Cloan Nursery

HANDBOOK

CLOAN NURSERY

Cloan Nursery
45 Cloan Avenue
Drumchapel G15 6DE
Telephone Number: 0141 944 2191

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Dear Parent/Carer,

Staff at Cloan Nursery offer a welcoming, nurturing and positive environment for all of our families. The nursery is a Glasgow City Council Early Years Establishment which is non-denominational. We strive to work in partnership to ensure the best outcomes are achieved for your child.

The aim of the handbook is to give you information, which we hope you will find both useful and informative.

If you have any suggestions or require anything further, I would be happy to hear from you.

Angela Fraser
Head of Nursery

Our Staff Team	
Management Team	
Angela Fraser, **Head of Nursery**	52 weeks
Lissa Duffy, **Depute Head of Nursery**	52 weeks
Angela Graham, **Team Leader**	52 weeks
Child Development Officers	
Lisa McCourt	52 weeks
Kayleigh Johnstone	52 weeks
Gemma Baxter- Martin	Maternity Leave
Joanne McGarry	52 weeks
Katie MacDonald	52 weeks
Eileen Carruth	52 weeks
Tabitha Medeiros	52 weeks
Natasha Allardice	52 weeks
Lorraine Rooney (Mon, Tue, Alternate Wed)	Term Time
Joanne Munro	Term Time
Nicole Livingstone (Mon, Tues, Alternate Wed)	Maternity Leave
Nikki Cairns (AM)	Term Time
Support For Learning Workers	
Lynsey Greer	Term Time
Sumeera Ashraf	Term Time
Jacqueline Clark	52 weeks
Catering Assistants	
Sandra MacPherson	52 weeks
Carol Benson	52 weeks
Janitor	
Susan Benson (AM)	52 weeks

🌿 Cloan Nursery 🌿

Where Relationships Matter Most

🌟 Our Vision 🌟

A safe, welcoming and nurturing nursery where children feel valued, respected and loved.

We learn through play, outdoor experiences and strong partnerships with families.

💚 Our Values 💚

🤝 Relationships at the heart 🤝

Warm, caring and responsive relationships guide everything we do with our children and families.

🌈 Inclusive and respectful 🌈

We welcome every child and family as they are, celebrating the diversity of our community and making sure everyone feels included and supported.

🌿 Play, outdoor learning and meaningful experiences 🌿

We believe children learn best through play — indoors and outdoors — with adults who know them well and help their learning grow naturally.

🎯 Our Aims 🎯

🏡 Community and Belonging 🏡

To build a nursery where children, families and the wider community feel welcome, listened to and truly part of Cloan Nursery.

💛 A Nurturing and Safe Environment 💛

To provide a secure, caring setting where all children feel valued and supported by positive role models.

🌳 Quality Learning Indoors and Outdoors 🌳

To offer rich, varied learning opportunities across all areas, making full use of our outdoor spaces and local community.

🧠 Children Leading Their Own Learning 🧠

To empower children to be active in their play, with staff who extend learning through strong relationships and skilled interactions.

👩‍🏫 Skilled, Responsive Staff 👩‍🏫

To ensure our team provides high-quality provocations and learning experiences that spark creativity, curiosity and critical thinking.

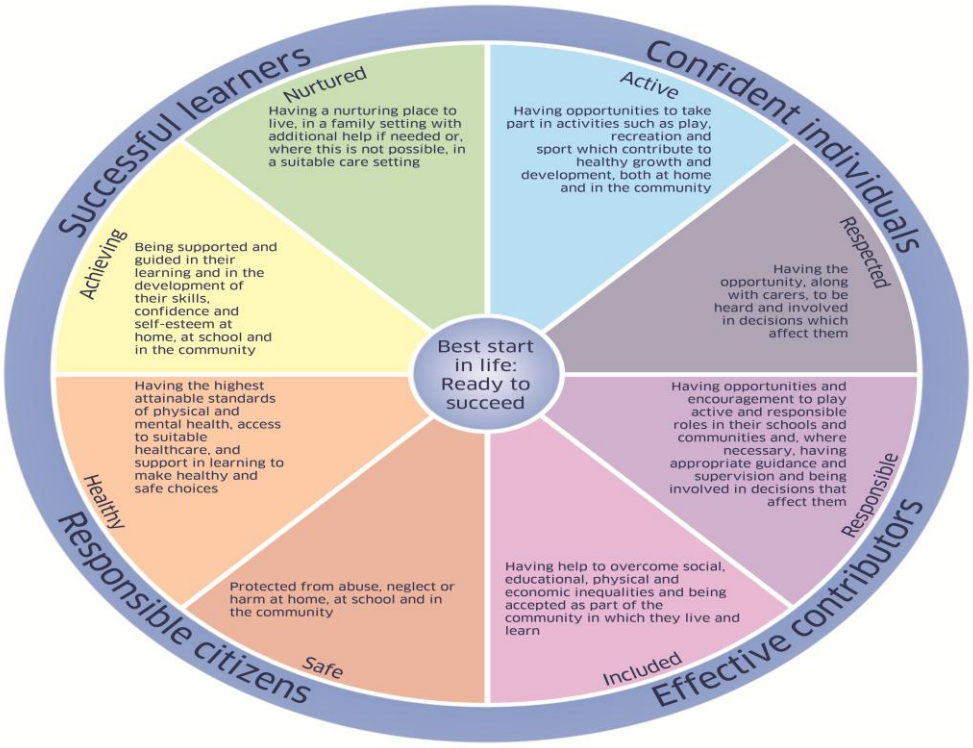
💪 Growing Resilience 💪

To support children through all transitions, helping them build confidence, resilience and a strong sense of self.

The Children's Rights Service provides rights information and advocacy support to children and young people looked after by residential or foster carers and young people in continuing care or aftercare.

For more information about your rights, see the useful contacts and links or contact the Children's Rights Service.

Getting It Right For Every Child – (GIRFEC)



The Getting It Right For Every Child approach is about how practitioners across all services for children and adults meets the needs of children and young people, working together where necessary to ensure they reach their full potential. It promotes a shared approach and accountability that:

- Builds solutions with and around children, young people and families
- Enables children and young people to get the help that they need when they need it
- Supports a positive shift in culture, systems and practice
- Involves working better together to improve life chances for children, young people and families

For more information, please visit https://www.gov.scot/policies/girfec/

Holidays 2026 – 2027

September Weekend	Friday 25 & Monday 28 September 2026
First Mid Term	Friday 9 October 2025 (In-Service Day) Monday 12 to Friday 16 October 2026 (October Week)
Christmas closure	Close on Friday 18 December 2026 Monday 21 December – Monday 4 January 2027 (Christmas holidays)
2027 Return to Nursery	Tuesday 5 January 2026
Second Mid Term	**February mid term break** Monday, 15 February 2027 Tuesday, 16 February 2027 Wednesday, 17 February 2027 (In-service day)
Easter 2027	Friday 26 March 2027 (Good Friday) Monday 29 March 2027 (Easter Monday)
Spring Holiday (Easter)	Close on Friday 2 April 2027 Monday, 5 April – Friday 16, April 2027 (Spring Break) Return on Monday 19 April 2027
May Holidays	Monday 3 May 2027 (May Holiday) Thursday 6 May 2027 (In service day) Friday 28 May and Monday 31 May 2027 (May weekend)
Summer Nursery Close	Close Friday 25 June 2027
Return date for pupils	Monday, 16 August 2027 (Return date for Staff & In-Service Day) Tuesday, 17 August 2027 (In-Service Day) Wednesday, 18 August 2027 (Return date for Pupils)

In Service Days

• Friday 9 October 2026
• Wednesday 17 February 2027
• Thursday 6 May 2027
• Monday 16 August 2027 • Tuesday 17 August 2027

Capacity

0-2 years- 6
2-3 years- 15
3-5 years- 40

Admission Ages of Children

We cater for children from 6 weeks to school age.

Non-Denominational Policy of the Nursery

The nursery is non-denominational; we respect and welcome all children and families of all religious faiths and beliefs.

Learning Community/Local Improvement Group (LIG)

We are part of Drumchapel Learning Community. We work in partnership with all the local Primary schools and Drumchapel High School. We have an Improvement Plan in place for future developments of the service.

Establishment Year

Nursery places are offered on a Term Time & 52 week basis: the nursery is open 52 weeks of the year with the exception of In-service days, public holidays and between Christmas and New Year.

Hours of Opening:

Monday to Friday 8.00am-6.00pm

Daily sessions differ and children attend the nursery full time and part time depending on their entitlement and availability.

Admissions Policy

All nursery places are allocated in line with Glasgow City Council's Admissions and Charging Policy for the Early Years (Management Circular 3a) and staff will be happy to advise you how this policy operates when you apply. An admissions panel meets regularly to decide how nursery places will be allocated. The panel consists of all the nursery area heads of establishments and representatives of other agencies e.g. Social Work Department, Health Board. The place offered is reviewed every 6 months however if your circumstances changes after your enrolment this may affect the type of place you have.

For further information please visit– www.glasgow.gov.uk

Funded Free Places

The MT will inform you of what hours your child will be eligible for an enrolment.

Two Year Olds- Funded Places

Children become eligible for a funded place from the start of the term AFTER their 2nd birthday where they meet the criteria.
The link to apply for eligible 2 funding place is below.

Child's 2nd Birthday falls on or between:	Eligible for 1140 hours of part of from:
1st September to 31st December 2026	January 2027
1st January to 29th February 2027	April 2027
1st March to 31st August 2027	Start of term in August 2027

Three Year Olds- Funded Places

Children become eligible for a funded place the Monday following the child's 3rd birthday.

Registration Procedures

To register your child for a nursery place please come in or phone to arrange to come in and collect an application form. Once you have completed it and have collected all the relevant evidence required, we would ask that you telephone to make an appointment to come in and submit. This is to ensure there is a member of the management team available to go through the form with you and answer any questions you may have.

Fees and Financial Information

Nursery Charges

The charges for nursery provision will vary according to family circumstances and some families will be exempt from charging or be entitled to a reduced rate. One of the management team can provide more information on the criteria for exceptions and reductions. Charges will be payable 4 weekly in advance. The government supports the provision of free part time nursery places for 3year olds and 4year olds. Please see above for entitlement. You will be expected to pay for any additional hours of childcare that your child is allocated.
The nursery is not responsible for the collection of fees. Invoices are issued by the Early Years Charging Team at Glasgow City Council.

Charges as from 2025/2026

Non-resident Standard Rate (3-5's)	£5.50 per hour
Resident Discounted Rate (3-5's)	£4.50 per hour
Non-resident Standard Rate (0-3's)	£4.00 per hour
Resident Discounted Rate (0-3's)	£3.00 per hour
Resident Reduced Rate	£1.00 per hour
Resident Second Child Rate	£2.20 per hour
Resident Third Child Rate	£1.70 per hour
Lunch	£1.52 per meal

Arrears

Where a parent/carer are in arrears, a review of hours allocated will take place. This will, unless in the most exceptional circumstance, result in hours being reduced to part time term time place for eligible 3 and 4-year-old children and in the case of children under 3 the place may be withdrawn. If for any reason that you are finding it difficult to pay an invoice, please speak to a member of the management team as soon as possible. Your situation will be treated in the strictest of confidence, and we will do all we can to advise.

Meals, snacks

We are fortunate enough to have our own staffed kitchen with snacks and meals provided by C.F.M.
All children who are eligible for the 1,140 hours will incur no charges for snacks or lunches.

Dietary Requirements

Please advise us at enrolment of any special dietary requirement for your child.
If your child requires a special diet due to a diagnosed allergy, you will be required to request a letter from your GP ASAP.
This will be given to our catering supplier (C.F.M) in order for them to devise a suitable menu. Children are also offered milk/water and a healthy snack during their session. We support the promotion of healthy eating and encourage children to develop positive eating habits.

Parental Partnership

Our Aims

- To recognise parents as the main contributor to their child's education and development
- To recognise the influence of parental love and care in all aspects of development
- We welcome parent/carer contributions in the monitoring of the centre

Supporting Children with Additional Support Needs-

Sometimes children need a little extra help to be able to fully access all areas of the curriculum. Staff will support children through a range of strategies. Should your child require further support we can discuss further ways of accessing other services with your permission for support and advice. We will discuss targets for your child and a WAP- Well Being and Assessment Plan will be completed.

Settling in Procedure

There is a Key Worker system in place and all children are allocated a Key Worker. When the parent/carer and child are introduced into the playroom, it is the Key Worker who will welcome them, and they will complete the first Transition Record from Home to Nursery.

Over the next few days the time the child spends in the playroom will be increased in order that they can cope when the parent leaves. There is also no set time on how long this process takes as every child has individual needs.

Working Together to Promote Positive Behaviour

Positive behaviour is promoted throughout our nursery by all staff.
All children are supported by caring, nurturing and understanding adults who sensitively support children to build relationships and express their feelings appropriately.
Staff model the types of positive behaviours we want children to learn from, with consideration to the feelings of others, for example, listening and respecting others and our environment. Staff are very realistic about children's behaviours and fully understand that many are age and stage appropriate or affected by different circumstances. This could be something as simple as starting nursery or a new baby in the family. Within Cloan nursery we promote inclusion and would never exclude or discriminate against children who were having difficulty with their behaviours. It is important to involve parents/carers within our strategies for encouraging positive behaviour.
If a child is having difficulties, key workers will discuss this with the parent/carer and work together to support everyone involved, as outlined in our Promoting Positive Behaviour policy (a copy of which is available on request).
We want our families to feel able to talk to us about worries or concerns you may have, with the assurance that it will be treated in confidence and only discussed with relevant staff, in order to support the child to work through this time.
It is our role to interpret the many ways children communicate and ensure they are supported to reduce any barriers to learning in order to access the full curriculum.
Priority will be given to:

- Listening
- Building an ethos of respect
- Setting clear expectations
- Modelling positive behaviour
- Teaching positive behaviour
- Praise and encouragement

We use the Promoting Alternative Thinking Strategies (PATHS) programme to support emotional and social learning within the 3-5 age group.

Parents Events

Every November and March we have Parent/Carers meetings. During this time you will have an opportunity to discuss your child's progress with their keyworker.

Arrival and Collection of Children

A responsible adult should bring a child to and from nursery.
You should ensure that your child is dropped off and picked up on time. The nursery needs to ensure that appropriate staff/child ratios are in place at all times.
In the interests of your child's safety, please inform the Management Team if he/she is to be collected by someone unknown to the nursery, avoiding a difficult situation when a child cannot be allowed to leave with an adult who is a stranger to the staff.

Attendance

We hope you will make full use of your child's placement in the nursery. If, however, your child is ill and is going to be absent, **please telephone** and let us know. If your child is absent and you do not call we will contact you as part of our management of absence policy.

Information in Emergencies

We make every effort to maintain a full service, but on some occasions, circumstances arise which can lead to disruption. We may be affected by, for example, severe weather, power failures, temporary disruption to transport or difficulties with power supply. We will keep you informed by text, phone or letters.

Insurance

Children like to bring special toys etc for their friends to see. Parents should ensure that **valuable items are not left**, particularly as the authority has no insurance to cover the loss of such personal items. Claims submitted are likely to be met only where the authority can be shown to have been negligent. Please do not leave prams at the main entrance, there is an outdoor storage shed in the nursery grounds.

Suitable Clothing

There are forms of dress which are unacceptable in our establishment, 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, dangling earrings;
- Carry advertising, particularly for alcohol and tobacco; and
- Could be used to inflict damage on other children or be used by others to do so.

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

Children have good fun when they are doing messy work. We will always try to make sure they wear aprons but accidents happen and we would appreciate it if you could supply a spare set of clothing which can be stored at your child's peg in their nursery bag.
Please dress your child in suitable outdoor clothing for the weather as outdoor play is on offer daily.

Outdoor Learning

Your child will spend a considerable amount of time in the outdoor environment.
We are very fortunate to have such a fantastic outdoor space and aim to utilise this every day. Therefore, we ask if you can provide a pair of wellies for your child and we will provide the waterproof suit. During the colder months please ensure your child is suitably dressed as our waterproofs are only intended as an outer layer.

Excursions and Consent Forms

When outings/excursions are planned, the Management Team or a staff member will advise you to complete the consent form, giving your permission. Children cannot take part in outings unless a consent form has been submitted by their parent/carer.

Emergency Contacts

Parents/Carers are asked to provide names, addresses and telephone numbers of two contact persons for use in case of an emergency. Please could you ensure that these numbers are always kept up to date.

Non-Smoking/ Vaping Policy

Parents/Carers should note that in line with Glasgow City Council policy we are a non-smoking establishment. This includes all nursery buildings and grounds.

General Data Protection Regulation (GDPR)

The GDPR, which came into force in May 2018, puts high expectations on all organisations that handle personal data, including our nursery. This ensures we demonstrate compliance with the Regulation and put in place measures to protect the data in our care. This includes keeping your personal data secure and only accessing what we need, when we need it, for example for administrative purposes. For further information please speak to any member of the Management Team.

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, further education colleges and the police.

Public authorities have to allow access to the following information:

- The provision, cost and standard of the service;
- Factual information or decision making;
- The reason for decisions made by it.

The legal right of access includes all types of "recorded" information of any data held by the Scottish public authorities. From the 1st January 2003, any person who makes a request for information must be provided with it, subject to certain conditions.

Dealing with Racial Harassment

The Race Relations Act of 1976 makes it unlawful to discriminate against someone because of his/her colour, race and 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 has the right to be happy and secure at their establishment.

Bullying

Bullying behaviour will not be tolerated within Glasgow City Council's educational establishments. All children in Glasgow's educational establishments have an entitlement "to work (and play) in a learning environment in which they feel valued, respected, safe and are free from all forms of abuse, bullying or discrimination". (A standard for Pastoral Care in Glasgow Establishments). In 2009, Glasgow City Council published its revised 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 to play in helping to address this problem. For this reason, any anti-bullying strategy must stress the importance of partnership with the parents and carers of their children.

At Cloan we use the PATHS programme to teach children how to deal with bullying behaviour appropriately.

Child Protection

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.

At Cloan we use the PATHS programme, promoting positive behaviour and Nurture pilot scheme to teach children about health and personal safety.

At Cloan we have a positive ethos and climate which actively promotes child welfare and 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 or young person they must report these concerns to the Head of Nursery or in her absence the Depute or Team Leader. The Head or Management Team after judging that there are grounds for concern regarding the welfare or safety of any child or young person must then immediately advise social work services of these concerns.

As discussed at enrolment it is everyone's job to make sure children are safe and if you have any concerns please approach the Management Team.

If you are worried or know of a child who could be at risk of abuse or neglect please speak to the Child Protection Coordinator or to a member of staff within our building. In addition, we have provided some useful contact number from the local community:

Social Care Connect
0141 287 0555

Drumchapel Police Station
0141 532 3600

Medication

If your child requires any medication whilst at nursery you should discuss this one of the management team. Nursery staff can only administer prescribed medication. You will need to complete a form which authorises nursery staff to administer the medicine. Nursery staff are not medically qualified. Should your child have a medical condition requiring treatment and monitoring e.g. Asthma, Epilepsy please notify one of the management team so that we can discuss a joint care plan. It is extremely important that you keep us up to date with any relevant changes.

Dental Health

The nursery is a Smile Too Accredited nursery and provides curriculum activities relating to dental health. All children are provided with their own toothbrush in nursery and they will brush their teeth at least one a day in nursery. The 3-5 children are part of the Fluoride Varnishing Programme where twice a year, children have a dental check and fluoride applied to their teeth. We encourage all parent's/carers to register their child at their local dentist.

Illness

If your child is absent due to illness, please could you telephone us to let us know that your child is unable to attend nursery. If your child becomes ill while at nursery we will ensure that they are kept as comfortable as possible until you or the emergency contact arrive at nursery. Should the illness seem to be of a more serious nature, your child will be taken to The Royal Hospital for Children, Glasgow which is located in Queen Elizabeth University Hospital, formerly the Southern General Hospital.

Minor Accidents

Our nursery has a qualified First Aider. Minor accidents are dealt with immediately and recorded in the Accident Book, and you will always be informed. If the accident is of a more serious nature, we will contact you immediately and if required take your child to The Royal Hospital for Children, Glasgow which is located within Queen Elizabeth University Hospital, formerly the Southern General Hospital. If your child has a head injury whilst at nursery it is our policy that we will contact you to let you know. This is to ensure you are aware we will be monitoring your child closely and/or you can choose to come and pick up your child.

Fund Raising

As well as having regular fund-raising events we also collect a voluntary Toy Fund contribution which is currently £1.00 per week. Toy fund money is used to pay for the children's equipment, parties, trips and presents. We have also used money from the Toy fund to help with the cost of educational outings or perhaps to invite professional guests to work with our children providing them with broad, rich experiences at nursery. We are always looking for new ideas and would welcome any suggestions on how to raise extra funds. We provide details of how the money is spent in our Newsletter. The Toy Fund account book is available for your perusal.

Celebrating Birthdays

Birthdays are special occasions and we want to make your child feel special on their birthday. We will provide a card and present and friends will sing "Happy Birthday". Parents are asked not to send in birthday cakes from home as we are unable to share them with the children.

Curriculum & Guidance Documents:

The Aims of our Curriculum

We provide an enriched learning environment to meet the needs of each individual child working with the Glasgow's Nurturing my Potential Framework & Curriculum for Excellence.

Pre-Birth to Three Guidance

The Rights of the Child, Relationships, Responsive Care and Respect are the four key principles which form the basis for this guidance.

Staff Will endeavour to:

-Ensure that all children are included
-Be responsive to children's individual care needs
-Children's rights are safeguarded and actively promoted
-Ensuring and promoting positive relationships
-Respect all children and families
-Ensuring that they are welcomed into a safe, secure and loving environment
-Knowing and accepting children and respecting that they are unique individuals
-Building close relationships with all children and families
-Staff are sensitive, caring, consistent, reliable, trustworthy, responsive and affectionate to all children.
-Show genuine interest in both children and their families.
-Respecting parents'/carers knowledge of their children and learning from them about effective strategies are fundamental-
-Consult directly with children where possible and appropriate

Curriculum for Excellence

Curriculum for Excellence places learners at the heart of education. At its centre are four fundamental capacities. These capacities reflect and recognise the lifelong nature of education and learning. The four capacities are aimed at helping children and young people to become:

- Successful learners
- Confident individuals
- Responsible citizens
- Effective contributors

We aim for our Children to become:

Successful Learners
Confident Individuals
Responsible Citizens
Effective Contributors

How We Promote Learning:

-Encourage understanding of what has been learned

-To share experiences with the child
-To provide positive feedback and praise
- To encourage children to share responsibility for the selection and maintenance of resources.

What We Do:

-We allow time for children to explore, initiate and extend play
-Create space in which children may play on their own or with others
-Provide materials and equipment, which are varied and plentiful and appropriate to the children's experiences and interests.

Curriculum for Excellence

Curriculum for Excellence is a curriculum for children and young people aged 3-18 years, it recognises that children learn through all experiences, in the family and community. The aspiration is that every young child should become Successful Learners, Confident Individuals, Responsible Citizens and Effective Contributors in life.

Comments and Complaints

If you have a comment or complaint, please approach the Head of Nursery in the first instance.

If the Head of Nursery does not resolve the issue to your satisfaction, you should contact our Glasgow City Council Customer Liaison Unit who will:

- Take a totally neutral stance in fully investigating your complaint;
- Acknowledge receipt of your complaint within five working days;
- Give a full written response within a further 10 working days, unless another timescale has been agreed.

The customer Liaison Unit can be contacted by phone or e-mail:

Phone 0141 287 5384
E-mail education@glasgow.gov.uk
Customer Liaison Unit
Education Services
Glasgow City Council
Wheatley House
25 Cochrane Street
Merchant City
Glasgow G1 1HL

Addresses and Contacts

Please find below some useful names and addresses:

Executive Direction of Education
Education Services

Glasgow City Council
40 John Street
Glasgow G1 1JL
Tel: 0141 287 4551

Other useful Glasgow City Council contacts

Name:	Designation:	Contact number:
Sharon McGeever	Early Years Manager	0141 287 4493
Liz Kerr	Early Years' Service Manager (NW)	0141 287 4453

You may also contact our regulatory body, The Care Inspectorate directly by:
• Calling on 0345 600 9527
• Emailing at concerns@careinspectorate.gov.scot
• Filling in a complaints form on line

Care Inspectorate
Head Office
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Website: enquiries@careinspectorate.com
Phone: 0345 600 9527

Although this information is correct at the time of printing it should not be assumed that there will be no change affecting any of the matters dealt with in the document:

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