CRAIGHEAD

EARLY YEARS CENTRE

Information Handbook



2026 - 2027

Introduction

Welcome to our Early Years Centre handbook. This handbook provides information to support children and families as they become familiar with our setting and the wider learning community. Our centre aims to be inclusive, warm and welcoming. We value each child as an individual and recognise the diverse experiences, interests, strengths and needs that children and families bring to our community. Through nurturing relationships, purposeful play and high-quality learning experiences, we support children to develop their confidence, independence, communication, wellbeing and sense of belonging.

We recognise that families are children's first and most important educators. Effective partnership working helps us to understand each child and provide appropriate support for their learning and development. We encourage open communication with families and value their knowledge, views and contributions. Staff will work collaboratively with families to share information, celebrate progress and respond appropriately to children's changing needs.

Our provision is part of Craighead Primary School and the wider community of Milton of Campsie. We aim to develop meaningful connections with the people, places and opportunities around us, helping children to understand that they are valued members of a wider community.

If you require any further information, please do not hesitate to contact us. Any families wishing to visit the centre are welcome to make an appointment at any time.

Yours sincerely,

Lynne Stewart

Headteacher of Craighead Primary and Early Years Centre



Please note: The use of the word 'parent' throughout this document refers to parents, carers and guardians, if not already stated.

Context of our Centre

Craighead Early Years Centre is situated in the grounds of Craighead Primary School. Craighead Primary is a non-denominational school in the village of Milton of Campsie. The school was built in 1968 with a centre class opening in 1997. The Early Years Centre offers provision for forty 3 to 5 year olds and five 2 year olds. Since 2021, the centre has been providing 1140 hours to all 3-5 year olds and eligible 2 year olds. The Early Years Centre offers full day hours from 9am -3pm based on a term time year, which runs in partnership with the school. Our catchment area consists of a mixture of local authority, privately rented and owner occupied housing.

The staff team consists of one Headteacher, one Depute Headteacher, one Senior Early Years Worker, 8 Early Years Workers, one full time Early Years Teacher and one Housekeeper.

At Craighead EYC we support our children to be the best they can be. We have developed strong connections with our learners and their families and have identified the different needs and barriers to learning for our children. Our team work hard to create a loving, happy inclusive environment for all. We provide targeted support and challenge that meets individual needs. We work closely with our families to meet the children's emotional and social needs. We understand the importance of community and work with key stakeholders to broaden our children's opportunities in the wider community.

We ensure children have smooth transitions from home to Early Years and from Early Years to school. We work with a variety of primary schools in the local area to ensure a smooth transition from our setting into P1.

Through a robust framework of evaluation and improvement planning, we strive to further enhance children's successes and achievements and consistently plan to improve the learning opportunities on offer and to help create independent and confident learners. We promote respectful, supportive relationships between children, staff and parents and provide regular opportunities for children and parents to take an active role in the life of the Early Years Centre.

Our Centre Vision, Values and Aims

Our vision is to be the best we can be in a loving, happy and inclusive environment.

We Value:

- Fun
- Safety
- Happiness
- Being Responsive
- Parental Involvement
- Care and Nurture
- Following Children's Interests

Our Aims and Objectives

To have happy, confident children who are motivated to explore, play and try new things.
To be reflective and responsive to our children's, parent's and staff's interests, needs and opinions.
To have an environment that provides fun, stimulating and challenging learning experiences.
To develop a child-centred curriculum which follows their developmental needs and interests, and is extended by staff.

Craighead EYC Information

Name: Craighead Early Years Centre

Address: Craighead Early Years Centre
Craighead Road
Milton of Campsie
G66 8DL

School Tel: 0141 955 2271
Centre Tel: 0141 955 2272
e-mail: office@craighead.e-dunbarton.sch.uk

In our early years centre we are able to accommodate forty 3-5 year olds and five 2-3 year olds.

Our centre is open term time only.

Our centre is open 9am - 3pm, Monday to Friday.

Please see link below for a list of holidays when the centre will be closed for session 2026-27:

School holidays - East Dunbartonshire Council

Our Staff

Headteacher:	Lynne Stewart
Depute Headteacher:	Laura Duddy
Centre Teacher:	Mhaire-Colette Rush
Senior Early Years Worker	Shona Blair
Early Years Workers:	Mary-Frances Shaw Laura Jewell Laura Mackie Natalie McElwain Michaela Henaghen Lynsey Tanner Siobhan Flynn
Early Years Suppport Worker:	Azam Rizi
Housekeeper:	Shona Hutton

Admissions Procedures:

A copy of the Admissions Policy and Procedures can be found on the East Dunbartonshire website:
https://www.eastdunbarton.gov.uk/services/a-z-of-services/primary-secondary-and-early-years-education/admissions-policy-procedure/

Registering for Early Years:

Parents applying for a place in an early years centre must register online:
Early years - how to apply - East Dunbartonshire Council

You will need to upload:

- Your child's birth certificate
- Utility bill
- Proof of residency (council tax statement)

Parents should ensure that they make an application in January to the Early Years department via www.eastdunbarton.gov.uk to continue their child's placement at an Early Years Centre

The centre will hold a register of all applicants and the admissions panel will consider the information contained in the applications, where necessary, to assist in the allocation of places. Changes can be made to applications by contacting the centre directly.

When you are allocated a place in our centre you will be informed by letter. You will then be contacted by the centre with further information relating to an enrolment/start date.

Please note that the length of time a child's name has been on the register will not affect the child's priority for admission. Also, a child who has a place with us as a 2 year old will not automatically be allocated a place as a 3 year old.

Settling In Procedure

For the initial visit to the centre, we will invite you and your child to come along and collect some paperwork. This gives you both an opportunity to get a feel for our environment. During this visit, you will be met by a member of our senior management team, who will show you around the centre and answer any questions you may have.

On your second visit, you will be asked to bring your child and their completed paperwork. This time, you will have the opportunity to meet your child's keyworker and spend time with them going over the paperwork in our playroom, while your child has the chance to explore. This visit will last a maximum of one hour, typically between 10 am and 11 am. Any further visits will depend on your individual child and will be discussed with you.

Attendance

Although there is no statutory attendance procedure in pre-school establishments, you are asked to ensure that your child attends regularly. If your child is absent we ask that you aim to make contact with the centre as soon as possible. If this does not happen, the clerical staff or senior early year's worker will phone home and emergency contact numbers. If this fails, the Headteacher will follow Child Protection procedures.

Access to the Early years centre

Our centre has its own separate entrance so does not require to be accessed via the school. **Please note** the car park beside the centre is for school and early years staff only.

Arrival and Collection of Children

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

Suitable Clothing

Children learn best when they explore their environment, both indoors and out…which often leads to mess! Please ensure that your child wears suitable clothing that you are happy to get messy and that your child has suitable outdoor clothing and shoes as outdoor play is a regular part of our daily routine.

Please ensure that all clothes are labelled as a number of children have the same or similar items of clothing.

Your child should have soft shoes which he/she will wear while indoors.

Your child should have a change of clothes, in a bag on their peg (no drawstring bags), in case of any mishaps.

Sun Safety

We are committed to ensuring we are a sun safe establishment. When UV levels are moderate or above (usually Mar to Oct) it is recommended the children wear factor 30+ UVA/UVB protection with a minimum of a 4-star rating, a hat and sunglasses. If your child needs a specific suncream this can be supplied by you and kept in nursery for their exclusive use. All children must have consent to have sunscreen provided by the centre applied by staff.

Insurance

Sometimes children like to bring something special or new to centre for their friends to see. However, parents should ensure that valuable items are not left at centre, particularly as the authority has no insurance to cover the loss of such personal items. Claims submitted are likely to be met only where the authority can be shown to have been negligent.

Excursions and Consent Forms

When outings or excursions for children are planned, the headteacher or a member of staff will advise you in advance. You will be asked to complete consent forms which give your permission for your child's participation. Please note that children cannot take part in outings unless completed consent forms have been submitted by their parent/guardian.

Emergency Closure Arrangements

Our centre will be opened on the times already outlined, but on some occasions, circumstances arise which mean the centre has to close. Establishments may be affected by, for example, severe weather, transport problems, power failures or difficulties with fuel supplies. If this happens, we will do all we can to let you know about the details of closure and re-opening. We may keep in touch by telephone, email, notices in local shops and community centres, announcements in local churches, in the press and on local radio, centre website or East Dunbartonshire website.

Emergency Contacts

Parents whose children are in the centre are asked, to provide the establishment with the names, addresses and telephone numbers of two contact persons for use in case of an emergency. You are also asked to keep the centre up-to-date with any changes in this information.

No Smoking Policy

Smoking is not permitted in the centre or in the surrounding environment. Smoking is only permitted outside of the school grounds.

Snacks and the Promotion of Healthy Eating

At Craighead EYC we are pleased to follow the Setting the Table guidelines for healthy eating. Your child will be provided with a daily nutritious snack and there is always fruit and water available.

We are an Allergen Aware Establishment

If your child has any allergies or requires a special diet, please inform the Early years staff of this on your child's first day at our centre.

Lunches

All children aged 3 to 5 years are entitled to a funded lunch. All dietary and allergy requirements will be catered for. We only serve water and milk, no juice is permitted. Menus can be found on the EDC website, on our learning journals and within the centre.

Children's fund

At Craighead EYC we kindly ask that parents contribute £2 a week to our treat fund. The fund helps to fund several opportunities and resources for the children such as:

- Daily healthy Snacks
- Baking/Cooking ingredients
- Party food for special occasions
- Parties/Celebrations
- Birthday cards

- Graduation gifts
- Christmas presents/treats for the children
- Special visitors/entertainers
- Outings throughout the year
- Sun Protection – Cream/Hats
- Spare Clothes/Wipes/Nappies
- Fun days

Photographs/Videos
Photographic and/or video recordings are made for educational purposes. A new procedure has been put in place by East Dunbartonshire Council which means that every parent will be asked to complete permission forms for internal and external photographs.

School Photographer
Parents will be informed when a photographer will be in the centre. The photographer will visit at least once per year or take group and/or individual photos.

Dental Inspection and Oral Hygiene
Dental inspections may be available during the course of the session. Parents will be informed of the dates of these inspections in advance. All children take part in daily tooth brushing after snack. If you do not wish your child to participate please notify your child's keyworker at induction.

Pre-School Medical
Families are normally contacted by their health visitor or GP to arrange a pre-school year medical.

Medication
If your child is in need of medication during his/her time at nursery you should discuss his/her requirements with headteacher and/or Senior Early Years Worker. **Prescribed** drugs will be given at the discretion of the Headteacher and you will be required to complete the relevant paperwork. These forms are available from the centre office.

If your child suffers from asthma you must inform the centre staff if there are any activities or specific circumstances, which are likely to bring on an attack. If your child suffers from e.g. epileptic seizures, diabetes, severe allergies you must tell staff what emergency procedures are to be followed. In these instances you will be required to complete a healthcare plan at induction.

If Your Child Becomes Unwell
Our centre staff require that you telephone them if your child is not able to attend nursery on a particular day. If your child becomes ill while at our centre, contact will be made with you or your emergency contact. If we cannot make contact with anyone, a member of staff will look after your child until the end of the session. We will obtain the best medical attention as appropriate, e.g. call an ambulance if necessary.

Minor Accidents and Upsets
Although we hope that these will be few and far between, realistically there will be occasions when they do occur. Our centre staff are highly trained and extremely sympathetic. They will comfort your child and deal with each incident as they see it. You will be informed of the occurrence of any minor accident. There are several trained first aiders in the centre.

Arrangements for Reporting to Parents
We will report to all parents twice per year (September and March) on children's progress. Ante-pre-school and 2 year old parents will have the opportunity to meet with their child's keyworker once per year in February. Key workers produce a transition information document in May for pre-school children that is shared with parents and the child's receiving primary school. Children's progress is recorded in Online Learning Journals (E-Journals) which you will have ongoing access to. Next Steps for Learning will be identified and tracked 6 weekly. Photographs and observations are uploaded on a regular basis. Further information will be shared with you on induction days.

Protecting Children and Young People
East Dunbartonshire Council has issued Child Protection Procedures and Guidance which all staff must follow to promote the welfare of children and to protect them from harm. All adults must share the responsibility for promoting children's health and safety and ensuring, as far as possible, that all children are protected from abuse, neglect and exploitation. Children cannot be expected to take full responsibility for keeping themselves safe. Professional staff must work together and in co-operation with families and carers to enable children to grow up in a warm, stimulating and safe environment.

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

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

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

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

When a member of staff, a child or another individual provides information and the Headteacher considers that there is a possibility that a child has been harmed or is at risk of harm, the Headteacher is required to immediately contact social work services to discuss the circumstances and agree the immediate

action to be taken. Centre staff are then required to co-operate with any subsequent enquiries or support plans.

Every education establishment or service has copies of the East Dunbartonshire Council Child Protection Procedures and Guidance. These are available for reference from the Headteacher.

At Craighead EYC the **Child Protection Co-ordinator** is **Lynne Stewart,** Headteacher and the **Depute Child Protection Co-ordinator** is **Laura Duddy**, Depute Head of the school and centre.

Support for All

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

We believe that all children learn in different ways and may experience a variety of additional support needs at different times in their education. For some children the support they require will be of a long-term nature, whereas for others it may only be for a temporary period.

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

We follow a system of Staged Intervention:

- Stage 1 involves staff team strategies
- Stage 2 involves whole centre strategies, combined with appropriate education support services
- Stage 3 involves whole centre strategies combined with support from education support services and other appropriate agencies
- Co-ordinated Support Plan (CSP) involves intervention and support from the Local Authority

If your child requires additional support, the staff will monitor his/her progress very carefully and ensure that an individual educational programme is in place. You will be consulted about this and asked to work in partnership with us.

We work closely with our partners, Educational Psychologist, Speech and Language and parents are fully involved in this process. CPPS Primary and EYC also benefit from a trained Autism Advisor, one of the school teaching staff. The Autism Advisor works across the school and EYC to support children, staff and parents. There are informal ‘coffee and chat’ sessions which our parents and carers find supportive and informative.

Regular reviews of your child's progress will take place and all interested parties will participate in the discussion about the progress being made, the targets to be set and the next steps in your child's learning. We also benefit in our centre from the
skills and expertise of our Family Champion who is available to advise and support parents and carers on a range of parenting issues including sleep routines, toileting and tantrums.

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

Partnership with Parents

Our staff will always be happy to discuss your child's progress with you and you are welcome in our centre at any time.

In Craighead EYC we aim to:

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

Some examples are:

- Keyworker check in's
- Parent meetings/reports
- Displays
- Settling in Agenda - Informal chat with Key Worker
- Newsletters
- Care/personal learning plan updates
- E- Journey Portfolios & Key Worker Meetings
- Family engagement events – sports, shows, graduation
- Stay and Play sessions

We value your role in your child's learning. As parents, you are the prime educator in your child's early years and we hope that you will continue to play a major role in your child's learning when he/she comes to our centre. We welcome any contributions you may wish to make and look forward to establishing a positive relationship with you.

Parental Involvement Act

(1) The Scottish Schools (Parental Involvement Act) 2006 aims to improve the quality and extent of parents' involvement in their own child's learning and in the education the school provides. It modernises and strengthens the framework for supporting parental involvement.

(2) The Act outlines three areas where parents should be supported and encouraged to be more involved in their child's learning:

• At home - providing parents with information on what their children are learning at school and how this can be supported at home

• Through school – providing parents with opportunities to contribute to the life of the school e.g. by helping out in the classroom at school events

• In a more formal way – deciding what kind of parent representation the schools should have

(3) Parent Forum
Every parent in the school and early years centre is known as a member of the parent forum and as a member can expect to:

• Get information about what their child is learning

• Get information about events and activities in the school

• Get advice / help on how they can be supported in their child's learning

• Be told about opportunities to become involved in the school

• Have a say in selecting a Parent Council to work on behalf of all parents at the school

(4) Parent Council
Parent Councils are recognised as the representative body of the parent forum. The role of the council is to:

• Work in partnership with the headteacher and staff to support the school

• Represent the views of all parents

• Encourage links between the school parents, pupils, preschool groups and the wider community

• Report back to the Parent Forum

Parent Councils will play an active role in supporting parental involvement in the work and life of the school, whilst also providing opportunities for parents to express their views on the children's education and learning. The Parent Council, as a statutory body, will have the right to information and advice on matters which affect children's education. The school and the education authority will consult with the Parent Council and take their views into account wherever decisions are being taken on the education provided by the school.

Craighead Parent Council is well established and provides excellent support for both the EYC and school. A copy of the constitution is available on the school website, on request from the chair of The parent council or from the headteacher. A maximum of 10 parents can stand on the parent council. The parent council meets approximately five times per year. Contact details can be found on the website or by contacting the office.

It should be noted that the headteacher has the right and duty to attend all meetings of The parent council. These meetings will take place at least once per term.

For more information on parental involvement or to find out about parents as partners in their children's learning, please contact the school or visit the Parent zone website at www.parentzonescotland.gov.uk

Liaising with and Involving Parents in their Child's Education

The Education Service is keen to ensure that it involves all parents appropriately and sensitively in their child's education. Under Education Law, "parents" include:

- Non-resident parents who are liable to maintain or have parental responsibilities in respect of a child;
- Carers who can be parents;
- Foster carers, relatives and friends who are caring for children under supervision arrangements;
- Close relatives, such as siblings or grandparents caring for children who are not "looked after" by the local authority or are under home supervision (looked after) arrangements.

Everyone who is a "parent" (under Education Law) has the right to receive advice and information about their child's education and take part in activities. The Education Service will treat all parents equally. The exception to this is where there
is a court order limiting an individual's exercise of parental rights and responsibilities.

Schools collect information about a child's family circumstances on an annual basis. Where family circumstances change during a school session, it is important that parents inform their child's school of these changes.

Further information about how the Education Service seeks to work with parents is available in the publication Schools, *"Parents" and "Parental Responsibility": A briefing paper for schools and education support services under the management of East Dunbartonshire Council* (2007).

This publication is available from schools or the Chief Education Officer who can be contacted at:

Greg Bremner
Chief Education Officer

Education, People and Business Directorate
East Dunbartonshire Council
Southbank Marina,
12 Strathkelvin Place,
Kirkintilloch,
G66 1TJ
Email: greg.bremner@eastdunbarton.gov.uk

Change in Circumstances

It is helpful if you keep the centre staff informed of anything happening at home which might affect the child's manner or behaviour in class e.g. birth of a baby, death of a relative. It will help us understand what is going on and enable us to give suitable support. Anything you tell us is, of course, treated with complete confidentiality.

Working Together to Promote Positive Behaviour

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

- Use of praise and positive reinforcement.
- Encouraging our children to respect other children and adults.
- Encouraging our children to respect the property of others.
- Establishing routines and practices as part of the nursery programme.

At nursery, we want every child to feel safe, happy, included and valued. Through our health and wellbeing programme we give children simple, positive messages that help them understand how we care for ourselves, care for each other and learn to be part of a community.

We use our SHANARRI Wellbeing Buddies and SIMOA to bring these important messages to life. Each character represents a simple idea that children can recognise,remember and use in their everyday play. This helps ideas such as children's rights,safety, kindness, respect, responsibility and inclusion become meaningful and visible to young children.

Safe Stella

Healthy Henry

Achieving Andrew

Nurtured Nora

Active Amir

Responsible Robbie

Respected Rhyia

Included Isabella

Through play, stories, conversations and everyday experiences, children are

supported to understand that they have rights and so do other people. They learn that their voice matters, their feelings are important, and that we all have a part to play in keeping ourselves and others safe and happy.

We help children begin to understand the simple social rules they will meet as they grow:

Listening to others
Using kind hands and feet
Looking after belongings
Managing risks
Helping friends
Knowing where it is safe to play

Rather than expecting young children simply to "follow rules", our aim is to help them gradually understand why these expectations matter. Staff model positive relationships, talk through situations with children and provide reassurance and support when things go wrong. Making mistakes, repairing relationships and learning how our actions affect others are all important parts of growing and learning.

We model and use a positive behaviour approach, GIRFEC and children's rights, helping us create a nursery community where everyone is encouraged to care for themselves, care for others and feel that they belong.

Celebrating Achievements

As part of our health and wellbeing programme we recognise the need to build children's confidence and self-esteem.
This is achieved through:

- E-journals
- VVA stickers and certificates
- Shared celebration events

Centre and Community Information

At Craighead EYC we use a range of communication methods to share information about centre, school and community events.

- Information will be displayed on our family wall situated in our centre hallway.
- Group call emails, messages via e-journals and occasional texts will be sent out to one nominated parent/carer per child.

- You can follow us on Facebook @ Craighead Primary School and Early Years Centre (private group for current families only).
- Information will be uploaded to the school and early years website.

Craighead Primary School Parent Council will welcome the involvement of any of our Early years parents. An invitation to attend events etc is extended to all nursery parents via newsletters and information will be posted to families in advance.

Fund-raising

With the exception of our annual budget allocated to us by East Dunbartonshire Council, our main source of funding will be our Children's treat fund. We support various fund raising events for charities to help raise awareness and support the local community.

The Local Community

In Craighead EYC we place a great deal of importance in our children having access to the local community. Visits to locations within the local area will be organised and members of the community may be invited into the nursery to meet the children thus promoting Enterprise in Education at a very early age.

Links with Craighead Primary School

The early years centre is part of Craighead Primary School and the children attending our centre will have access to many of the resources available in the school.

The school gym hall is timetabled to allow the centre staff to use it for physical activities, music, drama and circle times. The astro pitch is timetabled for outdoor play.

The children will be invited to take part in a number of school assemblies as well as attend concerts and visiting theatre company performances. We aim to encourage children attending our early years centre to feel at ease within the primary school.

Transition into Primary 1

At Craighead Primary School we have well established links with all of the early years establishments in our local area. These links will continue but the focus of our pre-five/primary liaison is on the link between our early years centre and our Primary 1 classes.

Invitations for staff, in our feeder primaries, to visit our centre will be issued. These meetings will have the purpose of sharing information and creating curriculum links.

Comments, Compliments and Complaints Procedures

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

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

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

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

In relation to making a complaint:

Stage 1 – We will always try to resolve the complaint quickly and to the parent's satisfaction where ever we can. We will respond to your complaint within five working days, unless there are exceptional circumstances.

Stage 2 – If you are dissatisfied with the decision at stage 1, the complaint will be investigated, acknowledged in three working days and a decision will be provided as soon as possible but within twenty working days.

If you are still dissatisfied, you should then contact:

Education Officer–Southbank Marina,
Kirkintilloch, Glasgow
G66 1XQ
Telephone Number: 0300 123 4510

Or Care Inspectorate by

filling in the online form.

Emailing: concerns@careinspectorate.gov.scot

calling on 0345 600 9527.

Phone lines open: Monday, Tuesday, Thursday and Friday, 09:00 - 16:00. Wednesday, 09:00 - 14:00.

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

Please note: *Information enclosed is correct at the time of printing these may be subject to change either before your child's placement begins or during their placement. We will do our upmost to keep you informed of any changes should they arise.*