



Aviemore Early Learning & Childcare

Nursery Handbook



Welcome

May I take this opportunity to welcome you as the parent/carer of a new pupil to Aviemore Early Learning and Childcare provision, part of Aviemore Primary School.

When your child joins Aviemore ELC it is the start of a partnership in which home, nursery and community work together to enable each child to be a successful learner, confident individual, responsible citizen and effective contributor.

I hope that you find the information contained within this booklet useful. Please do not hesitate to contact us at any time.

I look forward to welcoming your child into Aviemore ELC and to your participation in nursery life.

Yours sincerely,

*Emma MacCallum
Headteacher*

The ongoing pandemic continues to affect the normal running of Nurseries in many ways. This Handbook reflects the way the Nursery usually runs but does not cover all of the changes that we have made because of the pandemic. Our arrangements have changed in many ways since March 2020, and may well change again, depending on how the pandemic develops. For the most up-to-date information about any aspect of the work of the school, please make contact and we will be able to tell you about our current arrangements. For the latest information about how the pandemic affects children, young people and families across Scotland, please visit the [Scottish Government website](#), which has helpful information about [Coronavirus and its impact on education and children](#)

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VISIONS, VALUES AND AIMS

Our Vision Statement

At Aviemore we are:

Always Learning

Always Growing

Always Positive

Our Values

Aviemore Primary

Values are:

Inclusion

Everyone learning and happy

Motivated

Opportunities to play and learn.

Respectful, resilient and responsible

Exploring new things

Our Aims

- To provide a safe and welcoming environment where children can play and learn.
- To work with parents and partners to provide the best care and opportunities for our children and families.
- To make links with our local community and use our environment as a learning resource.

OUR NURSERY

Aviemore Primary School and Nursery was built in 2012 and is part of a community building comprising School, Nursery, Gym, Library, Service Point, and Community facilities: Meeting room, Fitness suite and Dance studio. There is a sports pitch on the campus. The Nursery has access to two outside play areas as well as the all-weather pitch.

There are various extra-curricular activities for Nursery aged children run in the building, some of which are run by Highlife Highland.

The Nursery has 53 children currently enrolled and can accommodate up to 80 at any time. Our facility has 3 rooms; the Woodland room, the Ocean room and the Mountain room. The Mountain room facilitates our breakfast and out of school club and is used for small group initiatives during the nursery day. Children have access to a generous outdoor space and all children are offered outdoor sessions at Milton Woods over the course of the year. We also have access to facilities in the main School building including the Gym hall and a vast learning support base which equip us to provide a broad range of experiences to enable all children to develop skills for life and work.



The Nursery offers childcare during term-time, Mondays to Fridays 8am to 6pm. The provision also offers a Breakfast and Out of School Club for school aged children.

We understand that it can be a daunting experience starting Nursery and that you will want the very best for your child and for them to be happy, safe and successful whilst they attend Nursery.

Every member of staff shares this wish and works very hard to ensure that everyone in the Nursery receives the very best provision.

We set high standards and encourage each child to achieve a personal best for themselves. We also aim to help each child develop a real sense of self-worth and personal responsibility.

We constantly monitor and evaluate our work and strive for continual improvement in the provision we offer.

ENROLMENT

Who can have places in Nursery?

The eligibility for entitlement to free early learning and childcare follow the same birth date bandings as school entry i.e. from 1 March to 28 February in any year. For 22/23 the eligibility dates for 3 and 4 year olds to have free places is as follows: -

Within the below bandings for 3 year olds - school nurseries can provide a place in nursery as soon as the child reaches their third birthday The parent will however have to pay until they are eligible for a free place in the following term i.e. January or April. The 22/23 rate is currently £4.70 per hour. Billing is done centrally - not through the nursery. Parents can pay for any additional 'non funded' childcare hours through either direct debit, childcare vouchers or tax free childcare.

What is the free entitlement for 3 and 4 year olds?

Eligibility for Free Early Learning and Childcare	"Three Year Olds" Eligible Birth Dates	"Four Year Olds" Eligible Birth Dates	Entitlement of No of Hours 22/23
August 2022	1/3/19 - 31/8/19	16/8/17 - 28/2/19	1140
January 2023	1/9/19 - 31/12/19		760
April 2023	1/1/20 - 28/2/20		380

Children who do not turn 5 until after the start of the school year are eligible for an advantage year.

Parents/carers may "bank" hours to use in holiday periods.

In any setting the maximum free entitlement that can be taken in any week is 30 hours and the maximum in any day is 10 hours. If a child claims their 30 hours per week in a school nursery in term time then they will have nothing left to use in holiday periods elsewhere as they will have used their full entitlement to 1140 hours.

If you would like to split your child's entitlement between two centres you need to state this at the outset as we will not be able to fund the other setting if you have used your full entitlement at a school nursery. Split entitlement can only be taken in whole hours.

Admission procedures

- **Enrolment Week for 2022/2023 is in February 2022.** An advert will be placed in the local press in January 2022. Information for parents will be available online and at schools and nursery.
- An online enrolment form is available on the Highland Council website.
https://www.highland.gov.uk/info/878/schools/11/school_enrolment
- All children are required to enrol for their initial Early Learning and Childcare place. **If you wish your child to remain at the same nursery for your child's four year old year then you should simply confirm this to nursery and provide an update of your details.** If you have moved out of the catchment and have no siblings attending the school then you cannot be guaranteed a place until all other enrolments have been processed.
- Birth certificates or other official confirmation of date of birth must be checked at enrolment.
- In some schools/ nurseries, where there is significant pressure on the roll proof of address may also require to be checked. Please note that we will check Council Tax records to verify the information you provide.
- It is hoped that the majority of parents of eligible children will enrol during this week however enrolments will be accepted throughout the year where places are still available.
- An online enrolment form is available.

Admission Policy

Priority is given to children living within the catchment area and also to any children that are assessed as "in need" defined in the Children Scotland Act 1995. If after allocating the places to children as stated above, there are still places remaining, then those places may be allocated to children out with the catchment according to the following criteria in order of priority:-

1. To four year olds with siblings attending the school
2. To three year olds with siblings attending the school
3. To four year olds
4. To three year olds

Allocation of places

- After the initial enrolment forms are received we will contact parents with an additional Childcare Registration Form for anyone requiring flexible patterns, additional hours, or attendance before eligible for free entitlement.
- Nursery will organise an information event for parents after enrolment to let parents know what will be provided and an opportunity to register for using the additional services.
- Highland Council policy is for 3 and 4 year old provision to be combined in one session.
- Confirmation of days, times and your child's Nursery room will be received in the summer term.

Non-catchment enrolments

Parents of children enrolling from outwith the school catchment area have to make a placing request if you wish their child to transfer into primary one at their preferred school. Attendance at the nursery is no guarantee that a placing request will be granted or that another year is automatically provided in the Nursery setting.

Deferred entry to Primary 1 i.e. Advantage Year at Nursery

- It is a statutory requirement for a child who is five before the start of the school session (August 2022) to attend primary school.
- For Children who do not turn 5 until after the start of the school year, parents may decide that they wish to defer their child's entry to school and in this instance a further funded year is guaranteed.

CHANGING YOUR SET BOOKING

Once your booking for the academic year has been set it may not be possible to change this due to the high demand for the service.

Any requests for additional hours should be e-mailed and a Booking Amendment form completed. These must be received at least 48 hours prior to the request.

Changes to set bookings will only be considered termly. We will consider changes at the end of each term for the start of the new term. We cannot guarantee that changes to set bookings will be accepted due to availability.

Cancellations

One off cancellations for your set bookings will be accepted but must still be charged for as these sessions are not being made available to others when you are holding these sessions for the other weeks in the year.

Additional hours above your set booking

If you wish to add extra bookings please complete a 'booking amendment form.'

If you have a regular pattern of non-funded childcare you are likely to require throughout the year you can choose to submit one booking form for the entire school year. You should indicate the booking is permanent.

- In emergencies bookings may be accepted less than 48 hours in advance where possible (but it may not be possible to accommodate booking requests at short notice).
- Cancellations of ad-hoc bookings must be made at least **48 hours in advance** otherwise the full fee will be charged.
- Telephone cancellations will be noted (but the booking will still be charged) until a written confirmation (booking amendment form or email) of the cancellation is received.

**For example a cancellation for a Monday booking can be cancelled at any point during the Friday prior and a cancellation for a Tuesday booking can be accepted from the Sunday prior (and would typically be received via email or voicemail). A voicemail cancellation would then need to be supported by an email or written cancellation the next working day.*

PAYMENTS FOR NON-FUNDED HOURS

All children using additional hours above their funding or using non-funded spaces are required to confirm if they will pay by Childcare Voucher or by Direct Debit prior to starting Nursery.

Direct Debits must be set up prior to your child starting at the Nursery /using additional hours. The Direct Debits will be spilt over 12 months August to July and your child's weekly costs will be multiplied by the 38 weeks in the academic year then divided by the 12 months.

Direct Debits can be altered throughout the year if they are set too high or low and will be reviewed every 3 months.

Statements

A statement of your account will be emailed at the end of the month.

CONTACT INFORMATION

Aviemore Early Learning and Childcare

Muirton

Aviemore

PH22 1SF

Telephone: 01479 810738

Email: Aviemore.Nursery@highland.gov.uk

[Facebook - www.facebook.com/Aviemore-Primary-School-and-ELC-551492044975021](https://www.facebook.com/Aviemore-Primary-School-and-ELC-551492044975021)

[Twitter - @Aviemore_PS](https://twitter.com/Aviemore_PS)

STAFF

Head Teacher: Miss Emma MacCallum

Depute Head Teacher (with responsibility for ELC Management): Mrs Chenelle McMaster

Early Years Practitioners:

Mrs Karen Best

Mrs Cath Carroll

Miss Diane Copland

Miss Emma Best

Mrs Pam Lowdon

Mrs Jan Sandbach

Mrs Trisha Trolland

Mrs Verity Matthews

Admin Assistant: Vicki Leckie

OOSC Assistant: Lisa Peters

OOSC Auxiliary: Natasha Peters

OOSC Auxiliary: Julie MacKellaig

Outside agencies / professionals

The Nursery works with a number of professionals from outside agencies including health services, Speech and Language Therapy and Educational Psychologists to ensure the needs of your child are met.

OPENING HOURS

The Nursery currently operates during school term time.

The calendars for the academic year can be found on the Highland Council website;

https://www.highland.gov.uk/info/878/schools/32/school_term_dates

Operating hours are Monday to Friday 8.00am to 6.00pm.

CHILD ABSENCE PROCEDURE

Parents/carers must:

- Inform the Nursery of any planned absences, e.g. attendance at a hospital appointment, holiday etc. prior to the absence taking place.
- Inform the Nursery of their child's absence by 9.30am on the morning of the first day of absence. For afternoon sessions, parents/carers must inform the Nursery no later than half an hour into the session.
- To respond promptly to contacts from the Nursery.
- Ensure contact details are kept up to date.
- Parents/carers will note that where contact cannot be established in relation to an unexplained absence, Nursery may inform other relevant service, e.g. social work and /or police.

STARTING NURSERY

Starting a new provision can be a daunting experience for both children and their families. Therefore, to assist in the settling in process, you and your child will be invited to attend introductory sessions.

What happens at Nursery?

At Nursery we aim to provide play experiences to enhance your child's learning. We follow the National guidance for early years in Scotland; 'Building the Ambition and 'Realising the Ambition: Being me'. We also aim to provide the experience and outcomes detailed in the Early level of Curriculum for Excellence. Children have free choice of play activities in Nursery. We ensure that each day there is time for a learning circle where children can sing songs, share stories and talk about their learning.

The Nursery offers a range of play contexts in both the indoor and outdoor environment. We do, however, prioritise outdoor learning (including the woods) where at all possible. The freedom and learning opportunities in these outdoor contexts are extremely beneficial to the children's development and progress.

Children have free access to toilet facilities at all times. We are more than happy to support families with the toilet training process and work through this process at your child's speed.

We take part in various health initiatives such as Childsmile tooth brushing, Safe, Strong and Free and Resilient Kids to develop your child's physical and emotional wellbeing.

We welcome parents and carers to Stay and Play sessions on a termly basis where you can share your child's learning profile folder and view the observations made by your child's keyworker.

Over the course of the year we celebrate events such as Halloween and Christmas with parties and a Christmas Concert. We take part in Fundraising events as detailed in the Fundraising calendar issued each year. We celebrate your child's time at nursery with an End of Year Presentation.



Learning at Nursery

The aims of the Early Level Curriculum are to provide each child with opportunities to develop their knowledge, understanding, skills and attitudes to become Confident Individuals, Successful Learners, Effective Contributors and Responsible Citizens. The planning is responsive to the children's needs and interests and takes into account the seven principles for curriculum design;

- Challenge and enjoyment
 - Breadth
- Progression
- Depth
- Personalisation and choice
- Coherence
- Relevance



Curricular Areas

Health and Wellbeing: Learning in Health and Wellbeing ensures that children develop the knowledge, understanding, skills and attributes which they need for mental, emotional, social and physical wellbeing now and in the future.

Literacy: Literacy is fundamental to all areas of learning for life. Children will develop competence in listening, talking, reading and writing.



Numeracy: Numeracy and maths opportunities are available daily in the nursery setting. We develop children's knowledge and understanding of numbers, money, measuring, shapes and data.

Expressive Arts: This area of the curriculum includes; art and design, music and dance, and drama and role play.



Science: We will support children to develop curiosity and understanding of the environment and their place in the living, material and physical world.

Technologies: Children will be provided with opportunities to explore technologies through play. They will also explore food and textiles in the nursery environment.

Social Studies: Children will learn about the history and heritage of Scotland as well as the wider world. They will develop their understanding of people, place and society.

RME: Children will learn about the beliefs, values, practices and traditions of Christianity and other world religions. We encourage children to share their beliefs and develop their own set of values.

Through active learning, the children will develop as:

- **Successful Learners**
- **Confident Individuals**
- **Effective Contributors**
- **Responsible Citizens**

What To Bring?

- Clothing suitable for being outside for several hours in all weathers, i.e sunhats, waterproofs, hats & gloves.
- Clothing which your child can comfortably play in and you do not mind getting dirty, uniform is available to purchase and order forms are available from the office.
- Indoor and outdoor shoes, the indoor shoes can be left at Nursery if you wish.
- Suncream - on sunny days we ask that all children have suncream applied beforehand too, and have a labelled bottle in their bag or handed into Nursery for topping up.
- A change of clothes.
- Packed lunch if required (school lunches are available)
- All of the above items should be clearly labelled.
- A more comprehensive list for woods sessions will be given before your child begins these sessions.

Lost Property

It is advisable to ensure that all personal items brought to school are clearly labelled with your child's name so that lost items can be returned immediately.

Un-named items will be collected and placed in a box, which is located in the corridor.

Items which remain uncollected will be placed on display. Items which continue to remain uncollected will be disposed of.

Eating at Nursery

Breakfast

If your child is booked in between 8am and 9am they will be provided with a healthy breakfast.

Lunch

Children who are booked in between 12pm and 1pm should have a school meal booked or bring a packed lunch.

Packed Lunches should be securely packed in a box which is clearly labelled with your child's name.

We are unable to heat any lunches brought to Nursery and encourage parents to provide children with a healthy balanced lunch. If you would like advice for lunches please speak to a member of Nursery staff. Water may be brought to Nursery to have with packed lunches, however, for safety reasons, this must not be in tin cans, glass bottles, or glass-lined thermos flasks. No fizzy drinks please.

School meals are funded for all pupils in Nursery between 12 and 1pm. There is a daily choice between 2 options and a vegetarian option is available every day. Menus change twice throughout the year (Spring/Summer & Autumn/Winter). All Highland Primary Schools have been awarded the bronze Food for Life Catering Mark, for more information on school meals and to view school meal menus please visit - www.highland.gov.uk.

Dietary Requirements

All dietary requirements will be catered for with the snacks provided at Nursery and by the school meals.

After enrolment you will receive a form requesting details of any dietary requirements. If these change at any time whilst your child attends the Nursery we ask that you inform the room staff so that we can update your child's details and ensure we can continue to meet their needs.

School Improvement

This year, because of the ongoing pandemic, all schools in Highland are continuing to focus on certain key priorities as followings:

1. Health and wellbeing
2. Recovery of learning, teaching and assessment
3. Attainment in session 2020/21 (focusing on identifying new or widened gaps caused by the Covid-19 situation)

SECURITY

The Nursery and School have secure access to the building with only members of staff able to open the main entrances to the building.

Alarm

In addition, the Nursery exits also have an internal alarm if the doors are opened without a key card, therefore all parents and children must wait for a member of staff before exiting the building.

Visitors

For security reasons **all** visitors to the school must report to the Nursery reception. The visitors book must be completed when arriving as well as leaving and wear a Visitors badge during your visit.

FIRST AID, ACCIDENTS AND ILLNESS AT NURSERY

We have a purpose built medical room that is equipped with a selection of First Aid resources. Many staff hold certificates for basic First Aid training and are able to deal with a wide range of minor injuries.

A minor incident will result in a child being given an accident or illness report. This details the event that caused the injury/illness and the treatment given. **It is important that you sign the slip and return it to Nursery so that our records can be kept up-to-date.**

In the case of more serious incidents, the emergency contact(s) will be phoned. For this reason, it is imperative that your child's details remain accurate throughout their time at Nursery.

If further medical assistance is required, we will contact the local Medical Centre and will also contact the emergency contact(s) to inform you of the situation.

If a child becomes unwell at Nursery, parents are contacted and are requested to collect their child. Parents should not send their child to Nursery if they are unwell. The Nursery must be informed if a pupil has an illness/ medical condition which might put other children at risk.

If your child has had suffered from vomiting or diarrhoea, **they must not return to Nursery for a period of 48 hours**, from the time of their last episode.

It is important that the Nursery is informed about any long term medical condition or disability that your child has e.g. asthma, epilepsy, autism, etc. This information will be treated as confidential and should be noted on their enrolment form and subsequent detail update forms, which are sent out annually.

Medicines at Nursery

Sometimes Doctors give prescriptions which require medicines to be taken during the day. If your child requires medication within school hours, please contact the Nursery to inform us of this. Staff are only permitted to administer/supervise the administration of prescribed medicines if written permission has been received. **Cough sweets are not permitted in Nursery.**

Head Lice

Parents are asked to regularly examine their child's hair for head lice and inform the Nursery if they find them. Further information about the treatment of head lice is available from the chemist or from your doctor.

Child Protection

From time to time incidents may be noted which cause concern and could indicate that a child is suffering some form of abuse.

In terms of Highland Child Protection Committee Inter-agency Protection Guidelines, Education Service staff must report such incidents to Social Work Services which can lead to a joint Social Work/Police investigation.

All agencies involved in Child Protection are obliged to make the welfare of children their paramount consideration and this is a priority for Education Service staff.

More information about Child Protection Procedures can be obtained on the Highland Council website or by clicking on the link below -

http://www.highland.gov.uk/info/1361/childcare_and_family_care/438/child_protection

Parentline

There is a national, confidential helpline providing advice and support to anyone caring for or concerned about a child. The helpline number is 0800 028 2233. There is also an email address which people can use: Email: parentlinescotland@children1st.org.uk

<https://www.children1st.org.uk/help-for-families/parentline-scotland/>

School Policies

All of the most up to date school policies can be found on the school website

www.aviemoreprimary.co.uk

EMERGENCY CONTACT

It is vital that parents provide emergency contact addresses and **keep them up to date**.

Adverse Weather Procedure

In times of very extreme conditions it may be necessary to close the Nursery. Parents are asked to make arrangements for children to go to an emergency address in these circumstances if they are unlikely to be at home for their children.

Each year you will be sent a copy of our Adverse Weather Procedure in November so that you know what happens in the event of bad weather. **The Schools Information Line will also have up-to-date information (0870 5642272 Pin no. 041460) as will the Highland schools website www.winter.highlandschools.org.uk.**

Nursery and School Closures Online

- www.highland.gov.uk/learninghere/schools/schoolclosures will also be updated with information for individual Schools and Nurseries.
- The School and Nursery website will also show any closures - www.aviemoreprimary.co.uk

Public Broadcasts

Radio Stations request that, since telephone lines are always busier at such times, parents should not telephone in for advice, but listen to appropriate broadcasts.

Moray Firth Radio (96.6FM)

Hourly news bulletins and half-hourly summaries will carry local information on weather, roads and conditions affecting schools. **In severe conditions normal programmes will be interrupted more frequently to carry emergency bulletins.**

If at any time you are concerned about weather conditions in your area please let us know. Such advice is important in helping us ensure the children are safe.

Fire Precautions

Should there be a fire or a major incident all staff and children are familiar with the evacuation procedure and practices are held at least once a term. A Major Incident Plan is in place.

Transition into School / Inclusive working alongside the school

Throughout the academic year Nursery children are included in school events and have full use of school facilities such as the gym hall.

We follow a transition programme where children are invited to participate in classroom experiences with current P1 children and P1 staff in each term with frequency increasing in the summer term.

Parents are also invited to formal meetings to find out information about children's transition to school as well as informal gatherings such as coffee mornings where questions and concerns can be discussed.

Parents are invited to join their child in some school experiences including sharing a school lunch together.

Parent Council

Our new Parent Council was established this session. Office bearers are -

Chairperson:	Jodie Baxter
Vice-Chairperson:	Fiona McGhee
Secretary:	Lyssa McBean
Vice secretary:	Rayna McAllister
Treasurer:	Dave Murchie
Vice Treasurer:	Laura Ross

Parent Council meetings are open to all parents and Early Learning and Childcare parents are warmly invited to attend. The Parent Council works in partnership with the school for the benefit of all children, provide a voice for parents in the school on issues which are important to them and their children and help the school to understand how to most effectively involve parents in their children's learning and the life of the school. Meetings are held in the school and times and dates are communicated through newsletters.

This brochure was prepared in terms of the Education (School & Placement Information) (Scotland) Regulations 1982. It contains information which was correct at the time of preparation but which may have since altered.

Transferring Educational Data About Pupils

Education authorities and the Scottish Executive Education Department (SEED) have collected data about pupils on paper forms for many years. We are now working together to transfer data electronically through the ScotXed programme.

What pupil data will be collected and transferred?

Data on each pupil is collected by local authorities and SEED. The data collected and transferred covers areas such as date of birth, postcode, registration for free-school meals, whether a pupil is looked after by his/her local authority, additional support needs including disability, attendance, absence and exclusions from school. Pupil names and addresses are collected by their school and education authority but they are not passed to SEED. Your postcode is the only part of your address that is transferred. Data is held securely and no information on individual pupils can or would be published by SEED

Providing national identity and ethnic background data is entirely voluntary. You can choose the 'not disclosed' option if you do not want to provide this data. However, we hope that the explanations contained in this message and on our website will help you understand the importance of providing the data.

Why do we need your data?

In order to make the best decisions about how to improve our education service, SEED and education authorities need accurate, up-to-date data about our pupils. We are keen to help all our pupils do well in all aspects of school life and achieve better exam results.

Accurate and up-to-date data allows SEED, education authorities and schools to:

- plan and deliver better policies for the benefit of all pupils,
- plan and deliver better policies for the benefit of specific groups of pupils,
- better understand some of the factors that influence pupil attainment and achievement,
- target resources better.

Your data protection rights

The collection, transfer, processing and sharing of ScotXed data is done in accordance with the Data Protection Act (1998). We also comply with the National Statistics Code of Practice requirements and other legislation related to safeguarding the confidentiality of data. The Data Protection Act gives you the right to know how we will use your data. This message can give only a brief description of how we use data. Fuller details of the uses of pupil data can be found on the ScotXed website (www.scotxed.net).

SEED works with a range of partners including HM Inspectorate of Education and the Scottish Qualifications Authority. On occasion, we will make individual data available to partners and also academic institutions to carry out research and statistical analysis. In addition, we will provide our partners with information they need in order to fulfil their official responsibilities. Any

sharing of data will be done under the strict control and prior agreement of the Data Sharing Panel in SEED, which will ensure that no individual level data will be made public as a result of the data sharing and that these data will not be used to take any actions in respect of an individual.

Concerns

If you have any concerns about the ScotXed data collections you can email the Senior Statistician, Peter Whitehouse, at **Peter.Whitehouse@scotland.gsi.gov.uk** or write to The ScotXed Support Office, SEED, Area 1B, Victoria Quay, Leith, EH6 6QQ. Alternative versions of this page are available, on request from the ScotXed Support Office, in other languages, audio tape, braille and large print

Complaints Procedure:

If you have any concerns, contact the Head Teacher, Emma MacCallum.

The Nursery will always endeavour to resolve issues by listening to parents and seeking solutions in partnership.

Should a situation not be resolved, parents can contact the Area Education Manager:

AREA EDUCATION MANAGER

The Area Care & Learning Manager (South) is Mrs F Shearer. She can be contacted at:-

Highland Council

ECS Offices,

Glenurquhart Road,

INVERNESS.

IV3 5NX

TEL: 01463 702799

Or Highland Council: www.highland.gov.uk/complaints

Or by telephoning 01349 886606

Whilst the information in this handbook is considered to be true and correct at the date of publication, changes in circumstances after the time of publication may impact on the accuracy of the information.