



ARGYLL AND BUTE COUNCIL

Customer Services: Education

Willowview Early Learning & Childcare Centre Handbook



Academic Year

2025 – 2026

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Message to Parents/Carers

Dear Parent/Carer

On behalf of all the staff, we would like to welcome you and your family to Willowview Early Learning & Childcare Centre.

In partnership with parents/carers, we aim to offer high quality programmes of learning that are fun for you and your child based on individual needs and circumstances.

To achieve this, learning opportunities are provided to support your child's development and learning.

Our curriculum is enhanced through contributions from parents, which are vital in ensuring a child centred approach to learning and linked to national curriculum guidelines.

This helps us to encourage and support everyone to reach their full potential of becoming successful learners, confident individuals, responsible citizens and effective contributors.

We will endeavour to encourage children to learn as they play and will value every child's needs and abilities.

Children's learning is planned and lays the foundations, through play, to help develop Health and Wellbeing, Literacy and Numeracy skills as well as building children's confidence and self-esteem.

We hope you will enjoy your time with us at Willowview Early Learning Centre and hope you will work in partnership with us in supporting to develop your child's skills and abilities.

Gillian McDougall
Head of Centre

Our Vision, Values and Aims

Our Vision

is to offer high quality Early Learning and Childcare, providing rich learning experiences within a caring and nurturing environment.

It is represented through our commitment to our children, families, community partnerships and cultural assets.

Our Values

We value each child as an individual, who bring with them skills, knowledge, views and opinions.

We respect all families as partner educators.

We listen to, and are responsive to each child, respecting their needs, interests and views.

Our Aims

We aim to learn alongside the children, nourishing their hearts and minds in partnership with families.

Connecting with community and culture, cultivating a place for rich thinkers to grow.

Willowview ELC's Mission Statement

At Willowview ELC we will provide a welcoming, nurturing, caring environment where children, families and staff feel safe, secure and happy.

We will value and respect each individual's skills, ethnicity and promote diversity.

We will ensure that we celebrate everyone's achievements whether in nursery or at home incorporating children's rights to ensure all children reach their full potential, build their confidence and learn skills for life.

Getting it Right for Every Child



At Willowview ELC it is our aim to support every child through our universal GIRFEC Pathway. This pathway ensures robust safeguarding and child protection ethos and policy.

We strive to ensure that every child's safety, care and wellbeing is an integral part of our daily practice, which is informed, and supported by National Guidance and Legislation.

At Willowview ELC we will strive to work in partnership with our local community, using a multi-agency approach, to ensure our aims, visions and values are clear and that we are getting it right for every child by providing the best possible care and education for the children using our centre. By developing our Aims, Visions and values in consideration with The United Nations Convention on The Rights of The Child we will ensure that every child will be made to feel Safe, Nurtured, Respected, Included and given the opportunities to be Active, Responsible, Achieving and be Healthy.

GIRFEC

At Willowview Early Learning Centre, we aim to get it right for every child by ensuring the following:

Nurtured

We aim to meet the individual needs of all our children and families within the Centre.

We aim to provide a welcoming and nurturing environment where children and families are respected and are able to build relationships of mutual trust and work in partnership for the benefit of all children.

Active

We aim to provide opportunities where every child will have the access to a range of physical activities both indoors and outdoors. Argyll and Bute have made a commitment to ensuring that each child who attends an Early Years facility will spend at least 50% of their time in the outdoors.

We aim to offer activities and programs, within the Centre and in partnership with the wider community, that are suitable for children and families whilst ensuring that they meet the individual interests of the child and family which, in turn creates opportunities for children to take part in leisure activities to pursue their individual interests and skills.

Respected

We aim to ensure that all children will have the opportunity to express themselves and their views taking into consideration in an environment, which, is consistent, and encourages a strong sense of self-esteem.

We aim to ensure that we actively listen to all children, parents and carers whilst, considering their views when making decisions.

Responsible

We aim to ensure that every child will have the opportunity to be responsible for making choices within their own learning and have those choices respected by others.

We aim to provide an environment where children and families feel they can be responsible for their own learning with appropriate support from all staff, who will support and encourage a sense of right and wrong, and support children to develop appropriate social skills and behaviour, which in turn will enable them to be considerate and understanding towards others.



Included

We aim to ensure that every child will have the right to be recognised as an individual and included in all aspects of the Centre.

We aim to ensure that we promote an inclusive environment for all children, families and the wider community without discrimination or prejudice.

We aim to ensure that we will offer opportunities for children and families to participate in a safe, caring and supportive environment, to provide individuals with opportunities to participate in activities and programs in the Centre and in the wider community, giving everyone the opportunity to reach their full potential.

Safe

We aim to ensure that every child has the right to play in a secure environment, which is clean with well-maintained equipment and resources.

We aim to provide a safe, friendly and caring environment, which is well maintained and resourced, where children and families feel protected and supported.

Healthy

We aim to ensure that every child will have the opportunity to learn about healthy eating and healthy lifestyles.

We aim to provide healthy snacks and lunches for all children.

We aim to access an environment suitable to support physical communication and mental health for children and families allowing them to make safe and healthy choices and to offer the opportunity for individuals to reach their full potential.

Achieving

We aim to ensure that every child will have the opportunity to reach their full potential and self-assess their learning.

We aim to ensure children and families are receiving the guidance and support required to enhance confidence and self-esteem within the Centre, at home and in the wider community. We aim to ensure that children and families will, be given opportunities to experience positive peer relationships and have their individual educational and social needs met.

Establishment Information

Willowview Early Learning & Childcare Centre
Soroba Road
Oban
Argyll and Bute
PA34 4SB
Tel: 01631 709888 or 01631 563913
Email: enquiries-willowviewnursery@argyll-bute.gov.uk
Website: www.willowview.argyll-bute.gov.uk



Number of Children

2 – 3 10
3 – 5 54

Our Rooms

We have two large playrooms in the setting with quiet area between them, where children have access and free flow from one room to another. We have an extensive outdoor area for children to freely access and explore.

Both of our playrooms host children age 2-5 years, we do not separate by age as children develop at their own pace and form friendships and relationships on their own terms.

Services Provided

Early Learning and Childcare
Family Support

School/Community Links

The Centre will work closely with other local Early Years Centres, local Primary Schools and Oban High School supporting each other's events and developments. Enabling continuity within transitions, we hope to build up other close working relationships with other community groups to work in partnership with and to engage in a variety of events and activities.

We enjoy visits in our local community exploring our places of interest, taking trips on the boat to the islands and visits to historical places.

Transitions

We support transition from home to nursery by having stay and play sessions, and phased transitions to nursery so that children will feel safe and secure. An update of how your child is settling into nursery is shared with you and the Keyworker.

We will operate a smooth transition programme from nursery to our primary schools with a variety of activities and visits.

We also produce transition reports, which we share with parents and primary colleagues.

Holiday Calendar for Parents

School holidays for August 2025 to July 2026

TERM TIME MODEL – 38 WEEKS

Break	Dates of attendance	
August		<i>Tuesday 12th & Wednesday 13th August 2025 Teacher in-service days</i>
	open	Wednesday 14th August 2025 <i>Pupils return</i>
October	Close	Friday 3rd October 2025
	Open	Monday 20th October 2025
November	Close	Friday 21st November 2025 <i>Monday 24th November 2025 – Teacher in-service day</i>
	Open	Tuesday 25th November 2025
Christmas	Close	Friday 19th December 2025
	Open	Monday 5th January 2026
February week	Close	Friday 6th February 2026 <i>Monday 16th February 2026 - Teacher in-service day</i>
	Open	Tuesday 17th February 2026
April	Close	Thursday 2nd April 2026
	Open	Monday 20th April 2026
May	Close	Thursday 21st May 2026 <i>Friday 22nd May 2026 – Teacher in-service day</i>
	Open	Tuesday 26th May 2026
Summer	Close	Wednesday 1st July 2026

48 WEEK MODEL

Break	Dates of attendance	
Start of term		<i>Tuesday 12th and Wednesday 13th August 2025 Teacher in-service days</i>
	Open	Wednesday 14th August 2025 <i>Pupils return</i>
November	Close	Friday 21st November 2025 <i>Monday 24th November 2025 – Teacher in-service day</i>
	Open	Tuesday 25th November 2025
Christmas	Close	Tuesday 23rd December 2025
	Open	Monday 5th January 2026
		<i>Monday 16th February 2026 Teacher in-service day</i>
	Open	Tuesday 17th February 2026
Easter break	Close	Thursday 2nd April 2026
	Open	Tuesday 7th April 2026
May	Close	Thursday 21st May 2026 <i>Friday 22nd May 2026 – Teacher in-service day</i>
	Open	Tuesday 27th May 2026
Summer	Close	Friday 31st July 2026

Staffing

Head of Centre	Gillian McDougall
Lead Practitioner	Deborah Cooke
Lead Practitioner	Katy Davidson
Early Year Practitioners	Megan Laird, Megan Williamson Shannon Taylor Erin Byars /Tracy MacInnes Mairi MacInnes Sinead Wynd Melise Costello Vacancy
ASN Assistant	Lesley MacPherson
Support Assistant	Anja Murphy
Clerical Assistant	Ellie Cooper
Domestic	Charlie McNally
Kitchen Assistant	Dionne Gilbride
Janitor/Gardener	Iain Hibbert

ADMISSION TO NURSERY Session 2025-2026	
If your child is three years of age in	
Date of Birth:	Admission to nursery
March – July Every month after August till the end of February	August First Monday after their 3 rd birthday

Opening Hours

Willowview ELC is open from 8.30 am until 4.00pm Monday to Friday.

This gives our staff time to set up the nursery and preparation time for following day and cleaning time at the end of the day

Children's placements start from 08.45am till 15.30. It is important that you adhere to your chosen drop off and pick up times. This supports us with traffic management of the carpark.

These times are subject to change to meet the service needs.

Children aged between 3 and 5 years old are eligible to receive 1140 hours of early learning and childcare.

Children aged 2 whose parents are in receipt of qualifying benefits are also eligible to receive 1140 hours.

Parents can choose a model of attendance in line with Argyll and Bute's Early Years Admission Policy. Please contact the nursery for further information about our Admissions Procedures and models of attendance.

Models of Attendance

We have a few different models of attendance - please contact the Centre and speak to a member of the management team to discuss a model of attendance that suits your family needs.

Once the model of attendance had been agreed it is important that those times are adhered to, as this can impact on parking available and the smooth running of the Centre.

Further ELC Information for parents is available via: <https://www.argyll-bute.gov.uk/registering-your-child-nursery#documents>

Please see <https://www.argyll-bute.gov.uk/early-years> or call our Early Years Helpline on 01369 708503 for further information and for details of the nearest establishment/s offering early learning and childcare.

Information about snack and meal provision within ELC settings can be found later in this document.

Starting Early Learning and Childcare

Once your child has been allocated a place at Willowview Early Learning and Childcare you will be invited along to meet the staff and experience a stay and Play. (please note that stay and play sessions are arranged throughout the year depending on when your child starts nursery), to find out more about the curriculum and to share information about your child. We will work in partnership with you to ensure that your child/ren settle into the setting.

Requesting an Additional Year of ELC

From August 2023, national entitlement began for all parents to receive an additional year of ELC funding, should it be decided that it is in your child's best interests to enter P1 the following august instead.

The decision whether to send your child to school or request an additional year of ELC is individual to each child. In keeping with GIRFEC (Getting it Right for every child) policy principles, staff within your child's ELC and prospective school will support you in making this decision.

If you are considering an application for an additional year of ELC for your child, please speak to a member of the management team within Willowview ELC to advise them of this. **Please note**, you should apply through the P1 school registration form in January. If you decide to request an additional year of ELC, the Early Years team will work in collaboration with your child's ELC and yourself to support you. If you have any queries about the application process please contact earlyyears@argyll-bute.gov.uk

Our Curriculum

Learning in the Under 3's

For our younger children we make use of a range of guidance including, **Realising the Ambition Being Me** and **The 3 Assets approach** to promote inquiry, curiosity and creativity through a variety of play experiences. Our staff promote nurture in an environment where wellbeing and communication lay the foundations for our pedagogy.

Learning in the 3-5

We ensure that our children will become **Confident Individuals, Successful Learners, Effective Contributors** and **Responsible Citizens** in an environment, which supports and encourages children to engage in highly motivating learning experiences which are responsive to the needs of individual children and offer appropriate challenge.

Our experienced staff are guided, in their approaches to learning and teaching, by using Scottish Government guidance **Curriculum for Excellence**, which ensures that children have access to high quality learning in all curricular areas.

Realising the Ambition, Being Me, launched in March 2020, and **Child led planning** to further enhance our children's experiences, support them as they develop skills, and lay the foundations of future learning.

Pedagogy and Play

We offer learning experiences that are creative, stimulating and engaging and delivered within the context of our developed pedagogy for children 0-5 years. All staff are aware of the need to scaffold children's learning and are mindful of interacting appropriately.

Children within Willowview Early learning and Childcare will have access to learning opportunities at their own pace considering their stage of development and not just age, therefore we begin a journey that allows children to access space and environments that they can engage more meaningfully within their learning.

Impact

- Children are visibly engaged and happy within their play.
- Children are assessing risk and building resilience.
- Children are interacting with different age groups enhancing social development.
- Children are observed as being deeply engaged, showing concentration, creativity, energy and perseverance, evident through our use of observations based on Leuven's scale of wellbeing and involvement.
- Children's transitions are timely, and appropriate to stage of development and taken at each child's individual pace.

Staff in the Centre encourage and support children in developing self-esteem and self confidence in an environment where they are secure, have formed warm, caring relationships, feel safe, confident and good about themselves. This is necessary if children are to learn effectively.

We promote learning by:

Understanding that children learn by building on and extending their previous learning experiences. Giving children the right to have a say in planning for their own learning.

Providing a stimulating and challenging environment, which encourages the individual child to explore, experiment, discover and understand the world around them.

Acknowledge the importance of social interaction with others at home, at nursery and in the community.

What Active Play Means

Active play is imperative to the development of children's learning. Through active play and exploratory situations, the individual child is preparing for the next stage in their development and learning.

Free Play

Free play provides children with opportunities to choose from a broad range of activities and experiences. This allows them to develop interests, to try out different ways of learning and to explore materials and relationships while supported by skilled practitioners who are aware of the importance of sensitive intervention, during free play activities, and how these can support or extend the learning experience.

Education for Citizenship

We support the governments' citizenship priority. The creation of a good citizen is a process, which begins at a very early stage in your child's life. Parents, carers and members of the community and staff within the centre will make a powerful contribution to this process.

Citizenship is about making informed choices and decisions, about taking action individually, and as part of a collective processes.

Group Times /Planned Learning Experiences

Group times allow staff to stimulate interests, to teach, develop and practice skills. Group times also provide opportunities to revisit and extend previous learning experiences in order to bring continuity to learning and probe children's thinking. The observation and assessment of children's progress will determine the specific activities and experiences provided at such times.

Promotion of a Positive Ethos within the Establishment

Willowview Early Learning Centre strives to provide a home-like, emotionally secure atmosphere where the staff are friendly, approachable and work towards creating a warm, caring and welcoming environment. This fosters positive attitudes and encourages confidence and self-esteem which therefore promotes a positive ethos within the Centre

At the centre we operate an open door policy for all users of the service.

Early Intervention

At the Centre we aim to develop children's literacy skills through play. The Centre provides children with a rich literacy environment. Children are encouraged to take part in activities and experiences that promote interest and develop early skills in reading and writing.

Children are encouraged to listen carefully to sounds and rhymes, to handle books correctly and to engage with stories. They are encouraged to express their thoughts and feelings with regard to stories and rhymes through retelling them in their own words, recalling and predicting events.

Children are encouraged to enjoy books, stories, and other language-based activities on a daily basis. Staff provide a range of experiences to promote children's early maths and numeracy skills through a range of play experiences. Staff monitor children's progress and achievements on a regular basis so that focussed and targeted intervention can, be put in place to support children or challenge them in their learning.

Establishment Procedures for Reporting to Parents

At the Centre we operate a Keyworker System. We work with parents to support the learning of the individual child by talking and sharing information on a daily basis.

Parents are invited to work alongside keyworkers to develop their child's personal plan.

Each child's e- learning journey is on See saw and parents/carers will access this online journal to browse through their own child's learning journey and we welcome your contributions and achievements from home.

Parents days/evenings are held at regular intervals throughout the year and staff will inform you of these dates.

As we operate an open-door policy, parents are welcome to visit the Centre at any time to discuss the progress their child has made at the centre.

Further information on Curriculum for Excellence, Realising the Ambition and pre-birth to three can be found by logging on to Education Scotland Website www.educationscotland.gov.uk or www.educationscotland.gov.uk/parentzone

Parents can also find other information regarding parenting on both these websites.

Equal Opportunities and Social Justice

Argyll and Bute Education Service is committed to ensuring that no children or members of staff or service users receive less favourable treatment on any grounds including gender, race, disability, age, sexual orientation, religion or belief. We have a moral, social and legal obligation to mainstream and put equality at the heart of everything we do. We aim to promote a culture in which equality of opportunity exists for all.

We are opposed to all forms of discrimination, direct or indirect, and aim to eliminate all discriminatory practices. We will ensure that in our schools and other educational establishments equality permeates the curriculum and underpins all our policies and practices in terms of access to education. We must ensure that all our children achieve their full potential to develop physically, emotionally and academically.

Finally, we believe that equality and inclusion should be a given right, where everyone is valued and treated with respect".

Children with Additional Support Needs

Providing personal support for learners 3-18 is the responsibility of all staff. In early learning and childcare, the early year's practitioner is the key adult who knows every child or young person in their care well, taking an avid interest in their welfare and progress.

The Argyll & Bute Staged Intervention Framework is used to identify and meet pupils' needs and to manage and review provision. This follows the Getting it right for every child (GIRFEC) practice model. GIRFEC is a national framework to help all children and young people grow, develop and reach their full potential. Its focus is to improve outcomes for children and their families based on a shared understanding of their wellbeing.

Every child in nursery will have a Named Person. In Early learning and childcare this will usually be the head of centre, lead practitioner and the child's Health Visitor. The Named Person will usually be the first point of contact for parents if they have any concerns about their child at nursery. The Named Person will work with parents and the Health Visitor to provide support to meet the child's needs or resolve concerns. If there is a need to involve more than one agency to work together to provide support then a Lead Professional will be appointed to coordinate that support.

Where support is being provided by a single agency then a Planning meeting may be held and a Child's Plan opened. Where two or more agencies are involved in supporting a child's needs, then a Child's Plan will definitely be opened. The Plan will include an assessment of the child's needs using the My World Triangle assessment tool and a note of the agreed outcomes based on that assessment recorded on the Well Being App within SEEMIS. Parents are an integral part of this meeting and the Plan includes an opportunity to have their views recorded within it. Plans will be reviewed at appropriate intervals, again with parents as full partners in these meetings.

More information on GIRFEC in Argyll and Bute can be found at <http://www.argyll-bute.gov.uk/social-care-and-health/girfec-resources>.

Staged Intervention

The key principles underpinning Staged Intervention, as outlined in the Education Scotland website (<https://education.gov.scot/scottish-education-system/Support%20for%20all>) are as follows:

What is staged intervention?

- *Staged intervention is used as a means of identification, assessment, planning, recording and review to meet the learning needs of children and young people.*
- *It provides a solution-focused approach to meeting needs at the earliest opportunity and with the least intrusive level of intervention. The process involves the child, parents/carers, school staff and, at some levels, other professionals, working in partnership to get it right for every child.*
- *Staged intervention is designed to be flexible and allows for movement between stages depending on progress.*

Argyll and Bute Staged Intervention: The Stages at a Glance

Universal Support Entitlements: All learners have an entitlement to support. All children and young people should have frequent and regular opportunities to discuss their learning with an adult who knows them well and can act as a mentor, helping them to set appropriate goals for the next stages in learning. Young people themselves should be at the centre of this planning, as active participants in their learning and development. Robust systems for assessing, monitoring and tracking are key within this stage.

Stage 1 – In-class or in-group.

The class teacher or key worker (Early Years) identifies a need for some additional support. The Named Person is notified and the teacher /key worker makes some changes to the normal routine or gives some extra attention so that the child can get the best out of the work of the group or class.

Stage 2 –Targeted intervention.

There is an identified need for targeted planning and intervention to address additional support needs.

A Child's Plan may be in place outlining the specific targeted interventions required and detailing long- and short-term outcomes and timescales. Timescales for review of the interventions will be built into the plan. There are likely to be termly reviews of short-term targets and annual reviews of long-term targets.

Additional support at this level may include (in addition to supports available at Stage 1):

- new resources being accessed for use by the whole class/group;
- small groups being created for additional tuition;
- an individual programme of work being introduced;
- a short-term programme of individual support being put in place.

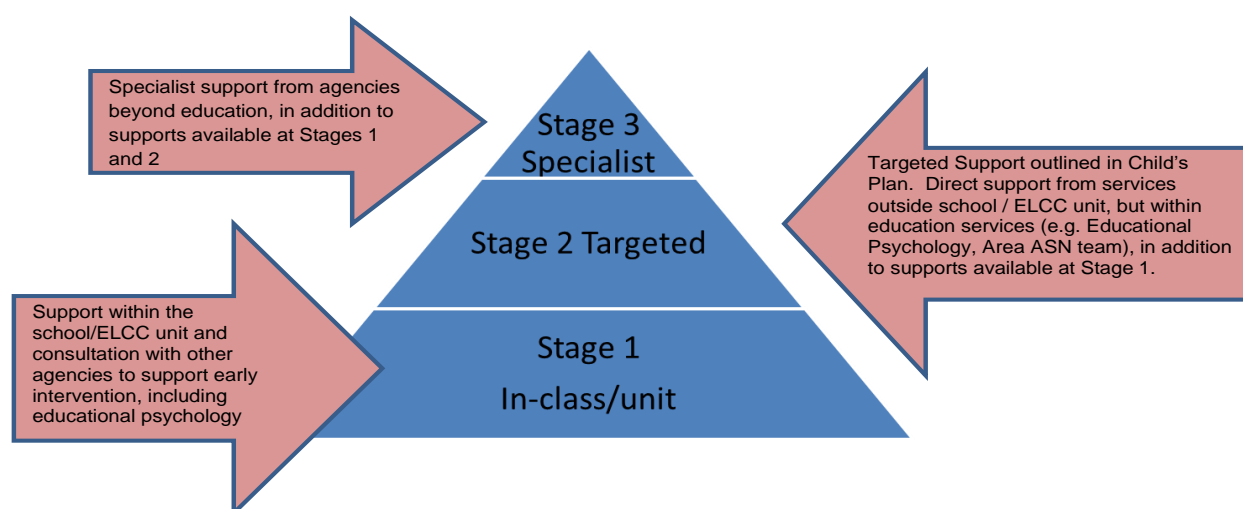
Classroom or Pupil Support Assistants may be deployed to help deliver these supports.

Stage 3 – Specialist input.

There is an identified need for more targeted intervention and / or specialist provision and interventions including:

- a high degree of individualisation of learning and/or
- access to a different learning environment
- substantial adaptation to the curriculum and/or
- substantial adaptation to the learning environment.

A Universal Child's Plan will be in place outlining the specific targeted interventions required and detailing long- and short-term outcomes and timescales. Where there is multi-agency involvement, a Lead Professional will co-ordinate this support. There may also be a Co-ordinated Support Plan in place.



Further Information about Additional Support Needs

Local, direct support is usually the best way to meet pupils' needs. If parents/carers have any questions about their child's progress or well-being at school, they should discuss these first with the child's Keyworker. Please contact the centre to arrange an appointment.

Willowview Early Learning centre values partnership working with parents/carers and will do everything possible to help resolve concerns or differences of opinion at an early stage. If you have any queries about your child's additional needs, or about the support being provided to meet those needs, please contact the Head of Centre.

Parents/carers and young people have the right to ask the Education Authority to establish if a pupil has Additional Support Needs (ASN) and consider if a Co-ordinated Support Plan (CSP) is needed.

Parents/carers can also arrange an assessment privately and ask the Education Authority to take the assessment report into account. Requests should be made in writing to Psychological Services, Argyll & Bute Council, Argyll House, Alexandra Parade, Dunoon, PA23 8AJ describing the type of assessment and why it is necessary. Requests are acknowledged promptly and usually agreed unless the request is considered to be 'unreasonable'.

Parents/carers and young people have the right to:

- ♦ Independent Mediation Services

This service is free and involves an independent third party who helps to resolve disagreements between the Education Authority and parents/carers or young people.

- ♦ Independent Advocacy

Take Note is the National Advocacy Service for Additional Support Needs, established by the Scottish Government and provided jointly by Barnardo's Scotland and the Scottish Child Law Centre. It offers independent professional or legal advocacy to families and young people who have grounds to make a referral to the Additional Support Needs Tribunal Scotland. More information is available by telephoning 0131 667 6333 or by email to enquiries@sclc.org.uk.

- ♦ Free Dispute Resolution

Some disagreements, such as about the assessment of additional support needs or the level of support, can be referred for written review by an adjudicator independent of the council. Requests for Dispute Resolution should be made to Louise Connor, Head of Learning and Teaching/Chief Education Officer, Argyll & Bute Council, Argyll House, Alexandra Parade, Dunoon, PA23 8AJ or Wendy.brownlie@argyll-bute.gov.uk

- ♦ Referral to the Additional Support Needs Tribunal Scotland (ASNTS)

Parents/carers and young people can appeal to the ASNTS about decisions involving a Co-ordinated Support Plan (CSP) <http://www.asntscotland.gov.uk> (0845 120 2906).

A new national advocacy service provides advice to parents/carers and young people about grounds for a referral. Contact Barnardo's, 235 Corstorphine Rd, Edinburgh EH12 7AR (0131 3349893) www.barnardos.org.uk.

Independent advice and information is available from Enquire, the Scottish Advice Service for ASL <http://enquire.org.uk/> (0845 123 2303).

The Govan Law Centre Education Law Unit works in partnership to support pupils' and parents'/carers' rights in education. Contact Govan Law Centre, 47 Burleigh Street, Govan, Glasgow G51 3LB. 0141 445 1955 <https://govanlawcentre.org/education-law-unit/>

The Scottish Independent Advocacy Alliance safeguards people who are vulnerable. Contact Melrose House, 69a George Street, Edinburgh, EH2 2JG. 0131 260 5380 <http://www.siaa.org.uk>

Skin Protection

Your child's skin may, be affected by exposure to the sun, especially when playing outdoors. It is a good idea for your child to wear a sun hat. If they have one, please put it in their bag. You should ensure your child has sunblock applied prior to arriving at nursery in periods of hot weather and if you wish them to have further applications then you should send in sun-cream/block and we can help your child apply it. (Please note that it is important that the first application of sun cream is applied by parents in case the child may take an allergic reaction). If your child requires further application of sun, cream whilst at nursery a consent form will be required to be completed.

Home Links and Parental Participation

We encourage active participation in your child's learning. It is important to develop a partnership model where we work together to enable your child to maximise their potential. We will regularly share with you a record of your child's achievements and would be grateful for any contributions you make to enable us to celebrate your child's achievements at home and the community here at the nursery.

The Centre produces a newsletter on a termly basis to keep you informed of events and planned activities, which supports your child's learning. If you would like to become involved in any way in your child's learning while they are at nursery or have anything you would like to be included within the newsletter please speak to a member of staff.

As we are committed to, working in collaboration with all parents/carers this is in line Argyll and Bute's parental involvement strategy. We welcome any suggestions that would improve our service. Please find suggestion box in our reception area.

Attendance

We would encourage parents/carers to use the place allocated at all times.

We do understand however that at times your child will be unable to attend due to sickness or other issues. On these occasions, please ensure that you contact the centre on (01631 709888). If we do not hear from you it is Council Policy that will contact you using the contact numbers provided.

Children who attend in a regular pattern settle well into the early learning and childcare routine, have the opportunity to build firm relationships with adults and peers and experience continuity of learning. During the induction period however, adaptations are made to meet the needs of the individual child.

Establishment/Community

Parents/carers are welcome to come into the Centre at any time and join in activities with staff and children.

We would encourage parents/carers to take an active part in the life of the Centre e.g. Bookbug sessions, information sharing evenings etc.

The Centre operates an open door policy and we welcome comments and ideas from people in the local community for activities they may wish to attend.

Medical and Health Care

At enrolment parents/carers are asked to give information about their child's health. It is important that your child's keyworker is kept informed of any medication that your child requires or of any known illness or allergies, so that information can be kept up-to-date at all times.

If your child requires medication, during his/her time at the Centre, you should discuss these requirements with your child's keyworker. Prescribed drugs will be given at the discretion of the Head of Centre and you will be required to complete a form, which authorises nursery staff to administer medication to your child in line with Care Inspectorate guidance.

Forms are available at the nursery and must be completed by yourself and your child's keyworker. The first dose of medication must be administered by parents prior to the child starting nursery.

If your child becomes ill while at the Centre we will inform you of the situation. If we are unable to contact you we will contact your emergency numbers given at enrolment.

It is important to keep emergency contact information up-to-date at all times **particularly if you change phone number.**

If your child has a minor accident while at Centre, the incident will be dealt with and recorded. We will inform you at the time, if necessary, or when you collect your child.

There is a qualified first aid worker within the Centre and an appointed first aider.

If at any time your child is ill with an infectious condition, please contact the Centre for advice as to how long your child should remain off nursery as this helps to protect other children and our staff team.

No Smoking Policy

In line with Argyll and Bute Council, no smoking is prohibited within any of the council buildings. If you do smoke outside of the Centre we would ask you to do so with consideration for others.

Please do not smoke within the grounds, or in the car park of the nursery.

Parking

We ask that you use the designated parking bays only outside Willowview ELC to prevent any accidents and to ensure safety of all children and adults.

Please do not park in Rockfield and St Columba's school carpark unless you are dropping off a child at school.

Health

The Centre participates in an oral hygiene programme known as Childsmile and eye screening for children who will be due to go to school.

Child Protection in Argyll and Bute

Argyll and Bute Education Services has Child Protection Guidelines and Procedures which all schools and establishments are required to follow. Education Services work very closely with other agencies namely Police Scotland, Social Work Services, NHS Greater Glasgow, Clyde, and the Children's Reporter to support children. Common responsibilities of all staff are to protect children from abuse and exploitation, to respond appropriately when abuse is identified, and to ensure whenever possible that all children are able to exercise their right to be raised in a warm, stimulating and safe environment with the support of staff, their families and carers.

Behaviour

The Centre operates an inclusive behaviour policy.

At Willowview ELC we use a tool called PATHS to promote positive behaviour;

We aim to create an environment where children are encouraged to behave in a positive manner, showing respect and tolerance towards peers and staff.

Our PATHS programme aims to promote alternative thinking strategies in children increasing their social competence and social understanding (PATHS, 2015), alleviating aggression and undesirable behaviour in the centre. The PATHS programme conceptualises various areas of curriculum for excellence (Scottish Government, online) including building positive relationships with peers, self-esteem, problem solving, self-control and children understanding and dealing with their emotions.

The rationale for this project is based on previous research, which concluded that early intervention promotes social and emotional development, which improves mental and physical health as well as having a significant impact on children's educational attainment (Allan, 2011). Underpinning this is The Standard for Childhood Practice ensuring the responsibility in making sure all children are, provided with opportunities and programmes that will promote positive behaviour, self-control and independence (SSSC, 2015).

Health and Safety

We ask that if you arrive early to the Centre, either when you drop off or pick up that you do not allow the children to enter garden areas.

Please be mindful that the road and carpark area at Willowview ELC will be busy at drop off and pick up times. Please ensure that if you are parking your car in the nursery carpark that it is parked in a designated space and not on the double yellow lines as this presents a risk to children and parents dropping off and picking up their children.

Clothing

Please remember children have free flow of access to the outdoor areas all day, every day in all weathers. Please ensure that your child/ren have spare clothing to change into. (We have a suggested list of spare clothing for all weathers which can be viewed on our website) Children also have access to art and messy activities indoors and out. Clothing is likely to get dirty and wet, please leave spare clothing for your child to change into. On some occasions, paint and mud may stain clothing. If your child has had a toilet accident we will bag the clothing and name it and a staff member will give it to you at the end of the day.

We would ask that children do not wear their best clothes to nursery. This can often restrict their play as they worry about getting dirty. Sweatshirts and polo shirts with the Willowview logo are available to buy from a company called Schoolwear Made Easy at <https://schoolwearmadeeasy.com/collections/willowview-nursery>

Argyll and Bute operates a policy of no jewellery for all its children and in the interest of your child's safety, we would ask that you respect this. Similarly, there are forms of dress which are unacceptable in 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, or clothing made from flammable materials.
- could cause damage to flooring
- carry advertising, particularly for alcohol or tobacco; and
- could be used to inflict damage on other pupils or be used by others to do so

The Council cannot take responsibility regarding the loss of children's clothing and/or personal belongings, this includes toys taken from home. Any child bringing a toy from home will be asked to keep the toy in their bag in the cloakroom, or put into our holding basket and your child can collect the toy at the end of the session, this prevents the toy from being broken or lost and the child becoming distressed and upset.

Parents are asked to assist in this area by ensuring that valuable items and unnecessarily expensive items of clothing are not brought to the establishment. Please ensure that all nursery clothing has the child's name on it as other children may have the same clothing. Parents 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.

Parents should also note that the activities the children may become involved in may be restricted because health and safety requirements state that jewellery of any kind must not be worn where children are undertaking physical activities. This includes jewellery worn because of body piercing.

Meals and Snacks

Within the Centre we aim to provide a healthy eating policy. A snack is provided in the morning. Children are entitled to a healthy lunch. The menu will be on display on Parents Noticeboard in reception area and on our daily information board.

If your child has a food allergy, please contact the nursery in the first instance so that any necessary arrangements can be put in place.

Please note that if you are providing food for your child that it must not contain nuts as we may have children or staff who may have a nut allergy and this would impact on their health.

A vegetarian meal option is available if requested, and many dishes can be altered to accommodate other special diets where this is required. Where possible, other non-medical special diets may be accommodated. Please contact the nursery for further information.

Packed Lunches

Some children may prefer a packed lunch and it is the Authority's policy to provide facilities for the consumption of packed lunches in nursery where these are required.

The nursery aims to encourage children to enjoy food which is both attractive to them and nutritionally sound, whether this is a school meal, a packed lunch or a snack. We would appreciate your support in achieving this aim.

If your child prefers to have a packed lunch please ensure that the lunch does not contain nuts as other children or adults may have a nut allergy and this would impact upon their health.

Special Dietary Requirements

Argyll and Bute Council Catering Service provides meals across all establishments, including Primary, Secondary and Early Years units. Part of this includes the provision of special dietary requirements for food allergies and intolerances, medically prescribed diets and diets for religious or cultural reasons.

If required, please contact the school to obtain a Special Diet Request form. Once this has been completed and passed to the Catering Manager, the Catering Service will, where necessary and as required, work with the pupil, Parent/Carer, Education and the NHS to provide a nutritionally balanced meal that meets the dietary requirements for the pupil. Requests for non-medically prescribed diets also require a completed Special Diet Request form.

Equality Statement

At Willowview we are committed to ensuring that no children or members of staff or service users receive less favorable treatment on any ground including gender, race, disability, age, sexual orientation, religion or belief. We have a moral, social and legal obligation to mainstream and put equality at the heart of everything we do. We aim to promote a culture in which equality of opportunity exists for all. We are opposed to all forms of discrimination, direct or indirect, and aim to eliminate all discriminatory practices. We will ensure that, in our schools and other educational establishments, equality permeates the curriculum and underpins all our policies and practices in terms of access to education. We must ensure that all our children achieve their full potential to develop physically, emotionally and academically. Finally, we believe that equality and inclusion should be a given right, where everyone is valued and treated with respect.'

Information in Emergencies

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

In such cases, we will do all we can to let you know about the details of closure or re-opening. We shall keep you in touch by sending emails, putting notices in local shops and community centres, announcements in local churches and announcements in the press and on local radio.

Our evacuation location in the event of a major emergency is
Rockfield Primary School Telephone: 01631 568090.

Further information can be located within the nursery building.

Complaints Procedure

A complaint is 'an expression of dissatisfaction about the Council's action or lack of action, or about the standard of service provided by or on behalf of the Council'.

Complaints can be notified in person, by phone, by email or in writing to the Head of Centre. If parents/carers have cause for complaint they should contact the school in the first instance to make an appointment to meet with the Head of Centre or a member of the management team. However, if you have any concerns please do not hesitate to speak to any member of the management team who will be happy to listen to any concerns, or issues you may have and together come to an agreement that suits both parties.

If you remain dissatisfied in relation to a complaint after you have been to our centre you can escalate a complaint by contacting seemis@argyll-bute.gov.uk.

Parents and Carers can also raise concerns about the service, directly to the Care Inspectorate if they are not satisfied with outcome after discussion with Head of Centre or management team at their address below, or on the Enquiry Line Number.

Care Inspectorate

The Centre will, be inspected on a regular basis by the Care Inspectorate.

To ensure we maintain a high quality of provision in line with the Social Care Standards outlined by the agency.

Care Inspectorate

Social Care and Social Work Improvement Scotland

Renfrewshire House

Cotton Street

Paisley

PA1 1BF

0345 600 9527 or emailing us at concerns@careinspectorate.gov.scot

Local Councillors for Oban, Lorn and the Isles

Kieron Green	Independent Party
Andrew Vennard	Scottish Conservatives & Unionist Party
Luna Martin	Scottish Greens
Julie McKenzie	Scottish Nationalist Party
Amanda Hampsey	Scottish Conservatives & Unionist Party
Willie Hume	Scottish Nationalist Party
Andrew Kain	Independent Party
Jim Lynch	Scottish Nationalist Party

General Data Protection Regulations and Data Protection (GDPR) Act 2018

Information on children, parents and guardian is stored on a computer system and may, be used for teaching, registration, assessment and other administrative duties. In processing personal information, Argyll and Bute Council must comply with the General Data Protection Regulations and Data Protection Act 2018.

Although this information is correct at time of presenting, there could be changes affecting any of the matters dealt with in the document –

(a) Before the commencement or during the course of the school year in question.

(b) In relation to subsequent years.

For further information, please refer to the general privacy notice for education can be found at

www.argyll-bute.gov.uk/privacy/education-general.

Please note that at the time of producing this Handbook all information was correct, however during the year can be subject to change. If any changes occur we will keep you informed.

Thank you for taking the time to read through our handbook.

If you have any further questions or queries please do not hesitate to contact us either by email on enquiries-willowviewnursery@argyll-bute.gov.uk or Gillian.mcdougall@argyll-bute.gov.uk or you can call us on 01631 709888.