

# Sunnyside Primary School



## School Brochure 2018-19





Clackmannanshire  
Council

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Directors Foreword

## **Clackmannanshire Council Education Service**

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

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

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

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

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

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

Read with your child every day! Ask them what they have learned that day and get them to show you!

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

**Anne M Pearson MBE**

**Chief Education Officer  
Clackmannanshire Council**



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 still seek to provide the best possible education for each child in our school, challenging and supporting them to achieve their potential.

From Nursery Class 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 boy and girl.

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

## SUNNYSIDE PRIMARY SCHOOL

### OUR VISION

At Sunnyside Primary School, we believe in inclusion and that everyone is equal.

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 be respectful to each other.

We should try to keep healthy and fit.

Everyone has a voice and our opinions should be respected and heard.

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 will have consequences.

We believe in good sportsmanship and being good ambassadors for the school.

### OUR VALUES

Respect

Equality and Inclusion

Honesty and Manners

Kindness and Helpfulness

Learning and Hard Work

Resilience, Confidence

And .... Fun!



## SCHOOL AIMS

We aim:-

- To create a welcoming, happy and caring learning environment where everyone in our school community is valued and actively encouraged to contribute to the life of the school.
- To offer a curriculum which provides children with active, enjoyable and challenging learning experiences to enable them to become successful learners, confident individuals, effective contributors and responsible citizens.
- To provide effective learning and teaching which meets children's needs, supports them to achieve their full potential and promotes lifelong learning.
- To work in partnership with parents, outside agencies and the wider community to support children's learning and promote equality and fairness.
- To promote active and healthy lifestyles.

## SECTION 1      SCHOOL CONTACT DETAILS

School Address:	Erskine Street Alloa FK10 2AT
Telephone Number:	(01259) 214976
Fax No.	(01259) 720958
E-Mail	<a href="mailto:sunnyside@edu.clacks.gov.uk">sunnyside@edu.clacks.gov.uk</a>
Website	<a href="http://www.sunnyside.clacks.sch.uk">www.sunnyside.clacks.sch.uk</a>
School Roll	359 (P1-P7) maximum class sizes: P1- 25 children P2, P3 - 30 children P4-P7 - 33 children
Nursery Class	60 place nursery class (60 am places and 60 pm places)
School Hours	P1-P3 *9:00 -3:00 (interval 11:00-11.15, lunch break 12:15-1:00) P4-P7 *9:00 -3:00 (interval 11.00- 11:15, lunch break 12:30-1:15)

\*We encourage all children to be in the playground by 8.55 a.m.  
Breakfast Club is available from 8:30am

Nursery Hours	Morning session	8:30-11:30
	Afternoon session	12:20-3:20

### STAFF

Staffing (for session 2017-18) is as follows:

Headteacher	Mrs Denise Penman
Depute Headteacher	Mr Phill Mathis
Principal Teachers	Mrs Emma Cuthbert Ms Tamzin Grossert Mrs Hannah Neill
Class Teachers	Miss Debbie Allan Miss Alanna Belford Mrs Judith Boyd Mrs Christine Coons Mrs Julie Devine-Watt Mrs Elizabeth Doherty Miss Hannah Duncan Mrs Orla Dunn Mr Craig Fergus

## Class Teachers

Miss Ashleigh Gillon  
Mrs Ellen Gordon  
Mrs Laura Hunter  
Mrs Lynsey Jacobs  
Mrs Fiona McIntosh  
Miss Fiona Mitchell  
Mrs Nicola Muir  
Miss Rebecca Smith  
Miss Louise Stewart

## Nursery Staff

Senior Early Years Worker	Mrs Janette Gentleman
Senior Early Years Graduate	Ms Angie Ross
Peripatetic Nursery Teacher	Miss Ailie Campbell
Early Years Workers	Mrs Claire Chatburn Mrs Fiona Haughton Mrs Helen McCulloch Mrs Shirley Rae
LA	Mrs Emma Brown
Trainee	Ms Julie Williamson

## Specialist Teachers

PE	Mr Darren Foley & Mr Andy Ward
Support for Learning	Mrs Elizabeth Doherty
Woodwind	Mrs Mandy Kettles
Violin	Mrs Mhairi Barr
Chanter	Mr Logan Tannock
Support Worker	Mr John Ferguson
Early Intervention Worker	Ms Linda King
School Administrators	Mrs Jill Muir Mrs Morag Duffy
Janitor	Mr John Anderson
School Assistants	Mrs Morag Duffy Mrs Jean Johnston Mrs Audrey Robertson

**Learning Assistants**

Mrs Linsey Armitage  
Mrs Christine Beggs  
Mrs Sally Brown  
Mrs Tonianne Dunion  
Mrs Beverley Gray  
Ms Zoe Jones  
Ms Danielle Leeson  
Mrs Marjorie McCormack  
Mrs Susan McDiarmid  
Miss Marnie Parkes  
Mrs Carrie Snaddon  
Mr Neil Stevenson

**Parent Council Contacts** (contact through the school office or email  
[SunnysidePC@btinternet.com](mailto:SunnysidePC@btinternet.com) )

Ms Leeann Currie - Chairperson  
Mrs Claire Dilleen - Co-Chair  
Mrs Helen McNaught - Secretary  
Mrs Maureen Bell - Treasurer  
Mrs Victoria Struthers - Events & Fundraising Co-ordinator

## **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 (utility bills etc). 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, 4<sup>th</sup> 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. 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 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.

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.

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 but there are occasions when the children may be dismissed early without warning e.g. in the case of power cuts or heavy snowfalls.

#### 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.

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

### How do we provide information to parents?

- Annual Parental Information Evening (PIE Welcome Evening in September)
- 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
- Parents' Nights (November & March)
- In addition, an informal nursery open afternoon (August) & open night for new starts (June)
- Parent Council Meetings and Events
- Curriculum workshops & in nursery, parenting workshop

### How can parents get involved?

- Through the Parent Council
- As parent helpers in school/nursery and on excursions
- Sharing their talents/skills in school or nursery

### 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 discipline policy, 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 developing the curriculum in line with the Scottish 'Curriculum for Excellence'. We aim to provide a wide range of learning experiences for children which are relevant, challenging and enjoyable. 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 programme helps 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, brass, chanter and woodwind 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. During the school year, each class group has the opportunity to lead an assembly and on these occasions parents are invited to join us. Should parents not wish their child to take part in our religious programme they must inform the Headteacher in writing. Arrangements will then be made for their children to be supervised with an alternative task.

## **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.

## **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 P1, P4 and P7 stages.

From nursery 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 parents' meetings over two evenings when all parents are invited along to school 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. We are currently reviewing our reporting procedures with a view to giving parents more timely information as to how they can best support their children's learning.

## SECTION 6      TRANSITIONS

### Transition from Nursery to P1

Most of our nursery class children transfer to P1 at Sunnyside. Work between nursery and P1 staff is ongoing throughout the school session. In January of each year we receive information about children transferring from other nurseries. 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:-

*Rector  
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**

The Education (Additional Support for Learning) (Scotland) Act 2004 was amended in 2009. The 2009 Act strengthens the duties placed on Clackmannanshire and Stirling 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.

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](http://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 support for learning teacher has a unique role to fulfill. She consults with the Headteacher 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 support for learning teacher and Headteacher 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 Headteacher or depute Headteacher. Where the school feels a child has additional support needs, parents will be invited to the school to discuss this with the Headteacher or depute Headteacher. 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. 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 and Nursery Class 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 management staff 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.



## **SECTION 9**      **SCHOOL POLICIES AND PRACTICAL INFORMATION**

### **School Policies**

We have a range of policies on most areas of the curriculum and many aspects of school life. If you would like further information on any aspect of Sunnyside School please contact the Headteacher 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

Teresa Cranston

Clackmannanshire 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 has introduced a scheme to provide a free school lunch for all children in Primary 1-3 in Scotland which started from 5<sup>th</sup> January 2015.

Although all P.1-3'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 82p per child. If your child is entitled to free school meals, 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**. School lunches should be paid for on a Monday for the coming week. Only in an emergency should lunches be ordered daily. All school meal cheques should be made payable to 'Clackmannanshire Council'.

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 2018 - 2019 Session**

School age children whose parents are receiving one of the following benefits have an automatic entitlement to free school meals, provided all necessary proof is shown. You must also be in receipt of child benefit.

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

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

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

Application forms can be obtained from schools, and 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:-

Sweatshirt (grey) with school badge

Polo shirt (yellow or white) with school badge

Dark (black, grey or navy) trousers, skirt or pinafore

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 Parent Council are currently consulting the wider Parent Forum on school uniform.

### **School Clothing Grants 2018 - 2019 Session**

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

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

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

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

## School Term Dates 2018/19

Event	Date
Autumn term begins ( <b>Staff only</b> ):	Friday 17 <sup>th</sup> August 2018
Autumn term begins ( <b>Pupils</b> ):	Monday 20 <sup>th</sup> August
Autumn term ends:	Friday, 12 <sup>th</sup> October
October holiday begins:	Monday, 15 <sup>th</sup> October
October holiday ends:	Friday, 19 <sup>th</sup> October
Winter term begins:	Monday, 22 <sup>nd</sup> October
In-service Days:	Thursday and Friday, 29 <sup>th</sup> and 30 <sup>th</sup> November
Winter term ends:	Friday 21 <sup>st</sup> December
Christmas holiday begins:	Monday 24 <sup>th</sup> December
Christmas holiday ends:	Friday 4 <sup>th</sup> January 2019
Spring term begins:	Monday 7 <sup>th</sup> January
In-Service Days:	Monday and Tuesday, 11 <sup>th</sup> and 12 <sup>th</sup> February
Spring half-term holiday begins:	Wednesday, 13 <sup>th</sup> February
Spring half-term holiday ends:	Friday, 15 <sup>th</sup> February
Spring term ends:	Friday 29 <sup>th</sup> March
Good Friday:	Friday, 19 <sup>th</sup> April
Easter Monday:	Monday, 22 <sup>nd</sup> April
Easter holidays begin:	Monday 1 <sup>st</sup> April
Easter holidays end:	Friday 12 <sup>th</sup> April
Summer term begins:	Monday 15 <sup>th</sup> April
May public holiday:	Monday, 6 <sup>th</sup> May
Summer term ends:	Friday, 28 <sup>th</sup> June

### **In-service days**

- 17<sup>th</sup> August 2018
- 29<sup>th</sup> & 30<sup>th</sup> November 2018
- 11<sup>th</sup> & 12<sup>th</sup> February 2019

## **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](mailto: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](mailto:enquiries@sclc.org.uk)
- Web: [www.sclc.org.uk](http://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](mailto:asn@clacks.gov.uk).

## **1.2 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/](http://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](http://www.child-smile.org)

## **Clinics**

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

## **Infectious Diseases**

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

The School Health Service can be contacted at:-  
Clackmannanshire Community Healthcare Centre  
Hallpark  
Sauchie  
FK10 3JQ

## **Community Nursing Team**

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

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

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

### **Head Lice**

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

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

Advise all family members and close friends of your child to check and treat only if live lice are found. Don't be shy about advising 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 82p (2017/18 academic session). 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 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 (2018/19 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 can freely choose from the bread basket and also have the option of milk, fresh fruit juice and water with their meal.

These choices are included with all meals for £2.00.

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 2017/18 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) Lornhill 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](http://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

1.	Adult	Under 18 years
a) Death (Excursion)	£20,000	£20,000
b) Permanent Total Disablement	£20,000	£20,000
c) Permanent Partial Disablement	Proportionate based on 'Continental Scale'.	

Aggregate Limit - £15m with £25m 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 nursery will give you our decision at Stage One within 5 working days or fewer unless there are exceptional circumstances. If we need further time we will ask you to agree an extension of up to 5 further days. If the Stage One complaint has been referred to Education centrally your response will come from there.

### **Stage Two – Investigation**

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

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

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

The SPSO cannot normally look at:

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

## **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.