



Centre Handbook 2025- 2026



sustainable thriving achieving

East Dunbartonshire Council

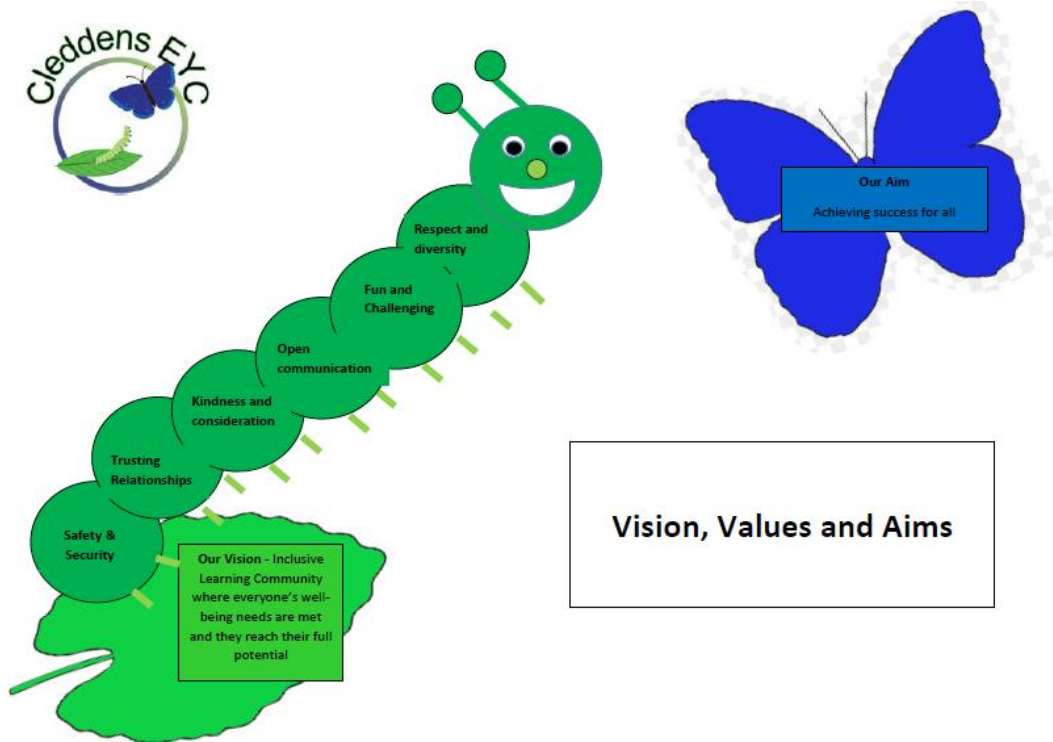
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Our Centre Vision, Values & Aims

Our vision, values and aims were created by the Head of Centre, Depute Head of Centre Early Years Teacher, Senior Early Years Workers, practitioners, children and families.



Introduction to Our Centre

Cleddens Early Years Centre is a purpose built extended day and year nursery provision which opened in October 2003 and has since moved to new premises in 2017. The centre can accommodate 114 children aged 3-5 years, 20 children aged 2-3 years and 9 children aged 6 weeks to 2 years at any one time. The centre is open 50 weeks of the year from 8am to 6pm.

The centre has 3 indoor areas, 1 open plan area for the 3-5 year olds, a 2-3 room and a baby room. Each age group has direct access to the outdoor area which is open every day regardless of weather. We have a family room where we can meet with parents and this is also used by staff to work with small groups of children.

Name of Centre: Cleddens Early Years Centre

Address: Kirriemuir Road, Bishopbriggs, Glasgow, G64 1DL

Telephone: 0141 955 2291

e-mail: office@cleddens.e-dunbarton.sch.uk Website:

<http://Cleddens.e-dunbarton.sch.uk>

Staffing

| | |
|---|--|
| Head of Centre | Isabel Bott |
| Depute Head of Centre | Christine Fox |
| Early Years Teacher | Audrey Hinton/ Claire Pender |
| Senior Early Years Workers | Shannan McLennan under 3's Rooms Charley Cullen 3-5 Room Linda Crozier -(Mon-Wed) 3-5 Room (covering career break for Donna Forbes) Sarah Pollock – (Thur/Fri) 3-5 Room |
| Early Years Practitioners 0-2 Room | |
| Sally Barr | Lindsay Macaulay |
| Kelsey McIntyre | Lauren Munro |
| Early Years Practitioners 2-3 Room | |
| Kimberley Wallace | Lesley Tinlay |
| Allison Akindele | Shannon Burns |
| Michelle Hagan | Pamela McGroarty |
| Holly Mardle | Jacqueline Garden |
| Celia Waters | |
| Early Years Practitioners 3-5 Room | |
| Tiger Group | |
| Jennifer Scullion | Abby Burgess |
| Katy McGarvey | Ashley Bennett |
| Monkey Group | |
| Amy Sharkey | Anna Hepburn |
| Jenny Stark | Helen Wilson |
| Giraffe Group | |
| Claire McCuish | Caroline Dilworth |
| Nicole Geraghty | Jen Muir |
| Leighann Stewart | |
| Flamingo Group | |
| Courtney Paterson | Tracey Treanor |
| Molly Dykes | Isabel Wilson |
| Lyndsey Morrison | |
| Rhino Group | |
| Sarah Pollock | Kerry Beck |
| Jennifer Leishman | Lynsey Martin |
| Ingrid Machado | Kayleigh Marshall |
| Crocodile Group | |
| Caitlin Gunn | Gail Gordon |
| Simone Snashall | Deborah Hendrie |
| Lucy Ward | |
| Additional Early Years Workers | |
| Samantha Sehar | |
| Aileen Marshall | |
| Early Years Support Workers | |
| Destiny Tait | Jaswinder Sekhon |
| Manizha Hoshang | |
| Housekeeper | Mary Wright |
| Clerical Assistants | |
| Susan Timoney | Yvonne Moffat |

We are also supported by the building manager and cleaning staff.
At times we will have Modern Apprentices and College students in the building, carrying out their placements.

Service Delivery

All 3-5 year olds and eligible 2 year olds received 1140Hrs of funded childcare and education. Parents can choose to use their funding for 5 am or pm sessions (8-12.45pm or 1.15-6pm) or 2 full days (8-5.30pm) and an additional am or pm session. Parents can purchase additional hours if available. The nursery is opened from 8-6pm daily. Paying places are also available in the 2-3 room and baby room.

Please collect your child on time as the Centre operates on a strict adult/child ratio which is established by Care Inspectorate Scotland.

In the 0-2 room the ratio is 1 staff member to 3 children,

2-3 room is 1 staff member to 5 children

3-5 room is 1 staff member to 8 children.

Admissions Policy

Places within the Centre are allocated in line with East Dunbartonshire Council's Admissions policy which can be found on their website along with other useful information.

<https://www.eastdunbarton.gov.uk/services/a-z-of-services/primary-secondary-and-early-years-education/early-years/>

Please note that the length of time a child's name has been on the register will not affect the child's priority for admission. Also, a child with a place in the 0-2 room will not automatically move into the 2-3 room and similarly a child with a place in 2-3 room will not automatically move into the 3-5 room.

Enrolment Procedures

When you are allocated a place in our Centre you will be emailed directly with an offer and start date. You will be contacted by the Head/ Depute Head of Centre with a date for enrolment and the Senior Early Years Worker & keyworkers will be involved in arranging a schedule for visits.

Attendance

Although there is no statutory attendance procedure in pre-five establishments you are asked to ensure that your child attends regularly. If your child is absent, please telephone and let us know the reason for their absence. We follow East Dunbartonshire's policy and it is the responsibility of every parent to contact the office before 9.15am or 1.30pm and inform the staff why your child is not in attendance. If this does not happen, the clerical staff or Senior Early Years Worker will phone the home and emergency contact. If this fails, the Head Teacher will involve the Attendance Officer. These measures are put in place under the Child Protection Policy.

Arrival and Collection of Children

It is expected that a responsible adult over the age of 16 will bring your child to and from the centre. You should sign your child in on the register and note who will be collecting your child at the end of their session. If this changes you must contact the Centre to inform staff of the change. In the interests of your child's safety you should make a point of telling the staff members if they will be collected by someone unknown to them. In this instance the different individual will be asked for your child's individual password.

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

Suitable Clothing

It is very important that all clothes are labelled as a number of children have the same or similar items of clothing. Children have the best fun when they are doing messy work. We will always try to make sure they wear aprons but accidents happen so please dress your child in suitable clothes. The Centre will provide welly boots and waterproof clothes for outdoor play.

Sun Safety

We are committed to ensuring we are a sun safe establishment. When UV levels are moderate or above (usual Mar to Oct) it is recommended the children wear factor 30+ UVA/UVB protection with a minimum of a 4-star rating, a hat and sunglasses. We would ask that you pay £5 and the centre will provide this for your child.

Insurance

Sometimes children like to bring something special or new to the centre for their friends to see, however parents should ensure that valuable items are not left at the centre, 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.

Outings and Consent Forms

There are two types of outing:-

Local Area Walks/Visits – is one in which no form of transport is used and one permission form covers the complete academic session, an EV3 form which you will complete during enrolment.

Other Visits – is one in which some form of transport will be used and an individual permission form will be required.

When outings or excursions for children are planned, the Head of Centre/Depute Head of Centre will advise you in advance. Usually this is done through newsletters, individual letters, emails or notices displayed on the Centre noticeboard. You will be asked to complete consent forms, which give your permission for your child's participation if appropriate. Please note that children cannot take part in outings unless completed consent forms have been submitted by their parent/guardian.

Transport

Transport is not normally provided for children attending pre-five establishments. The Council may, however, provide transport to and from the Centre for children with additional support needs who may require to travel some distance to take up their placement. Generally, parents are expected to make their own travel arrangements.

Emergency Closure Arrangements

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

Establishments may be affected by, for example, severe weather, transport problems, power failures or difficulties with fuel supplies. If this happens, we will do all we can to let you know about the details of closure and re-opening. We have procedures in place for this eventuality.

We may keep in touch by website newsfeed, telephone, Groupcall, text, email, notices in local shops and community centres, announcements in local churches, in the press or on local radio.

Please ensure that the Centre have been informed of any change in home telephone number and/or address.

Emergency Contacts

Parents whose children are in the centre are asked, where possible, to provide the centre with the names, addresses and telephone numbers of two contact persons (other than parents) for use in case of an emergency.

You are also asked to keep the centre up-to-date with any changes in this information.

Lunches

East Dunbartonshire Council provides hot lunches for children who have a funded place. Children are encouraged to choose their own lunches by staff on a daily basis. Child friendly menus are displayed outside each playroom. Menu and dietary information can also be found on East Dunbartonshire Councils Website.

Snack and the Promotion of Healthy Eating

Children are provided with a daily snack. It is our aim to promote healthy eating by encouraging children to taste and eat healthy foods provided by staff. Your child will also participate in baking and cooking activities.

No Smoking Policy

Smoking is not permitted within the Centre or in the surrounding environment. Smoking is only permitted outside the Centre grounds.

Access to the EYC & traffic-free schools

The Centre is located in the same campus as Thomas Muir Primary School. Access to the Campus is via the main school gates on Kirriemuir Avenue or the rear gate in Ochil Road. Parking in the area of the school is restricted by the traffic-free schools scheme. This prohibits driving at selected roads adjacent to the Centre between 8.30 and 9.15am and 2.30 and 3.15pm on Monday to Friday during term time. The rear gate in Ochil road is locked between the hours of 9.15am and 2.45pm.

If you come to the centre by car it is suggested that you park safely and at a suitable distance from the school thus avoiding congestion. Parking is available within the campus if you are arriving and leaving out with the times detailed above.

Treat Fund

If you are able we would ask for a 40p donation per session to Treat Fund. This money is used to buy baking items, birthday treats, Graduation celebration and Christmas presents for the children. The treat fund is our main source of income. Envelopes are available at sign in areas please use these to donate and hand in to the main office.

Fundraising

With the exception of our annual budget allocated to us by East Dunbartonshire Council, our main source of funding will be our Treat Fund. We may on occasion hold a fund raising event to supplement the treat fund for specific events or resources. From time to time we also fundraise for specific charities.

Photographs/Videos usage & School Photographer

Photographic and video recordings are made for educational purposes on such platforms as E-Journals. Every parent will be asked to complete permission forms for internal and external photographs including use of photos on our website. Hopefully all parents will agree to the internal use

of photographs & school website. Parents will be informed when a school photographer will be in the centre.

Oral Hygiene

All children take part in daily tooth brushing within the centre. I am sure you will agree that this is a valuable activity. If you wish for your child to opt out, please speak to the Head of Centre/Depute Head of Centre.

Medication

If your child is in need of medication during their time at the centre, you should discuss their requirements with the Head of Centre/Depute Head of Centre/Senior Early Years Worker. Prescribed medication will be given at the discretion of the Head of Centre and you will be required to fill in a medication form. Medication forms will be given to you by a member of the centre staff.

If your child suffers from asthma, you must tell the Head of Centre/Depute Head of Centre or Senior Early Years Workers if there are any activities or specific circumstances which are likely to bring on an attack. If your child suffers from epileptic seizures or diabetes you must tell the Head of Centre/Depute Head of Centre or Senior Early Years Workers to discuss what emergency procedures are to be followed in the event your child was to take unwell while in our care. A risk assessment will be completed and agreed by the Head of Centre/Depute of Head of Centre and parents.

If Your Child Becomes Unwell

We would ask that you telephone the centre if your child is not able to attend their session on a particular day. If your child becomes unwell while at the centre, contact will be made with you or your emergency contact. If we cannot make contact with anyone, a member of staff will look after your child until a family member has been notified. We will obtain the best medical attention as appropriate, e.g. call an ambulance if necessary.

Accidents and Incidents

Although we hope that these will be few and far between, realistically there will be occasions when they do occur.

The Centre records accidents and incidents that occur during the session. Parents will be informed and an accident form will be completed on Learning Journals. Parents will be asked to confirm this to record that they have been informed. In the event of any head injury all parents will be called to inform them of this and a copy of the accident record will be issued through their child's Learning Journal.

In the event of a child requiring medical assistance/hospitalisation, we will either phone an ambulance and the parents or, where required, the Head of Centre/ Depute Head of centre will escort a child to the hospital either by ambulance or, if required, by car with another staff member to support the child until the parent arrives. Where a child has had an injury requiring medical assistance, the care inspectorate and the Council's Health and Safety Team will be informed.

Protecting Children and Young People

East Dunbartonshire Council has issued Child Protection Procedures and Guidance which all staff must follow to promote the welfare of children and to protect them from harm.

All adults must share the responsibility for promoting children's health and safety and ensuring, as far as possible, that all children are protected from abuse, neglect and exploitation. Children cannot be expected to take full responsibility for keeping themselves safe. Professional staff must work together and in co-operation with families and carers to enable children to grow up in a warm, stimulating and safe environment.

Education staff are required to assist in the protection of children by:

- *Creating and maintaining a positive and caring ethos*
- *Developing health and personal safety programmes*
- *Being observant of children's needs, views and concerns*
- *Reporting and recording concerns about the welfare or safety of children*
- *Monitoring and supporting children in co-operation with relevant professionals, parents and carers.*

Education staff cannot keep secret allegations or concerns about child abuse, even if a child or adult requests this. Information or concerns that a child may be at risk of harm must be passed on in order to protect the child. Staff will treat the matter sensitively, and information will only be passed to those who need to know in order to protect and support the child.

If parents or others have concerns for any child, they can speak to the Head of Centre about this. They can also contact social work services and/or the police.

When a member of staff, a child or another individual provides information and the Head of Centre considers that there is a possibility that a child has been harmed or is at risk of harm, the Head of Centre is required to immediately contact social work services to discuss the circumstances and agree the immediate action to be taken. Centre staff are then required to co-operate with any subsequent enquiries or support plans.

The Centre has copies of the East Dunbartonshire Council Child Protection Procedures and Guidance. These are available for reference from the Head of Centre.

At Cleddens Early Years Centre the Child Protection Co-ordinator is Isabel Bott, Head of Centre. The Depute Child Protection Co-ordinator is Christine Fox, Depute Head of Centre.

The Early Years Curriculum

It is our aim in Cleddens EYC to ensure that each child has access to a relevant, broad and balanced pre-five curriculum.

In order to achieve this, we follow local and national guidelines, as follows:

- *East Dunbartonshire Council's Being Me Under Three*
- *Curriculum for Excellence (2009)*
- *Getting It Right for Every Child (2012)*
- *Realising the Ambition (2020)*
- *East Dunbartonshire's Education Service Plan*
- *Setting the Table*
- *Quality Improvement Framework for Early Learning and Childcare Sectors*
- *The Children (Scotland) Act 1995*
- *The UN Convention on the Right of Children*
- *National Care Standards*
- *The Health & Safety at Work Act*
- *The Early Years Framework (2009)*

Realising the Ambition

The key aspect of realising the ambition is about putting the child at the centre of all decisions made. Realising the ambition looks at spaces, interaction and experiences.

Being Me: Under 3

Being me under three looks at children's learning and development from 0 to 3.

This looks at;

- *Language and Communication*
- *Curiosity and creativity*

- *Movement and Coordination*
- *Self & Social Development*

This document is used to plan for children learning and track their development milestones.

Curriculum for Excellence

Bringing Learning to Life and Life to Learning

Curriculum for Excellence is used across Scotland for all 3-18 year olds – wherever they learn. It aims to **raise standards** and prepare our children for the future by equipping them for the jobs of tomorrow in a fast changing world.

It enables professionals to teach subjects creatively, to **work together** across the Centre and with other settings, to share **best practice** and explore learning together. Glow, Scotland's unique, world-leading, online network supports learners and staff in this and plans are already in place for parents across the country to have access to Glow.

Teachers and practitioners will share information to plan a child's 'learning journey' from 3-18, helping their progression from nursery to primary, primary to secondary and beyond, ensuring smooth transition. They will ensure children continue to work at a pace they can cope with, and with challenge they can thrive on.

Curriculum for Excellence balances the importance of **knowledge** and **skills**.

Every child is entitled to a **broad and deep** general education, whatever their level and ability. Every teacher and practitioner will be responsible for **literacy and numeracy** – the language and numbers skills that unlock other subjects and are vital to everyday life.

It develops **skills** for learning; life and work to help young people go on to further study, secure work and navigate life. It brings real life into the Centre, making learning relevant and helps young people apply experiences to their life beyond the Centre. It links **knowledge** in one subject area to another helping children understand the world and make connections. It develops skills so that children can think for themselves, make sound judgements, challenge, enquire and find solutions.

There will be personal **support** to help young people fulfil their potential and make the most of their opportunities with **additional support** wherever that will be needed. There will be an emphasis by all staff on looking after our children's **health and wellbeing** – to ensure that the Centre is a place where children feel safe and secure.

Ultimately, Curriculum for Excellence aims is to improve our children's life chances, to nurture **successful** learners, **confident** individuals, **effective** contributors, and **responsible** citizens, building on Scotland's reputation for great education.

How We Promote Learning

We promote learning in our Centre by:

- *Planning clear goals for the children's learning*
These are designed to match the individual needs and achievements of all children.
- *Through observation of children at play*
By using this procedure our staff become aware of how and what your child is learning.
- *Keeping day-to-day records of observations and assessments*
This enables us to plan learning experiences which take account of our children's needs and developments.
- *Using reporting as a means of promoting partnership with parents*
You may discuss your child's progress formally or informally with any member of staff. We encourage you to ask questions relating to your child's progress and to share any information, which you feel is relevant, with us. We encourage parents to share news from home and achievements through e-journals.
- *Assessing children's development and progress*
In doing this we aim to take account of all of your child's needs. That is, the physical, social,

emotional, aesthetic and educational development.

Our assessment is a continuous process which is carried out by observing, listening and talking to your child in the course of every day experiences.

You will be invited to take part in the assessment of your child by means of informal chats, by helping to identify next steps in your child's learning and if necessary in more formal circumstances.

We wish to emphasise that your child's own progress is the basis of our assessment, rather than his/her progress in relation to other children.

Working Together to Promote Positive Behaviour

It is our policy at Cleddens to promote positive behaviour. This is achieved by:

- *Using praise and positive reinforcement.*
- *Encouraging our children to respect other children and adults.*
- *Encouraging our children to respect the property of others.*
- *Establishing routines and practices as part of the Centre's programme.*

Family Champion

At Cleddens Early Years Centre we have a Family Champion in place who is one of our early years practitioners. The Family Champion is a first point of contact for parents, who can provide positive parenting support and advice using a preventative, universal approach. They have an important role in building trusting relationships with parents / carers, encouraging participation and promoting inclusion. Family Champions can organise chats with parents / carers to provide useful strategies on developmental topics such as bedtimes, mealtimes and supporting positive behaviour. As such, The Family Champion can provide support to make small changes which can make a big difference. They can also inform families of local groups and services which may be of use. If and when appropriate, the Family Champion also has a role in signposting parents / carers to the Supporting Families Team for bespoke strategies to suit individual families.

Supporting Families Team

The nursery has access to the East Dunbartonshire Council Supporting Families Team. The Team work with children, families, carers and related agencies to improve outcomes for children and families. It aims to build and strengthen positive relationships between home and nursery and address barriers to educational attainment. The Team can offer a wide range of services to promote the wellbeing of children and families. To access this Service please speak to the Family Champion or Head/ Depute of Centre.

Support for All

Within our Centre, we aim to provide curriculum and learning experiences to support all children. Our highly skilled staff team includes three Support Workers. We work in partnership with external agencies.

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 for a temporary period.

Some difficulties are related to specific aspects of learning, for example speech and language development. In circumstances such as these, in consultation with parents, we often seek advice and support from external agencies such as speech and language therapists and psychological services.

If your child requires additional support, the staff will monitor his/her progress very carefully, through observations and partnership working with parents. Regular reviews of your child's progress will take place and all interested parties will participate in the discussion about the progress being made, any targets to be set and the next steps in your child's learning.

Research has shown that support in early years is highly beneficial. Therefore, East Dunbartonshire Council recognises the importance of early intervention and ensures that all children are supported by the Learning Support Assistants. This enables early identification and assessment to take place. Team members provide support for effective teaching and learning. They work in partnership with senior management, Centre staff, parents, pupils and other support services.

It is important that parents, Centre staff and other professional bodies work together to support children's learning. By doing this we are ensuring that each child has the opportunity to achieve his/her potential.

East Dunbartonshire Council, in supporting inclusion in its schools, has a number of support for learning services.

Psychological Services

We have a link Educational Psychologist from the Council's Psychological Services who supports us in delivering East Dunbartonshire's Policy for identifying, assessing and supporting all children, particularly those with additional support needs.

The Psychological Service operates at three levels within the Council, namely that of the individual young person/family, the level of the whole Centre and that of the Authority.

Our link Educational Psychologist works collaboratively with Centre staff at all stages of intervention with regard to individual pupils, groups of children or relevant topics related to the Centre improvement plan.

Speech and Language

We have a speech and language therapist who is linked to the Centre and who we can contact for advice and support.

Frequently Asked Questions

What can I do if I disagree with a decision?

If you disagree with a decision the Centre has made you should immediately contact the Head of Centre and arrange to meet to discuss the decision.

If you do not feel that your concern has been dealt with satisfactorily or taken seriously you can make a complaint.

If you disagree with a decision taken by the education authority, there are a number of ways you can try and deal with this.

The different ways you can deal with disagreements are called dispute resolution procedures.

When should I make use of dispute resolution procedures?

If you have a concern about your child's learning you should always, in the first instance, contact the Centre to arrange a meeting to discuss that concern.

Every effort will be made by the Centre and the education authority to resolve your concern at that point.

If you are not happy with the way, the matter has been dealt with and you continue to have concerns you may be able to make use of one (or more) of the following:

- *mediation*
- *independent adjudication*
- *Additional Support Needs Tribunals for Scotland to assist in reaching a satisfactory conclusion.*

Support for Learning Services If you have anything you would like to discuss with regard to support for your child please contact Isabel Bott, Head of Centre, who is the Early Years Centre Support for Learning Co-ordinator

Partnerships with Parents

Our staff will always be happy to discuss your child's progress with you.

In Cleddens Early Years Centre we aim to:

- *Involve parents in decisions which are taken about their children's education and care.*
- *Establish and maintain a two-way channel of communication with parents.*
- *Share experiences and keep parents informed of developments within the Centre.*

We value your role in your child's learning. As parents, you are the prime educators in your child's early years and we hope that you will continue to play a major role in your child's learning when they come to our Centre. We will provide regular suggestions of how you can support your child's learning within the Centre and at home.

We welcome any contributions you may wish to make and look forward to working in partnership with you and your child.

Change in Circumstances

It is helpful if you keep staff informed of any circumstances at home which may affect your child's manner or behaviour in the Centre, e.g. birth of a baby, death of a relative etc. It will enable us to understand what is going on and to give suitable support. Any information, is of course, treated with the strictest confidence

Our Rights

We strive to be a Rights respecting nursery, embedding the UN Convention on the Rights of the Child(1989) in all that we do. We aim to raise children's awareness of rights by incorporating them within our daily planning as well as highlighting their rights and responsibilities using 'Our Rights' displays throughout the nursery.

To keep ourselves safe and to have fun in the nursery:

- *We are kind and caring because we all have the right to be included.
(Derived from Article 2)*
- *We don't hurt each other because we all have the right to be safe.
(Derived from Article 19)*
- *We talk to each other because we all have the right to be heard.
(Derived from Article 13)*
- *We look after our toys and books because we all have a right to learn.
(Derived from Article 28)*
- *We share because we all have the right to play.
(Derived from Article 31)*

You can support your child's learning by discussing these at home with your child.

Data Gathering and Storage

The ScotXed Programme Education Authorities, the Scottish Government and its partners have, for many years, collected information about Children on paper forms.

The information is now transferred electronically through the ScotXed programme. The following explanation

has been provided directly by ScotXed:

Transferring Educational Data About Children

The Scottish Government and its partners collect and use information about children in early years' centre's (e.g. the number and characteristics of children, their attendance, absence and exclusions, their attainment and their destination when leaving the centre) to help to improve education across Scotland. This note explains why we need this information, how we use it and what we do to protect the information supplied to us.

Why do we need your data?

In order to make the best decisions about how to improve our education service, Scottish Government, education authorities and other partners such as the SQA and Skills Development Scotland need accurate, up-to-date data about our children. We are keen to help all our children do well in all aspects of early years and school life and achieve better examination results.

Accurate and up-to-date data allows us to:

- *plan and deliver better policies for the benefit of all children*
- *plan and deliver better policies for the benefit of specific groups of children*
- *better understand some of the factors which influence children attainment and achievement to share good practice*
- *target resources better*
- *enhance the quality of research to improve the lives of young people in Scotland.*

Data policy

Information about children's' education is collected through our statistical surveys in partnership between the Scottish Government and Local Authorities through the ScotXed Programme which aims to help schools/centres and Local Authorities by supporting efficient collection, processing and dissemination of statistical information. The Scottish Government then provides analysis of the data to support research, planning, management and monitoring of education services as well as to produce National Statistics publications.

Education data within Scottish Government is managed effectively by secure systems and is exploited as a valuable corporate resource, subject to confidentiality restraints. As part of its data policy, Scottish Government will not publish or make publicly available any information that allows individual children to be identified, nor will data be used by Scottish Government to take any actions in respect of individuals. Data is held securely and no information on individual children can or would be made publicly available by Scottish Government.

The individual data about children in schools/centres collected by Scottish Government through statistical surveys is used only for the statistical and research purposes for which it is collected.

Your data protection rights

The collection, transfer, processing and sharing of ScotXed data is done in accordance with the Data Protection Act (2018). We also comply with the National Statistics Code of Practice requirements and other legislation related to safeguarding the confidentiality of data. The Data Protection Act gives you the right to know how we will use your data. This note can give only a brief description of how we use data. Fuller details of each individual ScotXed survey, including the purpose of each and the published data, can be found on the ScotXed website (<http://www.gov.scot/Topics/Statistics/ScotXed>). Children's' names and addresses (other than postcode) are never collected in any ScotXed statistical survey. Scottish Government works with a range of partners including Education Scotland, Skills Development Scotland and the SQA. On occasion, in order to help meet our aim of improving the life of young people in Scotland, we may make individual data available to partners such as the National Registers of Scotland to carry out research relating to the national population census and also to academic institutions and organisations to carry out additional research and statistical analysis which helps inform policy development and

contributes to improving outcomes for Scotland's people. In order to carry out this research to support better decisions, policy making and practice, data may be linked to information from other sources.

Any sharing or linkage of data will be done under the strict control of Scottish Government, and will be consistent with our data policy and the National Data Linkage Guiding Principles. This will ensure that no individual level data will be made public as a result of the data sharing and that these data will not be used to take any actions in respect of an individual. Decisions on the sharing or linkage of data will be taken in consultation with relevant colleagues and individuals within and out with Scottish Government. At all times children's rights under the Data Protection Act and other relevant legislation will be ensured.

Concerns

If you have any concerns about the ScotXed data collections you can email the Head of Schools Analysis, Mick Wilson, at mick.wilson@scotland.gsi.gov.uk or write to Education Analytical Services, Area 2D, Victoria Quay, Leith, EH6 6QQ.

Data Protection Act 2018

East Dunbartonshire Council will process your child's personal data in compliance with the Data Protection Act 2018 and all other relevant legislation. The Council may share your child's personal data with other Council services and public agencies to support the delivery of services to promote the health, safety and well-being of children and young people.

Freedom of Information

Accessing Your Child's Records Parents have a legal right of access to their child's core education records, regardless of the age of their child. These are the records held within your child's Personal Children Record (PPR). Parents do not have a general right of access to all records that mention their child. To access your child's file, please apply in writing to the Head of Centre.

| Age of child | Child's legal rights | Parent's legal rights |
|--------------|--|--|
| Under 12 | A child's parent or guardian may apply on the child's behalf for access to all records | Right of access to core education record (PPR) |

Freedom of Information (Scotland) Act 2002

The Freedom of Information (Scotland) Act gives individuals a statutory right to the unpublished "internal" information and records held by Scottish Public Authorities such as East Dunbartonshire Council and its schools and early years' centres. Individuals have already used this legislation to find out about policy, procedures and how particular decisions have been reached. If you would like to use this legislation to access particular information please write to the Head Teacher/Head of Centre, and subject to certain conditions and exemptions, you will receive a full response within twenty working days of receipt of the request.

Comments, Compliments and Complaints Procedure

We are keen that you are completely satisfied with your child's education and we encourage feedback on our services from parents, carers and children. We are, therefore, interested in feedback of all kinds, whether it be comments, compliments, or complaints.

If you want to register a comment about the centre you can do this by writing, e-mailing, telephoning or making an appointment to see someone. All feedback is welcome and keeps us in touch.

If, in particular, you have a complaint about the centre, please let us know. It is better that these things are shared openly and resolved fairly, rather than being allowed to damage the relationship between the family and the Centre.

No negative consequences will arise from making a complaint and we will deal with the issue as confidentially as possible.

In relation to making a complaint:

- *Stage 1 – We will always try to resolve the complaint quickly and to the parent's satisfaction where ever we can. We will respond to your complaint within five working days, unless there are exceptional circumstances.*
- *Stage 2 – If you are dissatisfied with the decision at stage 1, the complaint will be investigated, acknowledged in three working days and a decision will be provided as soon as possible but within twenty working days.*

If you are still dissatisfied, you should then contact: Education Officer–Southbank Marina, Kirkintilloch, Glasgow G66 1XQ Telephone Number: 0300 123 4510

Or Care Inspectorate – Central West Region, Compass House, 11 Riverside Drive, Dundee DD1 4NY Telephone Number: 0345 600 9527

You should also note that you have the right to raise unresolved concerns with your local councilor.