

# Cowcaddens



# Day Nursery

## Handbook 2021/2022

Please note that information in this handbook may change in line with national and local restrictions relating to Covid

# Cowcaddens Day Nursery

'We aim to offer the highest quality service'

Cowcaddens Day Nursery  
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Find us on Facebook: Cowcaddens Day Nursery Families and Colleagues  
(for current families and staff only)

Glasgow City Council (GCC) Schools & Learning website:  
<https://www.glasgow.gov.uk/education>

Cowcaddens Day Nursery is part of Hillhead Learning Community

## Glossary of terms used in this handbook

GCC	Glasgow City Council
ASL	Additional Support for Learning
HoC	Head of Centre
CfE	Curriculum for Excellence
HMIe	Her Majesty's Inspectors of Education



### **Welcome to Cowcaddens Day Nursery**

I would like to welcome you and your child to Cowcaddens Day Nursery. As the first and most influential educator of your child, we value and welcome the contribution that you make and look forward to working with you to meet the needs of your child.

Through our curriculum and the experiences we offer, we aim to ensure that children are given opportunities to develop as individuals in safe and nurturing environment. Children are supported to develop a sense of emotional wellbeing and responsibility through a wide range of programmes in and around the nursery. They are encouraged and given opportunities to develop relationships, to explore, experiment, make choices, solve problems, take responsibility and make decisions. These are skills that they will be able to use throughout their lives.

We embed the principles of *Getting It Right For Every Child (GIRFEC)* in every aspect of our work. We aim to meet the needs of children through our curriculum and a range of other supports. If you wish to discuss your child's needs at any time please speak to me and we will work together to plan for this.

This handbook contains a range of information about the nursery but if you need any further information please do not hesitate to ask.

Once again, on behalf of the team at Cowcaddens Day Nursery, we welcome and look forward to working with you.

Vivienne Armstrong  
Head of Centre

**Vision, values and aims**

**Our vision for Cowcaddens Day Nursery**

For children to become successful learners, confident individuals, responsible citizens and effective contributors through a broad range of learning and life experiences that meet the needs and interests of learners

To celebrate diversity and promote equality by recognising each person as a unique individual

To work in partnership with families and the wider community to ensure children's rights and wellbeing needs are met

**Our values**

Children's rights are upheld  
Open mindedness and creative thinking  
Welfare and safety of children  
Collaboration and partnership  
Aiming for excellence  
Diversity, inclusion and equity  
Developing relationships  
Education and family learning  
Nurturing  
Sharing success

**Our aims**

To continuously improve outcomes for children through our curriculum and support strategies taking guidance from national and local policies

To protect and support children and families by providing a flexible and responsive service that attempts, where possible, to meet changing circumstances

To ensure that all staff regularly update their knowledge, understanding and skills through a programme of staff development that supports a high quality service for all nursery users

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**In particular we would like you to note the following:**

**Data Protection – use of information about children and parents/carers**

We collect information about children attending nursery (and also about parents/carers, emergency contacts etc. provided in the annual data check) to allow us to carry out the Council's functions as the education authority for the City of Glasgow. This may sometimes involve releasing personal information to other agencies and other parts of the Council, particularly in relation to child protection issues or criminal investigations, and it may also be used for research purposes (see the link below for more details regarding this).

Information held by the nursery is, in legal terms, processed by Glasgow City Council. The Council is registered as a data controller under the Data Protection Act 2018 and all personal data is treated as confidential and used only in accordance with the Data Protection Act, the General Data Protection Regulations, and the Information Use and Privacy Policy approved by the City Council. For more information on how we use personal information, or to see a copy of the Information Use and Privacy Policy, see <https://www.glasgow.gov.uk/index.aspx?articleid=18010> .

Education specific privacy statements can be accessed at <https://www.glasgow.gov.uk/index.aspx?articleid=22069> .

**Non denominational policy of the nursery**

The nursery is non-denominational - we respect and welcome children from all religions, faiths and beliefs.

**Our equality policy**

All early years services should reflect the council's equality policies and be anti-racist, anti-sexist, and multi-cultural and recognise the rights of both men and women to work or to care for children. Our provision takes account of the needs of children with disabilities or chronic illnesses. These principles are reflected in the criteria used to admit children to the nursery and in the curriculum of all the establishments.

**OFFICIAL**

Cowcaddens Day Nursery

The Staff Team at Cowcaddens Day Nursery

Below is a list of all the staff at Cowcaddens Day Nursery. Photographs are on display at the main entrance to the building

**OFFICIAL**

<b>Senior Leadership Team</b>		
<b>Colleague</b>	<b>Position</b>	<b>Additional training</b>
Vivienne Armstrong	Head of Centre	Enhanced nurture trained
Andrea Forbes	Depute	
Stephanie Sheridan	Team Leader (Acting)	
Amanda McPhee	Lead practitioner Attainment	Paediatric first aid
<b>Child development officers</b>		
<b>Colleague</b>	<b>Work pattern</b>	<b>Additional training</b>
Amanda Murphy	Full time	
Amy Garden	Full time	Paediatric first aid
Doreen Wilson	Full time, term time	
Emma O'Connor	Full time (currently on leave)	Paediatric first aid
Holly McCulloch	Full time	Paediatric first aid Enhanced nurture trained
Jamie Miller	Full time	
Jamie-Lee O'Hara	Full time	Paediatric first aid
Kelly Scott	Full time	Paediatric first aid
Kirsty McColm	Full time	
Laura McMillan	Part time, term time	Paediatric first aid
Lorraine Warwick	Part time, term time	Play on pedals
Megan Bernacca	Part time	
Nicola Clark	Full time temp	
Nicole Santi	Part time, term time	
Pamela Clark	Full time, term time	
Rachel Mackie	Full time	Paediatric first aid
Sharon Fox	Full time	First aider
Stephanie Gallacher	Full time, term time	First aider
<b>Other colleagues</b>		
Audrey Tierney	Support for Learning	
Janet Stevenson	Support for Learning	
Vacancy	Support for Learning	
Zoe Smith	Modern Apprentice	Paediatric first aid
<b>Support team</b>		
<b>Colleague</b>	<b>Position</b>	
Isobel Steele	Clerical assistant	
Pamela Hanmer	Clerical Assistant	
Abbie McNeil	Catering Assistant	
Charlene McNamara	Catering Assistant, Cleaner	
Elaine Baird	Catering Assistant	
Mandy Cameron	Cleaner	
Mary Anderson	Catering Assistant	
Ryan Quinn	Cleaner	
Tony Holland	Janitor Cleaner	

The nursery offers training placements to Child Care and Education students and you will be made aware of their presence throughout the year. These students will work directly with the children and are at all times supervised by the staff.

**Hours of opening and holidays**

The nursery is open from 8.00am to 6.00 pm, 50 weeks of the year (closing between Christmas and New Year).

We are also closed on 12.5 public holidays and 5 in-service days throughout the year. Term and holiday dates are included at the back of this handbook and reminders are printed in the newsletters and displayed around the nursery throughout the year.

Staff who work all year round are entitled to 25 - 28 days annual leave a year and can choose when to take this leave. All leave is managed to ensure that the nursery continues to run smoothly.

**Nursery places**

We offer both term time and all year round placements subject to need and availability.

The nursery offers funded places to eligible children. All 3 and 4 year olds are eligible to receive a funded place, as are some 2 year olds. Information can be found at <https://www.glasgow.gov.uk/index.aspx?articleid=17458> Morning sessions operate between 8am-12.45 and afternoon sessions operate between 1.00- 5.45 Applications for non funded places and extended places are considered by the Local Area Admissions panel (LAAP) All non funded places and sessions are reviewed annually. If you find that your allocated sessions no longer meet the needs of your family please contact Vivienne Armstrong who can advise you on this. We aim to take a flexible approach to this but it should be noted that we are not always able to make changes in the middle of a session

**Age range of children in this establishment**

We are able to have children between the ages of 6 weeks and 5 years.

The nursery can accommodate up to 75 children at any one time. We offer a range of sessions in line with eligibility, and availability. Sessions are arranged with the head of the nursery at the time of enrolment and will depend on individual needs and on availability.

We have agreed capacities as follows:

- 6 places for children under 2 years
- 15 places for 2-3 years
- 54 places for 3-5 years

**Admissions Policy**

All nursery places are allocated in line with GCC's Admissions policy and nursery staff will be happy to advise you how this policy operates when you apply for a place for your child. A written statement detailing GCC's policy is available from all establishments. If you want a copy, please ask for one.

A local area admission panel will meet at regular intervals throughout the year to decide how nursery places will be allocated. The panel consists of the heads of several local nurseries.



**Register of applications**

Application for nursery places are accepted all year round and each establishment will keep a register of all applications. The information contained in the applications will be considered by the admissions panel to assist in the allocation of places.

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 the nursery.

In order to process applications, we require you to provide paperwork including your child's birth certificate and proof of your address. Full details of other paperwork required is available at the nursery. For families who are foreign nationals, further information is required and you will be advised of this.

**Enrolment procedures**

If your child is granted a place in the nursery, you will complete a wellbeing assessment with the head of the nursery to give us up to date information about your family and your child in particular. You will be shown round the nursery and will meet the staff who will look after your child. Once admitted all places are reviewed at least twice a year. It is important that the nursery is kept up to date with any changes in circumstances. Home visits may be arranged if you prefer.

**Charges**

Children are eligible for a free education place of 1140 hours per year, from their third birthday. There are also funded places for some 2 year olds and we can advise you on this. These funded places are available from the term after their 2<sup>nd</sup> birthday

Currently, funded places normally take the form of a morning or afternoon place during term time or all year round but where possible, this is flexible according to need and availability. Outwith this there is a charge made for your child's place. This depends on family circumstances and will be discussed before your child is admitted. All non funded places are reviewed annually and may have to be changed. Reasonable notice will always be given and you will be fully involved in any discussion around this.

Charges apply to all non funded places. If you are experiencing any problems relating this, please discuss the matter with Vivienne Armstrong, Head of the nursery as soon as possible. We should advise you that your child's place is at risk if these payments are not made.

**Attendance**

We hope that you will make full use of your nursery place. If however, your child is unwell or absent for any other reason it is important that you let us know. There is an expectation that all unexpected absences are investigated and this takes a huge amount of time if we have to make these phone calls.

If your child's attendance gives cause for concern, this will be discussed with you and if necessary, the Education Authority Glasgow City Council will be informed. Attendance at nursery is not compulsory but we have a responsibility to ensure that places are used to their full extent.

Although the nursery is open all year round, to non term-time children, most children will have a short break or breaks throughout the year. As all families have individual needs, this will be flexible. This is considered by the authority in relation to nursery charges and is discussed at enrolment.

**Arrival and collection of children**

It is expected that a responsible adult will bring and collect your child from the nursery.

In the interest of your child's safety you must make a point of telling us if they are to be collected by someone not known to the nursery staff.

This avoids difficult situations when a child cannot be allowed to leave with an adult who is a stranger to the Head of nursery or staff.



**Consent for outings**

Local trips happen regularly to support and enhance the curriculum and you will be asked to consent to this as part of the enrolment procedure.

For half day or all day trips you will be asked to complete a consent form, which gives your permission for your child's participation. Please note that children cannot take part in outings unless completed forms are submitted by the parent/guardian. Risk assessments take place prior to outings

**Suitable clothing**

Children have good fun when they are doing messy work. We will always try to make sure they wear aprons, but accidents happen so please dress your child in suitable clothes. You should always put your child's name inside their clothing to avoid any mix-ups. Please also make sure that your child has suitable outdoor clothing and footwear for outdoor play or outings. Outdoor learning happens every day regardless of the weather. We have a large stock of wet suits that can be used to protect your child and their own clothing.

We do not recommend the wearing of jewellery and advise that hoop earrings are not suitable for nursery.



You may wish to provide a pair of gym shoes or other soft shoes to wear in the nursery. This is more comfortable for the children and helps minimise sore fingers when the children are playing on the floor. Please note that this is not compulsory. We do ask that you avoid the wearing of sandals and slides as these can become caught on equipment and cause accidents.

We ask that all children have spare clothing in their bags for use as required.

There are forms of dress which are unacceptable in education establishments, such as items of clothing which:

- Potentially encourage faction (such as football colours)
- Could cause offence (such as anti-religious symbolism or political slogans)
- Could cause health and safety difficulties, such as loose fitting clothing, jewellery, sandals
- Could cause damage to flooring
- Carry advertising, particularly for alcohol or tobacco; and
- Could be used to inflict damage to other children or be used by others to do so

Glasgow City Council is concerned at the level of claims being received regarding loss of children and young people's clothing and/or personal belongings. Parents/carers are asked to assist in this area by ensuring that valuable items and unnecessarily expensive items of clothing are not brought to establishments.

Parents/carers should note that the authority does not carry insurance to cover the loss of such items and any claims submitted are likely to be met only where the authority can be shown to have been negligent.

**Valuable items**

Sometimes children like to bring something special or new to the nursery to show their friends. Parents should ensure that valuable items are not left in nursery, particularly as the authority has no insurance to cover the loss of such personal items.

### The Nursery Curriculum

#### **The Nursery Curriculum**

In line with all other educational establishments, Early Learning and Childcare Centres (ELC) follow the Curriculum for Excellence (CfE) framework for children aged over 3 years.

We also use the national guidance when planning for the under three curriculum. We aim to provide a wide range of learning opportunities in a relaxed and happy environment and we promote equality through our curriculum.

#### **How we promote learning**

Staff develop weekly plans for the children and the children's needs and interests are foremost in this. Children are also involved in planning their own learning. A long-term plan of seasonal and cultural events is made. All plans are discussed with the Head of Centre at regular room meetings.



#### **What we do**

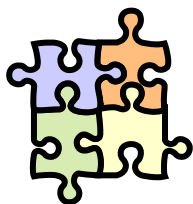
The children have access to activities such as arts and crafts, construction, music, puzzles, games, problem solving, discovery, baking and cooking, role play, books and physical play. They also enjoy finding out about all cultures, looking after themselves and others and learning about their environment.

#### **Assessment**

The staff assess the children all the time through their interactions and observations and by gathering samples of children's work. Each child has a folder that contains their learning story. This is started as soon as they start nursery and is updated regularly. You can however ask to see this at any time and staff are always available for you to have a chat with about your child's progress and any concerns you may have.

#### **Supporting children with difficulties**

If your child is having difficulties with, for example, speech, learning, development or behaviour, there will be an opportunity for you to discuss this with staff. Staff will put an Additional Support Plan in place for your child and this will be updated at least once a term. This is in line with the Education (Additional Support for Learning) (Scotland) Act 2004. {ASL Act}. Additional support is a fundamental right for children and a plan can be put in place for a number of reasons and these can be short or long term. We can put you in touch with agencies such as speech therapy and psychological services that can offer support and advice. This will never be done without your permission. We aim always to work with you to support any difficulties that may arise. If you think your child requires additional support for any reason you can ask for assessment to be carried out.



#### **Working together to support learning**

The most important theme that runs through the curriculum document is that **you** are the first educator of your child. We want to promote a genuine partnership with you so that your child can reach their full potential. When your child starts at nursery you will complete a transition record with your child's key worker so that you can tell us about your child. We are developing the way we share information about the curriculum and are developing sheets with simple activities that you could do at home and also gives you the opportunity to contribute to your child's learning.

#### Accessibility

The nursery has a duty to ensure that all our children have equal access to the curriculum and are supported as appropriate to meet their individual needs. This covers not only the content of the learning

experiences and teaching strategies but also minor adaptations to the physical environment of our building to address the needs of pupils with physical or sensory impairments, including the relocation of playrooms to the ground floor where feasible.

We also need to ensure that parents have equal access to information about their children. This could involve, for example, relocating the venue for parents meetings to facilitate physical access at parents' evenings or individual meetings; provision of an interpreter for the deaf or agreeing a telephone contact system to provide direct feedback to parents.

**Physical access**

Yellow stair treads and blinds in playrooms have been installed to assist visually impaired people. There is a ramp at the nursery entrance. There are stairs within the building and we have no lift available.

**Communication**

We have rooms on the ground floor where we can meet with parents who require this facility. We have procedures in place to maintain contact parents who are unable to come to nursery. Our newsletters can be produced in large print when required.

**Curriculum**

We implement the national Curriculum for Excellence and adopt a flexible approach to the curriculum. Support plans for individual children are in place where appropriate. Resources and strategies are put in place wherever possible to support children to access the curriculum. This currently includes use of visuals to support communication.

**Staff development**

Staff have access to training on working with children with additional support needs and have attended appropriate courses as they become available. We have ongoing support from agencies such as Psychological Services and Home Visiting Services as well as other professionals.

**The Named Person**

GIRFEC stands for 'Getting It Right For Every Child'. This is the Scottish Government-led approach to making sure that all our children and young people – and their parents or carers – can get help and support when needed from birth through to age 18 (or beyond if still in school).

The vast majority of Scotland's children and young people get the love and support they need from within their families and their wider, local communities. But even the most loving and caring families can sometimes need extra support. The GIRFEC approach aims to make it as easy as possible for any child or young person (and their parents) to get that help or support when they need it.

To access support when needed, part 4 of the Children and Young People Act (Scotland) 2014, states that every child in Scotland has a Named Person, as a single point of contact. This Named Person has a responsibility to provide help and support when asked and can draw together other services if needed, co-ordinating help for the child or parents.

For children under 5 years, the Named Person will usually be the Health Visitor. If you are unsure who your health visitor is, please contact your family doctor or speak to the Head of Centre.

In Cowcaddens Day Nursery, the Lead Professional and key contact for your child(ren) is Vivienne Armstrong, Head of Nursery. Please do not hesitate to contact the nursery if you want to speak with your child's Named Person.

**Parental Partnership**

We hope that you will always feel welcome and valued when you come to the nursery. You can speak to the staff at any time on an informal basis and you can request a more formal meeting to discuss any other issue that is concerning you. Your child's key worker will meet with you no less than once a term to discuss your child's progress.

You can come to the office to speak to Vivienne Armstrong, Head of Centre at any time whether for advice or just for a chat.

We aim to work with you to resolve any difficulties. If you have any concerns about the service we provide you should raise this with a member of the management team.

Aggression towards staff, in any form, will not be tolerated and will be dealt with as a matter of urgency.

**Working with you**

Parents can offer a great deal to the nursery and we would be interested in tapping into your individual skills or interests for the benefit of the children and the nursery in general. You may wish, for example, to join in an activity or to help develop our garden. We would also welcome you at any of our events/festivals that we celebrate throughout the year. Please feel free to offer any help or suggestions.



**Working together to Promote Positive Behaviour**

We want the nursery to be a happy place for your child. To help create this we will, with your help, always encourage caring behaviour from the children. If your child's behaviour becomes a concern, their key worker will discuss this with you and together we will solve any problems. We want you to feel that you can talk with any member of staff about any worries you have. This will of course be treated with strict confidence. Full details are in our Promoting positive behaviour policy

**Adult Groups**

These are currently suspended due to Covid. Please look out for developments

**Accommodation for parents (Currently unavailable due to ongoing restrictions)**

A parent's room is available next to the nursery office.

~~You can make yourself some tea and coffee in the room and have a read or have a chat with other parents.~~

We hope that this facility will become available as restrictions ease.

**Medical Information**

**General information**

If your child suffers from any medical condition including allergies you must inform the nursery. It is vitally important that we are able to recognise signs of allergic reactions and take the appropriate action.

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

If your child suffers from epileptic attacks you must tell us what emergency treatment is needed.

Children affected by any of the above will have an action plan created.

**Medication**

If your child is in need of medication during his/her time at the nursery you should discuss these requirements with Vivienne Armstrong, Head of Centre. Only medication prescribed to your child for the current condition can be considered and administered.

Prescribed medication can be given at the nursery, but you will need to fill in a form, which authorises the nursery staff to administer the medication to your child. The necessary paperwork for this is held in the office. A record of all medication administered is kept.

**If your child becomes ill**

We expect a telephone call if your child is unable to attend on a particular day.

If your child becomes ill while at nursery we will contact you when we feel this is necessary. The staff are sensitive to the fact that you may be working or have other commitments, but there may be times when we ask you to take your child home.

It is important that we have a contact number for you at all times as well as the name and contact details of an emergency contact.

**Minor accidents and upsets**

Minor accidents or upsets are dealt with immediately and recorded in the Accident Book. Your child's key worker will inform you of the incident.



If the accident is of a more serious nature we will either contact you to take your child to hospital or in more serious circumstances, take your child to hospital and contact you immediately to meet us there. Any accident that needs a visit to GP or hospital is also reported to the local authority and to the Care Inspectorate. This is done in line with data protection regulations.

If your child has an accident at home, please let us know.

**Visits to the nursery by medical staff (Please note suspended due to Covid)**

In normal circumstances there are dental inspections for 3 year olds and eye examinations for 4 year olds carried out in the nursery. You will be fully informed of this and must give your consent if you wish your child to take part.

**Oral health**

We are keen to promote good dental health in the nursery and have therefore adopted a tooth friendly policy. The children are not given sweets or juice in the nursery and most cooking activities are savoury or fruit based.



The nursery takes part in the National Tooth brushing Programme (suspended due to Covid) and all children are invited to participate. Further information about this is discussed at enrolment .

**Child Protection (Management Circular 57)**

**All educational establishments and services must take positive steps to help children protect themselves by ensuring that programmes of health and safety are central to the curriculum and should have in place a curriculum that ensures that children have a clear understanding of the difference between appropriate and inappropriate behaviour on the part of another person, no matter who.**

As with other areas of the curriculum, you will be kept informed of the health and safety programme for your child's establishment.

Schools, establishments and services must create and maintain a positive ethos and climate which actively promotes child welfare and a safe environment by:

- ensuring that children are respected and listened to
- ensuring that programmes of health and safety are central to the curriculum
- ensuring that staff are aware of child protection issues and procedures
- establishing and maintaining close working relationships and arrangements with all other agencies to make sure that professionals collaborate effectively in protecting children.

Should any member of staff have concerns regarding the welfare or safety of any child they must report these concerns to the Head of Establishment or the person deputising for the Head of Establishment.

He/she after judging that there may be grounds for concern regarding the welfare or safety of any child must then immediately advise the duty Senior Social Worker at the local Social Work Services area office of the circumstances.

These are the only circumstances under which your child would be discussed with another agency without your prior consent.





**Promoting Alternative Thinking Strategies (PATHS)**

To help develop confidence, coping strategies, relationships and self-esteem, all children in the 3-5s rooms take part in the PATHS programme This runs for a whole school term and usually starts in October when most new children have started.

The PATHS principles are practiced throughout the nursery and you will receive information when your child is taking part.

**No Smoking Policy**

Smoking is not allowed anywhere in the nursery or the grounds

**Transport**

Transport is not normally provided for the children attending pre-5 establishments.



**Information in Emergencies**

We make every effort to maintain a full educational service, but on some occasions circumstances arise which lead to disruption. Establishments may be affected by, for example, severe weather, temporary disruption of transport, water supply failure, power failures or difficulties of fuel supply.

In such cases we shall do all we can to let you know about the details of closure or re-opening. We shall keep you informed by using letters, text messages, notices in local shops and community centres, announcements in local places of worship and announcements in the press and on local radio.

**Emergency procedures**

The fire alarm is tested each Wednesday at 10am and a siren sounds for up to 1 minute. Planned fire drills take place twice a term and all children present are involved in this. In the event of us being unable to return to the building, the children would be taken to Abercorn School (this is the school directly opposite our playground gate) and you would be contacted to collect them immediately.



**It is vital that you keep the nursery informed of changes in your contact numbers.**

**Policies**

The nursery has a wide range of policies about the care and education we provide. This includes information on the curriculum, positive behaviour and child protection. A copy of all policies are available from the nursery.

**Meals**

A two-course lunch is provided for the children who attend all day. Please let the staff know of any special requirements your child has e.g. vegetarian, halal diets or allergies and these needs will be catered for.



The children have a morning and afternoon snack and fresh fruit is offered daily. We try to encourage healthy eating by ensuring the children have fresh fruit and vegetables.

Children with a funded place are entitled to a free midday meal. Some other children whose parents are in receipt of certain benefits may also be entitled. Information and application forms for free school meals may be obtained from establishments and from Grants Section at Education Services headquarters.

**Fund Raising**

The basis of our fund raising is a voluntary contribution of £1.00 a week to the toy fund. This enables us to buy materials, equipment and toys for the children and also helps us to pay for outings, treats and extras.

Throughout the year we also have sponsored events as well as fundraising activities. Your support is vital to their success and the children benefit greatly from any money raised, so please help.

**The Wider Community**

It is our hope to raise our profile within the local community.

Services within the community:

There are community playrooms housed within our building. They have a drop in facility for members. Their contact person can be found at the back of this handbook.

Details of other groups for young children can be obtained from Early Childhood and Extended Services whose telephone number is also at the back of the handbook.

**Links with Local  
Primary Schools**

This can be difficult with the children from the nursery going to so many different schools, but we are working hard to improve this.

We have been on visits to the most local schools, which are Oakgrove Primary School and St Josephs Primary School.



Good relationships with the schools can make the move easier for the children and we strive to improve our links with the local ones mentioned.

### **Inspections**

To ensure we deliver a high quality service, the nursery receives a number of inspections as follows:

- The Care Inspectorate inspect the nursery approximately every two years using the Health and Social care standards
- Her Majesty's Inspectors of education (HMIe) carry out both single and joint inspections regularly. Joint inspections are with the Care Inspectorate

Contact information for the Care Inspectorate and HMIe can be found at the back of this handbook.

### **Complaints Procedure for Parents and Carers**

In Cowcaddens Day Nursery we aim to have positive relationships across our community. However, if you have a comment or complaint about any aspect of school life, please contact the Head of Nursery in the first instance and we aim to work together to resolve any issues.

Glasgow City Council complaints procedures are available :

<https://www.glasgow.gov.uk/index.aspx?articleid=16133>

Customer Care Team  
Customer & Business Services  
Glasgow City Council  
City Chambers  
Glasgow G2 1DU

Tel: 0141 287 0900

e-mail: [customercare@glasgow.gov.uk](mailto:customercare@glasgow.gov.uk) or [education.customercare@glasgow.gov.uk](mailto:education.customercare@glasgow.gov.uk)

The above website also includes information on data protection and freedom of information.

Complaints can be raised at any point directly with the Care Inspectorate. Contact details at the back of the handbook.

Complaints are taken seriously and we would aim to work to resolve any matter as quickly as we can. Mutual respect is important and information about the expected behavior of complainants is found here

<https://www.glasgow.gov.uk/CHttpHandler.ashx?id=44090&p=0>

If you are unable to access the above links, please ask at the nursery and we can arrange a copy for you.

### **Bullying**

Bullying behaviour will not be tolerated within Glasgow City Council's educational establishments. All children in Glasgow's establishments have an entitlement "*to work (and play) in a learning environment in which they feel valued, respected and safe and are free from all forms of abuse, bullying or discrimination*". (A Standard for Pastoral Care in Glasgow Establishments)

Glasgow City Council has an Anti-Bullying Policy, incorporating the requirement to record and report all discriminatory behaviours within educational establishments. All establishments are required to review their policy in light of this. Parents and carers have a significant role in helping to address this problem. For this reason any anti-bullying strategy must stress the importance of partnership with parents and carers of their children.

### **Dealing with Racial Harassment**

The Race Relations Act of 1976 makes it unlawful to discriminate against someone because of his/her colour, race, nationality, ethnic or national background. The Act makes it the duty of Glasgow City Council to eliminate unlawful racial discrimination.

In 1999 the guidelines, '*Dealing with Racial Harassment*' were issued to assist teaching staff in dealing with such incidents. The adoption of an anti-racist approach should be seen as one part of the continuing attempt to improve the quality of education.

Glasgow City Council recognises that support from the home is essential if these aims are to be achieved. Every child in Glasgow has the right to be happy and secure at establishments.

### **Data Protection Act 1998**

Information on children and young people, parents and carers is stored on a computer system and may be used for teaching, registration, assessment and other administrative duties. The information is protected by the Data Protection Act 1998 and may only be disclosed in accordance with the Codes of Practice. For further information please contact the establishment.

### **The 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 including: The Scottish Government and its agencies; Scottish Parliament; local authorities; NHS Scotland; universities and further education colleges; and the police.

Public authorities have to allow access to the following information:

- the provision, cost and standard of its service;
- factual information or decision-making;
- the reasons for decision made by it.

The legal right of access includes all types of "recorded" information of any data held by the Scottish public authorities. From 1<sup>st</sup> January 2005, any person who makes a request for information must be provided with it (subject to certain conditions).

Further information is provided on the Glasgow City Council web-site:

[www.glasgow.gov.uk/en/yourcouncil/freedomofinformation](http://www.glasgow.gov.uk/en/yourcouncil/freedomofinformation)

Internet facilities are provided at all Glasgow City Council Public Libraries and Real Learning Centres.

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**Cowcaddens Day Nursery**



**2021 - 2022 Holidays Term Time**

Thursday 12 & Friday 13 August 2021 (In-Service days)

Children return Monday 16<sup>th</sup> August 2021

**September Weekend**

Friday 24 & Monday 27 September 2021

**October Week**

Friday 8 October 2021 (In-service day)

Monday 11 until Friday 15 October 2021

**Christmas & New Year**

Children finish on Wednesday 22 December 2021

Children return Wednesday 5 January 2022

**Mid Term Break**

Monday 14 & Tuesday 15 February 2022

Wednesday 16 February 2022 (In-service day)

**Spring Holiday**

Children finish Friday 1 April 2022

Children return Tuesday 19 April 2022

**May Day**

Monday 2 May 2022

Thursday 5 May 2022 (In-Service day)

**May Weekend**

Friday 27 May 2022

**June Holidays -Queens Jubilee**

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Cowcaddens Day Nursery

Thursday 2 June 2022 Friday 3 June 2022 - (Queens Jubilee)

Children will finish at 1pm Friday 24<sup>th</sup> June 2022

# Cowcaddens Day Nursery

2021 - 2022 Holidays 52 Week



Thursday 12 & Friday 13 August 2021 (In-Service days)  
New term begins Monday 16 August 2021

## September Weekend

Friday 24 & Monday 27 September 2021

## October Holidays

Friday 8 October 2021 (In-service day)

## Christmas & New Year

Children finish on Friday 24<sup>th</sup> December 2021  
Children Return Wednesday 5<sup>th</sup> January 2022

## February Holidays

Wednesday 16<sup>th</sup> February 2022 (In-service day)

## April - Easter Weekend

Friday 15 & Monday 18 April 2022

## May Holidays

Thursday 5 May 2022 (In-Service day)

## May Weekend

Friday 27 May 2022

## June Holidays - Queens Jubilee

Thursday 2 June 2022

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Cowcaddens Day Nursery

Friday 3 June 2022 - (Queens Jubilee)

**Glasgow Fair**

Monday 18 July 2022

**OFFICIAL**

**Contact Information**

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

Maureen McKenna  
Executive Director  
Education Services  
City Chambers East  
40 John Street  
G1 1JL  
Tel: 0141 287 6744

Early learning and childcare Services  
Education Services  
City Chambers East  
40 John Street  
G1 1JL  
Tel: 0141 287 5223

Care Inspectorate  
4<sup>th</sup> Floor  
1 Smithhill Street  
Paisley  
PA1 1EB  
Tel: 0141 843 4230

HMle  
Denholm House  
Almondvale Business Park  
Almondvale Way  
Livingston  
EH54 6GA

Social Work Department – Partick  
35 Church Street  
Glasgow  
G11 5JT  
Tel: 0141 276 3100

Social Work Department – Possil  
30 Mansion Street  
Glasgow  
G22 5SZ  
Tel: 0141 276 6210

Garscube Community Playrooms  
Playleader: Theresa Jackson  
12 Manresa Place  
Glasgow  
Tel: 07810 688 565

Local councilors can be contacted at the City Chambers, George Square:

Councillor Kenneth Andrew	0141 287 3939
Councillor Martha Wardrop	0141 287 0226
Councillor Hanzala Malik	0141 287 4054

Glasgow Life: Letting Section, phone 0141 302 2814/2815

Please note

*Although this information is correct at time of printing, there could be changes affecting any on the matters dealt with in this document:*

- a) *Before the commencement or during the course of the establishment year in question*
- b) *In relation to subsequent establishment years.*