

Sunnyside Primary School



School Brochure 2022-23



Clackmannanshire
Council

www.clacks.gov.uk

Comhairle Siorrhachd
Chlach Mhanann





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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

Welcome from Headteacher



Dear Parent/Carer,

On behalf of the staff, parents and pupils, I extend a warm welcome to you and your child as part of our school community at Sunnyside Primary School.

Sunnyside School has served the town of Alloa for over one hundred years. Whilst education continues to undergo many changes in order to prepare children for the demands of a rapidly changing world, the central aim of our primary school remains - we seek to provide the best possible education for each child in our school, challenging and supporting them to achieve their potential.

From Early Learning and Childcare to P7, staff seek to work in partnership with parents. Only by home and school working together can we ensure the best possible progress for each child.

I hope this brochure will provide a helpful introduction to Sunnyside Primary School, to our aims, curriculum and organisation. If you would like any further information please contact the school and we will be delighted to help.

Yours sincerely,

Denise Penman
Headteacher

Welcome from Chair of Parent Council

My name is Elaine McGhee and I am, alongside Shirley Hume, your current co-chair here at Sunnyside. I've been a Sunnyside parent for 4 years. I'm a working mum with two boys at Sunnyside.

So why did I join? Did you know that as a parent/carer of a Sunnyside child you are automatically a member? Truthfully though, I'm nosy which is why I decided to become more involved. I wanted to know everything I could about my kids' school and what was happening with education locally.

What do we do? As little or as much as your busy life allows. We have meetings every 6-8 weeks where we discuss all aspects of the day to day running of the school, pupil attainment (as I've learned that's education speak for how the kids are doing in reading, writing, maths and health and well-being), school policy, homework, uniforms, school meals, parking....Anything you think is important, we are happy to discuss.

Who are we? Well before Covid hit we were the parents you tried to dodge in the playground because we are always asking you to sell raffle tickets, help at a disco or make cakes, 😊 lol. We are a small group of mums, dads and care givers who try to make a difference for our kids. We fundraise for our kids extras that school budgets just doesn't stretch to.

So why join?? For me it was for information about the school but through the Parent Council I have learned about a lot of great things that go on within our school. How the school staff and parents work together to help our kids achieve and to make their time at Sunnyside as enjoyable and as enriching as we can. If you have the time to get involved it's one of the best decisions I have made. #Team Sunnyside#

Elaine



**Information and advice on education
and learning for parents in Scotland**

Be at the heart of your child's learning . . .

Sign up to receive our Parents and Carers e-bulletins
for the latest developments in Scottish education.

edscot.org.uk/p/LQE-39I/subscribe
Email: enquiries@educationscotland.gov.scot

education.gov.scot/parentzone



SUNNYSIDE PRIMARY SCHOOL

OUR VISION

At Sunnyside Primary School, we believe in inclusion and equity for all. We believe that every child should have the opportunity to learn, to try new things, to make mistakes, to be able to learn from them and to be successful.

We should try to keep healthy and fit. We have the right to feel safe at school and should be able to ask for help and know that we will receive it.

Bullying of any kind is not allowed and is not in keeping with our values. We should be respectful to each other and understand that everyone's opinions should be heard.

We are proud of our school and community.

Our Values

- Respect,
- Inclusion
- Effort
- Resilience
- Integrity
- And ... Fun!



SECTION 1 SCHOOL CONTACT DETAILS

School Address:	Erskine Street Alloa FK10 2AT
Telephone Number:	(01259) 452319
Fax No.	(01259) 720958
E-Mail	sunnyside@edu.clacks.gov.uk
Website	www.sunnyside.clacks.sch.uk
Twitter	@sunnyside_ps
School Roll	296 (P1-P7) maximum class sizes: P1- 25 children P2, P3 – 30 children P4-P7 – 33 children
Early Learning & Childcare Class:	maximum class size 67 children
School Hours	P1-P7 *9:00 -3:00
(P3, P4 & P6	Break 10.30am – 10.45am
(P2 & P5	Break 10.45am – 11.00am
(P1 & P7	Break 11.00am – 11.15am
	Lunch 11.45am – 12.30pm)
	Lunch 12.00 – 12.45pm)
	Lunch 12.15pm – 1.00pm)

*We encourage all children to be in the playground by 8.50 a.m. The school doors will open at this time and children can enter to prepare themselves for the day.

Breakfast Club is available from 8:30am – cost £1.20 per day

Nursery Hours 8:50am – 2.50pm

STAFF

Staffing (for session 2020-21) is as follows:

Head teacher	Mrs Denise Penman
Depute Head teacher	Ms Denise Bell
Depute Head teacher (PEF)	Mr Phill Mathis
Principal Teachers	Mr Odhran O'Connell Mrs Hannah Neill
Acting PT	Miss Alanna Belford
Teachers	Miss Debbie Allan Miss Sarah Andrew Miss Jill Burdett Mrs Christina Coons Miss Louise Darcy Mr Jonathan Davidson Miss Poppy Davidson Mrs Julie Devine-Watt Miss Hannah Duncan Miss Ashleigh Gillon

Mrs Lynsey Jacobs
Mrs Nicola Mullan
Miss Rebecca Smith
Miss Louise Stewart
Miss Iona Young

ELC Staff

Senior Early Years Practitioner	Ms Angie Ross
Childhood Pedagogue	Miss Lauren Barclay
Early Years & Childcare Educator	Mrs Claire Chatburn Miss Lisa Graham Mrs Helen McCulloch (Maternity leave) Miss Rebecca Morrison Mrs Shirley Rae Mrs Gail Taylor
Apprentice EY Educator	Miss Kirstin Goddard

Specialist Teachers

PE	Miss Emma Clarkson
Support for Learning	Mrs Elizabeth Doherty
Violin	Mrs Mhairi Barr
Brass	Mr Robert Fraser
School Administrators	Mrs Morag Duffy Miss Sam Rehman
Janitor	Mr John Anderson
School Assistants	Mrs Jean Johnston Mrs Audrey Robertson
Learning Assistants	Mrs Linsey Armitage Miss Nadine Brodie Mrs Christine Beggs Mrs Margo Breckenridge Mrs Sally Brown Ms Tonianne Dunion Ms Zoe Jones Mrs Marjorie McCormack Mrs Joanna McEwan

Ms Marnie Parkes
Ms Carrie Snaddon
Mr Neil Stevenson

Early Intervention Worker Mrs Linda King

Parent Council Contacts (contact through the school office or email
SunnysidePC@btinternet.com)

Chairperson	Mrs Shirley Hume and Mrs Elaine McGhee
Fundraising Co-ordinator	Mr Daniel Rooney
Secretary	Mrs Julie Haslam
Treasurer	Mrs Michelle Campbell

ENROLMENT PROCEDURES

There is only one admission date for P1 children starting school for the first time and that is in August after the summer holidays. Parents are asked to bring the child's birth certificate when the child is enrolled at school also two proofs of their address (Council Tax Bill, Utility Bill, Tenancy Agreement or Benefit Letter). Enrolment takes place towards the end of January. Notification of exact dates and times will be displayed in the local press.

If parents wish to enrol their child during the school year they should contact the Headteacher to arrange an appointment.

Parents living outwith the school catchment area who wish their child to attend Sunnyside Primary School are required to submit a placing request form (download from Clacksweb or available from school office) to Facilities, Schools and Welfare Team, 4th Floor, Kilncraigs, Alloa, FK10 1EB.

ATTENDANCE

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

“ATTEND TODAY, ACHIEVE TOMORROW”

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 overwhelmingly concern is for the welfare of children. 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 Council 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.

School starts at 9 a.m. each morning. The doors will open at 8.50am to allow children to enter calmly and prepare for the day.

If your child is unable to attend school for any reason please telephone the school office that morning to inform staff. If your child is absent from school and we have not been informed, you will receive a Groupcall message stating that your child is absent and requesting that you phone the school immediately with the reason.

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.

Unexpected closures

Any changes from the normal arrangements will be notified to you in writing, and put on the school website. On occasions when the children may be dismissed early without warning e.g. in the case of power cuts or heavy snowfalls, you will receive a Groupcall message relaying this information and requesting that you pick your child up from school.

Sickness during School Hours

If your child becomes ill or has an accident in school, we will telephone you or your emergency contact as soon as possible. In the meantime we will care for your child until he/she is collected from school.

It is important that the school is informed immediately of any change of address, telephone number and that emergency contact details are kept up-to-date. At the start of the new term, Annual Data Check Forms are sent home so that all relevant contact information regarding your child can be checked by yourself and updated appropriately.

COMMENTS AND COMPLAINTS

We are keen to receive feedback from parents and carers regarding all aspects of the service we provide. We welcome parents' and carers' support for our work and want to know of any circumstances where they may be dissatisfied.

We follow Clackmannanshire Council's Complaints Handling Procedure. Please do not hesitate to contact Mrs Penman, Head teacher if you would like to discuss any concerns.

SECTION 2 PARENTAL INVOLVEMENT

Sunnyside Primary School values parents and carers as key educators in the lives of children. This strategy sets out the ways in which the school aims to encourage and promote parental involvement in their children's learning:

- at home
- in ELC class and school
- through Sunnyside Parent Council

Open Door Policy

If you have any questions or concerns about your child's learning then the class teacher is usually the first point of contact. Appointments can be made through the school office.

The Head teacher and depute Head teachers also have an "open-door" policy. If parents/carers have any questions/concerns then the Head teacher and depute Head teachers will meet with them as soon as is mutually convenient, if possible that day. They can also be contacted by telephone.

How do we provide information to parents?

- Annual Curriculum Information Evening
- School newsletters & termly nursery newsletters
(these are sent via Groupcall and posted onto the website/twitter feed)
- Curriculum newsletters & nursery profiles
- Sunnyside School website and twitter
- Sharing the Learning Nights (November & March)
- Class Assemblies
- Open days
- In addition, an informal ELC open afternoon (August) & open night for new starts (June)
- Parent Council Meetings and Events
- Curriculum workshops & in ELC setting, parenting workshops
- Learning Journey and end of session summary of progress

How can parents get involved?

- Through the Parent Council
- As parent helpers in school/early learning and childcare class and on excursions
- Sharing their talents/skills in school or ELC class

How do we get the views of parents?

- "Open-door" policy
- Questionnaires/consultations on school developments
- Through the work of the Parent Council. The aims of the Parent Council are to:

- a) *promote partnership between the pupils, their parents and the school, making it easier for parents to be involved*
 - b) *develop activities, including fundraising which support the education and welfare of the pupils, engaging the parents at every opportunity*
 - c) *identify and represent the views of pupils and their parents/carers on the work of the school and the welfare of the pupils*
- Every parent/carer is part of the Parent Forum and all are welcome at Parent Council meetings
 - There is a regular Parent Council newsletter. Copies of the newsletter and minutes of Parent Council meetings are available on the school website, on Clacksweb or on request from the school
 - Parent Council representatives are involved in various school groups
 - Parent volunteers are welcomed to help at events such as pupil discos
 - The Parent Council also provides enjoyable social and fundraising events where parents can join in e.g. Race Night, Bingo Tea, Christmas Fayre, Fun Day

SECTION 3 **SCHOOL ETHOS**

We see Sunnyside Primary School as a community - where all individuals, pupils, staff and parents know they are valued. We try our best to create a warm, caring atmosphere within the school and are committed to supporting the development of pupils in spiritual, moral, social and cultural terms. These key human aspects of learning are supported by the school working towards:

1. Creating a school ethos which in every way possible gives value to these aspects of development, especially by providing an overall atmosphere that is both caring and challenging and which provides opportunities for the development of personal responsibility.
2. Promoting social and moral learning through the way in which disciplinary issues are handled.
3. Ensuring that staff and adults within the school provide positive models for pupils.
4. Enriching the curriculum in appropriate areas with aspects of spiritual, moral, social and cultural development.
5. Providing opportunities within the curriculum to advance personal and social development.
6. Taking appropriate opportunities to acknowledge value and appreciate the various cultures and heritage of the pupils and to encourage them to appreciate and value the cultures and heritage of others.

Behaviour and Discipline

We have a school charter based on the UN convention on the Rights of the Child. Every class also has a classroom charter which has been developed in consultation with the children.

Our school policy “Better Relationships, Better Behaviour, Better Learning”, which includes our positive behaviour approaches and anti-bullying strategies, is also based on our school charter. Each class has the same discipline structure which encourages children to consider their rights and responsibilities to ensure that Sunnyside is a safe and happy place for everyone to work and learn. We value parental support in helping to develop this approach.

The Sunnyside School Charter

- **We have the right to an education.**

Children's responsibilities: Work our hardest and not disturb others.

Adult responsibilities: Offer help and encouragement to each and every pupil and make learning fun.

- **We have the right to develop our talents, personalities and voice our opinions.**

Children's responsibilities: Encourage and listen to each other and celebrate our achievements.

Adult responsibilities: Listen to pupils and encourage them to voice their opinions. Provide opportunities to celebrate achievements.

- **We have the right to play, relax and enjoy our childhood.**

Children's responsibilities: Play nicely with each other and not leave people out.

Adult responsibilities: Provide opportunities for pupils to play and interact with each other.

- **We have the right to a clean environment**

Children's responsibilities: Keep our classrooms, school and playground tidy

Adult responsibilities: Keep our classrooms, school and playground tidy.

- **We have the right to be treated fairly**

Children's responsibilities: Treat each other fairly and with respect

Adult responsibilities: Treat every pupil fairly and with respect.

- **We have the right to be cared for and kept safe**

Children's responsibilities: Look after ourselves and each other

Adult responsibilities: Ensure health and safety policies are adhered to and pupils feel safe and secure at school.

SECTION 4 THE CURRICULUM

At Sunnyside Primary School we are continuing to develop our curriculum in line with the Scottish 'Curriculum for Excellence'. Further information can be found at www.education.gov.scot/parentzone

We aim to provide a wide range of learning experiences for children which are relevant, challenging and enjoyable. Children are instrumental in the planning process and are consulted when determining contexts for learning and how their learning will be achieved. We support the view of Clackmannanshire Council and envisage a curriculum based on four fundamental principles:

- All learners should achieve a high level of success in a core group of fundamental, transferable skills.
- A genuinely educated person must be knowledgeable and possess both the means of acquiring knowledge and a proper respect for it.
- At all stages, the education system must assist in the development of personal qualities and capacities and the promotion of positive shared values.
- All learners are entitled to benefit from a range of well-structured formative experiences.

English Language and Literacy

Our aim is to teach our children to use language effectively in a wide range of contexts. Our programmes help the children develop skills in using language in its many forms by talking, listening, reading and writing.

Throughout the school we use a structured approach to the teaching of reading. We encourage "the reading habit" from the earliest years - reading for pleasure as well as for study and information.

Mathematics and Numeracy

Our aim is to give each child a good foundation in all aspects of mathematics and numeracy: Number, Money, Measure, Shape Position and Movement, Information Handling and Problem Solving. We place an emphasis on the practical application of these skills so that the child can apply them to meaningful experiences across the curriculum.

We teach the basic numeracy skills by a variety of modern and interesting methods, using practical activities and materials, provides an essential foundation upon which to build a programme of mathematics.

Children learn the concepts, facts and techniques required to use and apply mathematics; and the skills required to work with problems and enquiries in mathematics. We stress the development of strategies for dealing with mental mathematics.

Science, Social Studies, Technologies

We aim to help each child to develop:

- knowledge and understanding of the world in which he/she lives
- a wide range of skills to enable him/her to investigate and understand the environment
- informed attitudes and values towards the care and conservation of the

environment

The school has a wide range of IT resources ranging from interactive whiteboards in every classroom, netbooks and iPads.

Expressive Arts

In the Expressive Arts, *art and design, music, dance and drama*, we aim to extend the children's ideas and horizons, promote their affective, physical, personal and social development and an awareness of cultural heritage. Above all we hope they will take pleasure from these subjects and may continue some of them in their own time.

Where possible we integrate the Expressive Arts subjects with our topic work and develop the skills that the children require to carry out their work with confidence. At the time of writing, instrumental tutors in violin and brass also visit the school.

Religious and Moral Education

There is a programme of Religious Education from P1 - P7. We also provide opportunities for celebrating success and for religious observance. The Religious Observance Policy and programme can be found on the school website.

During the school year, each class group has the opportunity to lead an assembly and on these occasions parents are invited to join us.

Health & Wellbeing

At Sunnyside Primary we aim to promote active and healthy lifestyles. Each child has PE lessons twice a week and health promotion is an important part of the curriculum. Children receive 2 hours of quality physical education every week. We are committed to supporting the growth and development of the whole child, and not just academic growth. The school has a comprehensive Health and Wellbeing curriculum.

Before beginning to learn about Relationships, Sexual Health and Parenthood, parents will be informed by letter when these lessons will take place. A copy of the programme of study and the types of experiences the children will have has been posted on the website in order that parents can be prepared and support the learning at home.

SECTION 5 ASSESSMENT AND REPORTING

Assessment plays an important and integral part in our learning and teaching process. Our teachers use a variety of approaches to obtain information about each child's learning and progress. Ongoing formative assessment of children's learning is carried out by the class teacher in day to day classroom observations and interactions with pupils. Other assessments may be administered by the classroom teacher to assess particular aspects of pupil progress. In line with all schools in Clackmannanshire, standardised assessments in literacy and numeracy are administered at all stages.

From our ELC class onwards, teachers are continually assessing each child's progress both formally and informally. As children do not all progress at the same rate, the school uses group methods in order to ensure that children are taught at appropriate levels. This helps children to achieve the best possible results in a relaxed yet stimulating environment.

Groupings are flexible and constantly reviewed and assessed. Children may move easily from group to group according to their needs.

Reporting of Pupil Progress

Pupil progress at all stages is closely monitored by the teacher. In November and March there are formal sharing the learning meetings over two evenings when all parents are invited to discuss their child's progress with his/her class teacher.

Should you wish to come to school at any other time please do not hesitate to contact the school office to arrange a suitable appointment.

Learning Journals to allow us to report to parents throughout the year. Learning observations in literacy, numeracy, health and wellbeing are posted every term and other curricular areas throughout the session. This system allows for two-way communication between school and home and allows parents to support their children's learning more effectively at home. At the end of the session an academic summary is produced.

SECTION 6 TRANSITIONS

Transition from ELC to P1

Most of our ELC class transfer to P1 at Sunnyside. Work between ELC Class and P1 staff is ongoing throughout the school session.

In January of each year we receive information about children transferring from other ELC facilities. Individual arrangements are put into place to plan for a smooth transition for these children.

Transition between classes

At the end of each school year, teachers meet to share information about children with their next teacher. This ensures that teachers are familiar with the needs of each child and build well on previous learning.

Children will have the opportunity to meet their new teacher on two occasions prior to the new session.

Transition from P7 to Secondary School

At the end of P7 pupils from Sunnyside Primary School normally transfer to Alloa Academy.

Work with secondary school staff is ongoing throughout the school session to ensure each P7 child's welfare and learning is fully supported during the transition from primary to secondary school.

Further information about Alloa Academy can be obtained by contacting:-

*Head Teacher
Alloa Academy
Bowhouse Road
Alloa
FK10 1DN
Telephone: 01259 214979*

If children are transferring to other secondary schools e.g. Lornshill Academy, Alva Academy, St. Modan's High School, then provision is made to ensure individual transition arrangements are put into place as required.

SECTION 7

SUPPORT FOR PUPILS

INCLUSION

As with all local authority schools, Sunnyside Primary 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 (2014).

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

Other useful information is available from Enquire, the Scottish advice service for additional support for learning. Enquire offers independent, confidential advice and information on additional support for learning through their telephone helpline: 0845 123 2303 or through their website (www.enquire.org.uk).

Support for Learning at Sunnyside School

At Sunnyside Primary School we aim to provide a relevant and appropriate curriculum which is accessible to pupils of all abilities throughout the school. We follow Clackmannanshire's Staged Intervention process.

Our school inclusion team (support for learning teacher, nurture teacher, low-stimulus learning environment teacher and depute Head teacher) has a unique role to fulfill. They consult with the Head teacher to identify areas of need throughout the school then will liaise with class teachers in planning an appropriate programme for pupils with additional support needs. The school inclusion team and Head teacher will also liaise with parents and support agencies.

Where a parent feels their child has additional support needs, an appointment should be made to discuss this with the Head teacher or depute Head teacher. Where the school feels a child has additional support needs, parents will be invited to the school to discuss this with the Head teacher or depute Head teacher.

In either case, after consultation, and if appropriate, help will be sought from the relevant Clackmannanshire Council agency, with parental consent.

Child Protection

The safety and welfare of children and young people are of paramount concern to schools. All staff and volunteers working with children and young people (in and out of the school building) are checked through Protecting Vulnerable Groups (PVG) Scheme for offences that would make them unsuitable for such work. The school also has close working links with a wide range of other services and agencies that can help support children and young people in need.

Each school has a named coordinator responsible for all issues relating to child protection. In our school this person is Denise Penman, Head Teacher. Full details of the 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. The coordinator 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 or young person.

Social Services staff will pursue the allegation. Sometimes this will be as part of a joint team with the police and a member of the health team if appropriate.

The school actively supports children and young people develop their knowledge and skills about personal safety and to be confident in expressing any anxieties about their own wellbeing. This is encouraged through PSE and through specific curriculum programmes such as 'Feel, Think, Do'

SECTION 8

SCHOOL IMPROVEMENT

At Sunnyside Primary School we are committed to delivering a quality service. As part of this we engage in a cycle of continuous improvement of every aspect of school life and have a variety of procedures in place.

Our annual School Improvement Plan links national and local priorities, and school initiatives. The life and work of the school is subject to monitoring and evaluation using a range of approaches. We evaluate our performance against the national quality indicators from *“How Good is Our School”* and the leadership team monitor the work of the school and evaluate school performance in consultation with staff, pupils and parents.

Teachers also carry out self-evaluations to continually inform their plans and work. Children are encouraged to reflect on their own learning and discuss next steps as part of our formative assessment approaches.

Parents/carers are also invited to contribute to their child’s learning and well-being through various home/school link opportunities. They are also encouraged to give their views on the work of the school, e.g. through questionnaires.

Each year we publish a Standards and Quality Report which summarises the school’s performance over the previous session. Each year we also publish a School Improvement Plan which details our priority areas for development in the current school year. These documents are available on our school website. Paper copies are also available on request from the school office.



School Policies

We have a range of policies on most areas of the curriculum and many aspects of school life. We are in the process of reviewing these policies and updated versions can be found on the school website. If you would like further information on any aspect of Sunnyside School please contact the Head Teacher who will be delighted to help.

School Health Service

Forth Valley NHS Board fulfils a statutory obligation to provide a health service for all school-age children in Clackmannanshire. More information is available in the appendix to this brochure. Our school nurse is:

Linda Rickard
Clackmannshire Community Healthcare Centre
Hallpark
Sauchie
Tel: 01259 290195

Health Matters

Please inform staff if there are any health matters affecting your child. If your child requires any prescribed medication to be administered during the school day (e.g. inhalers for asthma), it is Council Policy that a standard form is completed by parents. These forms are available from the school office.

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.

More information is available in the appendix to this brochure.

School Meals

School meals are provided daily for children. The Scottish Government introduced a scheme to provide a free school lunch for all children in Primary 1-5 in Scotland which started from 5th January 2015.

Although all P1-5's will be entitled to free school meals, that does not mean they will qualify for a free breakfast or free milk. That is ascertained by the criteria stated below.

The school provides a **breakfast** service every morning (between 8:30 and 9:00am) at a cost of **£1.20** per child. If your child is entitled to free school meals under Clackmannanshire Council's criteria, then this service will be provided free of charge also.

All children are entitled to receive **milk** at school. Milk is available at a cost of **15p** per day available termly. It has to be paid for by the end of the previous school term for ordering purposes. Pupils registered via Clackmannanshire Council for free school meals, are also eligible for free milk and for free breakfast, whether or not they take a school lunch.

The cost of a school lunch is **£2.00**. In November 2018, the school introduced ParentPay as an option for parents to pay online for school lunches and milk. Another option for parents is PayPoint, please ask at the school office if you require any further information about this service.

Children can also bring a packed lunch. Packed lunches are eaten in our packed lunch area which is the small hall next to the main dining room.

Those children who remain at school for lunch are not allowed to leave the school grounds during lunchtime.

Please inform the school office if your child has any food allergies or special dietary requirements.

Free School Meals 2022 - 2023 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 £7500
- Support under Part VI of the Immigration and Asylum Act 1999
- Universal Credit with a monthly earned income of not more than £625

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 the Council Offices at Kilncraigs, also by accessing <http://clacksweb/dyna/clothgrant>

Application may be made at any time during the school year.

School Uniform

At Sunnyside Primary School all pupils are encouraged to wear school uniform at all times. We aim to promote a sense of "belonging" in the school through a variety of ways, one of which is the wearing of a recognised school uniform. We believe that when pupils come to school smartly dressed in uniform they have a more positive attitude towards school and the learning which occurs there.

School Uniform consists of:-

Grey school sweatshirt with school crest/logo

Yellow/ White polo shirt with school crest/logo

Black Trousers

Black Skirts

Black School Shorts

Black School Shoes or Boots

Black Trainers with no visible branding (for instance, black stitching on black fabric)

A waterproof coat/jacket is essential for outdoor activities, breaks and lunchtimes

Primary 7 pupils may wear a black school sweatshirt with school crest/logo

A traditional uniform i.e. white shirt and school tie is also acceptable.

Our school colours are yellow and black.

School uniform can be purchased from Scotcrest, Alva.

Our policy on school uniform is based on the notion that school uniform can play a valuable role by:

- instilling pride in the school
- supporting positive behaviour and discipline
- encouraging identity with, and support for, the school ethos
- supporting effective teaching and learning
- being practical and smart
- being generally regarded as suitable wear for school and good value for money

Physical Education

PE is a compulsory part of the curriculum. A change of clothing for PE is important, for reasons of hygiene and to ensure the clothing and footwear is suited to the physical activity. All children should bring PE pumps/non-marking trainers, a plain t-shirt (ideally in their house colour i.e. Ochil = green, Ben Cleuch = blue, Dumyat = red, Inglewood = yellow) and plain shorts/tracksuit bottoms (no branded clothing/logos).

Jewellery

On health and safety grounds, we do not allow children to wear jewellery in our school. The exceptions to this rule are studs in pierced ears, which must be removed or covered for PE lessons.

School Clothing Grants 2022 - 2023 Session

You may qualify for a school clothing grant of £120 for a primary aged child.

School clothing grants will not be paid to children attending nursery schools, nursery classes or other pre 5 centres.

To qualify for a school clothing grant you must be in receipt of Child Benefit **and** one of the following benefits:

- 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 the Council Offices at Kilncraigs, also by accessing <http://clacksweb/dyna/clothgrant>

Application forms for the 2022/2023 academic session are issued in June 2022 and the closing date for all applications is 31 December 2022.

Whilst the information in this document is considered correct at the time of printing, it is possible that there may be some inaccuracy by the time the document reaches parents. The handbook may be reviewed during the course of the year.

School Term Dates 2022/2023

Autumn term begins (Staff only):	Monday & Tuesday 15 th & 16 th August 2022
Autumn term begins (Pupils):	Wednesday 17 th August 2022
Autumn term ends:	Friday 7 th October 2022
October holiday begins:	Monday 10 th October 2022
October holiday ends:	Friday 21 st October 2022
Winter term begins	Monday 24 th October 2022
Staff development day (pupils off)	Friday 25 th November 2022
Winter term ends:	Thursday 22 nd December 2022
Christmas holiday begins:	Friday 23 rd December 2022
Christmas holiday ends:	Friday 6 th January 2023
Spring term begins:	Monday 9 th January 2023
Staff Development Days: (pupils off)	Monday & Tuesday 13 th & 14 th February 2023
Spring half-term holiday begins:	Wednesday 15 th February 2023
Spring half-term holiday ends:	Friday 17 th February 2023
Spring term ends:	Friday 31 st March 2023
Easter holidays begin:	Monday 3 rd April 2023
Easter holidays end:	Friday 14 th April 2023
Summer term begins:	Monday 17 th April 2023
May public holiday:	Monday 1 st May 2023
Summer term ends:	Friday 30 th June 2023
In-service days	
<ul style="list-style-type: none"> • Monday & Tuesday 15th & 16th August 2022 • Friday 25th November 2022 • Monday & Tuesday 13th 7 14th February 2023 	

Appendix: Clackmannanshire Council Education Services Information Statement for Parents

1.1 Inclusion

Policy on Additional Support Needs

The Education (Additional Support for Learning) (Scotland) Act 2004 was amended in 2009. 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 (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 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

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 or e-mail asn@clacks.gov.uk.

1.2 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.

1.3 Other support services

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.

2. School Health Service

NHS Forth Valley 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

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

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.

3. Food in School

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 your child's school.

The service is available free of charge to children entitled to free school meals. All other children can have a breakfast for £1.20 (2022/2023 academic session). In this school, service starts at 8.30am.

The primary school breakfast comprises

- Fresh semi skimmed milk or water.
- A piece of fresh fruit
- Cereal with milk. There is a choice of three cereals.
- Toast or crusty bread with spread

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 at morning break, unless the parent opts out of the Scheme. Other children and their parents can choose to opt-in to the Scheme and pay 15p per day (2022/2023 academic session).

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 have the option of milk or water with their meal.

These choices are included with all meals for £2.00.

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.

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.

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.

In the 2022/2023 academic session, a pupil lunch costs £2.00.

We welcome comments and suggestions from parents.

4. 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

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 the completion of P1 enrolment on the last Friday in January, each primary school submits a list of P1 pupils to the Travel and Transport Team. The Team 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, 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.

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. Serfs 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 Travel and Transport Team 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.

NOTE: All entitlement to transport is subject to policy change by the Council.

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.

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.

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 the PVG Scheme 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.

5. 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 of the policy holder and his family but pupils are strongly discouraged against bringing expensive personal items to school.
- c) It is suggested that you may care to consider taking out additional individual personal cover.

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

	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 re aircraft accidents

2.	Medical Expenses (outwith UK only)	unlimited	unlimited
3.	Baggage and Personal Effects	£5,000	£5,000

Excursion/Trip Insurance (Schools, Services to People and other Services of the Council)

Insurer Chartis

4. Money	£5,000	£5,000
5. Cancellation	£10,000	£10,000
6. Personal Liability	£5,000,000	£5,000,000

Territorial Limits Worldwide

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

6. 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 ELC facility 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 (apearson@clacks.gov.uk) phone (01259 452430), letter (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 Obudsman](#) (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.

7. 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 that no child or young person will receive a less effective service on grounds of ethnicity, disability, or sexual orientation.

8. Child Protection

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 receive child protection training at the beginning of a new academic year.

9. 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 (<https://www.parentclub.scot/>) offers a range of hints, tips and advice to help parents engage in their child's learning.

10. 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: <https://www.readingchallenge.scot/>

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

11. PARENTZONE SCOTLAND

Parentzone Scotland is a one-stop website for information and advice on education and learning in Scotland. The website continues to be updated and improved and can be accessed through education.gov.scot/parentzone.

UNCRC

At Sunnyside Primary School we aim to create an environment where children's rights are taught, observed, respected, protected and promoted. The United Nations Convention on the Rights of the Child (UNCRC) is a comprehensive and internationally binding agreement on the rights of children. It is based on equality, dignity, respect, non-discrimination and participation. As of 2021, the UNCRC is now recognised within Scots Law. It is imperative that children's rights are at the heart of every decision made for our pupils. Our ambition is to ensure that every child in our learning community experiences this. We are now part of the Rights Respecting Schools Award programme which guides schools through a journey of recognising children's rights. We are currently working towards our Bronze award and hope to achieve this status in 2022.