <sup>th</sup> December 2017- Friday 5 <sup>th</sup> January 2018
FEBRUARY BREAK	CLOSED	Monday 12 <sup>th</sup> February 2018 Tuesday 13 <sup>th</sup> February 2018
IN-SERVICE	CLOSED	Wednesday 14 <sup>th</sup> February 2018
SPRING BREAK/ EASTER	CLOSED	Friday 30 <sup>th</sup> March 2018 - Monday 16 <sup>th</sup> April 2018
LOCAL HOLIDAY	CLOSED	Monday 7 <sup>th</sup> May 2018
IN-SERVICE	CLOSED	Tuesday 8 <sup>th</sup> May 2018
LOCAL HOLIDAY	CLOSED	Friday 25 <sup>th</sup> May 2018
LOCAL HOLIDAY	CLOSED	Monday 28 <sup>th</sup> May 2018
SUMMER BREAK	CLOSED	Friday 29 <sup>th</sup> June 2018

### **Admissions Policy.**

All nursery places are allocated in line with the Council's admissions policy and the nursery staff will be happy to advise you how this policy operates when you apply for a place for your child.

An admissions panel will meet annually to allocate nursery places.

The panel will consist of all heads of early years establishments in the area, and representatives from the early years service.

### **Age range of children in the establishment: 0 – 5 years**

### **Register of Applicants.**

The Head of Integrated Unit will keep a register of all applicants and the information contained in the applications will be considered by the admissions panel to assist in the allocation of places.

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.

Parents can ask to see their application form at any time. If circumstances change which affect the application you should speak to the Head of Integrated Unit.

### **Enrolment Procedures.**

Once your child has been allocated a place the Head of Integrated Unit will contact you regarding the starting date. When there are a lot of new children, for instance, at the start of each school session we will stagger the starting dates admitting a small group of children every few days. Parents are asked to fill in enrolment forms and to stay with their child until they have settled into the nursery.

### **Numbers of Children at Each Daily Session and Patterns of Attendance.**

Overall the unit can cater for 108 children at any one session.

The **Butterfly Room** can accommodate 20 children aged 3-5 years with additional support needs per session. Children have either morning or afternoon sessions and most of them come for 5 sessions. Some children may attend all day.

The **Caterpillar Room** can accommodate 6 children aged 0-2 years with additional support needs per session and 10 children aged 2-3 years per session. Children usually have morning or afternoon sessions with some attending all day.

The **Ladybird Room** can accommodate 56 children aged 3-5 years per session. Once again children usually have morning or afternoon sessions with some attending all day.

The **Bumble Bee Room** can accommodate 6 children aged 0-2 years and 10 children aged 2-3 years per session. Children usually have morning or afternoon sessions, some may come all day.

### **Indoor Shoes**

Please provide your child with indoor gym shoes which can be kept in their tray at nursery.

Outdoor shoes should be taken off and placed in your child's bag or in their tray in before the playroom.

Children will then collect their indoor shoes from their tray.

### **Suitable Clothing.**

Children have the best fun when they are doing messy work. We will always try to make sure that they wear aprons but accidents happen so please dress your child in suitable clothes. Please also make sure that your child has suitable outdoor clothing in case outdoor play or a trip is planned. We also ask that you provide a sunhat for your child whilst they are at nursery. Each child's sunhat should be kept in their personal tray.

Changes of clothing should be put in each child's labelled bag and placed on their peg.

Nursery polo shirts and sweat shirts are available from Scotcrest Uniforms, 41 Quarry Street, Hamilton.

### **Attendance.**

The children are expected to attend nursery regularly as activities carried out one day will be followed up the next. This will also set the pattern for when the children go to school.

Parents **must** telephone the nursery before 9.30a.m. or 1.30p.m. if their child is not attending nursery. Nursery staff will contact parents at home or at work if they are uncertain as to the reasons for a child's absence. If staff cannot make contact with parents they will contact the child's emergency contacts. Parents are asked to keep staff informed of holiday arrangements.

If the place is not used regularly without good reason there is the possibility that child's place may be withdrawn.

### **Arrival and Collection of Children.**

It is expected that a responsible adult i.e. someone over the age of 16 years will bring a child to and from nursery. On arrival please present your child to a member of staff who will look after your child's interests until he/she is collected.

In the interest of your child's safety you should make a point of telling a member of staff if he or she is to be collected by someone not known to the staff. This avoids embarrassing situations when a child cannot be allowed to leave with an adult who is a stranger to the staff. Parents are asked to identify a password for their child. Passwords will be asked for if an unauthorised adult arrives to collect a child from nursery. Parents should be aware that children will not be handed over to an unauthorised adult simply by the use of a password alone. Staff will contact parents to confirm an unauthorised adult's identity and to clarify the situation before handing over a child.

For children who are escorted to the nursery by taxi or bus we ask that if there are any changes in place/time of pick up please contact the taxi/bus company direct.

### **Insurance.**

Some children like to bring something special or new to the nursery for their friends to see. However parents should ensure that valuable items are not left at nursery, particularly as the council has no insurance to cover the loss of such personal items. Claims submitted are likely to be met only where the council can be shown to be negligent.

### **Excursions and Consent Forms.**

Being close to the town centre we will take the children on visits to the shops to buy snack or to the park, etc. We will make use of the local cafes to give the children the social experience of eating out. If you wish for your child to participate in these local outings you should sign section 8 of your child's enrolment form. There will be a separate permission form for all children participating in further away outings or day trips.

### **Transport.**

Transport is not normally provided for children attending early years establishments. The council may, however provide transport to and from nursery for a child with additional support needs who may require to travel some distance to take up their placement.

If your child is transported to the establishment by taxi or bus there should be a suitable seat/harness and an escort. Please check that you are happy with these seating arrangements and do not hesitate to contact the Head of Integrated Unit if you are worried about any safety aspect.

### **Car Park.**

The nursery car park has designated spaces for staff, parents and taxis. The car park provides 4 spaces for parents to be used for dropping off and collecting children. In addition, 3 disabled spaces are available for taxis, ASN buses and parents dropping off and collecting children who attend our additional support needs provision. The remaining 11 spaces are for staff. In the interest of health and safety **double parking is**

**prohibited within the car park.** If the car park is full parents, carers and taxis are asked to wait on the ramp until a space becomes available. We ask that you share this information with anyone who will be dropping off or collecting your child. **Please note that parking at the Avonbridge Hotel is not permitted.** This applies to both the main car park and the overflow car park. Parents and carers are also asked not to park at the flats situated next to the nursery. Your assistance in the matter is greatly appreciated.

### **Emergency Closure Arrangements.**

The establishment will be opened on the times already outlined, but on some occasions circumstances arise which means the establishment has to close.

The Early Learning Unit may be affected by, for example, severe weather, transport problems or power failures, if this happens, we will do all we can to let you know about the details of closure and re-opening. We may keep in touch by telephone, the local press, the local radio or South Lanarkshire Council's website.

### **Emergency Contacts.**

Parents whose children are in the nursery are asked where possible to provide the establishment with the names and addresses of two contact persons for use in case of an emergency.

You are asked to keep the establishment up to date with any changes in this information.

### **Lunches.**

Most children attend nursery for half days therefore lunch is not required. However, any child over 2 years who attends on a full day basis will be entitled to a nursery lunch. Menus will be available for a hot or cold option.

Children under 2 years should provide their own packed lunch.

### **Snacks and the Promotion of Healthy Eating.**

The children have a healthy snack midway through each session. Sweet snacks are kept to a minimum [ i.e. parties, outings] to encourage healthy eating habits. There is a voluntary contribution of **50p per session** that we will use to buy items for snacks, parties, outings and other domestic requirements.

### **Accommodation for Parents.**

There is a staff/parents room in the establishment and parents are encouraged to use this. You may find this room useful when you are settling your child into the nursery or as a drop-in facility. Tea/coffee facilities are available.

### **Smoking Policy.**

The Early Learning Unit is a non-smoking establishment, therefore smoking is not permitted anywhere in the building or grounds. Please note this also applies to electronic cigarettes.

### **Animals**

Please note that animals are not allowed in the building without prior consent.

### **Mobile Phones**

Parents, carers and visitors to the establishment are asked to note that mobile phones can only be used within the nursery parents room/staff room and **cannot** be used anywhere else within the establishment.

### **Child Protection**

Staff employed within nurseries and schools have a duty of responsibility to protect children who attend the establishment from danger or harm.

If any member of staff suspects that a child may be at risk of abuse, they will report the matter to the Head of Integrated Unit.

The Head of Integrated Unit will decide if there are grounds for concern and will if necessary contact Social Work Resources.

Child abuse is described under the following categories.

- Physical Abuse
- Emotional Abuse
- Sexual Abuse
- Neglect

A copy of the establishment's procedures for child protection is displayed in the Parents Room/Staff Room.

Staff within educational establishments has a major responsibility in assisting Social Work Resources in identifying cases of child abuse.

## **Section Three: Medical Information.**

### **Medication.**

If your child is in need of medication during his/her time at nursery you should discuss his/her requirements with the Head of Integrated Unit. If it is possible that your child may require emergency medication at nursery a "Protocol" must be completed with a member of the nursery management team. Requirements state that these must be updated every **28 days**.

If your child suffers from asthma you must tell the Head of Integrated Unit if there are any activities or specific circumstances which are likely to bring on an attack.

If your child suffers from epileptic attacks or has any other medical needs you must tell the Head of Integrated Unit what steps must be taken in an emergency.

We must also be informed of any allergic reactions your child may have.

### **If your child becomes ill.**

Parents **must call** the nursery if their child is not able to attend nursery on a particular day. Calls **must** be made before 9.30a.m. or 1.30p.m.

If your child becomes ill while at nursery we will contact the parent or the named emergency contact and request that the child is collected from nursery. It is, therefore very important that we are able to contact someone at any time.

### **Minor Accidents, Incidents and Upsets.**

When a child is upset or has a minor accident in the nursery, the first aider for the nursery will administer first aid and offer comfort. Parents will, of course be informed of what has happened when the child is collected at the end of the session and a form will be issued to parents to sign.

### **Visits to the Establishment by Medical Staff.**

On occasions Health Board Personnel may visit the establishment – however we will contact you any time your child is involved.

### **Sickness and Diarrhoea**

Following NHS Guidelines, procedures for Gastrointestinal Infection - any child suffering from sickness and diarrhoea **must** remain off school/nursery until they have no symptoms for 48 hours after an episode of diarrhoea and /or vomiting.

## **Section Four: The Nursery Curriculum.**

**Our Aims:**

- To encourage children to learn as they play.
- To value every child's needs and abilities.
- To empower each child with the attitudes, skills and understanding which promote effective learning.
- To foster achievement.
- To encourage the development of positive interpersonal relationships.

### **How We Promote Learning.**

National guidelines for education have been published for children and young people age 3 – 18 years entitled "Curriculum for Excellence". Through this curriculum it is hoped that all children and every young person will become confident individuals, successful learners, responsible citizens and effective contributors. Staff will observe and consult with children playing to identify individual needs, preferences and abilities. They will then plan play experiences, which will cover the main areas of learning.

These are:

- Health and Well-being
- Languages
- Mathematics
- Sciences
- Technology
- Expressive Arts
- Religious and Moral Education
- Social Studies

Differentiated support materials relating to "Curriculum for Excellence" are used to support children's learning within our 3-5 Additional Support Needs Playroom.

South Lanarkshire Council has produced guidelines to enable staff to effectively support our younger children aged 0-3 years entitled 'Together We Can'. This documentation develops an approach which is responsive to children's interests and needs and helps build on their existing capabilities. 'Together We Can' is based on the purposes and principles of 'Curriculum for Excellence' and also aims to develop children's capacities to become confident individuals, successful learners, responsible citizens and effective contributors.

The main aspects of development within this Together We Can are;

- Health and Well Being
- Emotional and Spiritual Development
- Social Competence
- Physical Competence
- Cognitive Competence

The Nursery has also developed a Sensory Curriculum to support the development of children with additional support needs

### **What We Do.**

There is a curriculum notice board outside each playroom and on the notice board you will find details of the daily routine for the playroom. Details of learning experiences and learning intentions are displayed. Please feel free to speak to any member of staff about the curriculum. A master curriculum folder for each playroom is displayed in the corridor; please take the time to look at it.



Every child with an additional support need will have an Additional Support Plan (A.S.P.) and will be working to achieve targets in their Individualised Educational Programme (I.E.P.). Each child's I.E.P. will be reviewed and updated at regular intervals. Parents, nursery staff and other professionals will all be involved in this process.

If you wish to discuss any issues relating to the curriculum provided please speak to your child's Keyworker, Nursery Teacher or Head of Integrated Unit.

### **Assessment.**

When your child starts at the nursery, in order to help staff get to know him/her better you will be asked to fill in a booklet giving details of likes and dislikes and of how learning is progressing at home. Your child's keyworker will record progress on different aspects of learning in the child's personal profile/learning book. Sticky labels/post-it notes are used for this purpose.

You will be given an appointment twice a year to come to the nursery to discuss your child's progress with his/her keyworker. If the time of your appointment does not suit we will make every effort to arrange a time that does.

Children who have an "A.S.P." will have their targets reviewed every six/eight weeks approximately.

Parents/carers will be given the opportunity to discuss their child's targets.

An annual Curricular Open Evening is also held for parents.

### **Transition**

Pre-school children's progress will be recorded using the local authorities "Transition" document. This document, with your approval, will continue with your child into primary one.

Nursery staffs liaise with personnel from feeder primary schools before transition to primary school and share information relating to children's progress and development at nursery and possible support needs at school. If you do not wish information to be shared about your child, please speak to the Head of Integrated Unit.

### **Speech and Language Therapy (SALT)**

Speech and Language Therapy staff are employed by NHS Lanarkshire – Primary Care Division and provide speech and language therapy within the Early Learning Unit. They are employed to work with children requiring speech and language therapy who attend our Additional Support Needs Provision.

All children in the ASN classes will access and benefit from Speech and Language Therapy as the therapists work closely with the nursery staff and parents to develop the communication environment and support language development in everyday interactions. This is known as 'level 2' intervention and includes training, workshops, resources and drop-in services for parents.

Assessment of each child's comprehension, attention, expressive language and listening skills will be carried out and the best way of meeting their needs discussed with parents and staff. For the majority of children 'level 2' support will be most appropriate unless a specific specialist piece of 1:1 direct work is required.

Where appropriate, in accordance with Health and Safety guidelines Early Learning Unit staff will follow the Speech and Language Therapists feeding profiles during snack and lunch times.

### **Supporting Children With Difficulties.**

In the establishment we cater for the individual needs of each child. We encourage and support children with a wide range of needs and work closely with external agencies using a multi-disciplinary approach i.e. Speech Therapists, Physiotherapists, Occupational Therapists and Educational Psychologists.

No specialist will be contacted without your permission and you will, of course have an opportunity of talking to them yourself.

If staff have any concerns relating to a child's learning or development they will speak to parents/carers about these concerns and will follow a process of Staged Intervention to support the child. Parents and carers will be involved in this process.

### **Working Together to Support Learning.**

We find that children make better progress when parents, staff and experts work together and adopt a common approach.

The establishment seeks and encourages parental participation. You are your child's main educator and we value your input.

If you would like an informal chat with personnel from any agency regarding any aspect of your child's progress, please contact the Head of Integrated Unit who will arrange an appointment.

If you would like to discuss any aspect of your child's development i.e. managing your child's behaviour, diet, toilet training etc with any other support staff please do not hesitate to contact a member of staff who will arrange an appointment.

## **Section Five: Parental Participation.**

**Our Aims:**

- To work in partnership with parents and other agencies to enable each child to reach his/her potential.**
- To offer support and advice for parents as needs arise.**
- To share information with parents about their child's progress.**
- To encourage parents to visit the Early Learning Unit regularly and join in with group activities.**

We encourage parents to discuss with staff ways by which parents can be more involved with the children and their learning in our nursery.

If you have any questions regarding parental participation please feel free to approach any member of staff when you are bringing or collecting your child.

### **Support for Parents**

Within the establishment there are two Parent & Child Support Workers, who work mainly with families whose children have Additional Support Needs. They offer support and advice on a variety of issues including playing at home and behaviour management strategies to parents and carers, on an individual basis. These staff are also trained in Sleep Scotland techniques. If you would like to access this service please speak to a member of staff who will arrange an appointment for you.

### **PACS – Parent and Child Support Group**

We have an active Parent and Child Support Group (PACS) for parents/carers whose children have additional support needs. PACS meets on the first Wednesday of the month in the establishment. The group is led by our Parent and Child Support Workers. Parents who attend this group have also formed a committee, and meetings alternate between Social Events, organised activities and visiting/guest speakers. For further information please speak to one of our Support Workers.

### **Early Learning Unit Parent and Staff Group.**

We have an active Parent and Staff Group within the establishment who meet on a monthly basis.

The Committee is made up of parents, the Head of Integrated Unit/ Deputes and nursery staff. If you are interested in having a say on how the establishment operates and would like to become a member of the group, please contact the Head of Integrated Unit.

### **Working Together to Promote Positive Behaviour**

Children are expected to be polite and show consideration for others in the nursery. If a child becomes upset we will offer comfort and divert his/her attention. Unacceptable behaviour is behaviour which causes harm to the child himself/herself or to others in the nursery. Children are never told to "hit back" but are encouraged to sort out disagreements with others through play.

If something has happened to your child in the nursery which has upset you, please come at once and discuss it with a member of staff or the Head of Integrated Unit. At all times our main concerns are for the well being of your child and the provision of the best possible nursery education.

Our Parent and Child Support Workers are also trained to provide the NAS Earlybird Programme for parents who have a child diagnosed with autism or awaiting diagnosis. This programme is run for interested parents in a group setting at least once per year.

## **Communication**

Transported children will be given a home/nursery diary or daily diary sheet in which staff can send information to the parents and they can reply. This is vitally important as many of the transported children have difficulties with communication. It is also a good way to update you with news.

We will keep you up to date with monthly newsletters and other letters.

## **Courses for Parents**

Details of any planned courses will be given to you during the school year. Makaton (sign-language) and Earlybird (Autism) Courses are provided on a regular basis.

We work with Community Learning to provide courses for parents.

## **Fund-raising**

There will be fund-raising events throughout the year when we may call upon your help.

If you wish to find out how the money is spent please do not hesitate to contact the Head of Integrated Unit. Information will be provided in our monthly newsletter of fundraising events and on how money is spent.

## **Section Six: The Wider Community.**

### **The Establishment and the Community**

We regularly have “people who help us” come to the nursery and talk to the children. Our programme includes visits and talks by the police, dental hygienist and representatives from the ambulance service and fire brigade. We will also arrange trips for the children in order to explore our community and wider environment.

### **Services Within the Community**

We have contact with Integrated Children’s Services, Health Board, Social Work Resources and Community Paediatricians. If you would like to be put in contact with any of these services please speak to a member of staff.

### **Links With Primary Schools**

Children normally go to school between the ages of 4 ½ years and 5 ½ years.

Parents will be contacted by their local primary schools to arrange introductory visits for themselves and their child.

We have established effective liaison with these primary schools by visiting the schools and facilitating visits to allow primary staff to visit us at the establishment and meet the children prior to them starting school.

## **Section Seven: Participation Strategy**

We aim to provide an excellent service to our children and their families. All service users, carers and other stakeholders are encouraged to participate in assessing and improving the quality of the service we provide through a number of comprehensive methods, including various questionnaires and a suggestions box. We will continue to develop our consultation methods throughout the year.

Through the Early Learning Unit Parent and Staff Group and PACS Group parents/carers are fully consulted in all aspects of the service, including new policies and procedures.

Within our 3 – 5 mainstream playroom, listening and talking books are used to consult with children on all aspects of their learning, their environment and resources. Children's views have influenced destinations for trips, the layout of the playrooms and the purchase of resources. Observations of children and children's questionnaires are also used to obtain children's views and influence the opportunities that are provided for children within the establishment.

Parents are encouraged to help at nursery outings and special events, and at our weekly lending library.

## Section Eight: Other Information.

### **Suggestions and Complaints**

We are always anxious to maintain and improve our service. If you have any suggestions to make about the service, please contact The Head of Integrated Unit in the first instance or please put your suggestions in the box provided in the corridor.

Similarly, if you have a complaint about any aspect of the service you should contact The Head of Integrated Unit. If you prefer you could contact the Early Years Manager for this area who is:

Morag McDonald  
Early Years Manager (Strategic)  
Council Offices  
Almada Street  
Hamilton  
ML3 0AE      Tel No: 01698 454474

The Care Inspectorate would also be happy to assist you in dealing with any complaints. They can be contacted as follows:

The Care Inspectorate  
Princes Gate  
Castle Street  
Hamilton  
ML3 6BU      Tel No: 01698 897800

The Care Inspectorate registers and inspects all services under Public Services Reform (Scotland) Act 2010 and the Social Work Improvement Scotland (Applications and Registration) Regulations 2011. It inspects services to make sure they are meeting regulation and doing so takes account of National Care Standards. Any person making a complaint to any of the above will be informed of the action (if any) that is to be taken within 20 days of the complaint being made.

### **Useful Addresses**

You may wish to be aware of the following names, addresses and telephone numbers:

Psychological Services Manager  
Elizabeth King

Telephone numbers of psychological services area teams are:

Hamilton:	01698 455400
East Kilbride:	01355 807000
Lanark:	0303 1231008

Social Work Resources

To contact Hamilton/Blantyre/Larkhall/East Kilbride/Clydesdale local area teams:

Tel: 0303 123 1008

**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, either before your child's placement begins or during the course of the placement. The Head of Integrated Unit will tell you of any important changes to the information.