



HANDBOOK 2022

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Working in Partnership with Glasgow City Council

Care Inspectorate registration CS2012308178

Companies Reg No SC423689

Charity No SC043312



"Our Promise to You"

We promise you every day your
child will learn something.

Some days they will bring it home
in their hands.

Some days they will bring it home
in their heads,

Some days they will bring it home
in their hearts.

(Valerie Welk)

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Welcome



Parents are a child's First Educator.

Thank you for choosing **Cassiltoun Stables Nursery** as your child's secondary educator, we aim to provide an environment of respect, comfort, stimulation and consultation where your child can be happy, grow and flourish.

We would like to welcome you and your family, to Cassiltoun Stables Nursery and look forward to building a strong, respectful working relationship with you.

Through our personalised settling in period, you will become confident that your child is happy, safe, well cared for and stimulated while in our care.

I hope this hand book will provide you with all the information you require to confidently leave your child to enjoy their nursery experience, but should you require any further information please do not hesitate to contact me.

Hazel Kelly

Aims and Objectives

- It is our vision to enrich our nursery community through high quality childcare, enabling the children to all reach their full potential.
- Our mission is to create a stimulating environment offering the children space to grow as individuals through learning and play.
- We aim to accomplish open ended learning opportunities and help our community thrive.
- To ensure confidentiality is kept at all times with parents, carers and guardians.
- To provide a good working relationship with parents, carers and guardians.
- To make every child feel happy, secure, independent and motivated.
- To promote and challenge each child's abilities using a broad, coherent and relevant curriculum which is enjoyable and allows for progression, depth, personalization and choice.
- To treat every child as an individual and meet additional needs regardless of gender, race, nationality and culture without discrimination.
- To enrich our nursery community through high quality childcare enabling them all to reach their potential.
- To promote children's health and wellbeing; through healthy lifestyle choices.
- We will support each child to develop their sense of well-being and emotional literacy.
- To enable all children to develop their skills to the best of their ability.
- Delivering a service of the highest standards that will develop and improve each child's quality of life.
- To support staff by providing comprehensive training to develop their knowledge, skills and confidence.
- To value all staff highly and ensure that every opportunity is given to develop their personal skills and to broaden their knowledge and skills in caring for and educating your children.

Contact Us

Hazel Kelly (Manager)
Cassiltoun Stables Nursery
59 Machrie Road
Castlemilk
G45 0AZ

Telephone: 0141 631 5235

Mobile: 07568 129 063

Email:

Hazel.kelly@cassiltoun.org.uk

Nursery@cassiltoun.org.uk

Useful Numbers

Cassiltoun Stables Nursery	0141 631 5235
Cassiltoun Housing Association	0141 634 2673
Social work services	0141 287 0555
Community police	0141 532 3000
Childline	0800 1111

Enrolment

We would like to support your application by making our enrolment as easy as possible. We welcome children from the surrounding areas and from further afield.

We welcome all children regardless of race, nationality or religious beliefs.

We will not discriminate against a child's physical or mental support needs.

When enrolling your child and if a childcare place is available, you will be asked to complete an enrolment form, the information will be treated as confidential, Staff are available to assist with the completion of these forms. If a childcare place is not available at the time of your contact, you will be able to complete a Waiting list application that will allow us to contact you as soon as a place becomes available.

Involving Families



There is the opportunity to become a member of our Nursery Board, this would give you access to the development of the nursery at its core. We would like to welcome all parents to become part of our parent steering group to ensure you have the opportunity to participate in your child's learning and development at nursery. Meetings would be held once a term to discuss targets and goals for the nursery and all support is greatly appreciated. We will provide information events, to enable you to discuss your child's progress and development with your child's key worker at intervals throughout the year. We would also like parents help to organise charitable events and any ideas or input would be welcomed.



Home Links

In order to support your child's learning we would like to forge close links with home as soon as they start nursery. Prior to your child settling in nursery, you will be given a *care plan* to complete, which will enable us to have an impression of your child's routine, likes and dislikes and allow us to have an appropriate welcome prepared when they arrive. To provide valuable insight into your child's day while in nursery we will provide you with a daily diary, letting you know what experiences they have participated in. Staff are available for informal chats at the start and at the end of the day if you wish to ask any questions. At times, we will ask you to complete a questionnaire, provide a family picture or inform us of favourite songs and rhymes or experiences we can incorporate in the nursery. We support parents to carry on the learning that their children experience in nursery at the family home, by providing resources relating to your child's age and stage of development and their interests.

Registration, Inspection and Self-evaluation

In line with local legislation we are registered with the Care Inspectorate (formerly S.C.S.W.I.S, Care Commission). We are inspected by the Care Inspectorate regularly and we will include you in this process, by asking some of you, to complete a questionnaire that will be returned to the Care Inspectorate prior to our inspection. They may also want to meet with some parents or phone you at home for your opinion of Cassiltoun Stables Nursery. We will also ask for your opinion as part of our in-house continuous self-evaluation, it is our intention to provide the highest quality of childcare and we will be assessing ourselves on all areas of our provision.



What You Need to Provide for Your Child

Outdoor clothing which is appropriate to the weather conditions, we do have waterproof outdoor suits so a warm jacket for under it and hat, scarf and gloves. Sun cream and hats for summer time, we do require a new **unopened bottle every spring as a bottle cannot be used after 12 months.** We would appreciate children wearing soft shoes in nursery. For children who are confident in using the toilet, we would ask for a change of clothes to be in their personal bag, in case of messy play or meal times. For children who are toilet training we would ask for at least three changes of clothes, they will be in a new environment and accidents may happen. Washable plastic shoes for use indoors, are perfect at this period in a child's development. For children not yet toilet trained you should provide the following:

- Nappies
- Wet wipes
- Barrier Cream (if needed)
- At least two changes of clothes

*** If your child requires daily medication, please speak to the room senior or nursery manager.**

Important Policies

We have developed clearly defined policies for the nursery and all service users, these are available as part of our open door policy to view at any time, we have also included some key policy's at the back of this handbook. We will continue to review and develop policies in the future as required and will involve you and your children where applicable in this process.

Settling in Procedure

We acknowledge that settling your child for the first time at nursery can be stressful for both the parent and child; we try to make this procedure as easy as possible by working closely with you.

We encourage you to provide us with the pre-enrolment information sheet, to allow us get a good idea of the child's needs, preferences, likes, dislikes, comforts and also your child's stage of development. The more we know about your child the more we can be 'just like home' with lots of new friends and fun things to do.

We offer settling in sessions to help your child get to know all the staff and children before they start nursery, each child is a unique individual and will require different ways of settling, but an example of how it might work is:

1. We would ask you to attend with your child at an arranged time and to stay and play together, interacting with staff and other children for an hour on the first day.
2. The following day we would judge how comfortable you and your child are and decide if you could leave the room for a short period of time, remaining in the building and returning to collect your child and take them home.
3. The length of time you leave your child will be extended until we are confident that we will be able to comfort and support your child and you can leave them in confidence.

We will communicate clearly with you throughout this period and look forward to a rewarding relationship for all parties.



Dropping off and picking up Your Child

We are open **Monday to Friday: 7.30am - 6.00pm**. We close for 2 days at Christmas and 2 days at New Year with a 4pm collection time on the 24th December and on the 31st of December.

We are unable to accept your children before 7.30am in the morning. Please do not bring your child any earlier than this as it will mean you have to wait outside. **Children are required to be picked up by 6.00pm.**

In all circumstances please contact us on **0141 631 5235** to let us know of any delay in picking up your child. After 6.00pm, if we have not heard from a child's parent/carer, staff will try to contact them by phone to find out the expected delay. If we are unable to contact the primary contact number, we will then attempt to contact one or all three emergency contact numbers for the child.

If we are unable to make contact with any known person by 7.00pm, we will be required to follow our Child Protection Policy and contact Social Services to arrange care for the child.

Incidents and Accidents

In the event of your child being involved in an incident or accident, staff will complete an incident or accident form, recording the details of the event. You will be required to sign and possibly comment on the actions taken in response to the event. If the incident or accident is significant you will be contacted by phone if possible (that is if it hasn't just occurred), and we will explain what has happened and what steps we have taken. In the event of a serious accident, we will follow our policy and procedures to contact you.

Fees and Payment

We are closed two days at Christmas and two days at New Year and open all other public holidays, you will not be charged for any of these days in which the service is closed. The nursery will close at 4pm on Christmas Eve and on 31st December.

Children Under 3 years old			Children 3 years and over		
Full Time Weekly Rate	Daily Rate	AM or PM Session	Full Time Weekly Rate	Daily Rate	AM or PM Session
£190	£41	£25	£185	£40	£25

- * AM - 7.30am-1pm
- * PM - 1pm-6pm

- Fees are payable in advance by standing order, direct payment through the bank or in cash. We also accept child care vouchers. Fees are due 1 week in advance.
- Four weeks' notice in writing or 4 week's payment in lieu of notice is required when your child will be leaving or changing their days.
- **Fees cannot be refunded for absence whatever the circumstances.**
- We have a responsibility to ensure all fees are collected on the date requested every month, if you fail to pay you will lose your childcare place.

Quoting the reference number shown in full, please pay to The Bank Of Scotland, 82 Main St, Rutherglen, G73 2HZ	
Account Name:	Cassiltoun Stables Nursery Current Account
Sort Code:	80-22-60
Account Number:	10519667
Reference:	Child's Name

Working In Partnership with Glasgow City Council

At Cassiltoun Stables Nursery, we work in partnership with GCC. Children can attend Cassiltoun and receive their funded hours. ***Free at Three***

Children are entitled to their free nursery place from the day after their third birthday. Currently 1140 hours per year.

Meaning your child can attend nursery for between 24 and 30 hours free per week. If you require any further information, please ask in the office

Cross Boundary Funding

If you currently live out with Glasgow and you would like your child to attend a Cassiltoun Stables nursery for their free hours, the nursery needs to apply to your current council for cross boundary funding. This can only be applied for in March for the following August term each year and cannot be applied for midterm.

All decisions are out with the nurseries control so please inform the nursery in plenty of time should this apply to your family.

Frequently Asked Questions

WHEN CAN I VISIT THE NURSERY?

We will be happy to show you around our nursery at a time that is convenient to you, in order to arrange a visit please call 0141 631 5235. We will try to avoid visits during lunch time as we prefer to make this a calm, comfortable, sociable occasion for our children.

DO YOU ACCEPT CHILDCARE VOUCHERS?

We are registered with various Child Care Voucher companies; please speak to Hazel Kelly, Nursery Manager if you need any more information regarding Childcare Vouchers. We are required to receive payment on or near the 1st of the month and for some voucher companies this can be problematic, please speak to Hazel to discuss ways to combat late payment.

IF MY CIRCUMSTANCES CHANGE WILL I NEED TO TELL ANYONE?

Yes, if there are any changes in circumstances i.e. phone numbers, employment details, emergency contacts etc. Please contact us immediately as we may have to contact you in an emergency.

WHAT HAPPENS IF MY CHILD IS UNWELL?

- **In accordance to NHS guidelines children who have sickness or diarrhea must have a clear 48 hours before returning to the nursery.**
- If your child has any type of infection, please let the nursery know as soon as possible.
- A medical consent form must be completed before the nursery can administer any medication/creams.

- **Please note that all medication must be in the original box with instruction leaflet and labeled/prescribed from the pharmacy/doctor. Non prescribed medication will not be given.**
- If your child becomes unwell at nursery we will phone you to come and collect your child, if we are unable to contact you we will contact one of the emergency contact numbers.
- If your child suffers from any allergies/medical conditions, you must inform the nursery **immediately**.

WHAT IF MY CHILD IS NOT ATTENDING NURSERY?

If you know your child will not be attending nursery for any reason please let us know by speaking to a member of staff or by contacting us on 0141 631 5235. You can also email or text us on 07568129063. Please note you will be charged for all days booked, there are exceptions for illness or holidays.

WILL MY CHILD GO ON OUTINGS WITH THE NURSERY?

Yes, there will be times when your child will leave the nursery but only with your consent. You will be asked to fill in a local consent form when your child starts nursery for local trips around Castlemilk, if your child is going on a trip outside the Castlemilk area you will be asked to fill in a consent form specifically for that trip.

WHAT HAPPENS WHEN IT'S MY CHILD'S BIRTHDAY?

To celebrate a birthday parents can bring in a pre-bought birthday cake. All children will be made to feel special on their big day, staff and children will sing Happy Birthday, your child will receive a small gift and be the party boy or girl for the day.

Child Protection Policy

Statement of Purpose

Within the Early Education and Childcare (ELC) setting we are committed to improving the life chances of children in our care. We acknowledge that the child's welfare and wellbeing are paramount and that we have a duty of care to implement effective policies and procedures for safeguarding our children.

The following policy provides guidance for **all** setting staff and follows the *National Guidance for Child Protection in Scotland/2014* (Scottish Government). For ease of reference we will use the term **the guidance** when referring to this document throughout the policy. The sole focus of this policy is the protection, safety and welfare of the child.

'Procedures and guidance cannot in themselves protect children; a competent, skilled and confident workforce, together with a vigilant public, can.'

(National Guidance for Protection of Children in Scotland 2014)

Throughout this guidance the term **parents** is used to include all main caregivers.

The Context for Child Protection

National Guidance for Child Protection in Scotland/2014 (Scottish Government)

The national guidance sets out common standards for child protection services in Scotland making it clear how all agencies should work together, where appropriate, to respond to concerns early and effectively, ensuring that practice is consistent and of high quality.

It is supported by a suite of other policies (see Links to National Policy) and should be seen in the wider context of the *getting it right for every child (GIRFEC) approach*, *The Early Years Framework* (2009) and *United Nations Convention on the Rights of the Child*.

It is supported by The Children and Young People (Scotland) Act 2014.

'This guidance, first published in 2010, sets a national framework to help shape local practices and procedures. It aims to improve the way all professionals and organisations work together to give children the protection they need, quickly and effectively at the earliest possible stage. It also highlights the shared responsibility that our agencies and services have for protecting children and safeguarding their welfare.'

Partnership working is at the heart of everything we do and plays a vital role in ensuring the protection of Scotland's children and young people.'

(Aileen Campbell, Minister for Children and Young People, *foreword*)

Responsibility

The guidance states that everyone in Scotland has a part to play in preventing the abuse and neglect of children.

It is the duty of all those involved in early years to safeguard the welfare and interests of the children. Child Protection is the responsibility of **all** who work with children and families and having a skilled and competent workforce, along with relevant guidance and procedures, ensures that children can be protected. Everyone working with children and their families, including all professionals, volunteers and members of the

community, need to appreciate the important role that they play in being vigilant and providing robust support for child protection.

The ELC setting has a responsibility to recognise and actively consider potential risks to a child. Staff will be expected to identify and consider the child's needs, share appropriate and relevant information and concerns with other agencies and work collaboratively with the family and other services to secure safer outcomes for the child.

In order to enable staff to fulfil their obligations the ELC will provide annual Child Protection awareness raising and training for **all** staff regardless of their role within the setting.

The setting will ensure that there is a designated Child Protection Officer (CPO) with overall responsibility for child protection. They will be responsible for ensuring all relevant procedures are followed when a child protection case arises.

Confidentiality will be protected but where there is reasonable cause to believe that a child may be at risk or harm relevant information will be shared with key partner agencies.

Staff will not investigate any concerns but gather initial information and establish basic facts such as what happened, when, where and by whom.

All concerns should be shared without delay. Any concerns about risk to a child's wellbeing will be shared with the child's Named Person as soon as possible. Further information on the role of the named person can be found in the glossary section of the guidance (p186) and within The Children and Young People (Scotland) Act 2014. Where concerns about possible harm or abuse arise these should always be shared with the appropriate agency (normally social work or police).

Types of Abuse

Abuse and neglect is a form of maltreatment of a child. In a child protection context there are three different types of abuse that can be identified.

Physical abuse is the causing of physical harm to a child.

Emotional abuse is persistent emotional neglect or ill treatment of a child causing severe and persistent adverse effects on the child's emotional development.

Sexual abuse is any act that involves the child in any activity for the sexual gratification of another whether or not it is claimed that the child either consented or assented.

Child neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Further Information on Types of Abuse and Neglect can be found in the guidance p11-12 and appendix 1 of this policy.

Other indicators of risk that may affect some children include Domestic Abuse, Problem Alcohol Use and Parental Substance Misuse. For further information on these and other indicators of risk see the guidance p112-162.

Procedures

All staff have a role in relation to Child Protection and it is imperative that the appropriate procedures are followed in relation to Reporting, Recording and External Agency Recording. Staff need to understand their own role and the roles of other services when responding to concerns about a child.

Reporting

Staff must report any concerns they have about a child to the CPO within the setting. Information can be disclosed in a number of ways including:

- A child indicates or discloses harm
- A third party discloses the possibility of harm
- You are concerned that a child is or may be being harmed
- You have witnessed or heard something that causes you concern about a child's safety.

You will not be asked or need to investigate any concerns of potential harm whether they are reported to you by another person or are identified and raised by you personally.

If a staff member has child protection concerns about a child these should be discussed with the CPO. All relevant information must be reported without delay and the CPO will decide subsequent action. Initial information should be gathered and basic facts established that relate to that concern: what, where, when and by whom. This will include suspicions or indicators of significant harm and/or direct information of concern for a child. All information must be recorded on the Chronology Form. The child protection report form (CPRF) may be completed depending on the circumstances and may be held in house or sent to external agencies as deemed appropriate. Further information on sharing concerns and initial information gathering can be found on p88 of the guidance.

Recording

It is important to record all information about children and their families within the Child Protection Chronology. This will ensure a record of all facts and procedures that have been followed as well as agencies that have been spoken to or consulted with as appropriate. When completing the CPRF form only facts have to be recorded including what has actually been said by a child or another person. The **actual words** used must be recorded as well as details of the time and place and any other relevant information.

External Agency Reporting

The CPO will make the decision as to when to report to external agencies with regard to reported concerns relating to the safety of a child and child protection. Staff may be required to cooperate and work with multi agency colleagues in responding to and supporting children and families who may be subject to ongoing child protection procedures and responses. The process of responding to child protection concerns in diagrammatic form can be found on p85 of the guidance.

Monitoring of this Policy

It will be the responsibility of Hazel Kelly (Nursery Manager) and senior staff to ensure that all staff, including new or temporary staff, are familiar with this policy and to

monitor that it is being implemented. This will be achieved through both formal and informal observation of staff practice, regular review of the setting's Child Protection practices, procedures and paperwork and annual Child Protection training for all staff as a team.

Administration of Medication Policy (Abbreviated)

Statement of Purpose

Children attend Early Learning and Childcare (ELC) settings with a wide range of medicinal requirements related to their individual needs. These needs can be short term (finishing a course of medication) and or long term (medication to keep them well). Staff will ensure proper procedures are being followed in order to meet these needs. Medication will only be given when it would be detrimental to the child's health not to be administered. Medication will only be administered in order to maintain the child's health and wellbeing and or when recovering from an illness. Most children with medical needs can participate in everyday day experiences within the setting. Throughout this guidance the term parents is used to include all main caregivers

Procedures for Administration of Medication

The setting will only administer **prescribed medication** when it is essential to do so. Parents will provide the setting with written consent for their child to be given medication for a minor ailment or allergy. *National Care Standards-Early education and childcare up to the age of 16* (Scottish Government 2007p14.). If children attend the setting on a part time basis parents should be encouraged to administer the medication at home. Parents will administer at least the first dose of a course of medication and any adverse reactions to the medication will be noted. The setting will only administer medication that has been prescribed by a doctor or pharmacist. The medication will be in the original container or box along with the information leaflet and will be clearly labelled with the child's name and dosage instructions. Medication will not be administered if it is not clear what it is being prescribed for.

Roles and Responsibilities

Parental Role

It is the responsibility of the parents to ensure that the child is well enough to attend the setting and the parent will inform the setting of any medication that is currently being administered. Parents will also inform the setting if the child has received the medication at home, when it was administered and how much was given to ensure the correct dosage instructions are being followed. Parents will be required to complete a Parental Medication Permission Form (appendix 1) giving permission for staff to administer the medication. This form will be updated regularly and a new form will be completed for each new medication required by the child. Parents will be asked to sign and acknowledge the medication given to their child each day. Parents will inform the setting if the child stops taking medication.

Staff Role

Before administering medication staff will need to have the relevant information pertaining to the child. Staff will ensure that they have written permission from the parent for the setting to administer the medication (appendix 1). Each time a staff member administers medication to a child an Administration of Medication form will be completed and signed. A second member of staff will witness the administering of the medication and then countersign the form once the medication has been given. Staff will need to complete the Administration of Medication Form each time medication is given noting the date, time and dosage of medication given. Risk-assess the number of trained personnel who must be present to deal with medicinal needs. Ensure all spoons, syringes, spacers for inhalers etc. are labelled, stored with the child's medication, and cleaned appropriately after use. Infection control issues in terms of applying creams, eye drops etc. need to be considered.

Ensure that all staff and volunteers in the ELC setting know who is responsible for the medication of children with particular needs.

Staff will ensure the parent signs the form daily to acknowledge the medication given to the child. Parental consent to administer medication should be time limited depending on the condition. *Management of medication in daycare of children and childminding services (Care Inspectorate 2014 p6.)*

Long Term Medication

Children requiring medication for long term medical conditions such as epilepsy, diabetes, asthma need to have all relevant information recorded in their care support plan. This will be done in consultation with the parent.

Staff Training

Staff will be required to have training from a qualified health professional if a condition requires specialist knowledge in order to administer the medication. Staff should also be trained to recognise the symptoms if medication has to be given on a 'when required basis'. This information will be recorded in the administration of medication form or care support plan as appropriate. Training should be reviewed and refreshed on a three yearly cycle to ensure staff have the most up to date knowledge. Qualifications are available in relation to the administration of medication and further information can be found in *Management of medication in daycare of children and childminding services (Care Inspectorate 2014 p8)*

WHISTLE BLOWING POLICY

Statement of Purpose

The Early Education and Childcare (ELC) setting is committed to providing a high-quality service, promoting organisational accountability and maintaining public confidence.

However, we accept that there may be rare occasions within the ELC setting when situations arise which are illegal, improper or unethical, or which otherwise conflict with the *Codes of Practice for Social Service Workers and Employers* (SSSC). We are committed to providing staff, paid and unpaid, with an effective mechanism for dealing with such situations. This policy is designed to nurture a culture of openness and transparency within the organisation which makes it safe and acceptable for staff to disclose, in good faith, a concern they may have about malpractice within the setting.

Throughout this guidance the term **parents** is used to include all main caregivers.

Definition of Whistleblowing

'Whistleblowing is the raising of a concern, either within the workplace or externally, about danger, risk, malpractice or wrongdoing which affects others.'

The Whistleblowing Commission Code of Practice (Public Concern at Work).

Protection of Staff

Staff within the ELC setting who bring information about wrongdoing to the attention of their employers are protected in certain ways under the Public Interest Disclosure Act of 1998. This is commonly referred to as 'blowing the whistle'. The law that protects whistleblowers is in the public interest as it encourages people to speak out if they find malpractice within an organisation. Blowing the whistle is more formally known as 'making a disclosure in the public interest'.

This policy provides individuals in the workplace with protection from victimisation, reprisals or punishment where they raise a genuine concern about misconduct or malpractice within the organisation.

The Act covers behaviour which includes:

- a criminal offence
- failure to comply with any legal obligation
- a miscarriage of justice
- danger to health and safety and/or environment
- deliberate concealment of information about any of the above

All staff are entitled to expect fair and reasonable treatment from management and colleagues should they make a disclosure. Staff are also entitled to seek advice from a Trade Union, a lawyer or others as they see fit.

Reporting Procedures

Any member of staff who, acting in good faith, wishes to make a disclosure in the

public interest should normally report the matter to the manager, senior practitioner or line manager, who will advise the worker of the action he or she will take in response to the concerns expressed. This person will hereafter be referred to as the investigating officer. Disclosures will be investigated and resolved as quickly as possible.

If the member of staff feels the matter cannot be discussed with or relates to the manager, senior practitioner or line manager then they should report directly to Paula Brownlee, Cassiltoun Housing Association HR manager.

Timescales

Due to the varied nature of these sorts of disclosures, which may involve external agencies such as the police alongside the setting's own investigator, it is not possible to lay down precise timescales for such investigations. The investigating officer should ensure that the investigations are undertaken as quickly as possible without affecting the quality and depth of those investigations.

The investigating officer will, as soon as practically possible, send a written acknowledgement of the concern to the complainant. Thereafter they will report back to them in writing the outcome of the investigation and, if appropriate, the resulting proposed action. If the investigation is a prolonged one the investigating officer will keep the complainant informed in writing as to the progress of the investigation and when it is likely to be concluded.

All responses to the complainant will be in writing and sent to their own homes.

Investigating Procedures

The investigating officer will follow these steps:

- Full details and clarifications of the disclosure should be obtained and noted. The individual making the disclosure will provide a statement as part of the required evidence.
- The investigating officer will inform any member of staff against whom a disclosure is made as soon as possible. This member of staff will be informed of their right to be accompanied by a trade union or other representative at any future interview or hearing held under the provision of these procedures.
- The investigating officer should consider whether the case merits the involvement of the auditors, Care Inspectorate or police at this stage and should consult with the chairperson. The chairperson will decide how to proceed in consultation, where necessary, with Early Years Scotland (EYS) and The Care Inspectorate.
- If there is evidence of criminal activity then the investigating officer must inform the police. The ELC setting will ensure that any internal investigation does not hinder a formal police investigation.
- The allegations should be fully investigated by the investigating officer with the assistance of other individuals/bodies as appropriate.
- A judgement concerning the validity of the disclosure will be made by the investigating officer. The judgement will be detailed in a written report containing the findings of the investigations and reasons for the judgement. The report will be passed to the chairperson/owner.
- The chairperson will decide what action to take. This may include whether the issue raised should be dealt with through the ELC setting's own grievance

procedures rather than being treated as an instance of whistleblowing. If the disclosure is shown to be justified they will invoke disciplinary or other appropriate procedures.

- The person making the disclosure will be kept informed of the progress of the investigations and, if appropriate, of the final outcome.
- Where appropriate a copy of the outcomes will be passed to the auditor or Care Inspectorate to enable a review of the procedures.

If the person making the disclosure is not satisfied that their concern has been properly dealt with by the investigating officer, they have the right to raise it in confidence with the chairperson/owner.

In cases where the allegations are found to be unsubstantiated and the complainant remains unsatisfied with the outcome, the ELC setting recognises the lawful right of employees and ex-employees to make disclosures directly to prescribed bodies such as the Health and Safety Executive and Care Inspectorate etc.

Identity of Whistleblower

A disclosure made in good faith to management will be protected as far as possible. Anonymity will be maintained wherever possible and the member of staff will not suffer any personal detriment as a result of raising a genuine concern about misconduct or malpractice within the setting. However, the investigation process may require to reveal the source of the information in order not to impede progress and complainants should be made aware of this. They may also be required to come forward as a witness at some point.

This policy encourages the person making the disclosure to put their name to any allegations they make. Concerns expressed anonymously are much less credible but they may be considered at the discretion of the ELC setting.

Staff must:

- disclose in good faith
- believe the allegation to be substantially true
- not act maliciously or make false allegations
- not seek any personal gain

Untrue Allegations

If an individual makes an allegation in good faith which is not confirmed by subsequent investigation, no action will be taken against them. In making a disclosure the individual should exercise due care to ensure the accuracy of the information. If however an individual makes malicious or vexatious allegations then disciplinary action may be taken against them.

Monitoring of this Policy

It will be the responsibility of Hazel Kelly / Mariesa Lavelle to ensure that all staff, including new or temporary staff, are familiar with this policy and to monitor that it is being implemented. This will be achieved through an annual review of all documentation/correspondence generated by any instances of whistleblowing within

the past year to ensure correct procedures have been adhered to and that those involved concur with this view.

If the complaint is against the Manager, it should be put in writing and posted to:

**The Chair Person of Cassiltoun Stables Nursery Board
Cassiltoun Stables Nursery
59 Machrie Road
G45 0AZ**

COMPLAINTS/DUTY OF CANDOUR POLICY

Statement of Purpose

Cassiltoun Stables Nursery is committed to providing a high quality service and maintaining good relationships with parents. It is important that staff and parents work together in the best interests of the children. At times, however, things can go wrong, or misunderstandings may occur. Complaints will be dealt with fairly and confidentially and every effort will be made to resolve the complaint within 20 days. Throughout the guidance, the term parents is used to include all main caregivers.

Complaints Process Open Access

Staff have a duty to inform parents of their right to make a complaint, including a right to appeal. Cassiltoun Stables Nursery will supply a written copy of the complaints procedure on request to ensure parents are aware of their own roles and responsibilities regarding complaints. All complaints will be investigated thoroughly and any necessary action taken where failures have been identified. Often, things can be resolved quickly once we are aware of the problem and we can agree how it will be solved. We would encourage this wherever possible. Or you may wish to make a complaint using our complaints procedure.

Procedure

Complaints can be made to the setting both informally and formally. On receiving a complaint, we will acknowledge receipt of your complaint within three working days. We will endeavour to investigate and resolve the complaint within 20 days of the written complaint being received. We will let you know if we think there will be a delay and give you the reasons for the delay. Complaints will be investigated by the manager, however if the complaint involves the management, this will be pass onto Cassiltoun Housing Association senior management team who will investigate.

Informal Procedure: The initial approach made by the parent will be listened to carefully and after discussion agreement should be reached as to whether the complaint has been resolved satisfactorily. If a delay is unavoidable the complainant will be informed, the reason for the delay will be stated and a revised timescale given. If there has not been a satisfactory outcome the formal complaint process should be initiated.

Formal Procedure: If a parent wishes to make use of the formal procedures the complaint should be put in writing to the manager of Cassiltoun Stables Nursery. The receipt of the complaint will be acknowledged in writing within three working. Following investigation, a meeting with the manager and parent will be arranged. The parent will have the right to have the assistance of a friend, relative or representative present throughout the process. The issues or concerns will be investigated thoroughly, and a confidential written record of the meeting will be noted in addition to actions agreed. If the complaint remains unresolved, the appeals process will be invoked.

Appeals Process: A parent has the right to appeal if they are not satisfied that the complaint has been resolved. The parent should contact, in writing, the same person the original complaint was sent to. If an agreement cannot be reached an external mediator, acceptable to both sides, will be invited to listen to the complaint and offer advice. The mediator has no legal powers but can help to clarify the situation by defining the problem, reviewing the actions and suggesting further ways which the complaint might be resolved. If requested, a meeting can be arranged between all those involved in the formal process. All discussions will be confidential, and a written record will be kept of all meetings held and any advice given.

Care Inspectorate

The Care Inspectorate is the national organisation which regulates and inspects care services. The Care Inspectorate has a complaints procedure for dealing with any complaint regarding regulated services.

If you are unhappy about a care service, at any time you may contact the Care Inspectorate directly with your complaint.

In certain circumstances, in addition to the Care Inspectorate, it may be necessary to involve other agencies including; the local authority, Scottish Social Services Council and police.

If you wish to complain to the Care Inspectorate, you can choose anonymity.

Further information can be found in the complaints section of the Care Inspectorate website <http://www.careinspectorate.com/index.php/complaints>

Care Inspectorate contact details:

You can choose to complain directly to the Care Inspectorate by either:

- filling in their complaints form online
- contacting them on 0345 600 9527
- writing to them at:
Care Inspectorate
Compass House
11 Riverside Drive
Dundee DD1 4NY

Duty of Candour

The Duty of Candour Procedures (Scotland) Regulations 2018 underpins our commitment to openness and transparency which is vital to the provision of safe, effective and person-centred health and social care.

Honesty, trust and effective communication can be difficult to maintain and easy to lose when things have gone wrong. If this should happen, then we would like to have the opportunity to try and resolve any issues or concerns you may have.

Procedure:

- When an unintended or unexpected incident that results in harm or death occurs, we will be open and accountable.
- We will apologise if there are any misunderstandings or if something goes wrong, without delay.
- Our manager will meet and discuss this with you as soon as possible when we are aware that an event has happened, or harm has been confirmed.
- We will listen and respond positively to your complaints and discuss what actions will be taken to reduce the risk of this type of incident happening again to anyone else.
- We will provide an annual duty of candour report.
- All staff will be trained on our organisation duty of candour procedure to be able to
 - identify harm whether it is unintended or unexpected
 - understand what has gone wrong
 - know who to speak to, to discuss concerns/issues.

The legislation requires care services and social work services to publish their own short duty of candour reports. The first reports will be due after April 2019. Even if there are no incidents to which the duty applied, a short report will still be required, as it must contain information about staff training on the duty of candour.

Cassiltoun Stables Nursery will produce a report on meeting the duty of candour annually. The Care Inspectorate will be including a recording system on their e-form site. From 1 April 2018, a new question to their notification forms, “*does this incident trigger the duty of candour?*” Cassiltoun Stables Nursery will be asked to collect data on how the duty is being implemented and help embed awareness. The manager will annually report and record these findings.

This report will include an assessment of how the duty was carried out and provide:

- a record of the number of unexpected incidents that have resulted in death or harm
- the nature of the incident
- a review of any policy and procedures reviewed and any changes made as a result of the incidents reported.

The Duty of Candour sets out a range of things that need to happen when unexpected or unintended harm has occurred.

General Data Protection Regulation (GDPR)

Statement of Purpose

Cassiltoun Stables Nursery Early Learning and Childcare (ELC) is required to gather particular personal data and information in order to comply with legislation relating to early learning and childcare in Scotland.

Cassiltoun Stables Nursery Early Learning and Childcare (ELC) setting will gather and process all personal data and relevant consents; verbal or written, following GDPR guidance. Data will be treated confidentially and will uphold the rights of all individuals, involved in the service, children, parents, staff, students and volunteers. We are required to hold information about the children and families using the service as well as staff working within the setting, ensuring compliance within the regulation. Processes will be in place to ensure the safe and secure storage of all data belonging to our service users; the detail of this storage is contained within our GDPR policy. .

General Data Protection Regulation (GDPR) came into effect on 25 May 2018 and expands on the current regime established by the Data Protection Act 1998 (DPA). The term parents will be used to include all main caregivers.

Monitoring of this Policy

It will be the responsibility of Cassiltoun Stables Nursery to ensure that all staff are aware of this policy and implement it consistently. Parents will be made aware of the policy and their role regarding complaints through the parents' handbook and the enrolment procedure. This policy will be reviewed annually to ensure that it is relevant and up to date.

Care Inspectorate National Enquiry Line telephone 0845 600 9527
www.careinspectorate.com follow the links for Complaints
Strathclyde Police 0141 532 2000
Social Services 0141 276 5010