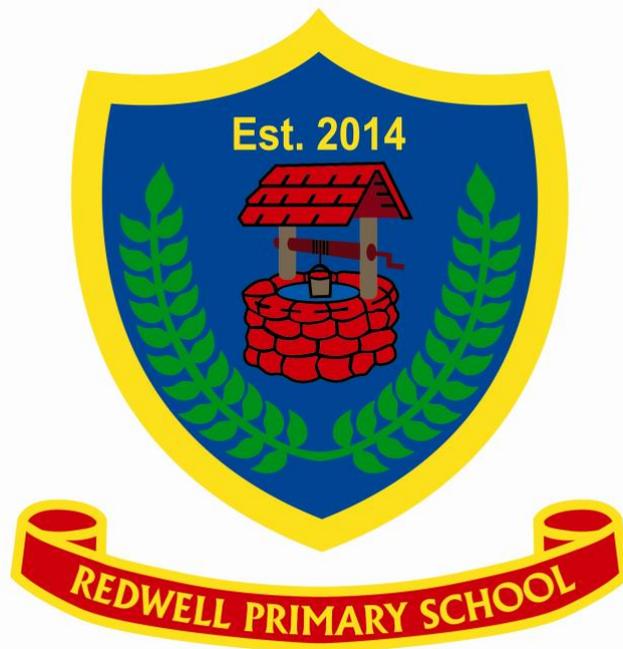


Redwell Primary School Handbook



Session 2019/20



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Chief Education Officer's Foreword

Clackmannanshire Council Education Service

The Education Service provides a wide range of services for children, young people, families and communities and is committed to lifelong learning, giving children the best possible start in life as they progress from nursery to school and beyond.

Our mission is to educate, protect, support and promote the achievements, health and wellbeing of every child and young person. Much of our work is undertaken in partnership with other services, agencies, communities, children, young people and their families. Improvement will be supported by collaboration across educational establishments, services and with other regional partners.

With the full support of our Headteachers, Elected Members, Chief Executive, our corporate colleagues and partners, we are committed to achieving Excellence and Equity - raising attainment, tackling inequity and ensuring that high aspirations and positive outcomes are the expected norm for every child in Clackmannanshire.

We are committed to ensuring that the views of our children, families, communities and partners are taken into account when planning and delivering our services. Shared ownership and awareness of the education "big goals" is key.

Education Service - 6 Big Goals



It is clear that the needs of our children and young people are best met by working effectively with parents and carers. I believe we need to strengthen parental involvement in education and to provide flexible systems to enable parental engagement and representation.

The school your child attends is where it all happens and I encourage you to get involved in whatever way you can, be that via Twitter, Class Dojo, giving a helping hand, taking an interest in your child's learning or buying a ticket for a concert!

Read with your child every day! Ask them what they have learned that day and get them to show you! Look out for opportunities to learn together as a family!

It is our intention to ensure that our relationships are characterised by mutual trust and respect, there is transparency and equity in the use of our resources and we are all ambitious for our children and young people.

1. THE SCHOOL

General School Information

Redwell Primary is a new school which opened in August 2014. Our core values of RESPECT, RESILIENCE and FRIENDSHIP underpin our daily practice and is part of our common language in school.

The catchment for Redwell Primary is part of the Alloa Learning Community, which includes Sunnyside Primary, Park Primary and St Mungo's Primary. The associated high school is Alloa Academy.

Redwell has been specifically designed to support dynamic and innovative learning and teaching, with state-of-the-art learning technology, as well as a focus on flexibility of learning spaces to promote creativity and achievement. Shared learning spaces, both indoors and outdoors, promote cross stage and class learning. All classes have direct access to the outdoors.

The current roll is 444 pupils with an additional 70/70 nursery, with a mixed provision of pre and pre pre children in both sessions. The Nursery also provides extended days in Nursery between 8.30am and 3.30pm, where children are able to stay over lunch. Buying additional sessions is also available, where numbers allow. Please contact the Nursery for more information.

The nursery is an integral part of the school building to ensure smooth transitions and joined early level partnerships. The nursery has been specifically designed to enable children to access resources independently, and with confidence.

The school is situated on extensive grounds, utilising the natural environment which will allow children to explore, play and learn together.

Redwell benefits from a number of wonderful assets including:

- Technologies that include LCD interactive screens, tablets and netbooks
- Flexible learning spaces within each learning wing
- Extensive grounds that include an amphitheatre, a trim trail, a pond and a purpose built MUGA (Multi Use Games Area)
- A large gym hall that can be used a two gym areas, as well as a whole school assembly/concert area with bleacher seating
- A separate dining hall

We look forward to working with children, parents and the wider community to ensure that Redwell Primary is a central focus within the Alloa West Community.

We have a variety of information pamphlets available on our school website on the following themes:

- Celebrating achievements at Redwell
- Communication at Redwell
- Positive Behaviour at Redwell
- Read,Write,Inc. (P1 literacy)

Our School Improvement Plan, Standards and Quality Report and Pupil Equity Fund Plan are all available on our school website.

Contact Details

School Address:	Stirling Road Alloa Clackmannanshire FK10 2BS
Telephone Number:	01259 452212
Email Address:	blogs.glowscotland.org.uk/cl/redwellprimary
School Website:	www.redwell.clacks.sch.uk
Twitter:	@redwell_ps
Headteacher:	Mrs K Strang
Depute Headteachers:	Miss G Hamilton (Nursery - P3) Miss S MacLean (P4-7)
Principal teachers:	Mrs S Ainsley Mrs C Hallahan (Purple Wing) Mrs A Given (Yellow Wing) Mrs L Macaulay (Green Wing)
Roll of the school:	444 (plus 70/70 nursery children - in a mixed provision)
Number of teaching staff:	21
Denominational Status:	Non-denominational
Stages of School	There are 18 classes over seven stages in the Primary School The classes at Redwell for 2018/2019 are:- P1, P1, P1, P2, P2, P3, P3, P4, P4, P4, P5, P5, P6, P6, P6, P7, P7, P7
Parent Council Contact Details:	Chairperson: Kristina Mullan Secretary: Fiona Gibbon Treasurer: Nancy Smith
Email Address:	fionagibbonpcs@gmail.com
Facebook:	redwell primaryschool alloa- parent council

THE SCHOOL DAY

Nursery

Morning Session	8.30am - 11.40am
Afternoon Session	12.20pm - 3.30pm
Extended Day	8.30am - 3.30pm (Various options are available within this timeframe)

P1-P7

Morning Session	9.00am - 12.30pm
Lunch-time	12.30pm - 1.15pm
Afternoon Session	1.15pm - 3.00pm

Reporting school absences

If your child is unable to attend school for any reason, please telephone the school office before 9am to explain their absence. All unexplained absences will be followed through to ensure our records are accurate and up to date. We use the 'Groupcall Xpressions' App that enables you to text an absence and increase efficiency.

School Communication

As a school we use Twitter to share regular updates and information about the learning experiences your child is having at Redwell. You will also receive information through regular school newsletters, Class Blogs and the school website. We use the 'Groupcall Xpressions' App, which will enable us to send you newsletters, curricular links and other information electronically, to appear on your mobile or device. This service is free to parents and the school.

CHILD PROTECTION PROCEDURES

The safety of children is everyone's responsibility. If staff have any concerns for a child or young person's wellbeing, they have a duty to pass on information that will help keep that child safe. All school staff will receive child protection training at the beginning of a new academic year.

Each school has a named coordinator responsible for all issues relating to child protection. In our school this person is **Mrs K Strang**.

ADMISSION

There is only one admission date for children starting school for the first time, which is in August after the summer holidays. In order to ensure accuracy in our records, parents are asked to bring the child's birth certificate and 2 proofs of your address (one of which must be a Council Tax bill, Child Benefit Letter or Tax Credit Letter) when the child is enrolled at school. Enrolment takes place towards the end of January.

All new entrants who register in January for the following August will be part of a comprehensive transition plan which involves the current Primary one children and the pre school children in nursery.

An Open Evening is held in June to share more information about the Primary one curriculum, the routines and preparing everyone for day one - and beyond!

Placing Requests

Remember, children who attend school as a result of a successful placing request are not eligible for free home to school transport. However, if there is a vacant seat available on a vehicle providing transport for eligible children, then a non-eligible child may be given a seat on a concessionary basis. Please contact the Education Service for details.

Parents who wish to make a placing request to place their child within Redwell must in the first instance, enrol their child in their catchment school and then complete a Placing Request Form which can be obtained from Clackmannanshire Council, Kilncraigs, Alloa. If you move to a new home that is not within the school catchment, it is a parents' responsibility to notify the school and submit a placing request.

Information for parents when choosing a school and the placing request system can be found at <http://www.scotland.gov.uk/Publications/2010/11/10093528/0>

ATTENDANCE

Clackmannanshire Council is committed to working with parents, children and other agencies to ensure that all children enrolled at its schools attend regularly.

All children are likely to be absent from school at some time in their school career. However, persistent poor attendance is disruptive to the individual and to the work of the class and may be an early warning of other difficulties.

Where there are genuine reasons for non-attendance, the authority will work with agencies to ensure that the child's education is continued by means other than school attendance.

The Council's and School's Staff overwhelming concern is for the welfare of children. Parents who fail to secure an adequate education for their children, for example by failing to secure regular attendance are in breach of their statutory duty.

Unfortunately, some absences may be condoned or even actively encouraged by parents. This is not acceptable and where this is found to be the case, the Authority will use all powers at its disposal to ensure that children attend school regularly.

The procedures that the Council and school have put in place are aimed at ensuring the welfare of all its pupils. Parents are asked to help by co-operating with these procedures.

Clackmannanshire Council actively discourages taking children out of school during term-time for family holidays because of the disruption that it causes to the education of individuals and class groups. Schools cannot give parents permission to do this and, except in the most exceptional of circumstances, such absences will be treated as unauthorized. However, it is helpful for school to know of such absences in advance, and schools may be able to offer advice to you on projects that your child can undertake while on holiday, that will promote learning while your child is out of school.

If your child is going to be absent from school please contact the school prior to 9am on the first day of absence stating the reason for absence and a possible return date. If your child is not ready to return to school on this date please contact the school again.

Persistent absences will be carefully monitored and action taken if required. An Attendance Officer, for the authority, will be contacted and will investigate persistent absence in cases where the school is concerned or the reason for absence seems uncertain. When attendance drops below 90% the Attendance and Welfare Officer will investigate each case. Further information for parents can be found in the leaflet "Attendance and Punctuality". A guide for parents about school attendance and parental responsibilities with regard to children's attendance at school can be found at <http://www.scotland.gov.uk/Publications/2009/12/04134640/0>

SCHOOL UNIFORM

This is fully supported by Clackmannanshire Education Authority and I copy below a statement from the Council:

Clackmannanshire Council strongly supports the concept of a school dress code. It expects that all pupils and parents wish to assist schools in developing a distinctive and positive ethos through the wearing of school dress.

The Council hopes that pupils will adopt school dress through positive choice. It will, in particular, fully support schools in prohibiting the wearing of clothing which either conflicts with the requirements of Health and Safety or may reasonably be considered offensive or inappropriate.

The Council expects each school community to work together to develop and implement a distinctive school dress code based on the following principles:

- The wearing of school dress both fosters and reflects a positive ethos. Schools should develop a culture in which pupils will wish to express visibly their feeling of belonging.
- Clothing worn to school, and for particular purposes, within school, should conform to reasonable Health and Safety standards.
- Clothing likely to promote prejudice or conflict is never acceptable.

Parents are asked to dress their children in the school uniform which is as follows:

Boys

Grey or black trousers (no jeans)
White Polo-shirt
Navy sweatshirt

Girls

Grey or black skirt/trousers (no leggings or jeans) or pinafore dress
White Polo-shirt
Navy Sweatshirt

All articles of school clothing should be clearly labelled with your child's name!

PHYSICAL EDUCATION CLOTHING:

Children should wear a T-shirt (preferably matching their House Colour), shorts and gym shoes. Gym bags are best kept in school as children receive 3 sessions of PE a week, and bags will be returned home at the end of each term. Children should not wear jewellery or earrings during PE lessons since

they constitute an additional safety hazard. Children in P6 and P7 are encouraged to keep a roll on deodorant in school as part of their PE kit.

SCHOOL CLOTHING GRANT SESSION 2019/2020

School Age children whose parents are receiving one of the following benefits have an automatic entitlement to a grant to assist with the purchase of school clothing, provided all necessary proof is shown. **You must also be in receipt of child benefit.**

- Income Support
- Income-based Job Seekers Allowance
- Income-based Employment and Support Allowance
- Child Tax Credit where NO Working Tax Credit is payable and income is less than £16,010 (as assessed by Inland Revenue)
- Maximum Working Tax Credit and Child Tax Credit with an income below £6,420.
- An asylum seeker in receipt of support under Part VI of the Immigration and Asylum Act 1999.

Application forms can be obtained from schools, CAP Offices and the Council Offices at Kilncraigs; also by accessing <http://clacksweb/dyna/clothgrant>

Application forms for the 2019/2020 academic session will be issued in June 2018 and the closing date for all applications is 31st December 2019.

1. PARENTAL INVOLVEMENT

We are committed to ensuring an active and worthwhile partnership between parents and staff in the work of the school. To this end links are fostered in the following ways:

- Meet the teacher evening
- Parental consultations
- Open Evening
- Parental Workshops
- Parent Volunteers
- Sporting events and school trips
- Stage Open Learning Afternoons
- Whole school events to celebrate achievements
- Active Parent Council

Throughout the year it is always possible for parents to make appointments to consult with the class teachers, through the school office.

SCHOOL PARENT COUNCIL

We are keen to work with you to help us give your child the best education we can provide. We value and welcome parents' involvement in the school. As a parent of a child in attendance at the school, you are automatically part of what is called the Parent Forum for the school. As a member of the Forum:

- You can ask the school for advice and information on your child's education and how you can support this
- You will have the opportunity to come along to meetings and to feed in your ideas in other ways

There are lots of different ways of getting involved in education and in your child's learning. Just enjoying being in the school is important. What you do matters, and can make a real difference to your child's education and achievement.

The aims of the Parent Council are:

- To work in partnership with the school to create a welcoming school, which is inclusive for all.
- To promote partnership between the school, its pupils and its parents/carers.
- To engage parents/carers in activities which support the education and welfare of the pupils.
- To identify and represent the views of parents/carers on the education provided by the school and other matters affecting the education and welfare of the pupils.

This session our Parent Council have developed a Parent Improvement Plan, after consultation with the wider Forum. Their priorities are:

- Communication
- Development of the school grounds
- Support the Food and Nutrition curriculum

PARENT HELPERS

We encourage any parent who has time to become involved in the work of the school. We currently have parent helpers on a regular basis in the nursery and parents to accompany classes on trips and excursions throughout the school. We also have regular opportunities for parents/family to come and read to children through 'Cuddle on the Couch' and 'Book and a Blether' sessions.

The support given by all parents and friends of the school in our fund-raising activities gives enormous encouragement to staff and pupils alike.

For the protection of all pupils and adults it is required that all volunteers complete a disclosure check should you wish to help on a regular basis. This is arranged through the school.

Please notify the school if you could offer your time and/or skills.

Guidance on the Scottish Schools (Parental Involvement) Act 2006 provides guidance on the act for educational authorities and parents can be accessed at

<http://www.scotland.gov.uk/Publications/2006/09/08094112/0>

Parentzone also provide information and resources for parents and Parent Councils. This can be accessed at

<http://www.educationscotland.gov.uk/parentzone/index.asp>



EQUALITIES

Clackmannanshire Council has developed Council-wide policies for diversity, race, disability and gender equality, which aim to ensure that all Council employees are aware of their responsibilities to ensure no child or young person will receive a less effective service on grounds of ethnicity, disability, or sexual orientation.

PARENTAL CONCERNS

If you have a concern about your child, the first point of contact should be your child's class teacher. Please call the school office to make an appointment. If however, you are still concerned following the meeting and a period of monitoring, please make an appointment with the relevant Depute Headteacher and/or Headteacher.

2. SCHOOL ETHOS

Our aim is to provide a wide and varied curriculum that celebrates all achievements, where children are valued and their talents and ambitions fostered. Developing informed attitudes whereby opinions are appropriately expressed and challenged will enable our young people to fulfil their potential into adult life. We strive to provide experiences that will enable your child to become a Confident Individual, a Responsible Citizen, an Effective Contributor and a Successful Learner in society.

Most importantly, we want your child to enjoy coming to Redwell Primary, to be excited about learning and to be proud to be part of our school community. We pride ourselves on our caring and nurturing ethos striving to meet the needs of all children.

POSITIVE BEHAVIOUR MANAGEMENT

At Redwell we believe that if individuals are valued and encouraged they will take advantage of the educational opportunities provided and achieve their potential. We reference the SHANARRI wellbeing indicators of being and feeling:

Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible and Included

Children have a shared understanding of what these themes mean to them and how they are reflected in our daily lives.

High standards are expected of pupils and adults alike. Within the school community we aim to develop responsibility and independence, a feeling of pride and a sense of belonging.

We have identified the following Rights that will underpin our philosophy and practice:

- I have the Right to Learn
- I have the Right to be Protected and Accepted
- I have the Right to be Heard and Express Opinions

- I have the Right to Play
- I have the Right to be Safe and Happy

With each of these Rights there are Responsibilities that create an agreed code of conduct and set of values.

Every class creates a 'Class Charter' where expectations of behaviour and attitude are agreed to ensure consistency in using the Positive Behaviour ethos that we promote at Redwell Primary. Children are encouraged to show respect in all aspects of school life and a consideration of others at all times.

Specific information about the positive behaviour strategies and policy and how we celebrate achievements is available on the school website and is distributed as part of the P1 Induction Pack.

There is a clear system within each Wing of the school for children to share anything that they are worried about, including any potential incidents of bullying. Information is acted upon in a timely manner, with the child being listened to, respected and any issues dealt with appropriately. We will ensure that parents are informed as and when appropriate, and that children are clear about the sanctions and consequences that are put in place. We are committed to review interventions and systems of support on a regular basis to support all children.

HOUSE SYSTEM

As part of our Positive Behaviour Management procedures we run a whole school House System. This is a key part of developing a positive and supportive ethos and promotes citizenship throughout the school. The House names link with the types of trees we have planted in the school grounds. Children will also have the opportunity to take on responsibilities as House Captains and Vice-House Captains.

There is a cohesive and well structured process of children gaining House Points through demonstrating themselves to be responsible, effective and successful young learners. This system is connected in all areas of the school from the classroom, dining hall and playground.

Partnership working is key to ensure that our children are well supported, encouraged and participate fully in all aspects of school life.

GOLDEN TIME

As part of our Positive Behavior Management Procedures we run a Golden Time System to reward positive behavior. Children are entitled to 30 minutes of Golden Time each week. Time can be kept or lost depending on choices that are made. Golden Diaries are sent home on a weekly basis to keep you informed.

3. THE CURRICULUM

Our Curriculum is set within the National Context of The National Improvement Framework. The priorities are:

National Improvement Framework



We use these priorities to plan for developments within Redwell, that link both locally within Clackmannanshire and nationally. Our school priorities are shared annually in our School Improvement Plan, which is made available in September. Our Standards and Quality Report outlines our achievements over a session. Both of these documents can be accessed through our school website.

Curriculum for Excellence

Curriculum for Excellence was implemented across Scotland in session 2010 -11 for all 3-18 year olds - wherever they learn. It aims to raise standards and prepare children for the future and to help them develop skills to live in a fast changing world.

Curriculum for Excellence means that professionals have more flexibility to teach subjects creatively, to work together across the school and with other schools, to share best practice and explore learning together. Glow, Scotland's unique, world -leading, online network will support learners and teachers in this and plans are already in place for parents across the country to have access to Glow.

Teachers and practitioners will share information to plan a child's learning from 3-18, helping them to make a smooth progression from early years settings to primary, from primary to secondary and beyond. They will plan for children continue to learn at the pace that is right for them and with challenge that they can thrive on.

Curriculum for Excellence balances the importance of knowledge and skills.

Every child is entitled to a broad and deep general education. Every teacher and practitioner will be responsible for learning in literacy and numeracy because these skills unlock other subjects and are vital to everyday life.

Curriculum for Excellence aims to develop skills for learning, life and work. It brings real life into the classroom, making learning relevant by helping young people apply their learning to life beyond the classroom. It aims to link knowledge in one subject area to another to help children understand the world and make connections. It aims to develop skills so that children can think for themselves, make sound judgements, challenge, enquire and find solutions.

There will be new ways of assessing progress. New qualifications for literacy and numeracy were introduced from 2012/13 and new National 4 and 5 qualifications from 2013/14. Access, Higher and Advanced Higher qualifications will be updated to take account of and support the new approaches to learning and teaching.

There will be personal support to help young people make the most of their opportunities with additional support as it is needed. There will be a new emphasis on looking after children's health and wellbeing to ensure that the school is a place where children feel safe and secure.

Ultimately, Curriculum for Excellence aims to improve children's life chances, to nurture successful learners, confident individuals, effective contributors, and responsible citizens. The aspiration for all children and for every young person is that they should be **successful learners, confident individuals, responsible citizens and effective contributors** to society and at work.

Within a *Curriculum for Excellence*, learning will take place not just in the classroom but through a wide range of planned experiences. Children will also learn through the day-to-day experiences of the life of the school community and its values and from out-of-school activities, events and celebrations. Taken together, these experiences should provide a motivating and enriching blend.

Revised Curriculum Areas:

The curriculum areas have been reviewed and are now:

- Expressive Arts
- Language and Literacy
- Health and Wellbeing
- Mathematics and Numeracy
- Religious and Moral Education
- Sciences

- Social Studies
- Technologies

Health and Wellbeing, Literacy and Numeracy are included in core learning across the curriculum. There is a shared responsibility to ensure that these core areas are taught in a systematic and cohesive way to ensure progression and success.

As part of the Health and Wellbeing programme, children receive 2x45 minute PE sessions from a specialist teacher, with an additional 30 minutes delivered by the class teacher. This is in line with Government recommendations of 2 hours PE a week.

Children in P7 participate in Skiing as part of their PE curriculum.

The whole school and nursery also follow the Clackmannanshire Relationships, Sexual Health and Parenthood Education Guidance. Parents are notified two weeks in advance of the teaching of this programme and have the opportunities to contact the school to view materials or ask any questions. A similar process is followed for Substance Misuse Education. This programme is available on our school website.

Religious and Moral Education: Our school follows local authority and national guidelines for Religious Education and observance. Our Religious and Moral Education curriculum is, like all the other curricular areas, based on Curriculum for Excellence. Citizenship, Moral Education and Personal & Social Development are important parts of our curriculum. Being able to differentiate between right and wrong is central to Christian belief and the other world religions.

We attend church three times a year and the school Chaplain leads school assemblies, at times. Parents have the right to withdraw their child from religious observance, but must contact the headteacher in the first instance.

Stages of Learning: These stages reflect the maturation of children and the changing ways in which they engage with learning as they develop. The framework for these stages is as follows:

- Early: Pre school and P1 or later
- First: To the end of P4, but earlier or later
- Second: To the end of P7, but earlier or later
- Third and Fourth: S1 to S3
- Senior Phase: S4 - S6

What are the Principles for the Curriculum design?

We now have more flexibility in how we implement the curriculum, although we must strive to ensure that the following principles underpin our practice. These principles are:

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

At Redwell we reflect upon our practice and developing our skills to ensure these principles are a clear focus for development. This includes involving children in the choice of learning contexts, dependent on particular interests and aptitudes. This in turn promotes active engagement, enjoyment and relevance to learning!

Useful links:

www.educationscotland.gov.uk/parentzone

www.skillsdevelopmentscotland.co.uk

www.curriculum-for-excellence.co.uk

EXTRA-CURRICULAR ACTIVITIES

Educational outings are arranged each year for every class, linked to their learning. P7 children also have the opportunity to experience a residential outing as part of our transition as the Alloa Learning Community.

We also participate in various sporting activities and competitions throughout the school session, becoming actively involved in the wider community of the school.

Information regarding school run extra-curricular activities are given throughout the year.

Active Schools Clubs will be running throughout the school year. Leaflets will be distributed giving details as and when available. These are organised by our Active Schools Co-Ordinator, Anne Hunter (01259 222350)

HOMEWORK

Children from P1 - P7 receive homework on a weekly basis. Homework can facilitate independent and creative learning outside of the school environment and enable children to consolidate and extend their learning. It also allows parents to be involved in their child's learning and provides an insight into what and how their child is learning in school.

The content of the homework will vary according to the stage of the child and their particular needs. Homework however will contain core learning - literacy and numeracy - as well as interdisciplinary activities that may encourage personalisation, choice and relevance.

Class teachers will communicate with parents, through the class blog, the outline and expectations for homework. The detail of the homework will be shared on a weekly basis, as appropriate.

We appreciate your co-operation and support in ensuring homework is completed and handed in time.

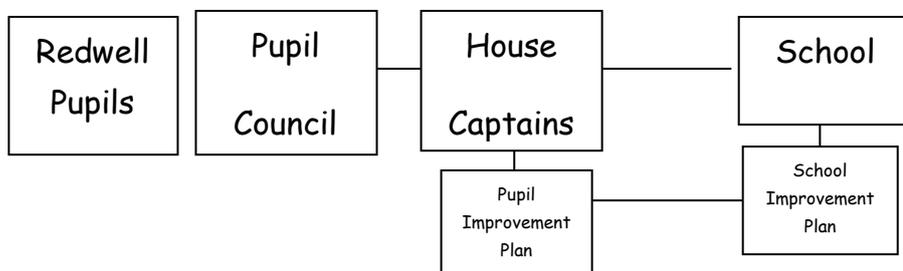
PUPIL VOICE/LEADERSHIP

At Redwell Primary we are committed to a whole school, learner-driven ethos. We promote and encourage pupils to voice their opinions, have their say in what and how they learn, and how the school

is run. There are leadership opportunities at every stage and children are encouraged to take responsibility and work together. Pupils are given the opportunity to develop necessary skills for learning, life and work.

In line with the 'Developing the Young Workforce' initiative, each member of our pupil groups is appointed through a recruitment process, mirroring the real life work environment. Our pupils work hard to complete application forms, give presentations and attend interviews.

House and Vice Captains and Pupil Council



Our appointed Pupil Council meet regularly with the House and Vice Captains to discuss the views of the pupils in their classes. They are also responsible for creating our Pupil Improvement Plan which outlines the pupils' targets for improving our school, the justification for the suggested change and the way in which they will make this happen. An information trifold is available on our school website.

5. ASSESSMENT AND REPORTING

Assessment:

Formative assessment which include learning conversations, observations, peer and self assessments are an integral part of learning and teaching. This ongoing assessment enables staff to adapt planned learning experiences to both challenge and support learners.

Children's attainment is monitored and tracked as part of assessing pupil's progress which informs future planning. This information is discussed as part of the school's Quality Assurance Calendar between teachers and the headteacher three times a year, or as required.

Scottish National Standardised Assessments (SNSA) were introduced in session 2017/18. No one piece of information is taken in isolation and the combination of formative and summative assessment information ensures we best meet the needs of all children.

Staff are engaged in moderating standards within school, as part of the Alloa Learning Community and at Local Authority level throughout the year.

Reporting

One to one consultations are held to discuss your child's progress and achievements twice a year. An end of session report is issued in June. Children in nursery and P7 will also create a profile which evidences their achievements and successes over the year.

Parents are able to meet with class teachers throughout the year to discuss their child's progress and should contact the school office so that a mutually suitable appointment can be arranged.

Profiling

Children in Nursery are following a Council led e-profiling programme this session. P7 children also develop electronic profiles, evidencing their progress in learning, their achievements throughout the year. We are developing a Cluster model for P7 to ensure consistency across schools, with a view of using children's Glow Blogs. Information on profiling can be found on: www.educationscotland.gov.uk/parentzone

6. TRANSITIONS

Your child will be involved in transition throughout their school life as they move from stage to stage. Two key transition times are however, Nursery - P1 and P7 - Secondary school.

Nursery - P1

A planned and comprehensive approach to transition between our Nursery and Primary 1 will take place. Throughout the year staff plan and work together to provide joined learning experiences, within Early Level, so that the transition is seamless and effective. Nursery children have access to P1 classrooms, experience activities and are very much part of the early years team.

Staff have time to discuss and pass on valuable information on progress and achievement as well as individual details about personalities and preferences.

P7 - Secondary

We have close working relationships with our link Secondary School, Alloa Academy. A comprehensive transition programme is well established to meet the needs of all children. This includes planned curriculum visits to Alloa Academy, secondary staff visiting Redwell to teach lessons and Guidance staff spending time with children and meeting with class teachers for transition information to be shared.

A meeting is also arranged by Alloa Academy for parents to attend for further information regarding their child's transition in Alloa Academy.

Enhanced transitions are made for groups or individual children who require further support.

At the end of P7 pupils normally transfer to:-

Alloa Academy,
Bowhouse Road,
Alloa, FK10 1DN
Telephone No. (01259) 214979

The Curriculum for Excellence factfile - 3-18 Transitions - provides information on the transitions children will face throughout their education.

http://www.educationscotland.gov.uk/publications/c/publication_tcm4660285.asp

7. SUPPORT FOR PUPILS

Children have the right to be valued, to be treated with respect and to have their individual needs met.

As part of the *Getting It Right For Every Child (GIRFEC)*, Redwell is committed to ensuring that we access and coordinate support and partnership agencies to plan and implement support for children and families. This comprehensive approach ensures that we support children and young people to a high standard.

Several support services are readily available to the school. Clackmannanshire Education Service provides advice and support regarding overall issues of quality and effectiveness. Other services provide advice and/or assistance about how best to meet the needs of an individual child or group of children. Staff from the Primary and Secondary Schools Support Service offer experience in working with children with social, emotional or behavioural difficulties; staff from Psychological Services provide assessments of and support for a range of pupil needs; and the school can link with social services over matters of family and child welfare. Attendance and Welfare staff support pupils' attendance at school.

For advice and/or further information please contact Rhoda MacDougall, Improving Outcomes Team Leader, ASN at Kilncraigs, Alloa, FK10 1EB.

INCLUSION

The school follows The Education (Additional Support for Learning) (Scotland) Act 2009 which has been strengthened through the Children and Young People Act (2014). This outlines the duties placed on Clackmannanshire Education Service to identify and meet the additional support needs of children and young people. We continue to do this through the Staged Intervention process.

The 2009 Act clarifies the definition of additional support needs and increases the rights of parents and young people in respect of requesting assessments, making placing requests as well as access to the Additional Support Needs Tribunal for Scotland (ASNTS). The Act also places a duty on Clackmannanshire Council to provide access to mediation and dispute resolution services free of charge to parents who have made a successful placing request from another authority.

The Act now deems all Looked After Children to have additional support needs unless the education Authority determines otherwise. Clackmannanshire Council has procedures in place to assess these needs through the Staged Intervention process, as with all children and young people who may require additional support.

Information and leaflets for parents, carers and young people can be found on the Council's website: <http://www.clacksweb.org.uk/learning/asl/>

Leaflets include:

- Additional Support for Learning - a Guide for Parents
- Additional Support for Learning - Resolving Differences

Operated by Children in Scotland, Enquire offers independent, confidential advice and information on additional support for learning through:

- A telephone helpline - 0845 123 2303
- An email enquiry service - info@enquire.org.uk

- Two websites -
 - www.enquire.org.uk (for parents/carers and practitioners)
 - www.enquire.org.uk/yp (for children and young people)

Enquire also provide a range of clear and easy to read guides and factsheets explaining everything from 'additional support in the early years' to 'what planning should take place for moving on from school'.

The Scottish Government have a duty to provide an advocacy service to parents and young people following a reference being made to the Additional Support Needs Tribunal for Scotland (ASNTS). Ministers have also agreed that the advocacy service should also provide support for parents and young people from the time they have grounds to make a reference to the ASNTS. It will be a national service and available to parents and young people on request and free of charge.

This service will be provided through a partnership between Barnardo's and the Scottish Child Law Centre. The two organisations will work together to deliver lay and legal advocacy for parents and young people. The Service will focus on non legal representation, but where appropriate in complex cases, legal representation will be available. For further information on this National Advocacy service please contact the Scottish Child Law Centre:

- Telephone - 0131 667 6333
- Email: enquiries@sclc.org.uk
- Web: www.sclc.org.uk

Some literature still refers to the previous partnership between the Scottish Child Law Centre and Barnardo's and this will be updated shortly.

Clackmannanshire Education Service is committed to working in partnership with all parents and carers of children and young people with additional support needs and seeking their views on all aspects of the support provided in educational establishments. We encourage parents to contact the school/establishment in the first instance if there are any queries or concerns, and we will always try to resolve any difficulties as soon as possible.

Further information on how support for learning is organised in Clackmannanshire is available by contacting either the school, or the ASN team at Kilncraigs:

- Telephone - 01259 452441
- Email: asn@clacks.gov.uk

THE STAGED INTERVENTION PROCESS

A Staged Intervention process has been in place for many years and is the vehicle used to support the learning and development of children and young people. It provides a framework for schools to identify, assess and meet the Additional Support Needs of pupils. This process is managed by the Support Co-ordinator within school.

In certain cases within the staged intervention process, pupils will be provided with an Individual Education Plan (I.E.P.). This Plan clearly sets out long term and short-term goals. Parents will be involved in this process and other associated professionals, involved in the child's learning.

The policy also ensures that parents of such pupils are consulted on a regular basis and that this consultation may be with all those who have responsibility for SEN pupils.

A Support for Learning teacher will support identified children within Redwell Primary.

SCHOOL PARTNERSHIPS

The school shares many partnerships with the local community. These include:

School Chaplain

At the present time, we are well served by a school chaplain, Rev. Sang Y. Cha. End of term services are usually held in St Mungo's Parish Church.

Active Schools:

As a Health Promoting school and our commitment to encouraging healthy choices, we are keen to participate in all sporting events hosted by Clackmannanshire's Active School's team. Our Co-ordinator, Anne Manson, supports training in Young Leaders, and is part of our Health Promoting School Group. We have been recognised for attending all events for the past two years. We intend to build upon this excellent participation rate!

School Health Service

Forth Valley NHS Board fulfils a statutory obligation to provide a health service for all school-age children in Clackmannanshire. The aim of the service is to make sure that all children are in the best possible health to benefit from their education and to provide the Education Authority with advice about the spread of infections and the promotion of good health. This service is provided by staff from Forth Valley Primary Care NHS Trust.

During P1 parents will be asked to complete a health questionnaire and will be given the opportunity to ask to meet the named nurse for the school. Vision Screening is carried out at pre-school by a specialist service. Hearing is no longer screened in school but any concerns about your child's hearing should be discussed with the school doctor who can arrange a fast track referral to the audiology department. During their time at school, children are offered various immunisations and parents are asked for written consent for these.

Parents and school staff, with parental consent, can request a consultation with the school nurse at any time.

School Dental Inspections

The NHS in Scotland runs a programme of dental inspections of children in Primary 1 and Primary 7.

The aims of the National Dental Inspection Programme (NDIP) are:

- To inform individual parents / carers of the dental health / oral health status of their children.

- To provide Scottish Government and NHS Boards with information on trends in dental disease in children in order to monitor oral health and plan dental services.
- To support dental attendance in those children who are found to have need of dental care.

For more information on NDIP please visit the website: www.ndip.scottishdental.org/about/

Childsmile

Your child may attend a school participating in the Childsmile Programme. Childsmile is a national programme designed to improve the oral health of children in Scotland, and reduce inequalities, both in dental health and access to dental services. For further information on Childsmile visit the website: www.child-smile.org

CLINICS

From time to time children may have clinic appointments (eye clinics, dentist, doctor, etc) during school hours. Please let the school know about these visits and arrange for your child to be collected. For personal safety reasons, children are not allowed out of school during school hours unless accompanied by a responsible adult or unless written permission to do so has been given by the parent or carer.

INFECTIOUS DISEASES

Colds, flu and gastro-enteritis are the most common infections affecting children of school age. Keep your child off school in the early stages of flu and while they still have diarrhoea. Help them understand how to prevent picking up and spreading such infections. For advice about early detection and treatment for other infectious diseases e.g. chickenpox and mumps, consult your GP or Health Visitor.

The School Health Service can be contacted at:-

Clackmannanshire Community Healthcare Centre
Hallpark,
Sauchie
FK10 3JQ

Community Nursing Team

Joan Gracie
Public Health Nurse
Clackmannanshire Community Healthcare Centre
Hallpark,
Sauchie, FK10 3JQ
Tel: 01259 290195

Linda Rickard
Clackmannanshire Community Healthcare Centre
Hallpark, Sauchie, FK10 3JQ
Tel: 01259 290195

Theresa Cranston
Clackmannanshire Community Healthcare Centre
Hallpark, Sauchie, FK10 3JQ
Tel: 01259 290195

HEAD LICE

Head lice are spread through head to head contact at home, while playing or in school. Regular combing of your child's hair using a head lice detection comb is the best way to catch this possible problem at an early stage. The only way to be sure that your child has head lice is to find a live louse. If you find live lice, get the correct lotion from your doctor, health visitor or pharmacist. Shampoos and other treatments are not effective.

One treatment requires **two** applications of treatment lotion **seven** days apart. If this is not followed correctly then re-infection is likely.

Advise all family members and close friends of your child to check and treat only if live lice are found. Don't be shy about advising the school and others of this possible problem as you would tell family and friends about other infections which might affect them. Regular combing of your child's hair with the head lice detector comb is the best protection as it allows you to detect and then treat speedily. Further advice can be obtained from the Health Board head lice leaflet which is available in all schools and health centres and also the Education Services leaflet "Frequently Asked Questions", which is available in schools.

RECOMMENDED GUIDELINE FOR THE ISSUE OF DRUGS FOR MEDICINAL PURPOSES TO SCHOOL CHILDREN

Redwell Primary School follow Clackmannanshire Council's Policy for the Administration of Prescribed Medicines and Meeting children's Health Care Needs. These are a set of procedures to be adopted where the requests for assistance can be reasonably met.

Medications can not be accepted by the school unless the relevant forms (obtainable from the school office) are completed and signed with the administration of the medication/meeting of health care needs agreed by the Head Teacher.

The Policy also emphasizes the requirement for parents to provide up to date information and details of any self-administered medications, e.g. asthma inhalers.

Further details are available from the school and may be accessed via www.clacksweb.org.uk

VACCINATIONS WHICH TAKE PLACE IN SCHOOL

Guidance for Parents

From time to time Forth Valley Health Board may use the school as a venue to carry out mass vaccination programmes. Parents/carers should be aware that the school has no locus in the vaccination procedures. It merely serves as a convenient venue for the Health Board. Similarly, the parental consent forms (although returned to the school) are passed on unopened to the Health Board since they contain confidential information which the school should not be party to.

We would also like to make parents/carers aware of the legislation surrounding the age at which a pupil may be deemed capable of giving their own consent to be vaccinated. The legislation is the Age of Legal Capacity Act 1991 which provides that, at the age of 12, a child may be deemed capable of giving consent if sufficiently mature and able to understand as believed by the health professionals after consulting with the child. The responsibility for making this decision lies with the Health Board.

8. COUNCIL POLICIES AND SCHOOL PROCEDURES/GUIDANCE

All Council policies can be located on the council website, www.clacksweb.org.uk. The Building Positive relationships for school Improvement: Positive behaviour, attendance and exclusion guidance will available in draft form from January 2018.

Our guidance on homework, positive behaviour, celebration of achievements, the school curriculum, our curriculum rationale and curriculum support leaflets can be accessed through our school website on: blogs.glowscotland.org.uk/cl/redwellprimary

9. ADDITIONAL INFORMATION

WATER BOTTLES

Children are encouraged to bring a re-usable sports type bottle, clearly labelled with their name and class. Water bottles should be filled and chilled from home. Children will be allowed to refill them from our chilled filtered water machines in school, during the day, as required. Water bottles should be washed and dried daily. This is a parental responsibility and not our school's responsibility. You should encourage your child to take his/her water bottle home daily to ensure good hygiene is maintained. We **do not** recommend re-using bottles which are not designed for this purpose.

FOOD IN SCHOOLS

There is a great deal of interest in the dietary habits of children and how the food that children eat influences health, wellbeing and attainment at school.

Schools are recognised as having a key role to play in influencing the dietary habits of children, both through the curriculum and through the food that is provided for children during the school day.

Schools in Clackmannanshire are taking a whole school approach to food, through "Health Promoting Schools" and in implementing the recommendations of The Schools (Health Promotion and Nutrition) (Scotland) Act 2007.

If your child has a food allergy or needs a special diet, please discuss this with your Headteacher.

Children in Clackmannanshire can access food during the school day:

- At breakfast (limited schools)
- At morning break
- At lunchtime

Breakfasts

A breakfast service is provided in Redwell Primary from 8.30am - 8.50am daily.

The service is available free of charge to children entitled to free school meals (This is only for parents who have applied for free School Meals and is not incorporated into the Free Lunch Scheme for P1 - P3). All other children can have a breakfast for £1.20 per day (2018/19 academic session).

The Primary School Breakfast comprises:

- Tea, fresh semi-skimmed milk or water.
- A piece of fresh fruit or a glass of fresh, unsweetened apple or orange juice.
- Cereal with milk. There is a choice of three cereals.
- Toast or crusty bread with spread and a choice of jam or cheese.

Our preferred method of paying for Breakfast Club is through Parent Pay, activation letters will be issued when your child starts school, however if this is a problem please contact the school for alternative methods for payment. (Parent Pay)

MILK

All primary schools in Clackmannanshire operate a Milk Scheme. Under the scheme, all children who are entitled to free school meals will be given a 200ml carton of chilled, semi-skimmed milk, free of charge at morning break, unless their parent opts out of the Scheme. The service is available free of charge to children entitled to free school meals (This is only for parents who have applied for free School Meals and is not incorporated into the Free Lunch Scheme for P1 - P3). Other children and their parents can choose to opt-in to the Scheme and pay 15p per day (2018/19 academic session). Milk is ordered and paid for on a termly basis and letters are sent home with your child regarding this.

Lunchtime

The Schools (Health Promotion and Nutrition) (Scotland) Act 2007 has had a significant effect on school lunches.

Clackmannanshire Council implemented the nutritional requirements for food and drink in primary and special schools in August 2008 and in secondary schools in Aug 2009.

In Primary Schools a two course lunch is available where the children can freely choose from the bread basket and also have the option of milk, fresh fruit juice and water with their meal.

These choices are included with all meals for £2.00. P1-P3 children are entitled to a Free Lunch as part of the Government Scheme (this does not include Breakfast Club or Milk Scheme).

Each lunch is guaranteed to contain a healthy balance of nutrients and is low in fat and salt.

School Menu Selector

A three-weekly menu cycle is in operation in Clackmannanshire Primary Schools. The menu cycle is detailed on the Schools' Menu Selector web page, see www.clacksweb.org.uk

All school lunches are produced centrally by a cook freeze system. In this production system, food is produced in batches, rapidly cooled and frozen to preserve flavour and vitamin content, then transported to each primary school to be finished and served. Food is served from multi-portion dishes much in the same way as it has always been. Salads and fruit are still freshly prepared in every school.

By investing in the cook- freeze production method, in raw ingredients and in new recipes, we have improved the quality of food provided. The cook-freeze system is extremely good in terms of food safety, portion and cost control. Efficient management of the production system means more funding can go into the food.

Special Menu days are held throughout the year e.g. Christmas, St Valentine's Day

The Service constantly reviews raw ingredients and recipes. Where possible, we try to source produce locally and plan to put together a "tasting panel" of pupils to check out new recipes.

Clackmannanshire Council is committed to promoting the uptake of school lunches, we believe that this is consistent with our efforts to have all our schools health promoting and delivering a Curriculum for Excellence. We welcome comments and suggestions from parents.

ORDERING SCHOOL MEALS (ParentPay)

Our preferred method of paying for School Meals is through Parent Pay, activation letters will be issued when your child starts school, however if this is a problem please contact the school for alternative methods for payment.

Children with packed lunches will be supervised in the dining hall. Children are able to choose where they sit in the dining hall, with no segregation between school meal diners and those having packed lunches. There is a rota system for the dining hall for fairness and parity.

FREE SCHOOL MEALS 2019-2020 SESSION

School age children whose parents are receiving one of the following benefits have an automatic entitlement to free school meals, provided all necessary proof is shown.

You must also be in receipt of child benefit.

- Income Support
- Income-based Job Seekers Allowance
- Income-based Employment and Support Allowance
- Child Tax Credit where NO Working Tax Credit is payable and income is less than £16,010 (as assessed by Inland Revenue).
- Maximum Working Tax Credit and Child Tax credit with an income below £6,420.

- An asylum seeker in receipt of support under Part VI of the Immigration and Asylum Act 1999

If you think you qualify please contact the Business Support Team on 01259 452499 for further information.

Pupils registered for free school meals are also eligible for free milk and for free breakfast, whether or not they take a school lunch.

Application forms can be obtained from schools, CAP offices and the Council Offices at Kilncraigs; also by accessing <http://clacksweb/dyna/clothgrant>. Application may be made at any time during the session.

SCHOOL TRANSPORT

Clackmannanshire Council has a Home to School Transport Policy, which is summarized below. A full copy of the policy is available from the Travel and Transport Team.

The Education Service, ensures that schools, parents and pupils are properly informed of their respective responsibilities in relation to the operation of an efficient and effective home to school transport service.

Free home to school transport is provided generally either:

- When a child lives a long way from his or her catchment area school.
- When a child has Additional Support Needs.

Free transport may be provided by:

- Service bus, using season tickets
- Contract hire vehicle
- Parental transport contract

Remember, children who attend school as a result of a successful placing request are not eligible for free home to school transport. However, if there is a vacant seat available on a vehicle providing transport for eligible children, then a non-eligible child may be given a seat on a concessionary basis. Please contact the Education Service for details

Primary Pupils

For primary pupils who are under eight at the start of the school session, transport is provided if the distance from home to school is more than one mile by the shortest suitable walking route. For those eight or over at the start of the school session, the distance is two miles.

Following completion of P1 enrolment on the last Friday in January, each primary school submits a list of P1 pupils to the Education Service. Education Services measure the distance from home to school and, if a pupil is eligible for free home to school transport, the parent will be notified of arrangements before the start of the new session.

If you enrol your child

- Into P1 after the last Friday in January OR
- Into any later stage of primary school, i.e. P2 to P7, at any time

You will need to apply for free home to school transport by completing a School Transport Application Form and return it to the address on the form. An assessment will be carried out and, if your child is eligible for free home to school transport, you will be notified of arrangements as quickly as possible.

Secondary Pupils

For secondary pupils, entitlement is as follows:

- a) Alloa Academy: any pupil resident in the catchment areas of the school's associated primary schools and whose residence is over two miles from the school by the shortest suitable walking route.
- b) Alva Academy: any pupil resident in the catchment areas of Menstrie PS, Tillicoultry PS, Strathdevon PS, Muckhart PS and Coalsnaughton PS.
- c) Lornshill Academy: any pupil resident in the catchment area of Clackmannan PS, Craigbank PS, Fishcross PS or Deerpark PS; or who is resident in the catchment areas of Abercromby PS, Banchory PS or St Serf's PS and his/her residence is over two miles from the school, or from the nearest designated transport pick-up point, by the shortest suitable walking route.

Each primary school submits to the Education Service a list of those children in P7 who are transferring to secondary school in the new session. If a pupil is entitled to free home to school transport, this will be arranged and the parent notified of arrangements before the start of the new session.

If you enrol your child into a secondary school outwith the normal transfer arrangements, you will need to apply for free home to school transport by completing a School Transport Application Form, which are available from the school and returning it to the address on the form. An assessment will be carried out and, if your child is eligible for free home to school transport, you will be notified of arrangements as quickly as possible.

Moving home or changing school

If your child receives free home to school transport and you move to a new home or change school, you must inform the Travel and Transport Team, so that the transport entitlement can be reassessed.

If you move to a new home and you think your child might have become entitled to free home to school transport, please complete a School Transport Application form, which are available from the school, and send it to us at the address on the form. An assessment will be carried out and, if your child is eligible for free home to school transport, you will be notified of arrangements as quickly as possible.

Behaviour on School Transport

The majority of pupils who use school transport are well behaved. It is unacceptable if a child or young person misbehaves to such an extent that they endanger others as well as themselves. Any misbehaviour that is likely to put the safety of any person at risk or repeated low grade misbehaviour, may lead to transport provision being withdrawn.

Additional Support Needs

Children may be entitled to free home to school transport because they have additional support needs. These needs may be short or long term. For example, a pupil with a broken leg may require transport on a short-term basis; a child whose family becomes homeless may require transport on a short-term basis until the family is re-housed. Children with physical or learning disabilities may need home to school transport for the whole of their school career.

The Education Service manages home to school transport for children with additional support needs.

Contract hire vehicles including taxis and minibuses provide most, but not all, transport for children with additional support needs. Only drivers who have been checked through Disclosure Scotland are used.

Some children who receive transport because they have additional support needs require the services of an escort. Clackmannanshire Council maintains a bank of Relief Escorts, who provide cover in the event of absence of permanent staff. If you are interested in becoming a Relief Escort, or would like to learn more, please see the Relief Escort Job details on Clacksweb - www.clacksweb.org.uk

INCLEMENT WEATHER / UNEXPECTED CLOSURES

Any departure from the normal arrangements will be notified to you in writing, but there are occasions when the children may be dismissed early without warning e.g. in the case of power cuts or heavy snowfalls. In the event of this happening, we would be grateful if you could make sure your child knows where to go if you are not usually at home during the day.

COMPLAINTS

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

Who can complain?

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

What can't I complain about?

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

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

We have a 2 stage complaints procedure.

Stage One - Frontline resolution

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

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

Stage Two - Investigation

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

To move to Stage Two, you should contact the Head of Education and ask for a formal investigation under Stage Two. You can do this by e-mail, phone (01786 442680), letter or in person. Or you can ask the Headteacher of the school or nursery to move the complaint to Stage Two on your behalf.

When using Stage Two:

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

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

The SPSO cannot normally look at:

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

CAR PARKING ARRANGEMENTS

The car parking areas within the school grounds are reserved for staff and official visitors to the school only. Parents are requested not to use these areas unless permission has been given by the Headteacher.

In the interests of safety, all parents are asked to drop off and pick up children outside the school grounds, at the designated places. Please note, there are time restrictions for drop off and pick up zones.

SCHOOL SECURITY

Clackmannanshire Council aims to provide a safe and healthy environment for all pupils, staff and other school users. Safety and school security have been a key focus since 1997 when the Council involved all schools and school communities in the preparation of safety and security action plans. Since then, these plans have been implemented in a systematic way. Work undertaken in schools has included:

- the creation of a one door entry system during normal school hours
- the installation of electronic doors locking mechanisms
- the erections of signs directing visitors to the single door entry point
- the introduction of any entry procedure for visitors including the issue of security visitor pass
- the introduction of staff identification passes
- the use of mobile radios for staff working alone such as playground supervision

School alarm systems are being updated currently. All schools have had their door entry construction work completed and all schools are using the visitor pass system.

Your co-operation and assistance in complying with school access arrangements is greatly appreciated as the safety of pupils and staff is at the heart of this programme.

GENERAL SUPERVISION

During intervals supervision is adequate and effective. Support Staff are available on a rota system during interval and lunch times. During wet breaks and lunches children are in class and are supervised by support staff and P7 Helpers. Walkie Talkies are used as an effective means of communication between staff at these times.

LOST PROPERTY

We very strongly recommend that children's names are clearly marked on **ALL** of their clothing and belongings. This ensures 'lost' items being returned to their rightful owners.

An item 'found' is kept in our Lost Property area. Any child can search lost property as soon as an item is missing.

The school cannot accept responsibility for any lost or damaged items. We would urge children **NOT** to bring any precious item to school for this reason.

Public Liability

There is in force a Public Liability Cover in the name of Clackmannanshire Council, which would

operate in respect of any third party claim for injury or damage to property arising out of the Council's activities. This is a Liability Cover and, as a result, negligence on the part of the Local Authority or their employees resulting in loss or injury must be established.

Pupil's Property

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

- Clackmannanshire Council's policies do not automatically provide cover for personal property left within the school or other Council premises.
- Most Home Insurance Policy gives some measure of cover for personal effects out of the home for the policy holder and his family but pupils are strongly discouraged against bringing expensive personal items to school.
- It is suggested that you should ensure that personal possessions cover is in place to provide additional individual personal cover.

INSURANCE

Summary of Policy

Insured Persons: Organisers, participants, members, employees and others travelling on authorised excursions or trips organised by or under the auspices of all employees of the Insured.

Insured Risk(s) and Benefits

1.	Adult	Under 18 years
a) Death (Excursion)	£20,000	£20,000
b) Permanent Total Disablement	£20,000	£20,000
c) Permanent Partial Disablement	Proportionate based on 'Continental Scale'	
Aggregate Limit - £15m with £25m r.e. aircraft accidents.		
2. Medical Expenses (outwith UK only)	Unlimited	Unlimited
3. Baggage and Personal Effects	£5,000	£5,000

Excursions/Trip Insurance

(Schools, Services to People and other Services of the Council)

Insurer

QBE Insurance

4. Money	£5,000	£5,000
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Staff Development Days

- 19th August 2019
- 28th & 29th November 2019
- 17th & 18th February 2020

Whilst every attempt has been made to provide information which is considered to be correct at the time of printing, it is possible that there may be some inaccuracy by the time this document has been printed.