



*Langa Street
Nursery
Handbook
2024-25*



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Dear Parents/Carers

Welcome to Langa Street Nursery.

We aim to make your child's time at Langa Street Nursery a happy one, when he/she will be nurtured and encouraged to develop skills and attitudes which will help throughout their life.

We value our partnership with parents very highly and recognise you as the first and most important educators of your child. Children develop a greater sense of wellbeing and their learning benefits from close working relationships between their parents and staff. Throughout the nursery we seek to build mutual trust, respect and warm and caring relationships.

Langa Street Nursery was originally built as a Primary school just after the Second World War. It was converted to a Nursery in 1959, following the opening of two primary schools in the area. We have 3 bright playrooms; a large hall which we use for physical activity, focussed activities and for lunch; mature gardens with trees, grass and plants and two spacious tarmac playgrounds. We also have a very comfortable Parents' Room where parents can relax, have a cuppa or join in groups.

Our Langa Room caters for children from 2 years old. Staff in the Langa Room liaise with parents and colleagues in the Cadder Room (3-6 years) to agree a suitable time for each child to move on from the Langa Room. Our staff are committed to providing the best learning experiences for all of the children to help them achieve their potential and be happy and relaxed in nursery. In order to support children's learning our curriculum follows local and national guidelines, 'Curriculum for Excellence for Children 3-18' and the Scottish National Document 'Realising the Ambition'

<https://www.gov.scot/publications/early-years-framework/pages/1/>

<https://education.gov.scot/media/wpsnsgv/all-experiencesoutcomes18.pdf>

<https://education.gov.scot/media/3bjpr3wa/realisingtheambition.pdf>

We are part of the John Paul Learning Community and work closely with various local schools in the area. The nursery is non-denominational and we welcome families from all faiths and backgrounds.

We look forward to working with you to provide the best possible early learning and childcare for you and your child. Please read this handbook carefully as it should answer most questions you may have. If you wish to ask directly though, please get in touch and we would be happy to discuss anything.

Yours sincerely

Liz

Liz Peat
Head of Nursery

Our Vision, Values and Aims

Our vision, values and aims were last reviewed in October 2024 and are as follows:

Vision

- At Langa Street Nursery we will always strive to create a nurturing, loving environment where children, families and staff learn to grow respectfully with family wellbeing at the heart of all that we do.

Values

- Kindness
- Integrity
- Community
- Respect
- Creativity
- Equity
- Commitment
- Nurture
- Belonging

Aims

- To provide a safe, healthy and nurturing learning environment.
- To ensure nurturing and sustaining warm and caring relationships are fundamental and developed with regard and respect
- To provide a warm and welcoming atmosphere which promotes involvement, inclusion fairness and respect for all.
- To acknowledge children's previous learning and to support, scaffold and build children's capabilities and skills to be confident, motivated, caring and independent learners.

A leaflet outlining the rights of children and young people in Glasgow's educational establishments can be found at: <http://www.glasgow.gov.uk/childrensrights>

Your child is unique and special to us, and close working with families throughout your child's time here is crucial to their success. We will communicate openly and respectfully with parents and always be welcoming and positive about your individual culture, beliefs and family circumstances. We will do our very best to work with you to promote your child's development and learning. Our parental agreement (shared at enrolment) outlines some of the elements of our approach that you will be accepting when your child starts here at Langa Street Nursery. The details in this handbook also provide more detail.

Young children benefit from clear and consistent expectations, which help to give them security and a sense of fairness. In the nursery children, parents and staff have agreed some simple rules for safety and the consideration of others. All children are encouraged to show kindness and respect for others and for their environment.

Learning social skills are an important part of a young child's development as well as being necessary for a good learning environment. If children experience any difficulties with other children, we encourage them to be assertive, to remind the other child of the rules and to let a member of staff know. Please speak to the Head of Nursery if you have any concerns about your child.

Some children have difficulties when first starting nursery and learning to cope with sharing space and equipment. This is to be expected as this is naturally part of child development. The staff will sympathetically support the child to learn to share and play socially. If a child continues to have difficulties with aspects of their development then we will talk with the parent or carer and work together to support the child. This may include seeking advice from other professionals with the permission of the parent carer in order to gain the best possible outcome for the child.

It is important that we use positive language that tell children what they should do, rather than language such as "don't do this" or "you shouldn't do that". Please help your child by talking about how we look after ourselves and each other and reinforcing this at home:

To keep us safe, learn and have great fun in the nursery we...

- *are kind and gentle*
- *take turns and share with others*
- *play safely*
- *listen to each other*
- *look after our nursery toys*
- *tell the truth*
- *do our best to learn new skills*
- **HAVE GREAT FUN!**



General Information

Address:

Langa Street Nursery School
83 Langa Street
Glasgow
G20 OSQ

Telephone No: 0141 946 3721

E-mail: headteacher@LangaStreet-Nursery.glasgow.sch.uk

Care Inspectorate Registration Number: CS2003015979

Hours of opening 8.00 am – 5.45 pm

Stages Covered 2-3 years and 3-5 years

Capacity

Morning: Langa Room (Toddlers)– 40 children
Cadder Room (3-5's) - 15 children

Afternoon: Langa Room (Toddlers)— 40 children
Cadder Room (Toddlers) – 15 children

Nursery Staff

Lisa McCormick (PT Wed, Thurs, Fri) – HNC Early Education and Childcare	- 50 weeks
Christine Brand (PT Mon, Tue, Wed AM) – HNC Early Education and Childcare	- Term Time
Lynsey Burnside (PT Mon, Tue, Alt Wed) HNC Early Education and Childcare	- Term Time
Michelle Bamford (PT Mon & Tue) - HNC Early Education and Childcare	- Term Time
Sandra Smyth (PT Wed, Thurs, Fri) – HNC Early Education and Childcare	- Term Time
Gillian Butler – PDA Level 8 Childhood Practice	- Term Time
Suzanne Irvine – BA Childhood Practice	- Term Time
May Sutton (SVQ Level 2 SflW)	- Term Time
Lisa Bell (HNC Early Education and Childcare) SflW	- Term Time - 50 weeks
Daniel Rooney(HNC Early Education and Childcare) SflW	
Kathleen Graham – (PT Alt Wed, Thurs and Fri) - HNC Early Education and Childcare	- Term Time
Caroline Harris – (PT Alt Wed, Thurs and Fri) - HNC Early Education and Childcare	- Term Time
Amy Graham – HNC Early Education & Childcare	- 50 weeks
Natalie Jolly (on secondment) HNC Early Education and Childcare	- 50 weeks
Michelle Dunsmore – HNC Childhood Practice	- 50 weeks
Michelle Gilday - HNC Early Education & Childcare	- 50 weeks
Alicia Mackinnon - HNC Early Education & Childcare	- 50 weeks - 50 weeks
Cheree Rodgers - HNC Early Education & Childcare	
Vacancy (Temporary) – HNC Childhood Practice	- 50 weeks
Seonaid Black (Modern Apprentice)	- 50 weeks
Sonya Kaur (Graduate Apprentice)	- 50 weeks
Cleaning Staff	Julie McClintock Liz Brand
Janitor/Cleaner	Sharon Miller
Head of Nursery	
Child Development Team Leader	Liz Peat – BA (Childhood Practice)
Lead practitioner of Attainment /Team leader	Emma Kerr - BA (Childhood Practice) Lauren Burnett - MA (Childhood Studies)
Kitchen Attendants	Catherine McHugh – Term time Christina Kosmidis – 50 weeks (Maternity Leave) Mary McKeown (Temp)
Clerical Support	Anne Wilson – (PT Mon, Tue, Wed, Thurs) – 50 weeks

Public Holidays, Inservice Days and Term Dates 2023-2024

August

- Monday, 12th August 2023 (In-Service Day)
- Tuesday, 13th August 2023 (In-Service Day)
- Wednesday, 14th August 2023 (Return date for all nursery children)

September

- Friday, 27th September and Monday, 30th September 2024 (September weekend holiday) – Nursery Closed

October

- Friday, 11th October 2024 (In-Service Day)
- Monday, 14th to Friday, 18th October 2024 (October Week) Term Time Children

December - Christmas and New Year

- Nursery closes to Term Time children on Friday 20th December 2024
- Nursery closes to all children on Tuesday, 24 December 2024 to all children

January

- Nursery re-opens to children who attend on a 50-week contract on Friday 3rd January
- Children who are Term Time return on Monday, 6th January 2024

February mid - term break

- Monday, 17th February 2025 (Term Time)
- Tuesday, 18th February 2025 (Term Time)
- Wednesday, 19th February 2025 (In-service day) – All children (Nursery Closed)

April - Spring Holiday (Easter)

- Good Friday 4th April 2025 (Nursery Closed to all Children)
- Easter Monday 7th April 2025 (Nursery Closed to all Children)
- Tuesday 8th-Friday 19th April 2025 (Spring Break) – Term Time children off nursery
- Term Time Children return on Monday, 21st April 2025

May

- Thursday, 2 May 2024 (In-service day to coincide with UK Parliamentary elections, but may be subject to change) Nursery Closed
- Monday, 5th May 2025 (May Holiday – (Nursery Closed)
- Thursday 22nd May 2025 Inservice Day (Nursery Closed to all children)
- Friday, 23rd May 2025 and Monday, 26th May 2025 (May Weekend – Nursery Closed)

June

- Term Time Children finish on Wednesday 25th June 2025

July

- Monday 15th July (Children who attend 50 weeks)

Beginning our Partnership and Learning together at Langa Street Nursery

Home Visits

When your child has been offered a place in the under 3's age group they will have the option of a home visit before their start date and your child would start their nursery the very next day where possible. The purpose of this is for a member of Leadership Team and the child's key worker to meet the parents and child in the comfort of their own home for around 30-45 minutes. This will be the beginning of the bonding process and will make the transition from home to nursery easier. There will be an opportunity for the child to begin to bond with their key worker and the member of management to fill in some paperwork with the parent/carer. It has proved to be a very successful way of helping children transition from home to nursery in the past and we highly recommend an initial home visit.

Confidentiality

In general, it is essential that discussions between parents and staff are respected in a confidential manner. An exception of this would be a matter of child protection or support for learning where other agencies may become involved.

Parents should also know that information about their child's learning will be shared with the receiving primary school. All information would be shared with the parents.

The nursery works in partnership with parents to build positive relationships with children and promote the welfare of the children.

Getting It Right For Every Child – GIRFEC

We want all our children and young people to be fully supported as they grow and develop into successful learners, confident individuals, effective contributors and responsible citizens.

We believe they should be:

Safe...protected from abuse, neglect or harm

Healthy...experiencing the highest standards of physical and mental health, and supported to make healthy, safe choices

Achieving...receiving support and guidance in their learning – boosting their skills, confidence and self-esteem

Nurtured...having a nurturing and stimulating place to live and grow

Active...having opportunities to take part in a wide range of activities – helping them to build a fulfilling and happy future

Respected...to be given a voice and involved in the decisions that affect their wellbeing

Responsible...taking an active role within their schools and communities

Included...getting help and guidance to overcome social, educational, physical and economic inequalities; accepted as full members of the communities in which they live and learn

The Getting it right for every child approach ensures that anyone providing that support puts the child or young person – and their family – at the centre.

Child Welfare and Safety

Please note - The use of mobile phones where children are visible is not permitted in Glasgow City Council establishments, including the garden/entrance.

Child Protection Policy

The Child Protection co-ordinator in our Nursery is Liz Peat Head of Nursery

In her absence, please report to Emma Kerr, Team Leader or Lauren Burnett (Lead Practitioner of Attainment)

All adults employed in Langa Street Nursery School adhere to Glasgow City Council Education Services Policy as drawn up in Management Circular 57:

Management Circular No 57 - Appendix 9

All educational establishments and services must take positive steps to help children protect themselves by ensuring that programmes of health and personal 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 personal safety programme for your child's nursery. 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 personal 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 Nursery, or the person deputising for them. If it is thought that there may be possible grounds for concern regarding the welfare or safety of any child The Head of Nursery or person deputising for them must then follow the Child Protection policy and procedure and immediately report their concern to the Social Direct Care office and take advice.

Child Protection procedures - Please inform us if your child is going to be or is absent from nursery as this lets us know that you are safe and well. We will give you a call if we have not heard from you to keep in touch and ensure all is good and well.



Nurturing our Children at Langa St Nursery

- 1. Children's learning is understood developmentally.** It is important that staff know your child very well so that we can help your child learn new skills. We value your views regarding your child as their parent/carer.
- 2. The nursery offers a safe base.** Your child is supported, loved, develops independence and friendships with the understanding that the nursery is a safe place to be.
- 3. The importance of nurture for the development of self-esteem** Nursery staff listen and respond to children in ways that shows they are valued, important and thought about each day
- 4. The importance of transitions in children's lives.** Staff at Langa Street Nursery recognise that even the smallest of changes in children's everyday lives can affect how they feel and behave. Home to nursery, playroom to playroom, even a member of staff going for lunch can be a transition point for a child during his/her nursery day. Staff at Langa Street are mindful of these transitions and children treated respectfully and sensitively.
- 5. Language as a vital means of communication.** Langa Street Nursery has *Language and Communication Friendly Accreditation*. This means we endeavour to ensure our knowledgeable staff provide a rich learning environment that enables children of all abilities to be supported and challenges in their development of language and communication
- 6. All behaviour is communication** Children and adults use behaviour to communicate how they are feeling. At times when young children don't have either the opportunity or the ability to communicate verbally they show this in their behaviours. Staff at Langa Street Nursery are sensitive and knowledgeable in child development and behaviours therefore provide children with coping strategies such as mindful activities, comfort, love and understanding whenever they need it most.

Accessibility Strategy

The nursery has a duty to ensure that our children have equal access to the curriculum, supported as appropriate to their individual needs. This covers not only the content of planned activities and teaching strategies, but also minor adaptations to the physical environment of our buildings to address the needs of children with physical or sensory impairments, including the relocation of playroom to the ground floor where feasible.

We also need to ensure that parents and carers who have a disability have equal access to information about their child. This will involve, for example, relocating the venue for parents'/carers' meetings to facilitate physical access; provision of an interpreter for people who have a hearing impairment; agreeing a phone contact system to provide direct feedback to parents and carers.

Physical Access

Langa Street Nursery School is a single storey building with easy access to all parts and complies with the Accessibility Strategy published in 2004. There are ramped entrances, wide doorways and no requirement for a lift. A short flight of stairs links the main corridor to the Cadder Room and Lunch room. This stairway has been fitted with a handrail. There is an accessible toilet suitable for wheelchair access.

Communication

Your child's best progress requires us all working together. Please let us know of any changes in circumstances at home that may be affecting your child. We can provide an interpreter for parents' meetings and meetings with other specialists, for example with the Educational Psychologist. We have a Communications folder with translations in various home languages to support routine messages between parents and staff.

Curriculum

Our learning experiences start from the needs and interests of the children. We adapt our teaching methods and approaches to individual requirements. Personalised learning plans are in place for children with Additional Support Needs. Any child may need extra support in his/her learning at some point. This may be a short-term need, for example if the child has experienced bereavement, or the child may have long-term learning difficulties. Early identification of children's Additional Support Needs is a very important part of our work. Careful observations are made of the children's learning, and these are discussed as a team. Plans for additional support are prepared in partnership with parents and any visiting specialists, and often involve the creation of a Wellbeing Assessment and Plan. Our Support for Learning Worker plays an important role in implementing these plans with individual children. A group of local Education professionals form a Staged Intervention and Inclusion Meeting, and it is possible for individual children to have their needs and supports discussed at these meetings, with parental consent.

Register of Applicants

Application forms are available from the office or on-line from www.gfis.org.uk. We will keep a register of all applicants, and this will be used to allocate places in the nursery. Parents can ask to see/change their application form at any time. If circumstances change which affect the application, you should speak to the Head of Nursery and let them know.

Admissions Policy

Admissions Panel meetings are held termly. All nursery places are allocated in line with Glasgow City Council's Admissions policy. A leaflet explaining this policy is on display and copies are available from the office. You

can also visit GFIS website www.gfis.org.uk for further information on admission to early years establishments in Glasgow and charging rates.

Enrolment Procedures

We will notify you as soon as a suitable place becomes available for your child by phone and/or letter. We will then agree a starting date and settling-in arrangements where we will complete the necessary paperwork, hear all about your child and talk through various aspects of starting nursery and answer any questions you may have. If you wish to apply to change your child's nursery days/times/sessions, you need to request this in writing. We can only change subject to agreement and availability and we require 4 weeks' notice.

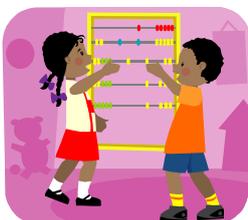
If you wish to reduce or otherwise change your child's nursery days/times/sessions, affecting their charged hours, you need to request this in writing. We can only increase hours subject to agreement and availability and we require 4 weeks' notice. The offer of a nursery place is a valuable support for children's development and for families.

Settling In

We want your child's experience of Langa Street Nursery to be a happy one. It is important that each child feels secure in a caring environment. The move from home to nursery can be difficult for many children. There are new people to meet, new routines to learn and unfamiliar spaces for the children to find their way around.

When your child starts nursery, we ask that you stay at nursery until you and the staff feel confident that your child is ready to be in nursery without you. Each child is different and the amount of time for your child to settle will depend on a number of factors, including how confident he/she is; whether they are used to being away from you and how easily they make friends. Initially you will be asked to remain in the area outside (or playroom) with your child, until he/she begins to build a bond with the staff. Once this is established, we will ask you to wait in another part of the nursery for a while, or to be very close by to nursery. It is important to let your child know where you are going and to reassure them that you will come back. When they feel your child is ready, our staff will advise you when you can begin leaving your child. The first parting is usually around an hour, followed by a gradual increase in time until your child is fully settled. Our staff are very experienced in settling children and will work closely with you to plan the best way forward for your child.

Please ensure you have set aside time to settle your child in nursery. If you are working parent(s) it is ok to arrange for a family member to support you in settling your child however it is important that a parent comes on the first day to complete the paperwork. If you have children settling in different rooms, we will give you different start days and times so that you can support each one in turn.



Arrival and collection of children

A responsible person should bring and collect your child each day. **Please sign your child in and out of nursery on the daily register.**

We will arrange together several opportunities for parent discussion over the year so please attend these appointments when we make them.

Please bring your child to the door on arrival where they will be welcomed by a member of our staff team. Staff are always happy to talk about your child's day and let you know how they are doing. You are welcome to stay for a chat at the start of the session or to arrive a bit earlier at home time. A meeting can be arranged if you wish to discuss anything in more detail. Please remember to let a member of staff that your child has arrived.

If you have children in two different playrooms, please drop off your older child first as our younger children can sometimes take a bit longer to feel settled on arrival. At home time, please collect your younger child first.

It is important that you collect your child on time as he/she will be waiting for you. If you are going to be late for any reason, please telephone to let us know, so that we can reassure your child and make arrangements for them

We will ask for a **list of people who will be allowed to collect your child. Please tell us immediately** if you are making any changes to this arrangement. Parents should tell us a **password** to be used by people you have authorised to collect your child.

We will not give your child to any person under the influence of alcohol or drugs; nor will we give your child to anyone under 16 years old unless we agree to this and have your written permission. We will contact you to make other arrangements for collection of your child if we have any concerns. We will follow Child Protection procedures when necessary (please see page 9).

Parents Room

When your child is settling, we may ask you to wait in another part of the nursery or nearby for some of the time. We have a bright and attractive Parents' Room, with tea and coffee facilities, where you can relax and meet other parents. There is also a seating area outside the Langa Room.

Suitable Clothing for Play

Some forms of clothing are not best suited for nursery, and we politely request that you avoid clothes such as:

- 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 jewellery or loose-fitting clothing

If possible children should change into **indoor shoes** for health and safety reasons. We suggest gym shoes or soft trainers with Velcro fastenings, so that they can take them on and off themselves for gym and outdoor play. These can be left each day, if you wish. Please label them with your child's name and they can be placed them **inside your child's named shoe bag** so that they don't get lost.

Please dress your child in comfortable, **washable clothes with easy fastenings** for going to the toilet. A sweatshirt with a T-shirt under is a good idea and jogging bottoms are easy for your child when using the toilet. Children will wear aprons or outdoor suits for messy activities but please do not bring them in their good clothes, as they may still get messy. Children need to be free to concentrate on learning without worrying about their clothes. Children should not wear their "best" clothing to nursery each day (except for parties and celebrations!).

From time-to-time children may have little accidents which require them to have a change of clothes, for example at water play. The nursery has a stock of spare clothes, but it is helpful if you can provide a change of clothes including spare underwear for your child. These can be stored in a bag and hung on his/her peg. If your child is toilet training please leave several changes, especially underwear and socks. **If your child wears nappies/pull ups, please provide spare nappies and wipes.**

Please make sure that your child has **suitable outdoor clothing**, including a jacket and appropriate footwear. Open-toed sandals will not protect your child's feet in the outdoor area. The nursery has some wellingtons and sun hats for outdoor play, but it is a good idea to bring your child's own according to the weather, as the children play outside all year round as part of their learning. **Children will be able to play outdoors throughout the year and in almost all weathers. Outdoor play has many health benefits to children and we will not keep children indoors if they are asking to go outside.**

Please write your child's name on shoes, jumpers etc. so that we can easily match belongings to the right children.

Parents/Carers are asked to ensure that **valuable items and unnecessarily expensive items of clothing are not brought to nursery.** 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.

Excursions and consent forms

You will be asked to fill in a general consent form for outings in the local area. If visits further away are planned, we will tell you in advance and ask you to complete a consent form giving your permission for your child's participation. We will not take a child on any form of transport without your advanced written permission

Photographs/Videos

Photographic and/or video recordings are made for educational purposes. Please let the Head of Nursery, Team Leader or Lead Practitioner of Attainment know if you have any objections to this. A school photographer visits every year and parents may choose whether they wish to buy copies of the photos.

On occasion, children in the nursery may feature in publicity material such as the local newspaper or educational publications. You will be asked to fill in a permission slip when your child starts nursery. The nursery Twitter page and website may carry pictures of children during their play only if you have given permission for this.

Emergency closure arrangements

We make every effort to maintain a full educational service, but on some occasions, circumstances arise which may cause the nursery to be closed. Schools and nurseries may be affected by, for example, severe weather; temporary interruption of transport; power failures or difficulties of fuel supply. If this happens we will do all we can to let you know the details of closure and re-opening. We will keep you informed. This may be by using letters; telephone; text messages; notices in local shops or community centres; announcements in local places of worship; announcements in the press or local radio; or on Glasgow City Council's webpage: www.glasgow.gov.uk

Emergency contacts

Please provide the nursery with the name, address and telephone number of at least one contact person that we can use in case of emergencies. **It is very important that we always have correct contact details – please immediately update us with any changes to your own or emergency contact’s details.**

Meals

A healthy lunch will be provided if your child attends for the morning session or the full day. Afternoon session children will receive a “high tea” which is small, healthy, appropriate meal, at around 4.00pm. We will discuss with you any special dietary requirements your child may have.

Snacks and promotion of healthy eating

We encourage children to develop healthy eating habits throughout their time at nursery. Their daily snack in nursery will include milk or water, with a variety of fruit and other healthy snacks. Please do not allow your child to bring any food into the nursery or the cloakroom as this can cause upset and can be dangerous for children with allergies. Children are not allowed to eat chewing gum in nursery for safety reasons, as they can easily choke during activities.

During baking/cooking activities children will prepare foods which may be eaten in nursery or taken home. At parties and special celebrations there may be a variation from the standard menu, but the emphasis at all times is on healthy eating. **When your child has a birthday**, we will celebrate their special day with a small party. They will receive a small gift and card and there will be a special snack. Please do not bring birthday cakes into Nursery as there could be children with allergies.

We have lots of experience supporting healthy eating and are happy to offer advice and support to parents. It generally helps not to offer children sweet treats or “takeaway” type foods just before or after nursery as this makes it less likely that children will eat the healthy foods at nursery too.

Please tell us if there are any foods that you do not wish your child to eat.



Toy, activity and celebration Fund

We ask parents to contribute to our nursery “toy/activity fund” - £3 per week. This contributes to a range of activities that couldn’t provide otherwise – leavers gift bags, parties, special snack items, outings and experiences and additional resources, baking items and spending money for local shops and supermarkets to promote healthy eating talking about foods. We understand that families are under financial strain, therefore in you have difficulty contributing please let us know as we would like to support you.

Medical and Health Care

Medication

Prescribed drugs can be administered in nursery, where necessary, at the discretion of the Head of Nursery and with the agreement of the staff. If your child needs medication while in nursery, please discuss requirements with the Head of Nursery/Team leader who will ask you to fill in the necessary forms. Please be aware that you will need to allow some time for the forms to be filled in and signed, and no medicine will be given without this.

- **Medicines must have the pharmacy label on with your child’s name and date of birth before we can administer any medication, and you must administer the first dose.**

- **If your child suffers from asthma, please tell us of any circumstances that are likely to cause attacks. Please provide an inhaler which can be left in the nursery at all times.**
- **If your child suffers from epilepsy or other conditions which may result in emergencies, you must tell us what emergency treatment will be needed. We will seek medical advice and additional training as required.**

Child Illness

Please be assured that we follow national guidance to protect the health of all the children in our care. **If your child is ill, they must not attend nursery. If your child has had symptoms of vomiting or diarrhoea (or both), it is essential that they do not attend nursery until 48 hours after the symptoms have stopped. If you're not sure, please phone us before you bring your child to the nursery. **If your child is going to be absent you should contact the nursery to let us know.****

Please let us know if your child is suffering from any infectious diseases, as these can have serious implications for other children, parents and staff especially the Chickenpox virus. Please be aware of the latest guidance on symptoms that mean a child should not attend due to being infectious.

If your child becomes ill whilst at nursery we will try to make them comfortable while we contact you or the emergency contact person. In the case of some infections this may require them to be supported in a suitable space away from other children. In the event of a serious emergency your child may be taken to hospital.



Minor accidents or upsets

Nursery staff, following our first aid procedures and Promoting Positive Behaviour policy, will deal with these sympathetically. Parents will be contacted if necessary. You will be informed of any minor accidents/incidents and asked to sign an accident form. If your child has a bump to the head will call you in advance just to make you aware.

Please keep us informed of any upsets or minor accidents at home so that we can be prepared to offer your child appropriate support when necessary.

Visits to the nursery by medical staff

We work closely with the Oral Health Team (Child Smile) who may visit the nursery to offer advice to staff, children and parents on health matters. Dental and visual screening is provided for children by appropriate health professionals, and relevant permission forms will be provided before-hand.



Health Therapy teams (e.g. Speech and Language, Physiotherapist, Occupational Therapist) will sometimes work with children in the nursery after appropriate referral procedures and arrangements with parents.

Local Health Visitors work closely with all local nurseries and a representative attends our Local Admissions Panel.

The Nursery Curriculum

In line with all other educational establishments throughout Scotland, Early Years Centres implement Curriculum for Excellence. This has been designed to help children build the skills, knowledge and attitudes which will help them in a fast-changing world. Some of these are listed below:

Purpose of the Curriculum 3-18 – to enable all young people to become:

<p>Successful Learners with:</p> <ul style="list-style-type: none"> • Enthusiasm and motivation for learning • Determination to reach high standards of achievement • Openness to new thinking and ideas <p>and able to:</p> <ul style="list-style-type: none"> • Use literacy; communication and numeracy skills • Think creatively and independently • Learn independently and as part of a group • Make reasoned evaluations • Link and apply different kinds of learning in new situations 	<p>Confident Individuals with:</p> <ul style="list-style-type: none"> • Self-respect • A sense of physical, mental and emotional well-being • Secure values and beliefs • ambition <p>and able to:</p> <ul style="list-style-type: none"> • relate to others and manage themselves • pursue a healthy and active lifestyle • be self-aware • develop and communicate their own beliefs and view of the world • live as independently as they can • assess risk and make informed decisions • achieve success in different areas of activity
<p>Responsible Citizens with:</p> <ul style="list-style-type: none"> • respect for others • commitment to participate responsibly in political, economic, social and cultural life <p>and able to:</p> <ul style="list-style-type: none"> • develop knowledge and understanding of the world and Scotland's place in it • understand different beliefs and cultures • make informed choices and decisions • evaluate environmental, scientific and technological issues • develop informed, ethical views of complex issues 	<p>Effective Contributors with:</p> <p>an enterprising attitude</p> <ul style="list-style-type: none"> • resilience • self-reliance <p>and able to:</p> <ul style="list-style-type: none"> • communicate in different ways and in different settings • work in partnership and in teams • take the initiative and lead • apply critical thinking in new contexts • create and develop • solve problems

How we promote learning

We also follow the *Pre-Birth to Three* curriculum guidelines, which focus on

- Relationships
- Responsive Care
- Respect
- Rights of the Child

The national guidance document *Realising the Ambition* gives detail about the play-based pedagogy that we use in nursery and detail of what makes for high quality nursery settings.



<https://education.gov.scot/media/3bjpr3wa/realisingtheambition.pdf>

We promote learning by:

- Effectively supporting children's wellbeing through routines, healthy lifestyles and positive support for their emotions
- Getting to know the children; observing their needs and interests.
- Planning and organising a well-balanced programme to meet the children's needs and following their own interests and motivations
- Careful assessment and recording of the children's progress
- Regular monitoring and adjusting of our provision to aid children's learning
- Regularly sharing learning with parents to enable learning at home to develop alongside learning at nursery

When your child starts nursery, you will be asked to help complete an **All About Me booklet**. This will be the starting point for your child's learning journey in the nursery. We will also observe the children as they settle, in order to find out more about them. We will plan interesting and varied experiences, to build on the learning that you have started at home and help children develop the skills and attitudes that they will need in life.

Children learn through play and all the experiences in the playrooms are planned to help them develop a variety of skills using relevant, real-life contexts. We take into account the children's needs and interests to plan a balanced programme of challenging and enjoyable learning experiences.

Please participate in any home activities that we send home (such as rhyme of the month) as much as you can.

Children benefit from some challenge and risk in their play, and this is accepted by the Care Inspectorate, Health and Safety Executive and with the Play Strategy for Scotland. Some play activities carry some risk, and this is assessed by staff where there is a benefit to children. Some activities such as cooking on the fire, climbing and balancing and using the work/tool bench have a risk of children having minor bumps and grazes. All activities are assessed to reduce this risk. Please be aware though that these activities are part of our curriculum and will be offered to children. Making mistakes and learning from them are how we all learn to improve in our skills and in general therefore children experiencing making mistakes and how to get better at tasks is an important part of their development and learning.

Working Together to Support Learning

Research shows that children learn most effectively when staff and parents work together and share the same aims for the children.

We will liaise with parents from the time of enrolment to learn about your child and family, so we can plan for his/her needs. We will also do our best to help you to understand what your child is learning in nursery and will share suggestions of how you can support this at home.

We are always keen for parents to share ideas and information about children's learning. We particularly want to learn about what your child is interested in, any questions they are asking at home and any successes they

have outside nursery. Information you share will be included and celebrated in your child's learning journey folder. Parents are encouraged to regularly look at their own child's folder and are invited to contribute to this. Please talk to the staff about any suggestions or concerns that you may have about the learning opportunities for your child.

Details of our recent and planned learning will be shared with parents, using newsletters, Twitter, with ideas for supporting your child's learning at home. Forms are available for parents to share what you have done with your child and what you noticed about his/her learning.

We are currently working behind the scenes to develop our Digital Learning Platform format for sharing your child's learning and development with you. (Seesaw). We will roll this out as soon as possible in the new term.

Please download the Twitter app and follow us on:

@LangaStNursery

We often post events both taking place in the nursery and in the community therefore it is worthwhile to download and join in!

Additional Support for Learning

We aim to give all of the children the opportunity to progress and develop their skills within the nursery. We believe that all children learn in different ways and may experience a variety of additional support needs at different times in their education. For some children, the support they require will be of a long-term nature, whereas for others it may only be temporary. All staff support all of our nursery children, however our key worker system ensures that named staff have a very good knowledge of individual children and can plan effectively to meet their needs.

Parents who have any concerns about their child's development should discuss this with their child's key worker or the Head of Nursery. If the nursery staff identify any areas where a child would benefit from additional support, then we will discuss this with you and together decide on the best course of action to help him/her. This could include working with our Support for Learning Worker; seeking support from other agencies e.g. Speech Therapy or consultation with our Psychological Services. For some children more time in the 2-3 year old room may be beneficial to their learning and development.

All children are special to us and loved at Langa Street Nursery and the appropriate support is provided to enhance the child's all-round development. We have established an effective method for total integration of children with additional support needs, and all children are included in all indoor and outdoor activities within the nursery. The nursery has an effective working policy in the integration of children with additional learning needs.

Parents/carers know their own children in a way that Key Workers never can. If you feel your child has a behavioural or learning difficulty, please share it with his/her Key Worker. Your child's Key Worker sees your child in a different setting and will share any concerns they may have about your child development. The nursery is very fortunate in having strong links Health Visiting Teams and the Child Development Centre at Woodside. If required we can with permission and in consultation with parents refer to Physiotherapy, Speech and Language Therapists, Health Visitors & Educational Psychologists without whom we could not provide specialised support for both parents/carers and children.

Further information relating to Additional Support Needs is also available on the Glasgow City Council website: <https://www.glasgow.gov.uk/article/4726/Additional-Support-Needs>

Other organisations which provide advice, further information and support to parents of children with Additional Support Needs include:

Children in Scotland: Working for Children and their Families, trading as “Enquire – The Scottish advice and information service for additional support for learning.” This is a charitable body, registered in Scotland under registration number SCO03527.

Parent Club - <https://www.parentclub.scot/topics/health>

Scottish Independent Advocacy Alliance – a charitable body registered in Scotland under registration number SCO33576

Scottish Child Law Centre – a charitable body registered in Scotland under registration number SCO12741

School Improvement Plan

Our priorities for development for 2024-2025 are:

1. Raising attainment -Glasgow Counts in our Playrooms – Numeracy Challenge
2. Using the Whole School Nurture Approach embedding Nurturing Principles by being Attachment Led and Trauma Informed
3. Quality Assurance – Improving our Systems in evaluating and monitoring our practice and our environment
4. Continuing our Mindfulness Journey at Langa Street

You can read out latest Care Inspectorate report at:

<https://www.careinspectorate.com/index.php/inspection-reports> (Search Langa Street Nursery School)

School Policies and Practical Information

Parents, staff and partners help to review our policies, which are kept in the Policies Folder in the Head of Nursery’s office. Please ask if you would like to see this or have a copy of any of our policies.

A list of local authority policies, including information on inclement weather arrangements, emergency plans, health checks, discipline, school meals, information about school uniform and applying for funding etc. is available on the Glasgow City Council website:

<https://www.glasgow.gov.uk/article/1992/Schools-and-Learning>

Learning in the 2-3 year old playroom

Our Cadder Room is bright, attractive and promotes children’s learning through their senses and through rich language and real-life experiences. It includes a wide range of resources and experiences to help your child learn. The children benefit from close relationships with staff and small groups of friends. There are opportunities for children to rest. There is also direct access to the garden, where the children spend much of the day. The children also benefit from opportunities to play in the gym/lunch hall, supported by our caring and responsive staff.

Our curriculum is thoughtfully designed to support children’s progress, independence and wellbeing. Please be aware that children’s learning at this age comes mostly through good quality play experiences.

We follow national guidelines and plan learning experiences to help develop children's:

- Emotional wellbeing and social competence
- Communication
- Curiosity
- Movement and co-ordination

We use the following Scottish Government document 'Realising the Ambition: Being Me' to inform our practice.

It is an excellent resource and underpins our daily practice. This helps us to plan and support each other and our children and families in our care.

<https://education.gov.scot/improvement/learning-resources/realising-the-ambition/>

We also utilise The Pre-Birth to Three document is a framework of guidance from the Scottish Government. Nine features of learning have been identified to assist in putting them into practice: **Role of Staff, Attachment, Transitions, Observation, Assessment and Planning, Partnership working, Health and Wellbeing, Literacy & Numeracy, Environments and Play.**

- Role of staff – Our staff have a vital and rewarding role in promoting the four key principles. They get to know individual children well and tune into their needs.
- Transitions –We support children when they start nursery and when it is time to move on to the next stage in their development and learning.
- Partnership working – we build strong and effective partnerships with parents and other agencies, to ensure the health and wellbeing of each child.
- Literacy and numeracy are fundamental for children to function effectively and to contribute to society. We provide daily learning experiences to build these skills through singing, stories, early mark making, encouraging children to talk about their own experiences, playing counting/sorting/matching games and number rhymes.
- Play – children develop skills and understanding as they investigate, and problem solve. They learn to co-operate, share and work in small groups.
- Attachments – responsive and caring adults are essential for young children to develop and thrive. Our key worker system helps children to form close bonds with staff.
- Observation, assessment and planning – staff pay close attention to the children's learning to provide a focused and individualised approach. Plans start from what the children can do and provide additional support and challenge to extend their learning.
- Health and Wellbeing – all children have the right to experience a healthy start in life. Our programme is carefully balanced to meet their physical and mental health needs.
- Environments and Play – our indoor and outdoor spaces are organised to help children to learn through their senses, using an interesting selection of natural and man-made materials

Learning in the 3-5 year old playrooms

Our curriculum is thoughtfully designed to support children's progress, independence and wellbeing. Please be aware that children's learning at this age comes mostly through good quality play experiences.

Through play and planned learning experiences, we aim to help children develop as Successful Learners, Confident Individuals, Effective Contributors and Responsible Citizens. We plan for the 8 areas of Curriculum for Excellence, to help children to:

Health and Wellbeing

- feel good about themselves
- learn about what our bodies need to stay fit and healthy
- find out about the importance of exercise, food, hygiene and sleep
- make friendships and build bonds with caring adults
- learn to cope with change in their lives
- know how to get help if they need it

Literacy and English

- develop talking, listening and understanding of language
- have fun with the rhythm of different words and sounds
- develop early reading skills using books and other print, including on screen
- make up their own stories, retell favourite stories and rhymes
- use books or the internet with an adult to find information
- develop early writing skills using a variety of ideas and tools

Numeracy and Mathematics

- develop an understanding of numbers and counting skills
- develop thinking and problem-solving skills
- investigate shapes, make and follow patterns
- learn about money and how it is used
- investigate measuring with everyday objects
- ask questions to gather information
- find out about different ways to measure and record time

Expressive Arts

- experiment with different materials
- design and make their own models and pictures
- learn about some artists and the different ways they work
- experience performances by visiting artists
- take part in their own performances and show their work
- explore ways of moving in dance and creative movement
- enjoy singing, responding to and making music
- explore ideas in a range of drama, role play and imaginative play situations



Sciences

- develop an interest in investigating the world around them
- find out about simple forces
- develop understanding of their body and how it works
- observe living things and understand their place in the world
- learn about the uses of science in everyday life.

Social Studies

- explore how people lived in the past
- explore the world of nature and care for the environment
- explore places and features of their local area
- try a variety of foods and discover where they come from
- investigate the weather and the seasons
- find out about different shops, services and people who help us
- learn to make choices and decisions about their work and play

Religious and Moral Education

- learn about some beliefs and practices of various world religions
- find out why celebrations and festivals are important parts of life
- develop respect for other people and cultures
- learn to care for each other and to share
- begin to develop an understanding of what is fair and unfair

Technologies

- play with and explore some technologies
- find out how these are used to help people's lives
- design and make their own models
- find out about different materials
- reduce, re-use and recycle to help to care for the environment
- work with a range of tools, materials and software

We plan for children's learning based on children's interests. In addition, children learn through daily investigations in our sand, water, art, computer, construction and outdoor areas. Our aim is to develop skills in our children, be confident in those skills and be able to apply them in other areas. Ensuring children's Health and Wellbeing is paramount as is providing high quality learning experiences and spaces to raise children's attainment in Literacy and Maths through a broad and balanced curriculum.

The following national websites are excellent sources of information on the curriculum:

<https://education.gov.scot/parentzone/>

<https://education.gov.scot/improvement/practice-exemplars/a-summary-of-elc-resources/>



Assessment

Our assessment is a continuous process which is carried out by observing, listening and talking to your child during everyday activities. Information gathered in the nursery is passed on to staff to continue and build on.

Staff regularly monitor and record children's progress and development in each area of the curriculum. Each child has their own online learning journal. Staff regularly review the journals with the children. We also collate children's physical learning experiences in large floor books where children

You will be invited to share in the assessment of your child's learning through informal chats; and by completing **Home Link sheets** to comment on your child's learning and development outside nursery. These will be added to your child's learning journal.

We will organise parents' meetings when you can exchange information with staff about your child's development. Parents are also welcome to discuss their child's progress on an informal basis with staff throughout the year, or to request a meeting with the Key Worker and/or Head of Nursery.

Nursery/Primary Transition

The assessment information which is recorded throughout your child's time at nursery will be used to prepare the Transition Record when your child is moving on to school. Parents are invited to comment on the Transition Record and your child's views will also be included. You will receive one copy and another copy will be sent to your child's primary school.

At the end of their time in nursery, your child will receive some items from their Learning Journey folder. Other examples may be passed on to their receiving school as evidence of their learning. We are currently embarking on our Digital Learning Journey and will have more information on this in the New Year.

We work closely with local primary schools, to help children to make the move on to primary as smooth as possible. Staff and children from our link schools visit the nursery and the nursery children have opportunities to visit the primary schools, to participate in shared learning. Children, parents and staff are invited to concerts and other events in the schools. Meetings are arranged to share information and plan for children who have Additional Support Needs. Children due to start school in August should be registered for a place at school in November. Information on school enrolment is displayed in the nursery.



Parental Participation Strategy - Working in partnership with you

We aim to develop a good working relationship with parents so that staff and parents can support each other in the very important task of educating and preparing children for life. We value your experience as the main educators in your children's early years and hope that you will continue to play a major role in your child's learning when he/she starts nursery.

We celebrate children's achievements at nursery and at home including through our WOW Wall. Please tell us when your child achieves something at home and we would love you to send us a photo (these can be emailed to headteacher@langastreet-nursery.glasgow.sch.uk)

We communicate through emails, text messages, newsletters and social media (Twitter). Please read information that we send out.

Parents are always welcome in the nursery. There are many areas of the nursery where parents can help develop the children's learning, for example at the computer; reading stories; art; helping with outings or parties. Please tell us if you have a skill to share or would like to help on a regular or occasional basis.

You are invited to join our **Parents' Group**. As well as informal chats over a cup of tea, the group helps to share ideas, to give feedback on the work of the nursery and assists us to plan for future developments. Please speak to one of the staff if you are interested. Information about the group will be on the notice board and in our newsletters.

Information is displayed in the Parents' Room and reception areas about various services in the area which may be of interest. A folder of helpful information and a selection of books on a range of issues are available to browse in the **Parents' Room**. Please do not remove these from the area, as other parents need access to them. You can ask for a copy of any leaflets.

Information about the community is displayed on the **Community notice board**. If there is specific information you would like to know, please ask. If we do not know we might be able to find out for you. Other parents are also great source of information.

In Langa Street Nursery children, parents and members of the community are involved in a number of ways:

Parents and Carers:

- Parents are welcome to visit the nursery with their child before he/she starts nursery.
- Parents and carers play an active role in settling in new children. Procedures are in place for a flexible, adaptable approach to meet individual needs.
- Transition within the nursery is supported by meetings between parents/carers and both key workers.
- Parents of children moving between rooms may accompany their child on visits to the new playroom.
- Regular and up to date information is provided in a variety of formats, including written and face to face.
- Parents share information about their child to help staff to plan to meet their individual needs.
- Parents are encouraged to view their children's learning folders regularly and to share information about their learning and development.
- Parents' comments and suggestions help to shape our policies and practice.
- Daily contact helps to build positive relationships between children, parents and staff.

- Parent Workshops are held to share information about the curriculum and various other themes to support families. Parents have the opportunity to visit the playrooms and discuss with staff how learning is supported at all stages.
- Parents of children with Additional Support Needs play an active role in review meetings. They are included in any training we arrange relevant to their child's needs.
- Information is provided on a wide variety of topics relating to child development and parents' role in this.
- Information and displays are provided on a range of health issues.
- We organise representatives from various partnerships to set up displays and speak with parents e.g. Oral Health; Benefits Advice or Support for Employment.
- Parents accompany children on visits within the local and wider community.
- All Parents are invited to participate in the Parents' Group.
- We have welcoming areas where parents can relax within the nursery.
- Parents are consulted as part of the process of self-evaluation of the nursery.

Members of the Community:

- We work closely with Cadder Housing as part of a local stakeholders group.
- Members of the community are invited to nursery events.
- Pupils from local high schools participate in a Work Experience programme within the centre. They also plan games for the children in nursery.
- Representatives from the nursery attend local forums with health partners and other nurseries.
- Children from the nursery visit local schools and work closely with school children on joint projects in the nursery.
- Members of the community are invited to participate in the Eco Committee.

The Wider Community

We are a member of the John Paul Learning Community and meet regularly with representatives from schools within the area to promote continuing improvements in the children's education.

We liaise with:

- Social Work
- Health Services
- Other local nurseries
- Local schools
- Community Groups
- Libraries and Museums

The children enjoy outings to local parks and museums as part of their learning. Workshops are also arranged within the nursery, led by visiting specialists such as Drama, Dance and Football coaches.

We also involve children in our local community, both in walks and nature visits but also using shops and other amenities. You are asked on the enrolment form whether you give permission for your child to go on local outings – please support this. If we wish to go on a “trip” further afield, for a longer time, we would issue a specific permission form and may often ask for parent helpers.

Links with Primary Schools

Most of the children from the nursery will move onto Cadder, St. Mary's or St Blane's Primary Schools. Nursery staff will liaise with these and other local schools to exchange ideas and information, to arrange visits and to co-operate in pre-entrant programmes that will help to ensure a smooth transition for children starting school.

We also send information and will host visits from staff in other schools to which we send a few children.

A copy of each child's Transition Record will be sent to their receiving school and the Head of Nursery is always pleased to discuss the information with these schools.

Equal Opportunities and Social Inclusion

At Langa Street Nursery School we believe that everyone has an important contribution to make to our nursery and that their efforts should be treated with respect. Everyone who is part of our nursery should feel that they are fairly treated and equally valued. Bias, segregation, stereotyping or discrimination are completely unacceptable to all at Langa Street Nursery. All staff are responsible for ensuring that this policy is carried out through every aspect of nursery life. We are very proud of our nursery's rich cultural diversity, with children and parents/carers from many different religions and cultural backgrounds. We aim to celebrate all the religious festivals that are important to our families. We may not always know about all of them though – please let us so we know about the important events for your family (e.g. Chinese New Year, Diwali, Eid).

Dealing with Racial Harassment

The Race Relations Act of 1976 makes it unlawful to discriminate against someone because of her/his 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 all 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 had the right to be happy and secure at nursery.



Helping our Children Understand their Emotions and Regulate when feeling overwhelmed.

Within Langa Street Nursery, we promote positive behaviour and understand that all behaviour is communication. We aim to build children's confidence and self-esteem, while encouraging them to respect and consider the needs of others. Children are encouraged to speak to a staff member if they are experiencing any minor upsets or difficulties. We also aim to build their confidence so that they can say firmly "Don't do that. I don't like it." Developing self-confidence helps children by teaching them to have control over their own lives and can speak out if they are uncomfortable in a situation or do not feel comfortable with another person's behaviour/actions.

Staff deal calmly but firmly with any disputes between children and are consistent in their approach. They try to establish the reasons for the behaviour and seek to help the children to reach a reasonable solution. Parents are kept informed of some minor upsets however it would not be appropriate for staff to speak with parents every time a child is involved in a minor dispute in nursery as children are learning each day to share, manage emotions, learn how to separate emotion from action, compromise, tolerate, understand personalities and children who have difficulty in communication and language development. In general, you will agree, a lot to learn at such a young age/stage socially and emotionally each day! Teaching our children to be kind, understanding and confident in themselves is imperative.

Community Addresses and Contacts

Douglas Hutchison
Executive Director of Education
Glasgow City Council
City Chambers East
40 John Street
Glasgow
G 1 1JL

Tel: 0141 287 2000

Suggestions and Complaints

At Langa Street we really want to make yours and your child's nursery experience the best it can possibly be. We are always keen to maintain and improve our service and will do our best to make sure you remain satisfied with our practice.

We welcome suggestions through daily discussion; comment slips on our newsletters and through the Suggestions Box in Reception. Any person who has any concerns or complaints about any aspects of the nursery service should talk to the Head of Nursery or the Team Leaders, who will do their best to explain / deal with the situation promptly. This would include an apology if something has clearly gone wrong and immediate action to resolve the problem. We follow Glasgow City Council's Complaints Procedure and log all complaints. You will be kept informed of the outcome of any investigation. If you are not satisfied with the response, please return to the Head of Nursery and explain your worries.

If you are not satisfied, you may contact our Customer Care Team who will:

- take a neutral stance in fully investigating your complaint
- give a decision within five working days, unless there are exceptional circumstances
- explain and tell you what you can do next if your complaint is complex and requires a detailed investigation, or cannot be resolved at this stage

The Customer Service Team <https://www.glasgow.gov.uk/contactus>

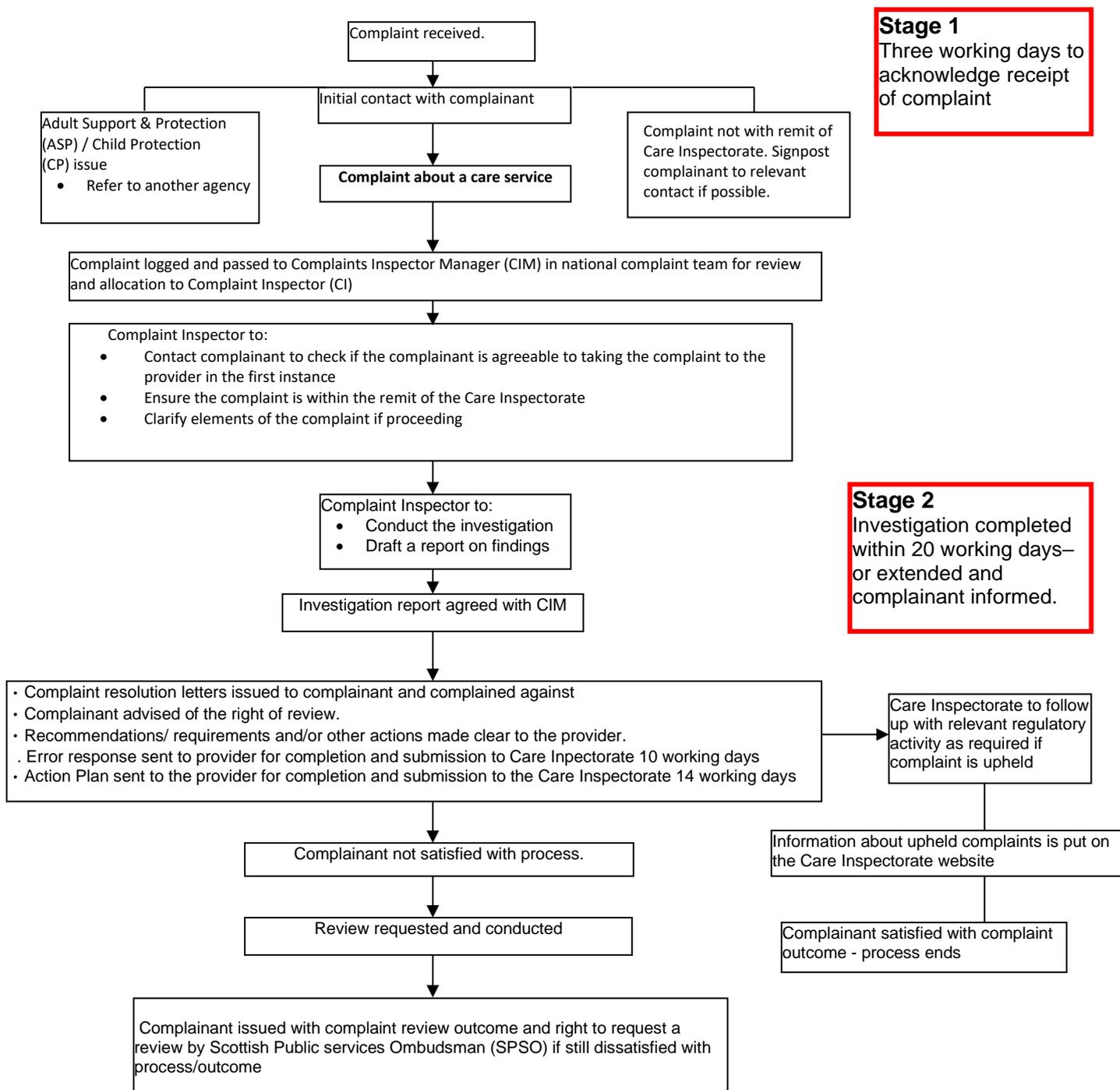
Full details of Glasgow City Council's Complaints Procedure can be found at the above web address.

You can raise a complaint with:

The Care Inspectorate
4th Floor
1 Smith hills Street
Paisley
PA1 1EB
Tel: 0141 843 6840 or national enquiry line 0845 600 9527

A chart detailing the key stages of the Care Inspectorate’s Complaints Procedures is shown here

Care Inspectorate Procedure for Complaints against a Registered Care Service

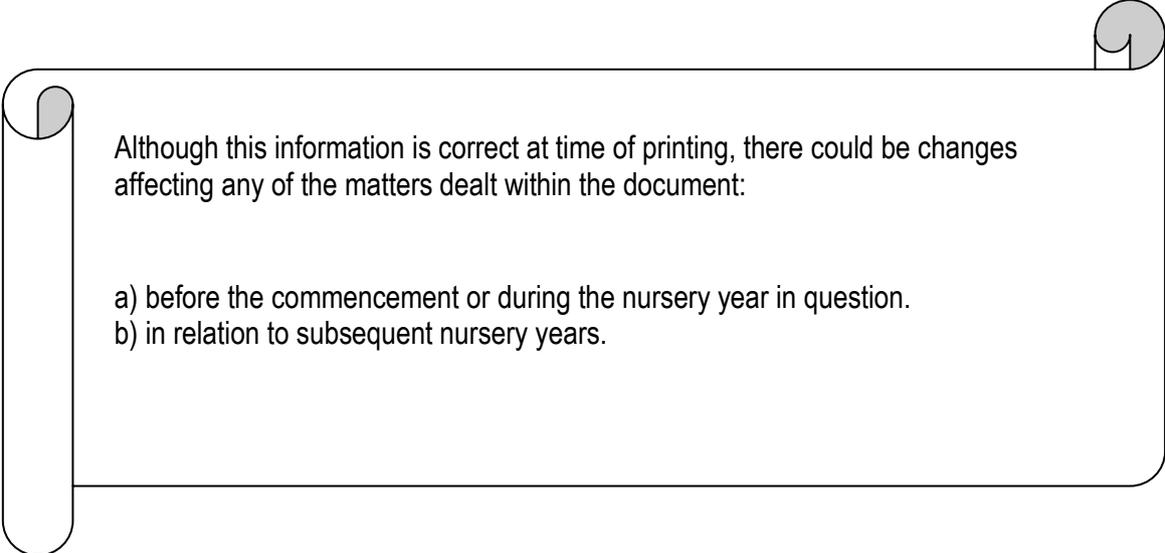


Data Protection

The Data Protection Act regulates the way we handle and process your personal data that we hold.

New rules on how we collect and process your personal data were introduced on 25 May 2018.

We have a legal requirement to comply with all elements of the Data Protection Act.



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

- a) before the commencement or during the nursery year in question.
- b) in relation to subsequent nursery years.

Please Note - no smoking or vaping Policy

The nursery has a no smoking policy for the health of the children and all users. **Please extinguish cigarettes and vapes before entering the nursery grounds**

Mobile Phone Policy

Please disconnect any calls on your mobile phone before and whilst in the nursery. Usage of your mobile phone in nursery is prohibited. **If a parent carer is using their mobile phone in nursery they will be asked politely not to do so.**

Finally, if you require any further information, please get in touch by email or telephone.