

St Bernadette’s RC Primary School

 **School Handbook**

2022/23

 

Interim Chief Education Officer’s Foreword 2022/23

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.

Despite the recent difficult circumstances, living through a pandemic which caused our learning establishments to be closed for three months during session 2019/20 and further disruptions to learning in session 2020/21, our mission continues 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 and recovery will be supported by collaboration across educational establishments, services and with other regional and national 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. Health and wellbeing, safety of our pupils and staff and educational attainment continue to be at the forefront of our minds.

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.

Parents and carers, who have always been the most important educators of their own children, assumed an even greater role during lockdown, supporting their children to continue learning in whatever way possible, whilst keeping them safe and well. I believe we now need to strengthen parental involvement in education and continue to provide flexible systems to enable parental engagement and representation.

I encourage you to get involved in whatever way you can, be that via Twitter, Class Dojo or other activities to help you support your child’s learning. 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!

We are all ambitious for our children and young people and together we can ensure the best possible future for all in Clackmannanshire.

Cathy Quinn

Interim Chief Education Officer

Clackmannanshire Council

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Dear Parents and Carers,

In St Bernadette’s we aim to create a warm, caring atmosphere in which children are encouraged and enabled to reach their potential.

Our staff are dedicated to the wellbeing of our children. They work co-operatively with others to provide the best possible education for our children. We create a happy and purposeful atmosphere in school where everybody is respected and valued. Our staff build excellent relationships with pupils and parents.

Our pupils exhibit a very high standard of personal behaviour in school largely due to the individual care and guidance we offer and the support we receive from our families.

This school brochure is intended to provide information about the school and covers areas that may be of interest. It will not answer all the questions you may have so please telephone and I will be happy to discuss any other matters with you.

In August 2019, we moved to our new home in the Tullibody South Campus. While enjoying the new facilities shared with Abercromby Primary and Tulach Nursery, we maintain our distinct ethos and Catholic Identity. This is not a school merger, we remain separate schools.

We are proud of our school and our achievements and would be delighted to show them to you.

Yours sincerely



Nuala McElroy

Headteacher

**Parent Council Welcome**

Welcome, St. Bernadette's RC Primary families to a new year and, for some parents and children, a new school.

As the new Chair of St. Bernadette's RC Primary Parent Council, I wanted to reach out to you all and let you know a little about the Parent Council.

The Role Bearers are all parents with children in the school and we have served on the Parent Council for a number of years now.

***Mrs Carrie Stevenson (Chair)***

***Mr Lawrence Duke (Vice Chair)***

***Mrs Jo Hagerty (Secretary)***

***Mrs Danielle Tully (Treasurer)***

There is also a separate Parent Fundraising group which gets together to raise funds and organise events for the school.

**What is the Parent Council?**

We are a team of parents working alongside the Headteacher and representatives of the school to:

* Enhance the relationship between the school, pupils, and parents.
* Organise events and raise funds to support the achievements of the pupils and the performance of the school.
* Represent the views of parents on matters affecting the education and welfare of the pupils.

We invite you all to come to our meetings (currently Microsoft Teams) and become involved in any decisions or events that happen within our school.

Parental involvement is strongly encouraged in any form of support, whether it be an hour a month, running an event, volunteering when possible, we welcome any help you can give us. We feel the parents’ involvement only enhances the wonderful work and support that all the teachers and staff at St Bernadette’s RC Primary do for our kids.

We have a wonderful group of parents that are strongly involved, so please come and make our team bigger and stronger.

**Contact Methods**

The Parent Council can be contacted through the school. The Parent Council has a Facebook page, which you can find at [www.Facebook.com/StBernadettesParentCouncil](http://www.Facebook.com/StBernadettesParentCouncil). Our Twitter feed is @StBpc.

If you feel like you would like to get involved or have any suggestions/concerns please send us an email. You can also email the Parent Council, our address is **stbernadettespc@gmail.com**

We look forward to meeting you all over the coming year.

Regards,

Carrie Stevenson.

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**School Information**

**School address**: **Tullibody South Campus**

 **The Orchard**

 **Tullibody**

 **FK10 2SD**

**Telephone number: 01259 723973**

# Fax number: 01259 210874

**Email address:** [**stbernadette@edu.clacks.gov.uk**](file:///%5C%5Cstbps-2k12%5Cstaff%5Cnmcelroy%5CDownloads%5Cstbernadette%40edu.clacks.gov.uk)

**Website:** [**http://www.st-bernadettes.clacks.sch.uk/**](http://www.st-bernadettes.clacks.sch.uk/)

**Twitter account: stb\_rcps**

**Headteacher Mrs Nuala McElroy**

**Headteacher email: clnmcelroy@glow.sch.uk**

**Roll of the School: 105**

**Number of Classes: 5**

**Denominational Status: Roman Catholic**

**Stages of School**: **Primary 1 to Primary 7**

Any parent or carer wishing to enrol their child in St Bernadette’s should contact Mrs McElroy. Our Nursery – P1 transition programme involves our future P1 pupils visiting the school, meeting their class teacher and spending time with future classmates.

**Staffing**

At present our staff are deployed as shown below.

Mrs D MacLeod Primary 7

Miss S Ferguson Primary 6

Miss R Crawford Primary 5

Mrs D Morgan Primary 4/3

Mr J Buck Primary 2/1

Miss K McDonald Principal Teacher

Mrs L Anderson Support for Learning Teacher

Mrs L Conlon PE Teacher

Mrs E Watson Classroom Assistant

Mrs E Caproni School Assistant

Mrs N Deacon School Assistant

Mrs L Ogden Learning Assistant

Mrs P Jovanova Learning Assistant

Mrs C Smith Learning Assistant

Mrs L King Early Intervention Team

Mrs N Pitcairn Administrator

Mrs S Dornan

Mr S McLelland Janitors

Mrs N McElroy Headteacher

**The School Day**

Morning Session 9.00am – 12 noon

Lunch Hour 12 noon – 12.45pm

Afternoon Session 12.45pm - 3.00pm

**All information on this page and throughout the handbook is accurate as of**

**December 2021. Changing circumstances may affect some of the information.**

**School Term Dates 2022/23**

| **Event** | **Date** |
| --- | --- |
| Autumn term begins (**Staff only** - staff development days): | Monday & Tuesday 15th & 16th August 2022 |
| Autumn term begins (**Pupils**): | Wednesday 17th August 2022 |
| Autumn term ends: | Friday 7th October 2022 |
| October holiday begins: | Monday 10th October 2022 |
| October holiday ends: | Friday 21st October 2022 |
| Winter term begins: | Monday 24th October 2022 |
| Staff development day (pupils off) | Friday 25th November 2022 |
| Christmas holiday begins: | Friday 23rd December 2022 |
| Christmas holiday ends: | Friday 6th January 2023 |
| Spring term begins: | Wednesday 9th January 2023 |
| Staff development days (pupils off) | Monday & Tuesday 13th & 14th February 2023 |
| Spring half-term holiday begins: | Wednesday 15th February 2023 |
| Spring half-term holiday ends: | Friday 17th February 2023 |
| Spring term ends: | Friday 31st March 2023 |
| Easter holidays begin: | Monday 3rd April 2023 |
| Easter holidays end: | Friday 14th April 2023  |
| Summer term begins: | Monday 17th April 2023 |
| May public holiday: | Monday 1st May 2023 |
| Summer term ends: | Friday 30th June 2023 |
| Summer holidays begin: | Monday 3rd July 2023 |

 **Our School**



St Bernadette's first opened its doors in 1978. In August, 2019, we moved to our new home in the Tullibody South Campus. We are centrally located in the county to serve families from the Hillfoot villages Tullibody, Alva and Menstrie.

All our new classrooms are on the ground level and have doors out to our grounds. The classrooms have glass walls ensuring that the children will be working in light-filled spaces.

We share facilities with Abercromby Primary School and Tulach Nursery however we remain a separate school with our own traditions and identity. We are a Catholic school with an ethos rooted in our Gospel Values and our sense of family. This will continue as we grow and develop in our new home.

Almost all of our Primary 7 pupils go on to St Modan's High school in Stirling. St Modan's has a close working relationship with our staff and provides an excellent transition programme for our Primary 6 & 7 pupils.

We are constantly striving to improve as a school. Working together as staff, children and families, we believe that we can continue to grow and develop as we move into the future in our new school.

To see the school’s Standards and Quality report for 2020-21 or the School Improvement Plan for 2021-22, please follow the link below: <https://blogs.glowscotland.org.uk/cl/sbps/our-school/>

For information about the school including attainment, attendance, pupil numbers etc, please follow the link to the Scottish Government’s Primary Dashboard: <https://public.tableau.com/profile/sg.eas.learninganalysis#!/vizhome/SchoolInformationDashboard-Primary/Introduction>

**A Charter for Catholic Schools in Scotland**

The mission of the Catholic school is to develop as a community of faith and learning, providing the highest quality of education, and offering formation through the promotion of Gospel values, through celebration and worship, and through service to the common good.

All Catholic schools in Scotland, in honouring Jesus Christ as the Way, the Truth and the Life, will feature the following characteristics:

✴ a commitment to the integrated education and formation of the whole person, in close partnership with parents as the first educators of their children;

✴ an inclusive ethos which aims to honour the life, dignity and voice of each person, made in the image of God;

✴ a commitment to the search for wisdom in life and to the pursuit of excellence, through the development of each person’s unique God-given talents;

✴ a commitment to the spiritual formation of the school community, through the shared experience of prayer and liturgy, and in partnership with local parishes;

✴ the provision of religious education programmes which will enable young people to develop their understanding of Gospel values and of how to apply them to life;

✴ a commitment to uphold the moral teaching, faith tradition and sacramental life of the Catholic Church;

✴ a commitment to communicate Catholic social teaching and thereby to promote social justice and opportunity for all;

✴ a commitment to ecumenical action and the unity of Christians;

✴ the promotion of respect for different beliefs and cultures and for inter-faith dialogue;

✴ a commitment to support the continuing professional and spiritual development of staff.

All staff appointed to a Catholic school are expected to support and promote the aims, mission, values and ethos of the school, as illustrated in this Charter.

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**Curriculum, Learning and Teaching**

The Curriculum is the “totality of what we provide in school” and Scotland’s Curriculum for Excellence is a framework for learning that will prepare pupils for future life and work, identifying purposes and principles that we adhere to. The curriculum is challenging, enjoyable and relevant. Opportunities for choice are carefully considered to allow a range of activities and learning experiences to enable our pupils to become the very best they can be. Subjects are grouped as follows:

* **Languages**: Reading, Writing, Talking and Listening. Competence and confidence in literacy, including competence in grammar, spelling and the spoken word, are essential for progress in all areas of the curriculum. Teachers find opportunities in all curricular areas to encourage young people to explain their thinking, debate their ideas and read and write at a level which will help them to develop their language skills further.
* **Mathematics:** includingspecific aspects of numeracy, which will be developed both in mathematics, and through activities in other areas of the curriculum.
* **Health and Wellbeing:** Developing the understanding of health, physical education and activity and nutrition. The health and wellbeing experiences and outcomes include guidance that develops these skills across the curriculum
* **Sciences:** Experiences, investigations, knowledge and understanding within the three sciences
* **Social Studies:** Developing an understanding about people and their values in different times, places and circumstances
* **Religious Education:** Learning about our faithand other major religions, the development of beliefs and values
* **Expressive Arts:** Experience and outcomes in art and design, drama, dance and music
* **Technologies:**  Practical work in craft, design, engineering, graphics, food, textiles and ICT developing creativity and enterprising attitudes

The curriculum will include space for learning beyond subject boundaries, so pupils can make connections between different areas of learning. Through cross-curricular activities, learners can develop their organisational skills, creativity, teamwork and the ability to apply their learning in new and challenging contexts. Further information about Curriculum for Excellence can be found at <https://education.gov.scot>.

The implementation of Curriculum for Excellence will be evident in a number of ways in the classroom:

* **Active Learning**

Starting in the early stages, pupils will engage in a more active approach to learning. The emphasis is on delivering learning activities through purposeful play, exploration, investigation and problem-solving. Learning experiences and activities encourage children to make links across different areas of the curriculum and use their skills in new situations. This helps to foster self-confidence and independence.

* **Collaborative Learning**

Pupils throughout the school have opportunities to engage in activities which promote group work, with every member of the group having a designated role to play. Collaborative learning develops and highlights group members’ individual abilities and contributions.

* **Formative Assessment**

Assessment for Learning focuses on the gap between where a learner is in their learning, and where they need to be - the desired goal. This can be achieved through processes such as sharing criteria with learners, effective questioning and quality feedback. This development has been ongoing within the school for a number of years and is evident in all our classrooms.

* **Information Technology**

We have netbooks that allow children to connect to the internet and to develop their research and IT skills. Class computers are also linked to this network-allowing file sharing between classes. All classes have Internet access. Every classroom has access to an Interactive Whiteboard to enrich pupils’ learning experiences. The school has clear policy and guidelines on Internet use to ensure pupils only access appropriate websites. We also teach the importance of Internet safety.

**Assessment and Reporting**

Children's progress and attitude to work are continually monitored throughout the year and recorded on an individual basis to monitor progress and development. Interviews will be arranged for each pupil in the late Autumn and late Spring to discuss the progress with a report document in June that describes the child’s attainment and attitudes to learning and others.

If, at any stage of the year, parents have any concerns about their children, they are encouraged to telephone the School and discuss their concerns with the Headteacher.

**Read, Write Count**

The Read, Write, Count programme aims to support parental engagement in literacy and numeracy. Gift bags are distributed annually to all P2 and P3 pupils in Scotland by Scottish Book Trust. The gift bags contain essential literacy and numeracy materials to support children’s learning, as well as advice and support to parents.

Studies show a direct link between a strong family learning environment and progress in reading, writing and counting. In addition to the parent guide included in the gift bags, the Parent Club website offers a range of hints, tips and advice to help parents engage in their child’s learning

**First Minister’s Reading Challenge**

The First Minister’s Reading Challenge is an inclusive, exciting programme for all children – fostering a love of reading for pleasure. Research shows that reading for pleasure is crucially important for children’s development.

The Challenge is open to all local authority and independent primary and secondary schools across Scotland, as well as, libraries and community groups. You can find out more information on the Challenge and also how schools can register to take part here.

A reading app called Bookzilla, aimed at S1-S3 pupils, helps them find and recommend books and to set themselves reading challenges.

**Parentzone Scotland**

Parentzone Scotland is a one-stop shop website for information and advice on education and learning in Scotland. The website continues to be updated and improved and can be accessed here. Why not check out the website for ideas on how you can support your child's learning.

 **Attainment**

The Scottish Government gathers information on our attainment as assessed through Teachers’ Professional Judgement, recording the number attaining Early Level at P1, First Level at P4 and Second Level at P7. As we are a small school, those numbers are considered together.

Comparing our attainment results year-on-year is not a reliable indicator of success because our class sizes are small and because we have so many children joining the school halfway through their school careers.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Year | Listening & Talking % | Reading % | Writing % | Numeracy % |
| 2017-18 | 88 | 79 | 75 | 86 |
| 2018-19 | 91 | 82 | 82 | 86 |
| 2019-20 | 84 | 81 | 75 | 84 |
| 2020-21 | 89 | 74 | 66 | 75 |

**Closing the Gap**

Preliminary research findings reported in the media suggest that, internationally, the poverty-related attainment gap has grown during the Covid crisis. Our results show that this was the case in our attainment.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Year | Listening & Talking % | Reading % | Writing % | Numeracy % |
| 2017-18 | 12% Gap | 14% Gap | 16% Gap  | -6% Gap |
| 2018-19 | 8% Gap | 22% Gap | 19% Gap | 5% Gap |
| 2020-21 | 5% Gap | 29% Gap | 35% Gap | 25% Gap |

**Attendance**

Our attendance in 2021-22 was

**Next Steps**

Next steps: Our School Improvement Plan for 2021-22 includes work on empowering our children and families to take ownership of home learning as our attainment gap mirrored the gap between those who took part in home learning during Lockdown and those who did not.There is a whole school approach to writing and assessment and moderation in Maths. New assessments have been bought in so that we can identify learning gaps and provide targeted interventions. Our Pupil Equity Fund is paying for Miss McDonald and Mrs Ogden to support targeted children.

**Religious Education**

Children are expected to take part in the religious life of the school. We are very fortunate to be so near to our local parish and the school regularly attends Mass at St Bernadette’s. Pupils are encouraged to participate in the Liturgy. Fr Mike Freyne is our School Chaplain and is very involved in the life of the school.

Sacramental preparation is a key element of our children’s faith journey:

P3 – The Sacrament of Reconciliation

P4 – The Sacrament of the Eucharist

P7 – The Sacrament of Confirmation.

We welcome families of all faiths and none in St Bernadette’s. Parents are advised that our ethos is rooted in Gospel Values; love, hope, compassion, justice, forgiveness and gentleness.

While recognising the right of parents to withdraw their children from religious education and religious observance in schools (as enshrined in the Education Act 1980 and the Scottish Office Circular 6/91), we expect parents who choose to send their children to a Catholic school to recognise the implications of that decision. It would therefore be in unusual circumstances that such parents would request to withdraw their children from religious education and religious observance in a Catholic school. Such circumstances should in the first instance be subject to discussion between parents and the Head Teacher.

Our Relationships, Sexual Health and Parenthood Education is delivered in the context of our faith. Further information on our resources – God’s Loving Plan and This Is Our Faith can be found on the SCES website at <https://sces.org.uk/catholic_school_parents/>. We write to parents to inform them when we will be covering sensitive aspects of learning such as puberty.

**Meeting Pupil Needs**

Teachers plan and work closely with other agencies and establishments to ensure continuity and progression for all pupils. We work in partnership with you and partners such as Occupational Therapists or Educational Psychologists to develop individual or extended programmes as required for particular children and groups of children.

A visiting Learning Support teacher supports pupils in the school.

Where there is a concern about your child’s progress or the possibility that they might have an additional support need, it is important that the family and school staff communicate with each other to share information and plan together. Tackling a small issue swiftly can prevent it becoming a major issue. So it is important that we talk to each other about concerns as soon as possible. Please contact the teacher or headteacher if you have any concerns and please don’t be anxious if we contact you. We believe in early intervention to avoid issues becoming more difficult for our children.

 As with all local authority schools in Scotland, this school operates under the terms of the Additional Support for Learning Act (2009) and its accompanying Code of Practice. These procedures have been strengthened through the Children and Young People Act (2104).

###### Personal and Social Development

At all stages we encourage pupils to develop positive attitudes towards themselves and others. We believe it is important for the wellbeing of the child to have positive self-esteem and we build-in opportunities to develop this in every pupil. Our ethos is built on mutual respect, good manners, tolerance and caring. We expect pupils to take responsibility for their behaviour.

We encourage pupils to develop sporting and artistic talents and other interests. Our P7 pupils take part in a residential education excursion focussing on personal development and teambuilding. Some pupils play musical instruments. The school organises a variety of different types of activities to ensure that every child experiences success and enjoyment. The variety means there is something for everyone.

**Pupil Voice and Leadership**

Children are asked for their views on a regular basis in class and at assemblies. They can take on roles representing their peers on committees and at meetings. P6 and P7 pupils develop leadership skills through the Pope Francis Faith Award. Involving our children and families in decision-making is important o our development as a school and we are keen to find new ways to do this.

Children also represent the school at sporting events and, in P7, receive training and opportunities to act as Sports Young Leaders at afterschool clubs.

**Promoting Positive Behaviour**

In St Bernadette’s we encourage all pupils to follow the school rules as detailed. Children are prompted to think of behaviour in terms of making good choices that allow them to be their best selves. Children understand that when they do not make good choices, there are consequences in terms of damaging relationships, impeding learning or loss of privileges.

Positive behaviour and commitment to learning are celebrated at weekly school assemblies at which 2 or 3 Headteacher Awards are given to children from each class.

 **Our School Rules**

 In St Bernadette’s we all:

1. Work hard and follow instructions

2. Walk carefully and quietly in the school

3. Show kindness to all

4. Look after school property and grounds

5. Show respect for everyone

**Relationships**

Our ethos is based on our Faith; our belief that all members of our school family are called to love and support each other. The idea of the school community being an extended family for our children is integral to the work that we do to promote good relationships. Our expectation is that we will all – staff, children and our families - work together to achieve the best possible outcomes for all of our learners.

We know that children and young people will fall out and disagree with each other as they form and build relationships. This is a normal part of growing up and most children and young people have the ability to bounce back from this type of behaviour. It is important to discuss how they feel and help them to develop resilience to manage their relationships. Where there is conflict between children, we seek to repair the relationship where appropriate, ensuring that all parties feel safe. We do everything in our power to prevent such behaviour amongst our pupils, and to deal effectively with any incidents that might occur. Please be assured that incidents of bullying in St. Bernadette’s Primary School are few and far between. We believe that a strong, positive school ethos and constant work on building a caring school community, together with close contact with parents, offer the best way forward.

However, where there are bullying behaviours, Clackmannanshire Council policy states that ‘The Head Teacher or Manager must keep records of any reporting of bullying behaviour including details of any associated correspondence or communication, actions taken and outcomes – this should be recorded on the SEEMiS Bullying and Equalities Module and monitored regularly.’ <https://www.clacks.gov.uk/document/3990.pdf>

Bullying behaviour can include:

* Being called names, teased, put down or threatened;
* Being hit, tripped, pushed or kicked;
* Having belongings taken or damaged;
* Being ignored, left out or having rumours spread about you both online and in the real world;
* Receiving abusive messages on social media or electronic communication;
* Behaviour which causes people to feel like they are not in control of themselves;
* Being targeted because of who you are or who you are perceived to be.

**Counselling in Schools Service**

Clackmannanshire Education Service and Wellbeing Scotland are working in partnership to provide support for children and young people who are experiencing mental health and wellbeing issues.

Counselling in Schools is a universal service available to all 10 – 18 year old pupils in Clackmannanshire and each Secondary School has the equivalent of one, full time counsellor on site. Counsellors are also available to support Primary Schools and ASN Settings.

Counsellors are professionally qualified and registered offering focused, longer- term support for issues such as trauma, depression, anxiety, bereavement, loss and separation. They offer a confidential, one-to-one service in school or remotely, with the service being available during the school holidays. Referrals for counselling are made directly to Wellbeing Scotland by the school.

**Working in Partnership with Families**

We recognise that the support of our children’s families is crucial in ensuring that our children have the best possible experience at St Bernadette’s.

**Communication methods**

Open Door Policy – the Headteacher and Principal Teacher are available for all parents and carers at any time providing they are not teaching or in another meeting. Please either pop in to the school office or phone for an appointment. Teachers, the Headteacher and Principal Teacher are also available in the playground at 3pm on most days.

Newsletters – are emailed on a regular basis to keep parents informed. We have recently moved to Sway online newsletters that contain more photographs. The feedback from families has been very positive.

Letters – further information that requires a response may be sent out in letter form.

School website and Twitter – contain information about the school.

Text messaging and emails – Please ensure that you update email addresses and phone numbers as email and text are increasingly important in our communication with families.

Questionnaires – families’ views are essential in our improvement planning and self-evaluation work. We greatly appreciate all responses.

School events such as Parents Nights, Open Evenings, Sharing our Learning, Pupils and Parents as Partners meetings are all ways to build our school community and to ensure that our partnership working is strong and supportive of our children.

Emergency Contact Information

At the start of each school session, parents will be issued with the annual data check form. Please ensure that this is completed and returned to the school. It is also important that you let us know if there are changes to your telephone number(s) or to those of your emergency contacts throughout the year.

**Opportunities to get involved – These have been curtailed during the pandemic**

Meetings - Parents and carers are welcome in the school (or in a virtual meeting) to discuss any aspect of their child’s development and progress. To avoid disappointment, it is advisable to make an appointment.

Parents and Pupils as Partners - We invite parents to meet with pupils, virtually, to discuss the School Improvement Plan priorities and to inform decision-making.

Sharing our Learning – Families are invited into their child’s class at different points in the year to share in their child’s learning, as soon as we can do this safely.

As soon as it is safe to do so, we will provide one-off opportunities throughout the year when parents can come into the school to enhance the work of the school and to gain further insights into their child’s learning e.g. craft sessions, cookery sessions, reading to children etc.

We are keen to encourage parental interest and involvement within the School. If you have time to help in any way please contact the Headteacher

**Homework**

As the first educators of their children, parents and carers are encouraged to support and reinforce the expectations of school so that, in partnership, we are able to:

· help all children to achieve their potential;

· involve parents/carers in their children’s learning;

· reinforce and consolidate basic skills and knowledge in Literacy and Numeracy through Core Homework;

· extend and reinforce work covered in the classroom through Extension Homework;

· encourage children to take responsibility for their learning and become more independent.

Core and Extension Homework:

Each week, children will be set Core and Extension Homework. Core Homework is essential and should be undertaken by every child. Core Homework Spelling and Numeracy tasks will not normally require written work e.g. writing out words 3 times but will be assessed in weekly spelling and Numeracy assessments.

We would urge parents to ensure that children also undertake Extension Homework tasks as these are activities that teachers consider to be very valuable in consolidating and extending classroom learning. However, we recognise that, for a variety of reasons, not all families are able to support this level of home learning.

**School Improvement**

Parents participate in the school improvement planning cycle annually through questionnaires and Parent Council discussions and we report to parents on our developments and successes at the Parent Council Annual General Meeting in September.

Our School Improvement Plan and Standard and Quality Report are shared with all parents. These can be accessed on our website at <https://blogs.glowscotland.org.uk/cl/sbps/our-school/> or hard copies are available from the school office.

**Transitions**

**Nursery**

Children are enrolled for P1 in January of the year in which they will begin school. Prospective pupils and families visit the school to enrol. Children who are not baptised Catholics should enrol at their catchment school and make a placing request at <https://www.clacks.gov.uk/learning/placementrequests/>. In May, we then have weekly visits for children to join their future classmates in Literacy and Numeracy learning activities as well as games. The children are also invited to have a school lunch along with the current P1s. Parents are invited to an Information-Sharing Workshop.

**Secondary School**

At the end of P7 pupils normally transfer to St Modan’s High School in Stirling. There is close contact between the schools and an effective transition programme is in place to make the transfer as smooth as possible for all pupils. Children who are baptised Catholic are automatically entitled to a place while all other children must make a Placing Request before the end of March. This is easily done on the Stirling Council website <https://www.stirling.gov.uk/learning-education/schools/enrolling-your-child-at-school/placing-requests/>.

The transition programme includes three visits in both in P6 and P7 followed by an activity day at the end of the year. Staff visit pupils in St Bernadette’s and consultation meetings are held to ensure a happy and progressive transition. P7 pupils enjoy a three day residential with children from the St Modan’s cluster schools, Our Lady’s, Raploch, and St. Mungo’s, Alloa.

St Modan's High School

Royal Stewart Way

Stirling

FK7 7WS

Scotland

Telephone: 01786 470962

Fax: 01786 447117

Website: <http://stmodans.co.uk> Email: stmodanshs@stirling.gov.uk

Rector: Mr R O’Neill

Children transferring into or out of our school with additional support needs will be supported through consultation, information sharing, joint planning and, where appropriate, additional visits.

**Equalities**

Clackmannanshire Council is committed to promoting equality and to the elimination of discrimination on grounds of disability, ethnic background, gender, language, race, religious faith or belief, sexual orientation, social origin or other personal attributes.

The education service has current policies on disability, gender and race equality that apply to all schools and which are monitored annually through schools’ Standards and Quality Reports. These policies are available on the Council website [www.clacksweb.org](http://www.clacksweb.org) and through schools.

The Council is a signatory to the Racial Attacks and Harassment Multi-Agency Strategy (RAHMAS) with Central Scotland Police, FV NHS, the Central Scotland Racial Equality Council and Stirling and Falkirk Councils. Schools and other council services use this strategy to respond to any allegations of racial incidents or abuse.

Allegations of other forms of harassment or discrimination are followed up through the regular complaints procedure.

We believe we are well placed to actively promote equality through the curriculum and through other aspects of their life and work. The quality of this work is also monitored through the Standards and Quality procedures.

**School Uniform**

All pupils are expected to wear school uniform and parents are asked to dress their child. We have an exceptionally high standard of pupils looking smart and wearing full school uniform.

 Royal blue jersey or sweatshirt with School badge

 Dark grey or black trousers or skirts

 White shirt and school tie / Gold polo shirt

 Black school shoes

On formal occasions a white shirt or blouse looks very smart although the polo shirt is more practical for everyday wear. Excessive jewellery and accessories are not part of the school uniform. School Clothing Grants are available from the council. See find more information at <https://www.clacks.gov.uk/learning/schoolclothinggrants/>

All items with the school logo and ties are available from the following local supplier:

**Scotcrest UK**

**153 West Stirling Street**

**Alva**

**FK12 5EN**

**Tel : 01259 761827**

**Fax 01259 769445**

**email :** [**alva@scotcrest.co.uk**](file:///%5C%5Cstbps-2k12%5Cstaff%5Cnmcelroy%5CDownloads%5Calva%40scotcrest.co.uk)

School jackets and fleeces are also available from Scotcrest.

**PE Clothing**

Pupils change for gym and remove all jewellery. A plain white t-shirt or gold t-shirt with school logo and dark shorts is required. Pupils must change into gym shoes or light trainers. Children in P1 should wear polo shirts on PE days in order to make it easier to get the children changed quickly.



**Further Information for Parents**

**Inclusion**

As with all local authority schools in Scotland, this school operates under the terms of the Additional Support for Learning Act 200 and its accompanying Code of Practice. These procedures have been strengthened through the Children and Young People Act (2014).

 The 2009 Act strengthens 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

More information on The Education (Additional Support for Learning) (Scotland) Act 2009 is provided by Enquire – the Scottish advice service for additional support for learning. Operated by Children in Scotland, Enquire offers independent, confidential advice and information on additional support for learning through:

* A telephone helpline – 0845 1232303
* An email enquiry service – info@enquire.org.uk
* Two websites -

 [www.enquire.org.uk](http://www.enquire.org.uk) (for parents/carers and practitioners)

 [www.enquire.org.uk/yp](http://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 Kindred Advocacy Service and the Scottish Child Law Centre, known as “Let’s Talk” 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 6676333
* Email: enquiries@sclc.org.uk
* Web: [www.sclc.org.uk](http://www.sclc.org.uk)

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 or e-mail asn@clacks.gov.uk

# Child Protection

# The safety and welfare of pupils are of paramount concern to schools. All staff and volunteers working in schools are checked through Disclosure Scotland for offences that would make them unsuitable to work in school.

The school also has close working links with a wide range of services and agencies that can help support pupils. Each school has a named coordinator responsible for all issues relating to child protection. In our school it is Mrs Nuala McElroy. Full details of council guidelines and procedures for child protection can be seen in the school on request.

The council requires all staff to inform the coordinator if any allegation or suspicion of abuse arises. Such information cannot be kept confidential. Mrs McElroy must pass the matter to social services and ensure that parents/carers are informed. Other members of school staff will be informed only if they have a direct role in supporting the child. Social services staff will pursue the allegation. Sometimes this will be part of a joint team with the police.

The school actively supports our pupils to develop knowledge and skills about personal safety and to be confident in expressing any anxieties about their well-being.

**Other support services**

 “Several support services are readily available to the school. Clackmannanshire and Stirling 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

 **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 doctor 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

With parental consent, the school health team can refer a child to other specialists such as speech and language therapy, chiropody, occupational therapy, physiotherapy etc.

**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 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 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.

School Clothing Grants/Free School Meals 2021-22 Session

If you are in receipt of Child Benefit **and** one of the following benefits you may be able to claim free school meals for your child:

* Income Support
* Income-based Job Seeker’s Allowance
* Any income related element of Employment and Support Allowance
* Child Tax Credit, but not Working Tax Credit, with an income of less than £16,105
* Both Child Tax Credit and Working Tax Credit with an income of up to £7,500
* Support under Part VI of the Immigration and Asylum Act 1999
* Universal Credit with a monthly earned income of not more than £625

 Application forms can be obtained from schools, CAP Offices and the Council Offices at the council offices at Kilncraigs or you can apply online at <https://www.clacks.gov.uk/learning/schoolclothinggrants/>

School Clothing Grant Application forms for the 2021/22 academic session are issued in June and the closing date for all applications is in December 2022.

Free School Meals can be applied for at any time during the school year but cannot be back-dated.

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

**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 you child has a food allergy or needs a special diet, please follow this link <https://www.clacks.gov.uk/learning/allergyintdiets/>

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 your child’s school.

The service is available free of charge to children entitled to free school meals through the successful application for a clothing grant/free school meal. All other children can have a breakfast for **£1.20.** In this school, service starts at 8.30am.

#### 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.

 Morning break

 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, unless the parent opts out of the Scheme. Other children and their parents can choose to opt-in to the Scheme and pay 75p per week.

 **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 schools in primary and special schools in August 2008 and in secondary schools in August 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**.

**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. **The easiest way to check on the day’s menu choices is to access the School App for Parents as detailed above.**

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 in much 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 Valentines 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.

In the 2019/20 academic session, **a pupil lunch costs £2.**

 Pupils who go home for lunch leave school at 12.15pm and must be back by 1pm.

**Making Payments**

We accept payments online for items such as dinner money, school trips and uniform. Using the secure website called ParentPay you are able to pay online using your credit or debit card. ParentPay is our preferred method of making payments to school. For further information, please click on this link: <https://www.clacks.gov.uk/learning/schoolpaymentservice/>

 **School Transport**

Clackmannanshire Council has a Home to School Transport Policy, which is summarised below. A full copy of the policy is available from Education Services.

 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

#

 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 the completion of P1 enrollment 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 enroll 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, 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 Education Service, 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.

#  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.

 **Behavior 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 rehoused. 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](http://www.clacksweb.org.uk).

# Attendance

If your child is absent, please phone the school as soon as possible. We will phone parents when a child is absent and we have not been informed of the cause. If a child is absent without explanation and we cannot contact the family, we may visit the family home or ask our Attendance and Welfare Officer to do so as a matter of urgency.

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 unauthorised. However, it is helpful for schools 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 the child is out of school.

Insurance cover

**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 operation of the Council. 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.

**Pupils’ 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:-

a) Clackmannanshire Council’s policies do not automatically provide cover for personal property left within the school or other Council premises.

b) 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.

c) It is suggested that you should ensure that personal possessions cover is in place to provided additional individual personal cover.

**Summary of Policy Cover**

**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**

 **Under 18**

 **Adult years**

 1.

 a) Death (Excursion) £20,000 £20,000

 b) Permanent £20,000 £20,000

 Total Disablement

 c) Permanent Proportionate based on

 Partial Disablement Continental Scale’.

 Aggregate Limit - £15m with £25m re aircraft accidents

.

 2. Medical Expenses Unlimited Unlimited

 (outwith UK only)

 3. Baggage and Personal £5,000 £5,000

 Effects

#### **Excursion/Trip Insurance Policy**

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

.

**Insurer** AIG

 4. Money £5000 £5000

 5. Cancellation £10,000 £10,000

 6. Personal Liability £5000000 £5000000

**Territorial Limits** Worldwide

For full details, please consult the Council’s Policy for Educational Excursions

**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 had 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 email (education@clacks.gov.uk), phone (01259 452427), letter to Education Services, Kilncraigs, Alloa FK10 1EB, 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 workings 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](http://www.spso.org.uk/) (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.

**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 door locking mechanisms
* the erection of signs directing visitors to the single door entry point
* the introduction of an 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 when they do playground supervision

 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.