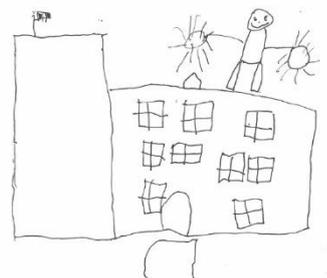




Stirling Council Schools, Learning & Education

Doune Nursery Handbook

2019/2020



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Stirling Council

Schools, Learning and Education

Stirling Council is committed to working in partnership with our communities to deliver the best possible services for all who live and work in the Stirling area.

We have a clear focus on achieving the highest standards in our schools and nurseries so that the children, young people and citizens of Stirling benefit from first class services.

Education is key to every child's future and enables us to create a fairer and more inclusive society, where our young people secure positive destinations when they leave school.

We attach great importance to lifelong learning, giving children the best possible start in life from nursery, through school, to life beyond school.

We want all children and young people growing up in Stirling to be: safe and happy; listened to and respected; engaging in a wide range of active learning opportunities; and achieving positive outcomes.

We will realise this ambition by putting children and young people first, promoting inclusion and delivering high quality services.

The needs of our children and young people will be best met by working effectively together with parents, carers and a range of partners. We want parents and carers to be involved in their children's learning.

We look forward to working with you, as your child embarks on their transition to nursery.

A handwritten signature in black ink, appearing to read 'Kevin Kelman'.

Kevin Kelman
Chief Education Officer
Stirling Council
May 2019

Description of Doune Nursery

Doune Nursery Class is situated within the grounds of Doune Primary School and is an extended day, extended year provision for children aged 2 to 5 years, open from 8:00 a.m. until 6.00 p.m. 45.6 weeks of the year. Core sessions are 8.00 a.m. – 1.00 p.m. and 1.00-6.00 p.m. There are some limited extended day places available. Sessions are agreed with parents before admission, and staffing levels are determined by children’s attendance patterns. To cover this extended day our staff rotate around a shift system.

Nursery Information

| | |
|---|--|
| Nursery address | Doune Nursery Castlehill Doune FK16 6BU |
| Telephone number | 01786 842734 |
| E-mail address | dounenu@glow.sch.uk |
| Head | Andrew Clark |
| Principal Early Childhood Educator | Leanne Munnoch |
| Senior Early Childhood Educators | Linda Bowie Hayley McLellan |
| Early Childhood Educators | Jennie Stewart Emma Fraser Rachel Headley |
| Support for Learning Assistant | Rachel Byrne |
| Modern Apprentice | Lisa Dawson |
| Peripatetic Nursery Teacher | Fiona Young |
| Administrator | Diane Leithead |

Nursery Values and Aims

Our Values

- Respect
- Responsibility
- Honesty
- Care

Our Aims

- To be an integral part of the local community fostering positive partnerships and respectful relationships with all stakeholders.
- We encourage and support positive emotional health and wellbeing of all stakeholders ensuring the development of confident individuals within meaningful relationships.
- We are committed to providing a safe, responsive and inspiring learning environment both indoors and outdoors which supports the holistic development of the individual child.
- We recognise and value children's previous learning and further support their development as creative and independent learners.
- Children's rights are embedded in our practice and we are committed to ensuring visibility of these rights.
- We continue to provide a wide range of challenging and stimulating learning experiences through responsive curriculum planning.

We hope that children and families enjoy their time with us!

Keyworker System

The Nursery operates a keyworker system, whereby each educator has specific responsibility for a small group of children. There are three/four keygroups, each with two keyworkers. The keyworkers will be you and your child's main daily point of contact. However, all the Nursery team is involved in working with the children during the normal course of the day. If one of your child's keyworkers are on annual leave, training or is ill, you can confidently leave your child in the care of your second keyworker or another known educator. If your child's keyworkers are not available to pass any information on, please speak to another educator.

All educators will use observations to plan, record and complete profiles for the children. The keyworkers will share regular updates in regards to your child's progress with you throughout the year.

Settling In

All children settle into Nursery at different paces. Children are coming into a new environment with new adults and new expectations of them which can be overwhelming. At Doune Nursery, we value the time needed for each individual to settle.

Following your induction day at Nursery, your child's keyworker will discuss with you how long your child will be in for on their next session. This may have to be gradually built up to support you and your child during this transition. We ask all parents/carers to be patient at this time and to work with the educators who will advise of the best course of action for your child.

Signing In/Out Sheets

Parents are asked to be vigilant in the signing in/out of their children. These forms are imperative for staff to know who is in the building at any given time.

All children must be brought to the Nursery and collected by a responsible adult, over 16 years of age. When your child is initially enrolled in Nursery, parents will be asked to name nominated people to bring and collect their children. This will be recorded in the child's records and only authorised persons will be allowed to collect the child. At any time, parents can amend named persons on the child's records. In the event that parents need to amend collection arrangements we ask that you notify the staff as soon as possible. If someone different is collecting a child, this must be recorded on the signing in sheet and passed to a member of staff. If the given person is unknown to Nursery, we will ask that they bring ID with them and for parents to supply a password.

In an emergency, we may need to get in touch with you, for example, if your child has an accident or becomes unwell. In the event we cannot contact a parent, we must be given the names, phone numbers and addresses of two emergency contact numbers. It is important to ensure that the persons nominated as emergency contacts are willing to accept this responsibility.

Other Agencies/Professionals

At Doune Nursery we work in partnership with a range of other agencies/professionals including Speech and Language, Social Work, ASN outreach team, NHS Forth Valley and our link Educational Psychologist. If you are concerned about any aspect of your child's development, please do not hesitate to discuss this with your child's keyworkers. The Nursery staff may approach you if it is thought your child would benefit from specialist input and will discuss with the parents the full referral system. To support families with English as a second language we can access the translation service.

Nursery Improvement Plan

Parents views are sought each year in order to ascertain areas of development required. We appreciated feedback from families, this influences future improvement plans. Copies of the current Nursery Improvement Plans are available in the office.

Education Scotland and Care Inspectorate

The Nursery is subject to Care Inspectorate inspections. In addition the Nursery will also be subject to Education Scotland inspections. There may be integrated inspections when both the Care Inspectorate and Education Scotland will inspect the Nursery. All inspection reports are available for parent's information on request or from both The Care Inspectorate and Education Scotland websites.

Parents will be informed of the dates of inspections, where possible, and are welcome to contribute to the inspection process by meeting with the Inspectors or completing pre inspection questionnaires.

Validated Self-Evaluation

The Schools, Learning and Education Service is committed to raising standards and quality across all of its establishments. Validated Self-Evaluation (VSE) is one approach to supporting and securing improvement. VSE sits alongside other areas designed to support improvement, such as school improvement planning, self-evaluation for self-improvement, Improvement Partnerships, Career Long Professional Learning, Professional Review and Development, working with parents and standards and quality reporting.

Doune Nursery are in an improvement partnership group with two other nurseries. A part of this partnership involves educators visiting each Nursery, looking at and sharing good practice and supporting each other. Once a year we select one of the nurseries and go in as an inspector would to look at evidence of learning and care.

Parental Engagement with Impact

Research has proven parental involvement in children's education from an early age has a significant effect on educational achievement, and continues to do so into adolescence and adulthood.

It is hoped that families will continue to be active participants in the life of Doune Nursery and be involved whenever possible in working with the Nursery team, in enhancing and promoting the children's development and learning. Effective and genuine working relations between staff and parents are viewed as being crucial in supporting the children.

Families should feel free to come into the Nursery to see what experiences their children are engaged in – we operate an open door policy – which means parents are welcome at any time. Please add your name to the 'Events This Week' sheet in the foyer area of Nursery if you would wish to stay. We may ask parents/carers with a particular skill to come and work with the children if they are showing an interest in that area.

We communicate with families in a variety of ways e.g. parental questionnaires, coffee mornings/ afternoons, newsletters, open afternoons, sharing sessions, information boards, parents group and a suggestions box.

Curriculum

The curriculum at Doune Nursery is informed to date by Stirling Council's Curriculum Guide, Scottish Government Pre Birth to Three Guide and the Scottish Governments Curriculum for Excellence 3 - 18.

In addition to the foyer display, photographs are displayed on the screen and the curriculum planning folder is available. Curriculum information is also contained within the children's portfolios and their ejournals.

Staff use the Scottish Government Curriculum for Excellence framework when planning experiences for the children. Staff plan together every 4 weeks, with keyworkers sharing information about the children in their group, (e.g. individual children's learning, interests, likes, dislikes etc). This information, gained through observations, assists staff in planning a broad-based curriculum which aims to meet each child's individual learning. These plans are displayed in the Nursery foyer. If your child has any particular interests throughout the Nursery year, please share these with your keyworker, and on the planning wall in the foyer.

Documentation Approach to Learning

As part of Stirling Council's commitment to listening to children Doune Nursery uses a 'documentation approach' to support children's development and learning. This involves keyworkers and children working together to, investigate particular interests and extend / develop knowledge, understanding and problem solving skills. This 'learning process' is recorded through written observations, photographs, children's plans, drawings, video and the child's voice. The children influence and impact on our Curriculum Planning and the documentation ensures that children are being listened to and their learning planned for in a responsive way. Staff come together to research the documentation and plan accordingly for the children's learning. The evidence gathered (or 'documentation') is kept in children's ejournals as a record of their interests, achievements and development during their time at Nursery. Your child's ejournal is an essential tracking tool to look at their development and progress. It is crucial to see the 'whole child' and for this, we need input from home. Please feel free to work with your child and add photographs and other information i.e. tickets, brochures etc. into the on line ejournal.

Nursery/Primary Liaison

At Doune Nursery we are currently enjoying excellent liaison with all our feeder primary schools. We have enjoyed visits between the Nursery Staff and Primary 1 teachers. We will keep parents informed of Nursery / Primary shared activities/liason and parents have opportunity to evaluate the transition programme. Documentation pertaining to Nursery / Primary liaison is displayed on the Information Board in the foyer.

Email Communication

Email is our main way of communicating with you. This supports our ECO schools philosophy as it cuts down on the amount of paper and ink used. Please therefore ensure you let us know your email address and inform us if you change it. We issue newsletters, diary dates, updates and bills via email.

Fundraising

Throughout the year there will be fundraising events so please watch out for these. Your support for our fundraising is very much appreciated and we will also provide an update as to what your efforts have helped us to purchase for the children.

Special Events Fund

Our Special Events Fund has been set up to raise money for things that our budget does not cover i.e. Christmas presents, end of term events etc. A money bank is located in the foyer area for anyone who wishes to donate any money towards our Special Events Fund.

Policies

Child Protection

Doone Nursery has a policy on Child Protection, with the aim of protecting and supporting all children.

Key points in the policy include the following:

- All staff have training and support to recognise that signs and symptoms of abuse whether physical, sexual or emotional.
- All staff must pass on any concerns to the Head, Principal, or person in charge who in turn must make a referral to the Social Work Department, if there is a concern regarding a Child Protection issue.
- The Social Work Department has a duty and responsibility to act upon information given.
- Parents are asked to inform staff of any injuries, bumps and bruises that their child has already sustained before coming to Nursery.
- Staff will record bumps, bruises and minor injuries received during the child's time in Nursery in the Room Accident Book and note serious events in the Doone Incident Book.

Parents are welcome to discuss the policy with the Head of Nursery. Confidentiality will be maintained at all times unless this jeopardises the health or welfare of the child.

The public have an obligation to pass on information about child abuse and neglect to the:

- **Nursery:** 01786 842734
- **Police:** call Police Scotland on 101 and state that your call is in relation to Keeping Children Safe/The Sex Offender Community Disclosure Scheme. On receipt of your call, you will be transferred to a police officer who will discuss your concerns. This number is available 24 hours a day.
- **Care Inspectorate:** 0845 600 9527
- **Social work:** 01786 471177 or 01786 470 500
- **Childline:** 0800 1111

Confidentiality cannot be guaranteed where the child is thought to have experienced, or be likely to be at risk of, significant harm.

In the interest of child safety, we require that no pictures of children taken within Nursery will be posted on any social networking/media site.

Zero Tolerance

Nursery should provide a safe and stable environment for all children and staff. Please note, aggressive, violent and threatening behaviour, both physical and verbal, will not be tolerated. Any individuals displaying any of these behaviours will be reported to the police.

Charging Policy

Children receive 1140 hours entitlement a year, which breaks down to 25 hours per week (5 sessions) from the term following their 3rd birthday.

As an extended day Nursery, we can offer extra sessions where there is availability. These sessions are chargeable at £15.50 per contracted session and are usually reserved initially for working families. All bills are sent out by email and can be paid through our online ParentPay system, by cash or by cheque. Once your child is enrolled at Nursery, a ParentPay activation letter will be sent to you so you can securely set this up at home.

If you wish to discuss this in more detail please speak to the Principal ECE or Administrator.

Snacks and Lunches

We do provide a small morning and afternoon snack for the children, e.g. dried and fresh fruit, vegetables, crackers, biscuits, breadsticks etc. in line with our commitment to a Health Promoting Nursery ethos. Stirling Council do not charge for snack at Nursery, however if you are able to donate any foods, please feel free.

Children who stay for lunch can access lunches from the school dinner hall, charged at £2.20. All orders for lunches have to be in to the office by 9.00 a.m. each morning. Alternatively a packed lunch should be provided from home for those children who are accessing lunches (morning session and extended day session). We ask for all packed lunches to be ready-to-eat foods as we are unable to heat any foods up during lunch times. Lunch children will be escorted down to the dinner hall within Doune Primary School to access their lunch. They will be supported during this time by educators and SLAs before returning to the Nursery in time for collection at 1.00 p.m. or to continue their extended day session.

Allergies/Special Dietary Requirements

Food allergies are becoming more common among infants and young children. Allergic reactions can range from mild skin rashes to severe, life-threatening reactions with breathing difficulties. It is important to reduce the likelihood that these reactions will take place while the child is in Nursery.

Children with allergies or special dietary requirements will be provided with a Flow Chart to be filled out by the child's parent / carer alongside their keyworker. This form must be filled out on their first day of Nursery or as soon as an allergy is found.

The Food Information Regulation (Dec 2014), requires that information must be provided about the allergenic ingredients in any food which is provided by the Nursery. There are 14 major allergens which need to be mentioned when they are used as ingredients in a food. A list of these allergens is displayed on the Nursery noticeboard. Details of any allergens included within the Nursery snack are also identified on the snack menu.

Nut Policy

We endeavour to make Doune Nursery a safe environment for children with allergies. For this reason Doune Nursery is a nut free zone. If a child with nut allergies attends the Nursery we shall risk assess the individual child's needs and inform all parents to be extra vigilant. We hope to reduce the risk of any child, who may have or develop an allergy to nuts by being considerate when buying food stuffs for the Nursery e.g. flour for play-dough, snack, etc. We realise that many of our foods are labelled as having 'traces of nut' or 'cannot guarantee nut free' which are very difficult to avoid.

Celebrations

Different festival and celebrations are looked at throughout the year. These can include birthdays, Christmas, Easter, Diwali etc. Children will learn why people believe in these celebrations and the history behind them. If you would not like your child to learn about any of these, please speak to your keyworkers or to a senior member of Nursery. During these celebrations we may hold a party during the Nursery session. We may ask parents for support in providing snack foods for the party. If you are able to donate any foods, all foods have to be shop bought and in their original packaging to enable staff to check for allergens.

Each child's birthday is celebrated at Nursery. We would like to focus on what a birthday is during this celebration and would ask for parents not to provide any cakes for birthdays. A small celebration will be held in Nursery involving singing, a party game and a story.

Medical information

If your child requires medication whilst at Nursery, it is vital that we adhere to Stirling Council's policies and procedures. Parents are required to complete medical forms outlining information requested. We are only able to administer medicine that has been prescribed by a Doctor, for the reason identified, with a corresponding date and correct administering equipment e.g. 5ml spoon, syringe etc. Parents/carers will need to complete the appropriate form with a member of staff detailing times/dosage/reason etc. and giving consent for the medicine to be given. The first dose of medication should never be given by the Nursery or immediately prior to the child coming to Nursery. If your child requires a course of medicine that has to be taken at times within the Nursery and at home we will require that the medicine form is completed at home too, so that staff know when it has been given at home.

It is requested that when children are prescribed antibiotics, that they remain at home for at least the first 24 hours of the prescribed course to allow the medicine to take effect.

Please note we do not have the facilities to hold medicine on the premises out with the duration of the course of treatment, please ensure you take the medicine home with you.

This service is provided on a voluntary basis by staff. The Nursery Head reserves the right to withdraw this service and will inform the parent/carer accordingly.

All parents asking the Nursery to give medicine during Nursery hours will be asked to follow these guidelines.

Personal Belongings

Children are allocated their own coat peg within Nursery. Parents are asked to clearly label all their child's items of clothing / footwear to avoid confusion! It is also helpful if you could provide a sunhat during the sunny season and wellies during the wetter months, again could you ensure they are clearly labelled with your child's name. Can parents please help staff by ensuring that their child's belongings are carefully stored in correct bags/coat pegs. All children should be provided with a set of spare clothing in case of accidents.

Stirling Council cannot accept responsibility for lost belongings. We try and ensure children's clothes are protected by ensuring the children wear painting overalls. However we strongly recommend that the children do not wear their best clothes/shoes etc. to Nursery in case of any mishaps.

We ask for children to change their shoes if they are wearing wellie boots to and from Nursery; we also ask that indoor shoes are not crocs.

Jewellery is discouraged from being worn in case of accident/items being damaged or lost. Under Health and Safety guidelines, wearing of earrings is strongly discouraged.

Buggies/Prams

We ask that no buggies or prams be taken into the playroom, this can cause a safety hazard and dirt etc. can also be transferred onto the playroom floor. Please leave your buggies/prams in the foyer area between the office and family room.

Mobile Phones

We ask that parents/carers do not take their phones out on the Nursery premises in order to protect the privacy of children within the Nursery.

Sickness Policy

Parents/Carers are asked to support our policy on preventing infection.

In the event of sickness and diarrhoea, it is recommended that 48 hours should be observed after the last onset of sickness/diarrhoea before returning to Nursery.

We ask all parents/carers to contact us if your child is ill. We can therefore advise you on recommended exclusion periods and we can also alert parents/carers of any contagious illnesses that are going round.

Absence Management

If your child is not going to be attending Nursery for any reason it is important that you contact the Nursery to let them know, in line with Scottish government guidance on missing children we will contact you if we have not heard from you. If your child does not arrive for their normal Nursery session we will contact you using the contact numbers provided on the information form to ascertain the reason for their absence. If we are unable to make contact with you (the parent/carer) we may then contact your 'emergency contact' to ensure that there is no emergency situation that we should be aware of. If your child is ill please telephone the Nursery on 01786 842734 to let us know they will not be attending that day.

Security

There is a televised door entry system located at the entrance to the Nursery.

Please do not let other people into the building, even if they are known to you.

Photographic equipment i.e. cameras, phones etc. are not permitted to be used by parents/carers in the Nursery. During your induction, parents/carers are asked to consent to photographs throughout Nursery. Due to numerous reasons, consent is not always given. Staff are aware of who has and who has not given consent to photographs of their child.

Emergency Nursery Closure

Doune Nursery operates a Crisis Management Procedure in the event of any emergency situation arising. In the event of an emergency situation, which requires Doune Nursery to be evacuated, staff and children will initially be re-located to Doune Primary School. Parents or emergency contacts will be informed as soon as possible. Stirling Council's Education Services will be alerted and a message will be left at Reception 0845 277 7000. Parents/carers may be required to collect children immediately. A telephone contact number will be attached to the door of the Nursery for information whenever possible. The police and/or other emergency services will be informed of the whereabouts of the children.

In regard to adverse weather please check the Stirling council website for updates.

Car Parking

It is unfortunately not possible for parents to use the school car park and those driving should park on the street in Castlehill or in the Castlehill Health Centre Car Parks. There is a disabled parking bay in the school car park for families with a Disabled Parking Permit. Castle Crescent must not be used as an access for vehicles to drop off/collect children at the Nursery as this is an ACCESS ONLY street. A £30 fixed penalty ticket may be issued to drivers ignoring this.

Park and Stride areas are set up throughout Doune for your convenience and to make your journey to Nursery safer. If you would like to know where these are located, please ask a member of staff.

No Smoking

At Doune Nursery we aim to promote a healthy environment for young children, parents and staff. In addition we are bound by Stirling Council's Policies, therefore it is not possible for any staff member, parent or visitor to smoke in the Nursery building. This ban extends to the immediate external environment of the Nursery/primary school, therefore no smoking is permitted within the Nursery/school grounds. If you notice anyone smoking on the ground please inform a member of staff.

Other Policies

There are a range of Nursery policies available in the Nursery office for your information. Please feel free to familiarise yourself with these as we welcome your input on developing these. All policies can be made available in other formats/languages if requested.

Nursery School Places

Enrolling your child at nursery

To enrol your child into a pre-school nursery contact the nursery directly and ask for an application form.

It's a good idea to visit the nursery, have a look around and chat to staff. Priority is given to children living in the area for a nursery place.

Admissions

Entitled children, whose parents wish it, are placed either in a council nursery or partnership nursery/playgroup. Please refer to the Admissions Guidance for Nurseries for information relating to entitled children which is available on our website, <https://www.stirling.gov.uk/applyingforchildcare>.

We cannot guarantee a place of first choice therefore applications are allocated using a points system which takes account of both children's needs and family circumstances. Parents must note on their application a 2nd and 3rd choice of establishment.

More information is available in our Admissions Guidance for Nurseries, our Parent's Guide to Early Learning and Childcare Admissions and Charges Policy which are all available on our website, <https://www.stirling.gov.uk/applyingforchildcare>.

Further information

All Stirling Council nurseries offer flexible spaces for children including lunchtime places and wraparound care. Please contact individual nurseries to enquire about what can be offered as these vary from setting to setting. Flexible places are subject to nursery availability and are allocated in accordance with the Admissions Guidance for Nurseries.

Child Protection and Safeguarding

All children in Scotland have the right to be protected from abuse or neglect.

Schools and nurseries play an important role in the prevention of abuse and neglect through creating and maintaining safe learning environments and teaching children and young people about staying safe from harm and how to speak up if they have worries or concerns.

Schools and nurseries have identified child protection coordinators with a remit to promote safeguarding and a responsibility to act when aware of a child protection concern.

If you are concerned a child or young person is at risk of abuse or neglect, you can contact school, police or phone children's services on 01786 471177.

Complaints

You can complain in person, by phone, email or by letter. We regard a complaint as any expression or dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

Who can complain?

Anyone can complain who is the parent or legal guardian of a child or a person authorised to complain on his/her behalf. For example, a child's grandparent who is not the legal guardian needs authority from the child's parent or guardian. This would normally mean a note to show that the person responsible for the child has agreed.

What can't I complain about?

Here are some things we can't deal with through our complaints procedure:

- A routine first time request for a service or action – e.g. informing the school that your child told you she is being bullied and asking them to resolve this.
- Requests for compensation from the Council.
- Things that are covered by a right of appeal, e.g. exclusion from school which has its own statutory process. In these cases we will give you information and advice to help you.

You have 6 months to make a complaint after the event that you want to complain about takes place. If you first learn of the issue about which you want to complain after this point, you have a further 6 months to complain. In exceptional circumstances the Service may investigate matters more than a year old, but it is not obliged to do so.

We have 2 stage complaints procedure.

Stage One – frontline resolution

In the first instance, please complain to your child's school or nursery, telling them as much as you can about the complaint, what has gone wrong and what you want them to do to resolve the matter. A senior member of staff, either the headteacher or depute head, will be responsible for looking into complaints. Heads are senior managers with a high level of responsibility for your child's learning and welfare and are able to look into most matters. However, the headteacher may refer the Stage One complaint to Schools, Learning and Education centrally, e.g. if it is about the conduct of the headteacher or too complex to be dealt with at front-line service level.

The school or nursery will give you our decision at Stage One within 5 working days or fewer unless there are exceptional circumstances. If we need further time, we will ask you to agree an extension of up to 5 further days. If the Stage One complaint has been referred to Schools, Learning and Education centrally your response will come from there.

Stage Two – investigation

If you are dissatisfied with your Stage One response you can move to Stage Two. Stage Two deals with 2 types of complaints: those not resolved at Stage One and those not appropriate for Stage One, for example the conduct of a headteacher or those too complex for a headteacher to deal with.

To move to Stage Two, you should email info@stirling.gov.uk, or you can ask the headteacher of the school or nursery to move the complaint to Stage Two on your behalf.

When using Stage Two:

- We will acknowledge your complaint within 3 working days.
- You will be contacted by the Investigating Officer for your complaint, who will usually meet you to confirm: the detail of your complaint, what you want to achieve, and if your expectations are achievable. In some cases, e.g. your complaint has been made in writing and is clear, there may be no need to meet. It is helpful if you present any evidence that you can offer in support of your complaint, e.g. contact details for witnesses, reports from other professionals, etc. if appropriate.
- We will write to you confirming the details of your complaint, what you want to achieve, and what the investigation can cover.
- We will give you a full, written response to the complaint as soon as possible and within 20 working days. If our investigation takes longer than 20 working days we will agree revised time limits with you and keep you updated on progress.

After we have fully investigated your Stage Two complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint you can ask the [Scottish Public Services Ombudsman](#) (SPSO) to look at it.

The SPSO cannot normally look at:

- A complaint that has not completed our complaints procedure.
- Events that happened or you became aware of, more than a year ago.

Digital Learning

Digital Tools for Learning and Teaching

In Stirling Council schools and nurseries, we use a variety of digital tools for learning and teaching, to share information about the life of the school, communicate with parents and carers, and to celebrate success. Use of many of these tools requires sharing some personal data about your child with the providers of the services. This may include, for example, children's names, classes and photographs. For some services, we will need your consent to share personal data.

Core Digital Services

Across Stirling Council, we use Glow and Google's G Suite for Education for learning and teaching. Data is shared with these services under the legal basis of public task - use of these services is deemed essential for learning and teaching, and we have legal agreements in place with both Education Scotland and Google to ensure that personal data is kept safe (see our Privacy Notices for our use of these services).

Likewise, Seemis is used to securely manage children and young people's personal data, including sensitive category data (such as information about their health). This data sharing is also done under the legal basis of public task, and appropriate agreements are in place to ensure the data is securely managed.

Digital Services Requiring Consent

For other processes involving digital tools, we will seek consent of parents/carers and the young people themselves when they are aged 12 and over.

Equalities

Everyone deserves to be treated equally, fairly and without prejudice.

Educational establishments create inclusive cultures by working in partnership with the wider community to agree positive values, by promoting and celebrating diversity and through delivering appropriate learning opportunities within their curriculum.

Schools and nurseries operate within Stirling Council's duty under the Equality Act (2010) to:

- Eliminate discrimination, harassment and victimisation.
- Advance equality of opportunity between people by removing or minimising disadvantage, meeting the needs of particular groups which are different from the needs of others and encouraging participation in public life.
- Foster good relations by tackling prejudice and promoting understanding.

The Equality Act 2010 identifies 9 protected characteristics from discrimination, harassment or victimisation:

- age
- disability
- gender reassignment
- marriage or civil partnership (in employment only)
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation.

Schools and nurseries have a duty to report prejudice based incidents.

Anti-bullying and Positive Relationships

Approaches to anti bullying reflect *Getting it Right for Every Child* and recognise that bullying impacts on wellbeing. In order to thrive and achieve their full potential, children and young people need learning environments which are safe, nurturing, respectful and free from fear, abuse and discrimination.

All education establishments operate within Stirling's Approach to Respect for All: Preventing and Challenging Bullying Behaviours and will, in consultation with wider communities, create establishment specific anti bullying policy.

Free Nursery Meals

Some families may be eligible for free school meals. This also applies to some children accessing nursery provision. If you feel you may be eligible, please speak to the administrative assistant in the nursery.

An application form is available from the school/nursery or can be printed from the Council website, <https://www.stirling.gov.uk/freenurserymeals>.

The form should be completed and returned to Customer First, Port Street, Stirling or posted to Stirling Council, Teith House, Kerse Road, Stirling FK7 7QA.

The Service understands that parents' circumstances can change throughout the year and if this happens, forms can be sent in at the appropriate time.

Getting it Right for Every Child

This is the national approach to supporting and working with all children and young people in Scotland. It puts the rights and wellbeing of children and young people at the heart of the services that support them. *Staged Intervention approach is in line with the principles of GIRFEC.*



Key elements of GIRFEC are:

- Wellbeing
- Child's Plan
- Named Person

Wellbeing

To help with a common understanding of what wellbeing means, it is broken into 8 wellbeing indicators:

Every child and young person should be SAFE, HEALTHY, ACTIVE, NURTURED, ACHIEVING, RESPECTED, RESPONSIBLE, INCLUDED.

Named Person

Most children get all the help they need from their families and communities but for some, they may need extra help at times. Children from birth to 18 or their parents, will have access to a named person to help them get the support they need. The named person will be a clear point of contact for families that wasn't help and support for worries they have. For school age children, the named person will be a promoted member of staff. More information is available on the [Scottish Government website](#).

Child's Plan

The Children and Young People (Scotland) Act 2014 ensures a single planning framework, Child's Plan, will be available for children who require extra support that is not generally available to address a child or young person's needs and improve their wellbeing.

The Child's Plan is part of the GIRFEC approach to promote, support and safeguard the wellbeing of children and young people. The Scottish Government is working with Parliament to agree a timetable to enable commencement in 2018.

Stirling educational establishments have long established staged intervention procedures which provide appropriate and proportionate assessment, planning and review to ensure children and young people have their individualised needs met. Further information is detailed in [Staged Intervention Guidance](#).

Inclusion

Additional Support Needs

All children get help with their learning.

A child is said to have 'additional support needs' if they need more, or different, support from what is normally provided in schools or nurseries for children of the same age.

The Education (Additional support for Learning) (Scotland) Act 2004 (as amended 2009) created the term **additional support needs** and explains the duties on education authorities to support children and young people's learning.

A child or young person may have additional support needs for lots of reasons including:

- A physical disability
- Being a young carer
- Changing school a lot
- Being bullied
- Having a communication difficulty
- Being looked after by the local authority
- Having a long term illness

Staged Intervention is the process used to identify, assess and plan to meet a child's needs. Every school and nursery has a *Pupil Support Co-ordinator* with responsibility for ensuring appropriate support for children with additional support needs. For most children the support they require is provided from school, for example, differentiated materials, additional time, movement programmes, and support groups. Some pupils with more complex needs may be referred to ASN Outreach or other partner agencies to provide more enhanced interventions. Agreed actions will be recorded and reviewed during staged intervention meetings in collaboration with the child, family and staff. Where there are more than one agency supporting a child and this is significant and long lasting, a Coordinated Support Plan may be developed.

If you have concerns about your child, in the first instance, contact your school.

More information is available on the website or by contacting ASN and Wellbeing Team.

Independent Advice

Enquire are a Scottish advice service providing help and information. All advice given is independent and impartial. Contact the Enquire Helpline on 0345 123 2303.

Enquire also has two websites, one for [parents, carers and professionals](#) and one for [children and young people](#).

[Let's Talk](#) helps parents of children with additional support needs who may require support in relation to a dispute or potential dispute with an education authority. The service can be used by anyone who has a right to make a reference to the Additional Support Needs Tribunals for Scotland.

[My Rights, My Say](#) is a children's service which provides advice and information, advocacy support, legal representation and a service to seek children's views independently about their support.

Insurance Information

1 Public Liability

Stirling Council has Public Liability Insurance in respect of claims against the Council for bodily injury to any person or for loss or damage to any person's property for which the Council is legally liable. Negligence or failure to fulfil a statutory obligation on the part of the Council or its employees resulting in injury, loss or damage to property must be established.

Pupils' Property

Each session, unfortunately but inevitably, pupils' property is lost, damaged or stolen in school. Parents should be aware of the following points:

- a. Parents' house contents policy may give some measure of cover for personal effects of family members.
- b. It is suggested that parents may wish to consider taking out additional individual personal cover.
- c. Pupils should be encouraged not to bring valuables to school.

The general rule is that pupils bring property to school at their own risk. There may be situations where the school accepts responsibility for pupils' property, but otherwise the Council is not responsible if property is lost, damaged or stolen in school.

2 Personal Accident/Travel Cover – Educational Excursions

The Council has arranged insurance cover for Educational Excursions organised by the Council.

A brief summary of the cover is as follows:

Persons Covered: Organisers, participants, members, employees and others on excursions or trips organised by or under the auspices of the Council.

When Covered: While participating in any activity organised by or on behalf of the Council beyond the limit of the school grounds.

If you require further information please contact the Council's Insurance Team on 01786 233437.

Unexpected Closures

While schools have contingency planning in place to cope with a number of circumstances, sometimes it is necessary to close schools or amend the normal school day. e.g., storm damage, power cut.

In the event of this happening, we have to ensure school record of parents' place of employment and childcare arrangements are up to date. Please make sure we have an emergency contact telephone number and address. We will issue an annual update form to check the accuracy of contact details and other information held by the school.

Please make sure your child knows who to go to if you are not at home.

Education Statistics Privacy Notice

Annual Data Check

On an annual basis schools request that parents and carers update the information that they hold for administrative purposes. It is important that this information contains up to date details as the school may use it in the event of an emergency. This information is also used to submit secondary school pupils for SQA examinations.

When you receive an Annual Data Check you should make any corrections or additions in pen and return to your child's school.

If you move address or change your mobile phone number please remember to notify the school.

Pupil record information is used in accordance with the Council's Data Protection Notification.

Transferring Educational Data about Pupils

The Scottish Government and its partners collect and use information about pupils in schools (e.g. the number and characteristics of pupils, their attendance, absence and exclusions, their attainment and their destination when leaving school) 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 pupils. We are keen to help all our pupils do well in all aspects of 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 pupils.
- Plan and deliver better policies for the benefit of specific groups of pupils.
- Better understand some of the factors which influence pupil attainment and achievement.
- Share good practice.
- Target resources better.
- Enhance the quality of research to improve the lives of young people in Scotland.

Data Policy

Information about pupils' 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 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 pupils 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 pupils can or would be made publicly available by Scottish Government.

The individual data about pupils in schools 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>). Pupil 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. Further information on Scottish Government's use of data can be found here (<https://www.gov.scot/Topics/Statistics/ScotXed/SchoolEducation/ESPrivacyNotices>).

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 outwith Scottish Government. At all times pupils' 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.

Privacy Notice for the Use of G Suite for Digital Learning and Teaching

What is personal data?

In schools and nurseries, we handle various kinds of **personal data**. "Personal data" relates to any information relating to an identifiable person. The processing of personal data is governed by the General Data Protection Regulation (GDPR) and the Data Protection Act (2018).

Who is the data controller?

Stirling Council is the data controller. This means that it is responsible for the safe and legal processing of your data.

Why are we processing your personal data?

Stirling Council complies with its obligations by keeping your personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We will collect the following data:

Names, Year group, School/Nursery, Email addresses, Information based on use of service, e.g. type of device and cookies.

We will use your personal data for the following purposes:

Enabling the use of digital learning and teaching tools.

What is the legal basis for processing your personal data?

Public Task

Sharing your personal data

Your personal data will be treated as strictly confidential. In order to fulfil the purpose of G Suite for learning and teaching, we may need to share your personal data with Google G Suite. Google may share data with third parties with users' or parent/carers' consent, or to meet legal requirements (as set out in their privacy policy: https://gsuite.google.com/terms/education_privacy.html).

How long do we keep your personal data?

Your data will be deleted after 1 year after the account is deactivated.

Your rights regarding your personal data

You have various rights with respect to your personal data, including:

- The right to be informed about how we will use your personal data.
- The right to access a copy of any personal data we hold about you.
- The right to have personal data rectified if it is inaccurate or incomplete.
- The right to request the deletion or removal of personal data.
- The rights to restrict and object to processing of personal data.
- The right to obtain and reuse your personal data for your own purposes.
- Rights in relation to automated decision making and profiling.
- The right to withdraw your consent for the processing of your personal data.
- The right to lodge a complaint with the school/nursery, Stirling Council, and/or the Information Commissioner's Office.

Further processing

If we wish to use your personal data for a new purpose that is not covered by this Privacy Notice, we will issue a new notice explaining this new use. Where necessary, we will seek your prior consent to the new processing.

Contact details

Stirling Council: Schools, Learning and Education

Stirling Council Data Protection Officer: Kevin O’Kane - dataprotection@stirling.gov.uk

Information Commissioner’s Office

Helpline - 0303 123 1113

Email - casework@ico.org.uk

Website (including contact form and live chat) - <https://ico.org.uk/global/contact-us/>

Privacy Notice for the Use of Services within Glow for Digital Learning and Teaching

What is personal data?

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Who is the data controller?

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Why are we processing your personal data?

Stirling Council complies with its obligations by keeping your personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We will collect the following data:

Names, Date of birth, Year group, School/Nursery, Email addresses, MIS identifier, pupil/teacher identifiers.

We will use your personal data for the following purposes:

To provide interactive, accessible and collaborative learning experiences for children and young people; to support teachers to work innovatively and collaboratively.

What is the legal basis for processing your personal data?

Public Task

Sharing your personal data

Your personal data will be treated as strictly confidential. Other Glow users will be able to see some data (not including home email addresses, dates of birth or MIS identifiers). Education Scotland will have access to all of the data provided.

How long do we keep your personal data?

Your data will be deleted after 9 months after the account is deactivated.

Your rights regarding your personal data

You have various rights with respect to your personal data, including:

- The right to be informed about how we will use your personal data.
- The right to access a copy of any personal data we hold about you.
- The right to have personal data rectified if it is inaccurate or incomplete.
- The right to request the deletion or removal of personal data.
- The rights to restrict and object to processing of personal data.
- The right to obtain and reuse your personal data for your own purposes.
- Rights in relation to automated decision making and profiling.
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Information Commissioner’s Office

Helpline - 0303 123 1113

Email - casework@ico.org.uk

Website (including contact form and live chat) - <https://ico.org.uk/global/contact-us/>

Nursery Holidays

Model 1: 48.2 Week

| | |
|-----------------------------|--|
| In Service 1 (1 day) | Monday 19 August 2019 |
| In Service 2 (2 days) | Thursday 28 November 2019 – Friday 29 November 2019 |
| Christmas/New Year (7 days) | Wednesday 25 December 2019 – Thursday 2 January 2020 |
| In Service 3 (2 days) | Monday 17 February 2020 – Tuesday 18 February 2020 |
| Easter (6 days) | Monday 15 April 2020 – Monday 20 April 2020 |
| May Holiday (1 day) | Monday 4 May 2020 |

Settings open 48.2 weeks a year will be closed for 19 days a year, or 3.8 weeks a year. Closed periods are shown in the table.

Model 2: 45.6 Week

| | |
|-----------------------------|--|
| In Service 1 (1 day) | Monday 19 August 2019 |
| In Service 2 (2 days) | Thursday 28 November 2019 – Friday 29 November 2019 |
| Christmas/New Year (7 days) | Wednesday 25 December 2019 – Thursday 2 January 2020 |
| In Service 3 (2 days) | Monday 17 February 2020 – Tuesday 18 February 2020 |
| Easter (6 days) | Monday 15 April 2020 – Monday 20 April 2020 |
| May Holiday (1 day) | Monday 4 May 2020 |
| Summer Week 1 (5 days) | Settings will differ. Please contact the nursery direct for closed days. |
| Summer Week 2 (5 days) | Settings will differ. Please contact the nursery direct for closed days. |
| Summer Day 1 (1 day) | Settings will differ. Please contact the nursery direct for closed days. |
| Summer Day 2 (1 day) | Settings will differ. Please contact the nursery direct for closed days. |
| Summer Day 3 (1 day) | Settings will differ. Please contact the nursery direct for closed days. |

Settings open 45.6 weeks a year will be closed for 32 days a year, or 6.4 weeks a year. Closed periods are shown in the table.

Parentzone

Parentzone Scotland is a unique website for parents and carers in Scotland, from early years to beyond school. The website provides up-to-date information about learning in Scotland, and practical advice and ideas to support children's learning at home in literacy, numeracy, health and wellbeing and science.

Information is also available on Parentzone Scotland regarding additional support needs, how parents can get involved in their child's school and education. Furthermore, the website has details about schools including performance data for school leavers from S4-S6; and links to the national, and local authority and school level data on the achievement of Curriculum for Excellence levels.

Parentzone Scotland can be accessed at <https://education.gov.scot/parentzone>.



Information and advice on education and learning for parents in Scotland

Be at the heart of your child's learning . . .



Sign up to receive our Parents and Carers e-bulletins for the latest developments in Scottish education.

edscot.org.uk/p/LQE-391/subscribe

Email: enquiries@educationscotland.gsi.gov.uk

education.gov.scot/parentzone

