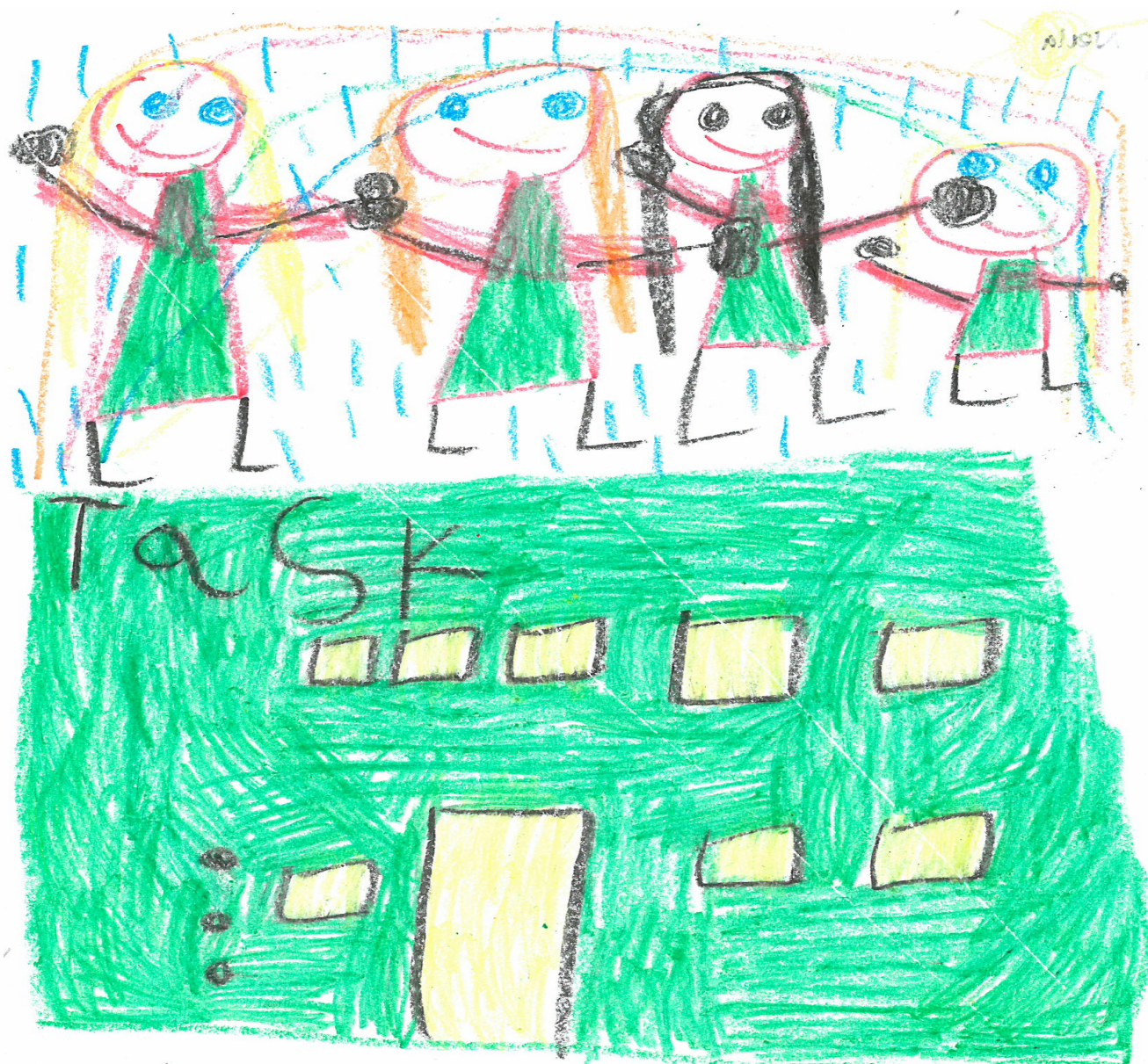


Task Family Support & Learning Centre

Parents Handbook 2025/26



Drawing By Antonella aged 4

SCSWIS(Care Inspectorate)

Reg NumberCS2007147569



Dear Parent or Carer

Welcome to Task Family Support & Learning Centre.

Here at Task we want to make sure that you and your child feel safe settled and secure. The best way to do this is to get to know you both, by building relationships between you and the staff team and to make sure all your questions and possible anxieties are addressed.

With this in mind here are our steps to help your child settle in our centre and feel secure.

- ❖ Be prepared to stay with your child until they are comfortable for you to go, this can vary from child to child but we would ask that every child has a familiar adult to stay with them for at least a couple of days(if settling in the nursery)
- ❖ Be guided by your own feelings and the expertise of the staff as to how long the settling process will take. You may only need to wait in our parent's area for a couple of days until your child is comfortable within the centre, but for some children it may take a little longer.
- ❖ When your child has become confident within the centre you will be encouraged to leave for a short time (applies to nursery) please make sure you come back at the time agreed as this will reassure your child and build up their confidence during the settling process
- ❖ Staff are very experienced and will extend your time away as quickly as your child's needs allow (applies to nursery) Follow these steps and in no time your child and you will be settled and happily engaging in the life of our centre.

When you bring your child to our centre each day they will be welcomed by staff, please make sure your child is signed in & out of which ever playroom you are attending.

We hope that you and your child enjoy your time at Task, please do not hesitate to pop in at any time and have a chat with our management team Margaret or Angie or any other member of our staff team



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Section One: Our Vision, Values & Aims

Vision Statement

To be the best provider of a fully inclusive welcoming, nurturing, play based environment in the heart of the Gorbals.

Our Shared Values

Child-centred Relationships Compassion Trust Respect Honesty Inclusion

What are our Aims?

At Task Childcare we value everyone, promoting health and wellbeing, achievement and continuous learning from birth

We aim to:

- ❖ Promote a happy ,welcoming and nurturing environment.
- ❖ Promote a stimulating and enriching learning environment where children can explore ,question and discuss.
- ❖ Provide all children with access to quality learning opportunities that are appropriate to their individual needs.
- ❖ Remove barriers to learning and encourage inclusion and equality in an environment that provides for all children and their families and celebrates achievements for all .
- ❖ To implement Pre-Birth to Three National Guidance/Curriculum for Excellence and provide opportunities for children to become successful learners, confident individuals, responsible citizens and effective contributors
- ❖ To build and sustain effective partnerships with parents, staff, children and the wider community to offer a service built on trust and respect
- ❖ Support and create opportunities for staff to recognise the value of continuous improvement where they can reflect and self-evaluate to develop their practice.
- ❖ We will encourage our children and parents to take part in the decision-making processes which influence the future vision of our service



Section Two: General Information

Our Address and Contact Details

Task Family Support & Learning Centre

347 Caledonia Road

Glasgow G5 0JY

Phone: 0141-429-1140

Email: angie@taskchildcare.co.uk

Board of Directors: Our board of directors meet monthly to discuss all aspects of our organisation. Parents who wish to join our board can do so by attending our AGM or by putting your request in writing to the Chairperson.

Any parent wishing to put ideas or suggestions forward should put these in writing to Task Board of Directors



Our Staff:

Management Team

Angie Muir	Services Manager
Linda Lithgow	Depute Service Manager

Staff Team Nursery

Jivers & Thrivers

Linda Lithgow	Depute Service Manager
Lia McDonald	MA Early Years Practitioner

Wigglers & Gigglers

Stephanie Bulik	Senior Early Years Practitioner
Tiana Burke	MA Early Years Practitioner

Mover & Shakers

Lynsey Bannerman	Early Years Practitioner
Michelle O'Neil	Early Years Practitioner
Clemence Butoyi	Mature MA Early Years Practitioner
Brooklyn McNulty	MA Early Years Practitioner

Staff Team After School Care

Chloe Muir	Early Years Practitioner
Colin Mackie	Early Years Practitioner
Marie McFadden	Family Well being Practitioner

Office Staff

Olivia Deviney	Business/Fundraising Manager
Elsie Mackie	Centre Administrator/ Receptionist

Domestic Staff

Lorraine White



Hours of Opening:

Our centre opening hours are Monday to Friday 8.00am-5.30pm

Within these opening hours, places are allocated on a full or part-time basis and whenever possible will be allocated to suit the individual needs of the parent and child.

The core sessions for nursery are:

Full-time : 8.30am-5.30pm
Part-time (am): 9.00am-11.30am
Part-time (pm): 1.00pm- 4.00pm

Afterschool Care places are allocated on a full-time basis or holiday cover basis and will be allocated to suit the individual needs of the parent and child.

The core sessions for afterschool care are:

Morning Session: 8.00am-9.00am
Afternoon Sessions: 3.00pm-5.30pm
Holiday Cover Sessions: 8.00am- 5.30pm

Length of Opening /Holidays

The centre is open 50 weeks of the year but is closed on approx. 12 public holidays, we have 4 in-service staff training days, and we close the period between Christmas and New Year. Dates for these closures will be publicised in our newsletter or on our information screen at the front entrance before and leading up to the proposed closures, A full list of the year's holidays will be on display within each room and available from the office.

Age range of children.

Our centre operates a service for children between the ages of 6 weeks and 16 years. this is broken down to the following at present:

Wigglers & Giggles: 6 weeks to 2 years

Movers & Shakers: 2 years to 3 years

Jivers & Thrivers: 3 years to 5 years

Afterschool Care: 5 years to 16 years



Register of Applications

The centre has a register of applications and the information contained in them will be considered by the Management & Admissions panel to assist in the allocation of places.

Please note that the length of time a child's name has been on the register will not affect the child's priority for admission.

Parents/carers can ask to see their application form at any time. If circumstances change which affect the application, you should inform our Management Team as soon as possible.

Enrolment/Charging Policy

All families will be charged a one-off fee of £10 per year to cover the cost of your annual registration fee.

Fees will be payable weekly or monthly in advance, as agreed with the centre managers. Four weeks fees must be paid in advance before your placement begins. Details of fees charged is on the parent's contract that you sign at enrolment. Fees are reviewed annually,

Currently all of Task Family Support & Learning Centre's operations are under review and the service reserves the right to alter fees as part of this review. One month's notice will be provided of any intended changes.

Non-Payment of Fees/Arrears

Failure to pay fees by the agreed date will result in an administration charge and could lead to the withdrawal of your place. Task reserves the right to charge interest on any fees which remain unpaid after 4 weeks or more after the agreed payment date. In addition, any bank charges incurred by Task due to the returned fee payment cheques would be passed back to parents/carers.

Any fees which remain outstanding for more than 2 months after the agreed payment date, or after the child has left Task will be passed to our debt recovery service and charges incurred by Task will be payable by the parent/carer.



Termination of Place

Parents/Carers terminating their children's place in the centre are required to give one month's notice in advance in writing. In the event of such notice not being provided, one month's fees in lieu of notice will be charged. Task will provide parents/carers with one month's notice should Task terminate the place.

Attendance

Due to the large number of applicants on the register, places that are not being used will not be held open. After two weeks of no contact the centre will contact the parent in writing to establish if there is a continuing need for the placement.

If for any reason a child is unable to attend the centre, a telephone call would be appreciated, if your child is going on holiday prior notification would be helpful.

The centre is open all year round, children who attend on a 50-week contract will be allocated 2 free weeks where fees are not charged, it is Task's view that it is in the child's best interest to have a break during the session.

Arrive & Collection of Children

It is expected that a responsible adult will bring your child to and from our centre.

Please remember that if someone else is to collect your child from our centre they must be 16 years or over. It is vital that you inform the centre when someone else is collecting your child as we will refuse to give your child to someone else without your permission or who does not know the allocated password.

By notifying our centre of who is collecting your child you will avoid a difficult situation where the child will not be allowed to leave with an adult who is not known to the staff or management team.



Security at Front Door

It is important that on entering and leaving the centre that you always secure the front door. Please be patient when you press the buzzer as staff members are working with your children, this will ensure that's your child's learning is not being disrupted.

Please **do not** allow your child to release the door. Staff can identify the people entering the centre therefore the doors must remain closed until opened by a member of staff this reduces any security risks that may arise.

Emergency Contacts

Parents whose children are in the centre are asked to provide the names, address and telephone numbers of people who can be contacted in the event of an emergency, we will only contact these contacts if we are unable to contact the parents/carers.

We would ask that you keep the centre up to date with any changes in this information.

Key Worker System

We operate a key worker system within our nursery and the keyworker is a qualified Early Years Practitioner who is responsible for a group of children, they are also responsible for building up relationships with parents/carers, over a period of time, the keyworker will build up a picture of your child's skills and abilities and will plan learning experiences to enable your child to develop this skill further. Key workers are also responsible for the environment that your child learns in, they must ensure that it is used effectively and that the appropriate resources are available for the children to use.



Suitable Clothing

Children have more fun when they are doing messy experiences, our staff always try and make sure your child wears aprons, but accidents do happen so please dress your child in suitable clothes. Please also make sure that your child has suitable indoor shoes ie slippers. Suitable outdoor clothes may include a rain jacket as well as wellies for outdoor play. Children attending all day would need to bring nappies & wipes if required.

There are forms of dress which are unacceptable in our centre these include clothing that:

- ❖ Potentially, may encourage faction (such as football colours), that may cause offence (such as anti- religious symbolism or political slogans)
- ❖ Could cause health & safety issues i.e. loose clothing, dangling earrings.
- ❖ Carry advertising, particularly alcohol or tobacco.

Parents are reminded that it is in your best interest not to bring or put on your child expensive items of clothing.

Lunch/Snack Menus & Promotion of Healthy Eating

A small healthy snack is provided during our sessions within the centre, this may consist of fruit, breadsticks, crackers or some rice cakes. Children who attend all day will be provided with a nutritional well-balanced lunch,

If your child has any special dietary requirements, please speak to your child's keyworker

Fire Alarm Test

Our Fire alarm is tested every Friday between 10.00am-10.30am the alarm is a continuous high-pitched siren. Our meeting point if evacuated is in front of the swing park at Old Rutherglen Road

No Smoking Policy

Task have a clean air policy and smoking it not allowed anywhere in the building or the surrounding grounds.



Emergency Closure Arrangements

The centre will be open on the times already stated, but on some occasions, circumstances arise that result in an early closure. Our centre may be affected by, for example severe weather, power failure or difficulties with our gas heating system, if this happens, we will do all we can to let you know about the closure as soon as possible.

Risk Assessments

Risk Assessments are carried out on a daily basis throughout the centre this is to ascertain possible hazards, if any risks are identified they are rectified immediately to ensure our children are learning and playing in a safe environment.

Visits to our centre by other professionals

If you have any concerns regarding your child's development of any kind, please speak in the first instance to your child's keyworker or a member of our management team, and we will try as far as possible to assist and reassure you.

Sometimes children need a little help to fully access all areas of the curriculum., and our members of staff will support children through a range of strategies and support plans to achieve this.

There are other agencies that work within our centre such as Speech & Language Health Visitors, Physiotherapists and Educational Psychologists as well as the Home Visiting Teacher these are other professionals that we may seek advice from if a child requires additional support.

We would only do this after consulting with parents and obtaining written permission to do so. Parents can of course self-refer their child themselves via their Health Visitor or GP.

Parents Room

Task is at present looking for funding to have a permanent parent's room within our centre. The room would allow parents to sit have a tea or coffee in a relaxed environment, the room would also be used for parents' workshops, and information sessions, these events will be publicised on our notice boards within the rooms and our TV in the main entrance.



Section Three: Medical Information

Medication

It is important that staff are informed about any medical condition which requires treatment or any circumstances which would affect your child's progress.

Only prescribed medicine in your child's name can be given by staff to your child. If your child requires medication whilst attending the centre:

- ❖ Please ask staff for the appropriate form to complete.
- ❖ All prescribed medicines should be clearly labelled and will be placed in a safe and secure container by staff.
- ❖ Any procedures to be undertaken in the event of a medical condition which requires urgent treatment must be agreed with the management team, and fully described to staff.
- ❖ Telephone numbers and names of emergency contact should be made available to staff for use in the event of an emergency, accident or illness.
- ❖ Staff should also be advised what time the medication has been administered prior to attendance on any given day. Parents will need to give this information on the consent form.
- ❖ All medical consent forms will be reviewed every 28 days.

If your child suffers from asthma, you must tell the management team if there are any activities or specific circumstances that are likely to bring on an attack.

If your child suffers from epilepsy you must inform our Management Team who will then inform staff of the emergency treatment to be given if your child has a seizure.

If You're Child Becomes ill

Please let us know if your child cannot attend our centre for any reason by telephoning 0141-429-1140

If your child becomes ill while attending the centre, he/she will be comforted until you can be contacted at home or work and advised of the situation. If staff are unable to contact you personally, we will then try the emergency contact number again. Depending on the nature of the illness you may be asked to keep your child at home until they are well again, for example sickness and diarrhoea children should be kept off for 48 hours at least.



Minor Accidents and Upsets

Minor accidents are common occurrence with small children, and we are able to deal with these in the centre. We will always let you know if this happened and invite you to read and sign our accident sheet, should something more serious occur which requires hospital treatment you will be contacted immediately, if you are unavailable, we will then contact your emergency contact who will be asked to meet your child and keyworker at the hospital. A record/audit of all accidents is kept within the office.

Visits from other Professionals

Visits are made to the nursery by Health Visitors, Physiotherapists, Home Visiting Teachers, Speech & Language Therapists, Oral Health Staff and Educational Psychologists. You will be consulted with and made fully aware of these appointments if they involve your child.

Pre-school Vision Screen

The government has recommended that all children should have their sight checked to detect poor vision before they start school. This screening is best carried out between the ages of 4-5 years. Periodically an orthoptist will be available at our centre to carry out screening in your child's pre-school year. You will be notified of the date and time of screening in advance



Section Four: How We Promote Learning

Our aim is to:

- ❖ Encourage all children to become confident, responsible effective and successful learners
- ❖ Foster an ethos where children are encouraged to be responsible citizens, to value themselves, others and the world around them.
- ❖ Encourage children to be successful learners through consultation, planning, and self- evaluation
- ❖ Encourage children to make sense of the world around them by using their senses to explore and discover.
- ❖ Ensure that children relate new experiences to previous learning.
- ❖ Promote the sharing of experiences with others.

What We Do

Staff use the knowledge they have about each individual child to plan learning experiences to suit each child, staff will be encouraging children to investigate and experiment during activities in order for them to develop new skills and self confidence in their own abilities., working in partnership with parents during this time can greatly enhance the learning process, staff are always available for you to chat with about your child's progress and any concerns you may have, or to simply update you on your child's progress

Working Together to Support Learning

We recognise the role parents have already played in the early education of their child and that their continuing involvement if crucial to the successful learning of their child.

Staff will support and assist your child in all learning situations, making the relationship between parents and staff vitally important as it ensures that your child will get the maximum benefit from his/her time at the centre.



Curriculum for Excellence/Pre -Birth to Three Guidance

In line with most educational establishments in Scotland management and staff meet regularly to discuss the implementation of the Curriculum for Excellence which is the national curriculum framework from the Scottish Government for children and young people age 3-18 years the purpose of the curriculum is encapsulated in four capacities- to enable each child and young person to be a Successful Learner, a Confident Individual, a Responsible Citizen and an Effective Contributor. For children under three we use Pre-Birth to Three: Positive Outcomes for Scotland's Children And Families (Scottish Government 2010) The four key principles which form the basis of this guidance are The Rights of the Child, Relationships, Responsive Care and Respect

Realising the Ambition :Being Me builds on the premises contained within the original guidance Building the Ambition and Pre-Birth to Three, that our babies and children deserve the very best experiences throughout their learning journey; before birth and beyond ,Realising this ambition can only be achieved if all our services aspire to provide our babies, children and their families with flexible, accessible and affordable provision of the highest quality.

There are copies of these documents within our centre if you wish to see them, please ask a member of staff they can also be accessed online at Education Scotland (www.educationscotland.gov.uk).

Play work Principles

These Principles establish the professional and ethical framework for play work and as such must be regarded as a whole. They describe what is unique about play and play work, and provide the play work perspective for working with children and young people. They are based on the recognition that children and young people's capacity for positive development will be enhanced if given access to the broadest range of environments and play opportunities.

1. All children and young people need to play. The impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and wellbeing of individuals and communities.
2. Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.



3. The prime focus and essence of play work is to support and facilitate the play process and this should inform the development of play policy, strategy, training and education.
4. For playworkers, the play process takes precedence and playworkers act as advocates for play when engaging with adult led agendas.
5. The role of the play-worker is to support all children and young people in the creation of a space in which they can play.
6. The playworker's response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.
7. Playworkers recognise their own impact on the play space and also the impact of children and young people's play on the playworker.
8. Playworkers choose an intervention style that enables children and young people to extend their play. All playworker interventions must balance risk with the developmental benefit and well-being of children.

Assessment

Assessment is an ongoing process and staff continually observe the children in a wide range of situations by looking at what they say and do through play. Staff through observations and the accumulation of information are able to record each child's progress and achievements, it is only by doing this that we can then plan how to support and extend each child's learning in an appropriate and supportive manner, all information gathered on each child's progress is completely confidential.

Social, Moral and Cultural Values

We believe that how children feel about themselves affects the way they approach all learning opportunities and the way they behave towards others, we provide an environment which enables children to feel safe, confident and good about themselves, we promote an ethos which ensures equality and celebrates our diverse community. Children who attend our centre are encouraged to form positive relationships with staff and peers and to develop their awareness and understanding of each other's cultures.



Additional Support Needs/Accessibility Strategy

The centre has a duty to ensure that all our children and young people have equal access to the curriculum, supported as appropriate to their individual needs. This covers not only the content of planned activities and teaching strategies but also minor adaptations to the physical environment of our centre to address the needs of children with physical or sensory impairments, including the relocation of playrooms if need be to the ground floor where feasible.

We also need to ensure that parents/carers who have a disability have equal access to information about their child, this will involve, for example relocating the area that parents meet to facilitate physical access, provision of an interpreter for people who have a hearing impairment or possibly agreeing to a phone contact system to provide direct feedback to parents/carers.

The management and staff give additional support to children and young people who require support with their learning, where it becomes apparent that a child is in need of such assistance for whatever reason every effort is made to consider how best to use the resources we have at our disposal for that child's benefit. Parental co-operation is absolutely vital, and our staff will meet regularly with parents /carers to discuss how best to support the child.

Supporting Children with Additional Support Needs

If your child requires additional support for learning as a result of delayed speech, poor, vision or behavioural problems, we will consult with you and offer support and advice and if necessary, we would refer you to the appropriate agency. Nobody will be contacted without prior discussion and consent from yourself. If you have any concerns about your child's development of any kind, please speak to staff or the management team as soon as possible and we will try and assist you. Parents can of course, refer their child themselves via their Health Visitor or GP

Every child may at times experience some difficulties; these might be physical, emotional, learning difficulties or behavioural difficulties. Since parents are the experts on their own child it is extremely valuable if you share any concerns, you may have with staff to ensure we are planning appropriately around your child's needs.



Section Five: Parental Partnership

Our Aims

- ❖ To make parents welcome and offer the opportunity for exchanging knowledge, expertise and information between parents, staff and children.
- ❖ To recognise and respect the fact that parents are a vital factor in their child's development.
- ❖ To encourage parents to take an active part in the daily life of the centre.

We will work in partnership with parents to offer a service build on trust and respect. We will ask for your views in order to improve the service we offer, and we are always happy to hear your comments and suggestions.

Working With You

We recognise that the parent/carer is the child's prime educator, and we will work closely with you to develop links in learning between home and our centre.

The length of our day means that staff work in shifts, this may mean that your child's keyworker may not always be available when you bring your child or alternatively when you collect him/her, Information may be relayed either through another member of staff or our management team. We welcome your interest and participation in the activities going on within the centre and would also welcome any ideas or suggestions you have to enhance the service we provide. We operate an 'open door policy" where a member of our management team will always be available to answer any queries you may have.

Working Together to Promote Positive Behaviour

We aim to work together to promote an atmosphere of sharing, caring and friendships. encouraging acceptable behaviour and mutual respect is part of our curriculum. Co-operating, sharing, taking turns are just some of the things we encourage the children to do to increase their social skills.

Of course, our children do not always wish to comply with our requests or the demands of other children, and incidents do arise which require staff to intervene in the situation in order to maintain a happy environment for all children. Staff at the centre are fully aware of our Promoting Positive Behaviour policy and would be pleased to discuss this with you.



Fundraising

Throughout the year we will have a number of fundraising events and activities. Your support at these events is vital to their success, the children who use the centre benefit from all money raised in the shape of new resources, equipment and treats and outings so please where possible help and support the staff team during these events.

MC57: Child Protection and Safeguarding Keeping Children and Young People Safe

Educational establishments and services must create and maintain a positive ethos and climate which actively promotes child welfare and a safe environment by:

- ensuring that children are respected and listened to.
- ensuring that health and wellbeing is central to the curriculum.
- ensuring that staff are aware of Management Circular 57 and child protection procedures and concerns.
- ensuring that any CP or Safeguarding concerns are progressed as per MC57 guidance.
- establishing and maintaining close working relationships and arrangements with all other agencies to make sure that professionals collaborate effectively in protecting children.
- ensuring the name of the Child Protection Coordinator and Depute Child Protection Coordinator(s) is on display within the establishment.

Name of CP Coordinator: Angie Muir

Name of Depute CP Coordinator(s): Linda Lithgow & Stephanie Bulik

All educational establishments and services must take positive steps to help children and young people by ensuring that safeguarding is promoted through all elements of education including leadership, values, vision, the curriculum, learning and teaching, positive relationships, ethos and building resilience in our learners.

Safeguarding supports the development of learner's knowledge, skills and resilience to keep themselves safe and to protect themselves and develop an understanding of the world so that they can respond to a range of issues and potential risky situations arising throughout their lives.

Safeguarding and wellbeing issues are addressed through our personal, social and health education curriculum and care should be taken to ensure our children have opportunity to develop such knowledge and understanding within our establishments.

As with other areas of the curriculum, you will be kept informed of the health and wellbeing program for your child's establishment.



Confidentiality

It is our policy here at the centre to ensure all information regarding our users is treated as confidential. Mutual trust is paramount to the successful running of our service, and will be always adhered to.

Staff will only be given information regarding users of our centre that will assist them in carrying out their caring responsibilities. Any additional information volunteered by users of our centre will only be shared by staff with the permission of yourself where appropriate.

During the enrolment process our managers will inform you of our policies and procedures, for the storing, retaining and accessing information. This includes our management outlining that certain personal details may be required and permission sought, you will also be made aware that this information will be always held in confidence of staff, using a locked filing cabinet and shredded after use. Alternatively you may take away the information held when your child leaves our centre.

Centre users will be allowed access to their file and may do so by direct or written request to our managers, in the event that the information is deemed to be inaccurate by the centre user, unnecessary or needing rectification, a direct or written request for removal/rectification should be given to the managers, who will respond in writing within 5 working days.

Following full consideration and in consultation with the service user, a solution will be offered within 28 days. Any information sought from an external source will be undertaken with permission of the centre user, apart from when there are circumstances where it is felt to be in their best interest (e.g. GPs, Social Work etc)

No unauthorised person will have access to personal information under any circumstances.



Data Protection Act 1998

Information on children and young people, parents and carers may be stored on a computer system and may be used for teaching, registration, assessment and other administrative duties. The information is protected by the Data Protection Act 1998 and may only be disclosed in accordance with the codes of practice.

For further information please contact the centre.

The Freedom of Information (Scotland) Act 2002

The freedom of information (Scotland) Act 2002 enables any person to obtain information from Scottish public authorities. The Act applies to all Scottish public authorities including: The Scottish Government and its agencies; Scottish Parliament; local authorities; NHS Scotland; universities and further education colleges and the Police.

Public Authorities must allow access to the following information:

- ❖ The provision, cost and standard of its service.
- ❖ Information or decision making:
- ❖ The reasons for the decisions made by it.

The legal right of access includes all types of "recorded" information of any data held by the Scottish public authorities.

From 1st January 2005, any person who makes a request for information must be provided with it, subject to certain conditions.

Further information is provided on the *Glasgow City Council* web-site.

[Glasgow City Council website-Freedom of Information](#)

Dealing with Racial Harassment

The Race Relations Act of 1976 makes it unlawful to discriminate against someone because of his/her colour, race and nationality ethnic or national background. The Act makes it the duty of everyone to eliminate unlawful racial discrimination.

In 1999 the guidelines, "Dealing with Racial Harassment" were issued to assist all teaching staff in dealing with such incidents.

The adoption of an anti-racist approach should be seen as one part of the continuing attempt to improve the quality of education.

Task Family Support & Learning Centre recognises that support from the home is essential if these aims are to be achieved. Every child in Glasgow has the right to be happy, safe and secure at all establishments.

Bullying

Bullying behaviour will not be tolerated within Task Family Support & Learning Centre. All children in Glasgow's educational establishments have an entitlement to "work and play" in a learning environment in which they feel valued, respected and safe and are free from all forms of bullying or discrimination".

In 2009 Glasgow City Council published its revised anti bullying policy. Incorporating the requirement to report and record all discriminatory behaviours within educational establishments. All establishments are required to review their policy in light of this.

Parents and carers have a significant role to play in helping address this problem. For this reason, any anti bullying strategy must stress the importance of partnership with parents and carers of their children



Section Six: The Wider Community

Our Centre and the Community

At our centre we work very hard and strive to build links within the community. We aim to offer training opportunities to local colleges and to work experience pupils. We have regular newsletters and keep our notice board up to date to inform parents about what is happening within the centre.

There are many services within the area which you may wish to access (a list of services is available from the office)

Links with Local Primary Schools and Early Years Services.

Throughout the years we have developed links with our receiving schools and other early years services, we are invited to various events at the schools, and children from our nursery will visit their primary school usually in May/June and staff from the receiving school will come to visit their new pupils at our nursery.

Our centre is part of the Glasgow South Childcare Partnership forum where we meet monthly to discuss all relevant information pertinent to childcare and services that are available to our centre users.



Section Seven: Other Information

Suggestions and complaints procedures for Parents & Carers

We strive to maintain a high-quality service that meets the ever-changing needs of our wider community, we try where possible to ensure that all our centre users are satisfied and happy with the service they receive while using our centre.

If you have any comments or complaints, we encourage you to speak our Management Staff in the first instance.

If our Management Staff do not resolve the issue to your satisfaction, you should contact our Board of Directors who will:

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

If your complaint does not get resolved to your satisfaction, you can contact.

Care Inspectorate
Renfrewshire House
Cotton Street
Paisley PA1 1BF
Tel: 0345 600 9527

Care Inspectorate Headquarters
Compass House
11 Riverside Drive
Dundee DD1 4NY
Tel enquiries: 0345 600 9527
Email: enquiries@careinspectorate.gov.scot

You have the right to contact any of the above in the first instance when making your complaint.



Useful Addresses

Childrens & Families Service
New Gorbals Health Centre
2 Sandiefield Road
Glasgow
0141-420-0060

Gorbals Health Centre
2 Sandiefield Road
Glasgow
0141-201-5000

Specialist Childrens Service
187 Crown Street
Glasgow
0141-201-0914

New Gorbals Housing Association
2 Sandiefield Road
Glasgow
0141-201-5030

Royal Hospital for Sick Children
1345 Govan Road
Glasgow
0141-201-0000

Social Care Direct
Opening Hours
Mon - Thur 08.45am-16.45pm
Friday 08.45am-15.55pm

0141-287-0556

Out with these hours Emergency Social Work Services
0300 343 1505



