



Eastwood High School
Capelrig Road
Newton Mearns
Glasgow
G77 6NQ



Tel: 0141 577 2200
Fax: 0141 577 2220



Eastwood High School



Handbook 2019 - 2020

Successful Learners • Confident Individuals • Responsible Citizens • Effective Contributors

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Welcome To Eastwood High School

About Our School

You will see from the school's aims on the next page that our main priority is to provide a high quality educational experience for your child appropriate to their needs. We seek to achieve this through partnership with parents and your assistance, encouragement and support is important to us. From time to time, therefore, we will seek your views on how your child's needs can be best met. A number of approaches will be used to undertake this consultation including the use of questionnaires, focus groups and information evenings.

Eastwood High School values high academic standards and one of our key functions as a school is to ensure that everyone within the school community achieves their full potential. Statistical tables detailing pupil examination performance are to be found on page 14 of this handbook. They can be difficult to interpret and I am happy to give assistance to any parent in this regard. Eastwood High School pupils continue to perform well above the national average at SQA Qualifications in both S4 and senior school.

In addition to being encouraged to achieve the highest standards in academic studies Eastwood High School pupils have the opportunity to participate in a wide variety of extra-curricular activities encompassing sports, clubs and recreational activities. In Eastwood, we believe that these activities make a most valuable contribution to a child's education.

In Eastwood High School we have high expectations of all our pupils and are committed to further raise standards. We look forward to your child's transfer and will work diligently to ensure that their time at Eastwood is characterised by success, achievement and happiness.

Stuart Maxwell

Head Teacher



The Aims of Our School

Our aim at Eastwood School is to provide a high quality education based on inclusion and equality.

We will do this by:

- Providing a broad general education appropriate to the needs of all pupils.
- Striving to raise standards of educational achievement and attainment for every child.
- Developing teaching and learning strategies to support the needs of all pupils.
- Supporting all pupils in their learning and development thereby encouraging them to reach their full potential.
- Developing a sense of citizenship in our pupils and through our partnership with parents and the wider community.
- Ensuring effective use and targeting of resources, including accommodation, finance and staff.
- Providing effective management and leadership that supports self-evaluation planning.
- Providing a friendly and positive working environment.



'Work hard and flourish'

Enrolment

School Admission Arrangements

Before a child enrolls in Eastwood High School, the Education Department will seek documentary evidence to validate a child's entitlement to a catchment place at this school. If appropriate evidence is not submitted the Education Department will withdraw the offer of a place.

Documentary evidence can be submitted to the Education Department via the school office.

Further detail on required documentary evidence and change of circumstances is available in the Education Department's school admission policy which is accessible on the Council's website via the web address below:

<http://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=19102&p=0>

When a child is enrolled in the school as a catchment pupil ceases to reside in the Eastwood High School delineated catchment area, and his/her parents wish the child to continue to attend the school, the parent must submit a placing request to remain. Where it is found that a child is no longer entitled to a catchment place in Eastwood High School since they no longer reside in a property in the delineated catchment area associated with the school, and a placing request has not been submitted and approved, the Council may seek to exclude that child from the school.

A child's parent(s)/carer(s) is/are responsible for providing the Education Department with full and correct information about their child(ren) and any changes to that information which may affect their status as a catchment child. In the event that parent(s)/carer(s) fail to do this, the Education Department will view this as a refusal to comply with the rules and regulations of the school; this lack of cooperation will result in the Council seeking to exclude the child(ren) from Eastwood High School.

If information that is submitted is found to be fraudulent the Council may pass the matter to the Procurator Fiscal's Office. The Council will use all means available to it in order to investigate suspicions of allegations of fraud, including but not limited to, surveillance in cases where it is necessary and proportionate to do so.

Primary/Secondary Transition

Our associated Primary Schools are **Crookfur, Mearns, Neilston and Uplawmoor**. All pupils who live within the catchment areas for these schools are entitled to attend **Eastwood High**. If you live out with the area, entry is by placing request. Our S1 (First Year) contains around **180** pupils. Most are from our associated primaries, but a significant number are from schools out with our catchment area.

Links with our associated primaries are well established. In October, pupils and parents of **P7** are invited to a "hands on" open evening in the school. After this Open Evening, Mr Chris Morris, Depute Head of S1/2, will visit each of the Associated Primaries Schools to speak to pupils about the transfer process and our expectations of the young people during their time at High School. The school website gives parents and pupils news about transition events. Parents can also

access our Twitter feed from the website and this will give up to date information about current events in the school. The Physical Education programme in all associated primary schools is delivered by Eastwood High Physical Education teachers.

In addition, our English, Mathematics, Modern Languages, Technologies and Science departments visit all our associated primaries and many other departments now collaborate with the primary schools in implementing the curricular initiatives. There are systematic liaison visits by Pastoral Care teachers to begin the process of getting to know pupils in advance of transfer.

Preparation for transfer culminates in a three day visit in June where the P7 pupils form the classes they will join in August and sample our curriculum as well as taking part in a Sports day. Young people from other schools whose placing requests have been granted are also invited to this introductory visit.

An induction programme is mounted by pastoral care teachers early in S1 as part of the Social Education programme and all S1 pupils will have a pastoral care interview in the first term.

Associated Primary Schools:

Primary Schools which transfer their pupils to Eastwood High School are as follows:

Crookfur Primary School
Capelrig Road
Newton Mearns
Glasgow G77 6LF
Tel No: 570 7120

Mearns Primary School
Hunter Drive
Newton Mearns
Glasgow G77 6PR
Tel No: 560 3810

Neilston Primary School
43 High Street
Neilston
Glasgow G78 3HJ
Tel No: 570 7240

Uplawmoor Primary School
Tannoch Road
Uplawmoor
Glasgow G78 4AD
Tel No: 0141 570 7460

Secondary/Secondary Transfer

Children who take up residence in our catchment area (areas served by Crookfur, Mearns, Neilston and Uplawmoor Primary Schools) are admitted on request to the Head Teacher.

Placing requests

Parents considering making a placing request and wishing to make a visit prior to submitting the request should contact the school by letter or telephone to make an appointment.

Children not resident in our catchment area may enrol at Eastwood High School if a placing request is granted. Requests are considered by East Renfrewshire Council, Department of Education. If your child is enrolled at Eastwood and you then move out with the area a placing request must be made if you wish your child to continue at Eastwood.

School Information

Eastwood High School is a six year, co-educational, non-denominational secondary school with an agreed capacity of 1220 in the new school building.

The roll for each year group in session 2018 – 2019 is:

S1 – 177 **S2** – 178 **S3** – 197 **S4** – 173 **S5** – 174 **S6** – 124

Total – 1023

The likely intake for the next 3 years is:

2019 – 180 **2020** – 180 **2021** – 180

Main Features of the School

Eastwood High School has some of the very best educational facilities in the whole of the UK. The striking school building, opened in August 2013, combines an attractive parkland setting with outstanding facilities where young people will be able to achieve their full potential academically, socially and through extra-curricular activity.

The main building consists of four floors with spacious 21st century classrooms (for subjects such as English, Maths, Languages and Social Subjects); modern information and communications technology facilities; and state of the art practical rooms for Science, Music, Drama and Art. There are also outstanding facilities for the study of Technical Subjects and Home Economics. All teaching areas are equipped with the latest learning technology.

On the ground floor the main school building also offers an extensive Pupil Support Suite where support staff will be based; there are a number of specialist resources to cater for pupils with additional support needs.

The “Atrium” provides comfortable indoor areas for relaxing and dining. Within the innovative design outdoor social space has also been created for pupils in the extensive grounds.

The sports facilities within the school are exceptional. Outdoors there are two all-weather pitches, all weather cricket nets and a four lane synthetic running track. Indoors there are two games halls, a gymnasium, a dance studio and a swimming pool. The school campus has also been designed with features to facilitate outdoor learning in subjects such as Biology and Geography.

Eastwood High School is a school with a strong academic tradition and a record to match. We now have a building and campus in which all our young people can achieve their full potential and, our school badge says – Flourish Through Endeavour.

(Further information can be found in the School Improvement Plan and Standards & Quality Report available on the school website – <https://blogs.glowscotland.org.uk/er/Eastwood/>)

Current School Hours (2018/2019)

Time of opening:	8.45pm
Morning Interval:	10.25 to 10.40am
Lunch Interval:	12.20 to 1.05pm
Time of closing:	3.35pm Monday/Tuesday/Thursday 2.45pm Wednesday/Friday

School Holiday Arrangements 2019/2020

TERM	DATES OF ATTENDANCE	
FIRST	Teachers Return In-Service Day In-Service Day Pupils Return	Thursday 15 th August 2019 Thursday 15 th August 2019 Friday 16 th August 2019 Monday 19th August 2019
	Last day of school September Weekend September Weekend Re-open	Thursday 26th September 2019 Friday 27 th September 2019 Monday 30 th September 2019 Tuesday 1st October 2019
	Last day of school In-Service Re-open	Friday 11th October 2019 Monday 21 st October 2019 Tuesday 22nd October 2019
	Last day of school	Friday 20th December 2019
SECOND	Re-open	Monday 6th January 2020
	Last day of school In-service Mid Term Mid Term Re-open	Thursday 6th February 2020 Friday 7 th February 2020 Monday 10 th February 2020 Tuesday 11 th February 2020 Wednesday 12th February 2020
	Last day of school	Friday 3rd April 2020
THIRD	Re-open	Monday 20th April 2020
	Last day of school May Day Holiday In-service Re-open	Friday 1st May 2020 Monday 4 th May 2020 Tuesday 5 th May 2020 Wednesday 6th May 2020
	Last day of school May Weekend May Weekend Re-open	Thursday 21st May 2020 Friday 22 nd May 2020 Monday 25 th May 2020 Tuesday 26th May 2020
	Last day of school	Friday 26th June 2020

Our Curriculum

In general, in enrolling a child at this school a parent accepts that the child will receive the curriculum offered which meets the national guidelines. This means, that with only limited exceptions, pupils cannot be withdrawn from particular subjects/parts of the curriculum or specific activities forming part of the curriculum at the school. The limited exceptions, when a pupil may be withdrawn by parental request, exist in relation to (i) religious observance and instruction and (ii) sex education programmes. Other than these two excepted areas, however, pupils are required to participate in all parts of the approved curriculum.



Parents may wish to note that in the event of the school seeking to make major changes to the curriculum on offer, consultation will be carried out with them and other stake holders through the Parent Council, Pupil Council and by other appropriate means.

Curriculum for Excellence (CfE)

The purpose of Curriculum for Excellence (CfE) is to ensure that all young people become Successful Learners, Confident Individuals, Effective Contributors and Responsible Citizens.

Our Curriculum for all pupils in S1, S2 and S3 provides a broad general education where Literacy, Numeracy and Health, Wellbeing and Skills for Learning, Life and Work play a fundamental part. In S1 and S2, classes are generally organised on a mixed ability basis, with broad-banded setting introduced in some subjects (e.g. English, Mathematics) as our young people progress.

In the Broad General Education, pupils study subjects in across all the curricular areas. These subjects include English, Maths, Social Subjects, Modern Languages (French/Spanish), Science, Business and IT, Creative and Performing Arts, Technical, Health & Food Technology, PE, Personal Health and Social Education and RE.

In arranging classes in S1, we take full account of friendship groups, gender, ethnic background and primary school attended.

An element of choice is introduced in Modern Languages in S2 when pupils have the curriculum option of either continuing with French or choosing Spanish.

Students in S1, S2 and S3 will follow a broad general education that continues to develop their skills and capabilities and provides them with stimulating experiences within and out with the classroom. Curriculum for Excellence encourages young people to see the educational process as enjoyable, challenging, relevant to the real world/the world of work and connected through active and interdisciplinary learning. The Broad General Education recognises pupils' attainment and achievements in the widest sense where Assessment for Learning emphasises the importance of assessment within the curriculum. Recognising Achievement and Raising Attainment encourages

staff and students to take a more creative and enterprising approach to lessons and associated activities and to celebrate the resultant success of these achievements.

The Broad General Education in S3 recognises diversity and has the flexibility to meet the needs and aspirations of all individuals and groups, with the intention of raising attainment. S3 is the culmination of learning that began long before, as well as an important bridge into the Senior Phase. So whilst students will be drawing to a close and celebrating their achievements in some areas (with the use of an electronic portfolio), in others they will be forging ahead towards qualifications. The number, level and timing of qualifications will be informed directly by students' needs, interests and abilities and their aspirations for future pathways into employment or ongoing learning.

In S3 and S4, students have greater choice and specialisation and will normally follow a programme of eight subjects, with Physical Education, Religious Education and Personal, Social and Health Education as additional core subjects of study – including vocational and work related courses. We believe that the more challenging experience in S3/4, which the National Courses provide, students will follow clear pathways and have wider choice going into the Senior Phase. This helps them to prepare for positive post school transitions into Higher Education, Further Education, training or employment.

Parents/carers will be closely involved in all aspects of their child's learning and education, particularly through transition stages.

Courses in fifth year and sixth year reflect the growing curricular and vocational needs of young people who now choose to remain at school beyond the age of sixteen years. In fifth year, students study five subjects at progressive levels of the National Qualifications.

Homework

Homework is given to complete or consolidate class work and to help pupils to practise skills and retain information. It also helps to establish good study skills habits which are essential for examination success in S4/5/6.

The nature of homework varies from subject to subject and booklets have been written to inform and give advice to parents. We recently took a poll to find the best way of recording homework. After asking pupils, staff and parents, the most popular option was to record homework on the pupils' mobile phones. However, all pupils can order homework diaries through the school shop if they prefer to use that method instead.

School Improvement and Policy

A number of Eastwood High School's policies are available on our school's website. Please click on the link below for access a variety of our school policies, our School Improvement Plan and Standards & Quality report:

<https://blogs.glowscotland.org.uk/er/Eastwood/information/important-documents/>

Pupil Support

The Pupil Support Management Team consists of:

- 5 Principal Teachers Pastoral Support
- 1 Principal Teacher Support for Learning
- 1 Principal Teacher Behaviour Support

The team is responsible for supporting the personal, curricular and vocational development of all pupils, including those with additional support and emotional behavioural needs. By bringing the three support departments together we are able to ensure that an integrated approach is taken to supporting all pupils in order that they may participate fully and gain maximum benefit from everything that the school has to offer. To aid this, each Principal Teacher will take full responsibility for a caseload managing every aspect of a pupil's educational, behavioural and pastoral needs. He or she will be the single point of contact for their caseload and will work in close partnership with parents, staff and external agencies.

All new members of the same family will usually be allocated the same Pupil Support Teacher.

The Pupil Support Team welcome contact with parents and guardians and may be contacted by phoning the school in order to arrange an appointment at a suitable time during school hours or at a Parents' Evening.

Behaviour Support

The Behaviour Support Team is made up of a principal teacher, one teacher and several Pupil Support Assistants who use a variety of strategies to support young people experiencing difficulties with their behaviour; these may include support in the classroom, individual work or group work. Pupils may work on anger management, social skills training, assertiveness training, relaxation or emotional literacy. Contact with parents is an integral part of the work of Behaviour Support and contact or comment from parents is always welcomed.

Joint Support Team

A Joint Support Team meets weekly to review cases of pupils for whom there are specific concerns related to their behaviour, learning or any other identified difficulty. The team consists of DHT Mrs Gordon, Support for Learning, Pastoral Support, Behaviour Support Staff, Educational Psychology Services, and on occasions, Campus Police Officer, Young Persons' Services, Social Work and the school nurse. Strategies to assist these pupils and provide for their needs are devised and in consultation with parents, appropriate ways to give support are organised.

Support for Learning

Mr Keogh, Principal Teacher of Support for Learning, co-ordinates the support given to pupils who have additional learning needs, alongside two teachers and several Pupil Support Assistants.

Eastwood High School aims to provide an education tailored to the needs of each child which will maximise his/her learning potential.

From first to sixth year, pupils follow courses which provide continuity of learning experiences. A variety of learning situations will be experienced and tasks set appropriate to pupils' needs. In particular, those with a STINT Plan or a Co-ordinated Support Plan (CSP) are monitored regularly through reviews and future needs assessments.

The department works closely with our associated primaries in order to gather information and plan support for pupils who will join us in S1 and who need additional help with their learning.

Information on a pupil's strengths and development needs, as well as preferred learning styles, is shared with all teaching staff. The support offered may include co-operative teaching, auxiliary support, individual tutorials, technology or an S6 mentor in class as part of the Peer Tutor Support Scheme. In addition home-link programmes and a paired reading scheme run throughout the year.

If there is concern regarding a pupil's learning difficulties they may be referred to the Educational Psychologist after discussion with parents. Parents are kept fully informed about the outcome of any assessment(s), the strategies used to support their child and their progress. Additional support can be provided for pupils at the SQA diet of exams, if appropriate. The authority has a five step process that is used to identify pupil needs. Further information on this is available from the department.

The East Renfrewshire Website <https://blogs.glowscotland.org.uk/er/curriculumlinks/> contains links to useful websites for parents. These can be found under 'Links for Parents' then 'Inclusion Links'. These websites offer information and support on areas such as dyslexia, epilepsy, Down's Syndrome, hearing impairment and many other conditions.

The Support for Learning Department also has information on further contacts for support groups covering many needs such as dyspraxia, dyslexia and autism.

Two of our pupils with their food hygiene certificates and our Adventure Service Challenge group handing over the proceeds of a coffee morning to their chosen charity.



Assessment and Reporting

A variety of assessment methods are used. In S1 to S3 the emphasis is on assessment which will encourage success, diagnose and correct difficulties and assess a pupil's mastery of a subject. Towards the end of S2, assessments will begin to estimate likely success in course in S3 and S4. Standardised tests in English and Mathematics are used to confirm pupils' progress. Curriculum for Excellence levels achieved in each subject area are included in final reports. Continuous assessment by class tests which are written, oral and homework are used as well as practical tests and formal examinations. From S3 onwards formal examinations are used to a greater extent for assessment as parents' main concern is centred on the predilections of success in National Examinations. Use is made of formative assessment where each pupil's performance is used to gauge achievement against standards in knowledge, understanding and skills acquisitions.

Reports

Pupils' academic records are maintained at several levels. In subject departments a comprehensive 'pupil profile' of attainment is kept. A summary of this attainment is sent home once a year for all pupils in the form of a Full Report. For S1 and S2 pupils there are shorter Interim Reports issued prior to their Full Report. For S3, S4, S5 and S6 pupils regular tracking updates are sent home to parents to keep them informed of their child's progress. All of this information is also available to Pupil Support for counselling pupils on their academic progress as well as Senior Promoted Staff.

Meetings with parents are held to discuss reports as follows:

S1 November

S2 January

S3 November

S4 – S6 January/February

Pupils in S4 who achieved 9 or more As at National 5



Recognising Wider Achievement

In Eastwood High School we undertake to highlight and celebrate the many and varied achievements of our young people, whether through their studies or through their activities and pursuits out with the classroom and in the community. We encourage parents/carers to share the culture of recognising achievement and raising attainment that we have fostered within Eastwood High School and we thank them for their continuing support in encouraging our young people to give of their best in all circumstances.

Pupils have the opportunity to record all their achievements in their e-portfolios which, at the end of S3, leads to the formal celebration of their Broad General Education. In addition a tracking spreadsheet has been developed to record wider achievement and serve as a basis of wider achievement. Parents, pupils and staff can all provide information to populate this resource. In addition, a colours system runs in the school to recognise outstanding achievements through blazer braiding.



Dramatic Performance



Kelvingrove Art Competition



Our cricket team



Our DoFE group volunteering to spruce up the school grounds

External Examinations and Attainment

Eastwood High School presents pupils (S4 – S6) for the Scottish Qualification Authority examinations. The Council's policy is that, "schools in consultation with pupils/parents normally decide on presentation for examinations." This may be Nationals, Highers, Group Awards or National Progression Awards (practical courses which provide a pathway into employment).

The school's results compare very well with those of other, similar schools. Results are carefully analysed annually with a view to seeking continuous improvement without putting unnecessary pressure on pupils. We welcome enquiries about our examination results, so that statistics may be interpreted in their appropriate context.

Statistical information

Estimated S5 December Roll as a Percentage of the S4 Roll in September of the Previous Session:

2015/16	2016/17	2017/18	2018/19
97%	95%	95%	95.1%

Examination Results (with Scottish Credit and Qualification Framework) - 2017/2018 Results

Percentage of the relevant September S4 roll achieving:									
By end of S4	5+ @ level 3 or better			5+ @ level 4 or better			5+ @ level 5 or better		
	2015/2016	2016/2017	2017/2018	2015/2016	2016/2017	2017/2018	2015/2016	2016/2017	2017/2018
	98	95	98	98	95	98	76	65	77

Percentage of the relevant September S4 roll achieving:									
By end of S5	1+ @ level 6 or better			3+ @ level 6 or better			5+ @ level 6 or better		
	2015/2016	2016/2017	2017/2018	2015/2016	2016/2017	2017/2018	2015/2016	2016/2017	2017/2018
	81	79	75	60	60	60	33	37	41

Percentage of the relevant September S4 roll achieving:									
By end of S6	3+ @ level 6 or better			5+ @ level 6 or better			1+ @ level 7 or better		
	2015/2016	2016/2017	2017/2018	2015/2016	2016/2017	2017/2018	2015/2016	2016/2017	2017/2018
	61	71	71	50	56	51	36	31	37

For information:

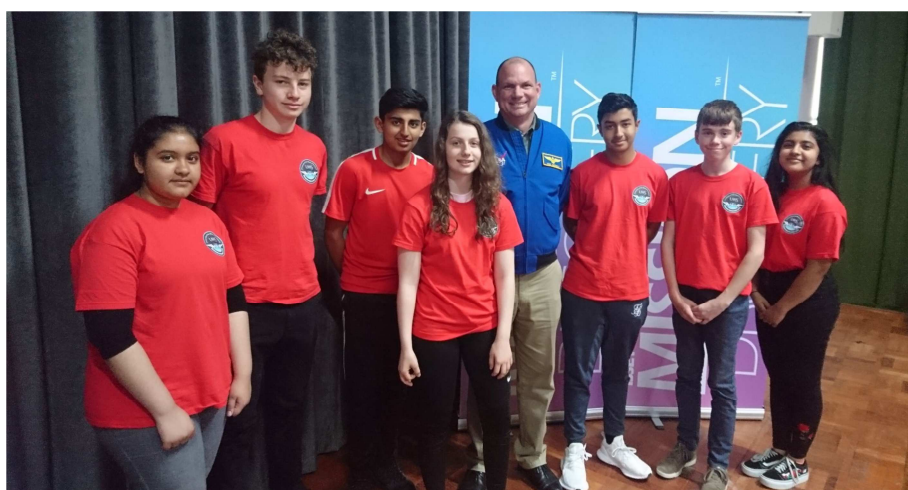
Scottish Credit and Qualifications framework (SCQF) levels:	
Level 7	Advanced Higher at A – C
Level 6	Higher at A – C
Level 5	National 5
Level 4	National 4
Level 3	National 3

Eastwood High Leavers Destination 2017

Higher Education (%)	Further Education (%)	Training (%)	Employment (%)	Voluntary Work (%)	Activity Agreements (%)	Unemployed Seeking (%)	Unemployed Not Seeking (%)	Not Known	Positive (%)
57.98	15.12	2.33	21.51	2.33	0	0	1.74	0	98.26



Bronze DofE expedition group



S4 visit Space School



Our senior Young Enterprise team

M & Ds rewards trip*S2 France water-sports trip**Our 2018/19 Pupil Leadership Team**Eastwood High School's Youth Philanthropy Initiative Finalists and ERC Convenor Awards Winners**Young musician of the year winners*

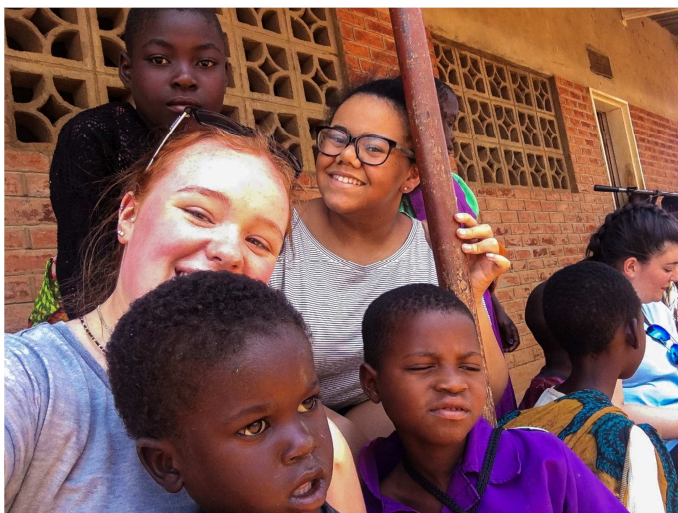
Hallowe'en make up artistry



Parents, pupils and staff attending the Art Exhibition



One of our pupils in Malawi as part of ERC Pupil Team



Our teachers are the face of the SQA!



S4 Geography field trip to Loch Lomond



Extra-Curricular Activities

In General

Staff from many departments, run clubs and teams in a variety of sports and activities such as Eco group, Football, Rugby, Basketball, Art Club, Craft Club, Athletics, Debating, School Magazine, Cricket, Creative Writing and many more. We are very proud to have been awarded the Sport Scotland Gold Award in 2015 and this was renewed at the end of 2017.

Pupils also have the opportunity to represent the school in music, debating, competition, quizzes, golf and creative writing. Other after school and lunch time clubs provide opportunity for pupils in Art, Model Making, Science, Drama, Computing, Internet Use and Scripture Union.

Throughout the year, Groups of pupils visit theatres, museums and other places of interest. In addition, foreign visits have been organised in recent years to Ireland, France, Italy and Switzerland. Parental approval is required for pupils to participate in any activity where there is considered to be a degree of risk and for all foreign trips. The School continues to hold the Eco Schools Green Flag Award.



Eastwood High dance extravaganza and winners of the SFA Gold Award

Our House System

All pupils and staff are allocated to one of four houses (Balgray, Capelrig, Duncarnock, and Auldhouse) where the intention is to provide opportunity for competition and enjoyment. House events include sports competition, team quizzes and individual challenges. House Captains and Vice Captains elected by pupils have responsibility for House Team management and organisation.



Our 2018/19 House Captains

Enterprise in Education

In order to help our pupils maximise their potential and make the best use of every available opportunity, Eastwood High has developed the philosophy of being an enterprising school in line with the government's 'Career Education Standard'. This permeates all aspects of the school curriculum, but it is also obvious in the wide range of links with the world of work.

Pupils enjoy special enterprise and world of work conferences. Each experiences a special theme from S1 through to S6:

- S1** DYW (Developing the Young Workforce) Event
- S2** When Will I Use This?
- S3** Industrial Awareness Day
- S4** Work Placement Programme
- S5** Mock Interviews
- S6** Young Enterprise/Work Shadowing

Our (pupil) My World of Work Ambassadors promote the national career education website to pupils, parents and staff.

Equality in Eastwood High School

East Renfrewshire Council Education Department is committed to ensuring equality and fairness for all. In accordance with the requirements set out by the Equalities and Human Rights Commission, we seek to –

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2012
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not
- foster good relations between people who share a protected characteristic and those who do not

Eastwood High School has clear guidelines and procedures for dealing with inequality, as advised by the Education Department.

We encourage that any concerns be raised with us. Our Equalities Coordinator is Mrs Emma Gordon DHT and can be contacted by email (school@eastwood.e-renfrew.sch.uk) or by telephoning the school (0141 577 2200).

Our LGTB+ group's flag signed by a host of pupils and staff



Consultation with Pupils and Parents

The views of parents and pupils are important to us. Consulting parents and pupils brings us a wider range of ideas and helps to inform our development plans. It helps us to know what we are doing well and what things we could improve on. The Parent Forum and the Pupil Councils are the main forums for discussion. Pupil Councils are elected for each year group and meet regularly throughout the session. In addition surveys and focus groups take place during the course of the year on aspects of school life, the curriculum, the ethos, the support for pupils. This is part of our self-evaluation programme and is a main source of evidence for the annual Standards and Quality Report.

Religious Education and Observance

The aims of the R.E course are to make pupils conscious of the influence of Christianity on Western European Civilisation, and to make them aware of the beliefs of other World Religions.

RE is not an instruction course in any one religion but designed to help pupils understand the belief of others without undermining their own beliefs. RE is part of the curriculum from first to fourth year.

In addition, school assemblies which take the form of a religious service are held regularly. They are conducted by the School Chaplains, the Rev. Brian More and the minister of Neilston Parish Church (currently a vacancy). Other assemblies invite speakers to talk about other World Faiths as part of the Religious Education Programme. Parents have the right to withdraw their children from attendance at Religious Observance assemblies and should inform the Head Teacher in writing if they wish to exercise this right.

Parents of children of ethnic or religious minority backgrounds may request that their children be permitted to be absent from school in order to celebrate recognised religious events. Written requests detailing the arrangements will be granted on up to three occasions in any one school session and the pupil will be marked as an authorised absentee on the register.

SALT

SALT meets one lunchtime each week in the school. Run by senior pupils, it is a club specifically aimed at first and second year pupils and presents the Christian faith in active and exciting ways.

Other Religious Faiths

The school seeks to allow pupils of all faiths the opportunity to observe key religious events. An excellent example of this is our Ramadan Focus Group which was set up to assist Muslim pupils with their observance of Ramadan and the celebrations of Eid. We also work very closely with Islamic Relief.

Promoting Positive Behaviour

Eastwood High School aims to support our young people in all aspects of their education and to encourage them to develop their full potential in learning. As they progress, we increasingly encourage pupils to take responsibility for their own actions. We have introduced a Behaviour and Ethos System which promotes positive behaviour and ensures that it is rewarded and not simply taken for granted.

At the end of every week pupils will be awarded a Standard Weekly Merit by each teacher, provided they have met the expectations of that teacher. Rewards will be given to those who acquire a target number of Merits each term.

If pupils do not meet the school's agreed expectations they will not receive a merit and may be given a Demerit if they have consistently failed to meet the expectations of the teacher, or for serious incidents or poor behaviour. Parents/ Carers will be notified of a Demerit by SMS text message sent by the school.

The Head Teacher has the right to exclude a pupil for a short period of time if his/her behaviour is extremely disruptive and damaging to the education of others. The ultimate sanction is a long term exclusion from school.

We work in partnership with parents and depend on parental support and cooperation in encouraging good behaviour. Early identification and systematic school and parental involvement often prevent minor problems from developing into serious difficulties.

Rights Respecting Schools

Eastwood High School achieved the UNICEF Rights Respecting Schools Award Level 1 in 2018. This involved us to embedding children's rights into our ethos and culture to improve well-being and develop every child's talents and abilities to their full potential. The Award recognises the school's achievement in putting the United Nations Convention on the Rights of the Child into practice within the school and beyond. The Award is not just about what children do but also importantly what adults do – in Rights Respecting Schools, children's rights are promoted and realised and adults and children work towards this together in Eastwood High School. The award is also recognition of the strong pupil voice in the school.



Clothing and Kit

Thanks to parental support and East Renfrewshire council's "Dressing for Excellence" policy, school uniform is a strong feature of Eastwood High School. Pupils wear school uniform at all times and especially when representing the school.

Pupils who are unsuitably dressed for school may be asked to change into more appropriate clothing. Our uniform is:

Blazer -	Black with badge
Trousers -	Black self-coloured (not denim)
Skirt -	Black, knee length
Jersey -	A plain black cardigan or plain black V-neck jumper
Tie -	School colours
Shirt -	White
Footwear -	Black dress shoes or black boots

General items of school uniform can be bought from main clothing retailers including supermarkets and via the school online shop for small items. School ties can also be purchased from the school office.

NOTE: Eastwood High School branded hoodies that are sold in some outlets are NOT part of our uniform and should not be worn to school.

Names and addresses of suppliers of specialist items of uniform:

R W Stevens & Co	Stevensons	Set Clothing & Schoolwear	Campbell Boys & Girls Shops Ltd
83 Deanston Drive	204 Fenwick Road	10 Broomland Street	352/358 Victoria Road
Glasgow G41 3AQ	Giffnock	Paisley	Glasgow G42 8YW
TEL: 4231455	Tel: 6387689	Tel: 8890467	Tel: 4231455



P.E Kit – Available from the PE department on admission. P.E staff will advise P7 pupils in associated primaries prior to admission.

Statement by the Education Committee:

Given that there is substantial parental and public approval of uniform, schools in East Renfrewshire are free to encourage the wearing of school uniform. In encouraging the wearing of uniform, account must be taken in any proposals to prevent any direct or indirect discrimination on the grounds of race or gender. Any proposals will be the subject of widespread consultation with parents and pupils. Against this background it should be noted that it is the policy of the Education Committee not to insist on pupils wearing uniform or having specialist items of clothing as a prerequisite to their attending and engaging in all of the activities of the curriculum.

There are forms of dress which are unacceptable in school, such as items of clothing which:

- Potentially, encourage conflict (such as football colours);
- Could cause offence (such as anti-religious symbolism or political slogans);
- Could cause health and safety difficulties, such as loose fitting clothing, dangling earrings, shell suits of flammable material in practical classes;
- Could cause damage to flooring;
- Carry advertising, particularly for alcohol or tobacco; and
- Could be used to inflict damage on other pupils or be used by others to do so.

Under no circumstances will pupils be deprived of any educational benefit as a result of not wearing uniform and, in particular, pupils will not be denied access to examinations as a result of not wearing school uniform.

Parents receiving family income support, family credit, housing benefit or council tax rebates will normally be entitled to monetary grants for footwear and clothing for their children. Approval of any requests for such grants made by parents in different circumstances is at the discretion of the Director of Education. Information and application forms may be obtained from schools and from East Renfrewshire Council Offices.

The council is concerned at the level of claims being received regarding the loss of pupils' clothing and/or personal belongings. Parents are asked to assist in this by ensuring that valuable items and unnecessarily expensive items of clothing are not brought to school. Parents should note that the Authority does not carry insurance to cover the loss of such items and any claims submitted are likely to be met only where the authority can be shown to have been negligent.

S2 and S3 Prefects



Transport

General

The Council has a policy of providing free transport to secondary pupils who live more than three miles by the recognised shortest walking route from their local school. This policy is one which is prescribed by statute. Pupils who consider they are eligible should obtain an application form from the school or Council Office. These forms should be completed and returned before the end of February for those pupils commencing at the school in August to enable the appropriate arrangements to be made.

Applications may be submitted at any time throughout the year but may be subject to delay whilst arrangements are made. The Director of Education has discretion in special circumstances to grant permission for pupils to travel in transport provided by the authority where spare places are available and no additional costs are incurred.

Pick up Points

Where free transport is provided it may be necessary for pupils to walk a certain distance to the vehicle pick-up point. Walking distance in total, including the distance from home to the pick-up point and from the drop-off point to the school in any one direction will not exceed the authority's limits (see above paragraph). It is the parent's responsibility to ensure their child arrives at the pick-up point in time. It is also the parent's responsibility to ensure their child behaves in a safe and acceptable manner while boarding, travelling in and alighting from the vehicle. Misbehaviour could result in your child losing the right to free transport.

Placing Requests

East Renfrewshire Education Department does not provide transport for those pupils in receipt of a placing request other than in exceptional circumstances.

Eastwood High School Transport

Buses are provided for pupils from Uplawmoor and outlying farms. These buses will transport pupils to Neilston Station and the journey will continue by train. Neilston pupils are provided with train passes for travel to school via Patterton Station. Service buses provide services between the school and Mearns Cross. Further Information on the provision of transport can be obtained from the school.



School Meals

One of the school's most popular features is our dining experience. Healthy eating is strongly encouraged; salads and filled baked potatoes are particularly popular. The school has three dining areas serving a variety of healthy options.

We now have a cashless system where pupils use their national entitlement card or pin number to purchase food and drink. These cards can either be topped up during any breaks the student have or online by parents on the **Parentpay** system. By paying online parents no longer have to engage in the practice of sending their youngsters to school with money.

School dining is open prior to school every day at morning interval and at lunchtimes.

Free School Meals

The Education Committee states that, "Children of parents in receipt of income support are entitled to a free midday meal. Information and application forms for free school meals may be obtained from schools and from Area and Education Offices."

Children who are in receipt of "free meals" will have their cards topped up automatically on a daily basis. It is vitally important that all parents who might be eligible for a free meal apply for it (even if it is never used) as certain aspects of the schools budget can be determined by free meal uptake. You need to re-apply every year to renew your free meal entitlement.

Our Office Staff



Our Canteen Staff



Health and Medical Care

Parents are asked to note that the school has **no** qualified nurse in daily attendance. Pupils who are unwell in the morning should not be sent to school.

On returning to school after an illness, pupils should bring a note of explanation signed by a parent. If a medical emergency should arise during the school day, the school will immediately contact the parent or the named contact so that appropriate action can be decided and taken.

The school must be informed by parents about any special medical requirements for their children, or any medical condition which could affect their child in school.

Non- emergency medical appointments with a doctor or dentist should, whenever possible, be made out-with school hours. If this is unavoidable, pupils must bring an appointment card or parental note.

Emergency Information

We make every effort to maintain a full education service, but on some occasions circumstances arise which lead to disruption. In such cases we shall do all we can to let you know about the details of closure or re-opening. We shall keep you in touch by using letters, press and local radio announcements, text messages, our Website and Twitter. We also, where we have parent mobile phone numbers, send messages by text.



(Above) Our girls' volleyball team, some of the School of Rugby squad with the Glasgow Warriors and (Below) our 5 A Higher pupils



School/Community Links

Every year pupils are active raising money for charity. S6 pupils form a charities committee and organise fund raising events such as 'sponsored silences', spelling, maths and sports challenges.

Other regular community contributions include senior pupils helping in Isobel Mair School, as well as local Primary and Nursery schools. Senior pupils also act as mentors and tutors for junior pupils in Eastwood High School.

Every year as we approach Christmas our senior pupils organise and run an afternoon lunch and entertainment event for local senior citizens.

Every year each group has its own 'Pupil Council' which operates for the benefit of all and has direct contact with the local 'Community Council'.

The school has very strong links with the local Rotary Club, East Renfrew Youth Services and has a successful working partnership with our Campus Police Officer.

Our Sports Ambassadors



Eastwood High School's Senior Citizen Christmas Party

Administrative Records

Data Protection Act 1984/Freedom of Information Act 2004

Information on pupils, parents and guardians is stored on a computer system and may be used for teaching, registration, assessment and other administrative duties. The information is protected by the Data Protection Act 1984 and may only be disclosed in accordance with the Code of Practice. For further information please contact the school. Any requests for information under the Freedom of Information Act should be directed to the office of the Director of Education.

Statement on School Attendance and Absence

East Renfrewshire has a clear policy on attendance:

“Section 30 of the 1980 Education Act lays a duty on every parent of a child of “school age” to ensure their child attends school regularly. Attendance must be recorded twice a day, morning and afternoon.

Also, Regulation 7 of the Education (School and Placing Information) (Scotland) Amendment, etc. Regulations 1993 requires each child’s absence from school to be recorded in the school register in four different ways:

- As **authorised**: i.e. approved by the authority and this includes sickness, religious observance, bereavement etc.
- As **extended leave** with parental consent i.e. when the family moves abroad for a short time
- As **unauthorised**: i.e. unexplained by the parent (truancy) or most family holidays during term time
- As **temporary exclusion** from school.
- Every effort should be made to avoid family holidays during term time. If you have a question about the categorisation of attendance or absence please contact the school.

Attendance/Absence Data

Absence rates are calculated on a percentage of the total number of possible attendances for all pupils of the school in the stage shown, each morning and afternoon of each school day being a possible attendance. Adults attending day school classes are not included. Scotland’s figures include all education authority and grant aided secondary schools, but exclude all special schools.

Some of our swimming team and our Police Scotland Young Volunteers



Transferring Educational Data About Pupils

Education authorities and the Scottish Government work together to transfer data electronically through the ScotXed programme.

The data on each pupil which is collected and transferred includes date of birth, postcode, registration for free school meals, whether a pupil is looked after by his /her local authority, special educational needs, attendance, absence and exclusions from school. Pupils' names and addresses are collected by their school and education authority but they are not passed on to Scottish Government – the postcode is the only part of the address that is transferred. Data is held securely and no information on individual pupils can or would be published by the Government. It would be used for statistical research purposes only.

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

Why We Need Your Data

We are keen to improve our education service and help all our pupils to do well in all aspects of school life and achieve better exam results. Accurate data allow the Scottish Government and the education authority to:

- Plan and deliver better policies for the benefit of all pupils and specific groups of pupils
- Better understand some of the factors that influence pupil attainment and achievement
- Target resources most effectively

Your Data Protection Rights

The collection, transfer, processing and sharing of ScotXed data is done in accordance with the Data Protection Act 1998. We also comply with the National Statistics Code of Practice Requirements and other legislation related to the safeguarding of data. Fuller details of the uses of pupil data can be found on the ScotXed website.

Concerns

If you have concerns about ScotXed data collection you can email the Data Controller at EDData.Controller@scotlandgsi.gov.uk. Alternatively, you can write to the ScotXed Support Office, SEEd, Area 1B, Victoria Quay, Leith, EH6 6QQ. Alternative version of this page are available on request from the ScotXed Support Office in other languages, audio tape, Braille and large print. Please allow 10 days for requests to be processed.

If you wish more information, please visit the website, www.scotxed.net

Eastwood High School Parent Council

Scottish Schools (Parental Involvement) Act 2016

The Scottish Schools' (Parental Involvement) Act 2006 makes provision for all parents to be members of the Parent Forum at a school and to have their views represented to the school, education authority and others through a representative Parent Council for the school. The legislation supports parental involvement and aims to help all parents to be:

- Involved with their child's learning
- Welcomed as active participants in the life of the school
- Encouraged to express their views and work in partnership with the school

The Parent Council also has a role in the appointment of Head Teachers and Depute Head Teachers. The Head Teacher and local councillors may attend all meetings as advisors and have the right to speak, though they have no right to vote.

The Chairperson of Eastwood High School is Mr James Meneely. For contact details, and any other information regarding the Parent Council, please see our website or contact the Eastwood High School main office.

Parent Teacher Association

Eastwood High School's PTA has been active since 1980. It organises fund raising events to assist with the provision of facilities not normally provided by the Education Authority. The PTA also organises social and educational events which give parents, teachers and pupils the opportunity to participate in the wider life of the school.

The PTA always welcomes parents to the Committee or to events. If you feel you could help in any way, please contact the Chairperson, Mrs Val Chisolm or Miss Boyle (DHT) at the school.

The First Minister requesting a photo with Fatima



Michelle, a SQA Write Times Winner



Eastwood's debate team



Customer Satisfaction

Service Standards

We are an East Renfrewshire Secondary School. We aim to provide a high level of service to all of our customers, but sometimes things can go wrong.

- We welcome constructive comments and complaints, as they help us to improve our service.
- We sometimes make mistakes, or circumstances beyond our control affect our service delivery standards. When this happens, we will apologise and do everything we can to put things right.

What you can expect

- Our staff will be polite, helpful and professional.
- We will deliver our service in line with our published aims.
- We will respond to your complaint.
- We will do all we can to resolve the matter. You can get a copy of our aims by phoning the school office on 0141 577 2200, or from the school website: www.scottishschools.info/eastwoodhigh

Complaints procedure – Step one

If you have a complaint about any aspect of our service, please contact us by phone, letter, e-mail or fax.

By phone: Please ring 0141 577 2200. During office hours we will put you through to an appropriate member of staff. Out of hours we should be contacted by e-mail. Outside office hours we ask you to give an outline of the complaint. We will then arrange for an appropriate member of staff to contact you.

Step two

If you have followed step one and are not satisfied with our response, or if you have a more general complaints (for example, a policy matter) please write to, fax or email:

Mr G McLaughlin
East Renfrewshire Council
Fax: 0141 577 3276
gerard.mclaughlin@eastrenfrewshire.gov.uk

Or write to:

Ms K McGuire
East Renfrewshire council
211 Main Street
Barrhead
G78 1SY
Tel No 0141 577 3000

In writing: Please send your letter, e-mail or fax to the Head Teacher.

Please give us:

- Full details of the problem;
- The name and year group of the pupil(s) concerned.
- The date the incident(s) has taken place.
- The class or area of the school in which the incident(s) has taken place.
- Information so we can contact you (name, address, postcode, phone number and e-mail address if you have one).

When dealing with your complaint, we will acknowledge we have received it, investigate, and let you know what went wrong and what we are doing to put things right. We will contact you within two weeks, either with a full reply or to let you know the position if our investigation is not complete.

Step Three

If you have followed steps one and two and are still not satisfied, you may ask your local councillor to raise the matter with our Director of Education.

We accept that there will be times when our mistakes will cause problems, we can only apologise and hope that we can come to a mutually acceptable solution.

Local Councillor
East Renfrewshire Council
Eastwood Park
Rouken Glen Road
Giffnock
G46 6UG
Tel No 0141 577 3000

Useful Websites and Email Addresses

The school website contains all of the schools policy documents and lots of other important information which you may find interesting. Parents and carers are encouraged to visit the website regularly for full information on the school. Here is a selection of useful websites and addresses:

School website	Address
School Email	schoolmail@eastwood.e-renfrew.sch.uk
ERC Anti Bullying Policy	www.erc.education/stdcircs/docs/SC1-10/Revised%20Standard%20Circular%208(a).pdf
ERC - Complaints	www.eastrenfrewshire.gov.uk/index.aspx/articleid=1573
ERC - Child Protection	www.erc.education/stdcircs/docs/SC51-60/SC57Revised.pdf
Emergency Closure of Schools – severe weather conditions	http://intranet.erc.insider/CHttpHandler.ashx?id=4193&p=0
Free school transport	www.ea.erenfrew.sch.uk/curriculum/Links/Parents/Parental%20Leaflets/Free%20School%20transport.pdf
Safe use of ICT	www.ea.e-renfrew.sch.uk/curriculum/Links/Parents/Parental%20Leaflets/Internet%20leaflet.pdf
Use of photography in schools	www.ea.e-renfrew.sch.uk/curriculum/Links/Parents/Parental%20Leaflets/PhotographingChildrenandYoungpeople.pdf
Education Scotland	https://education.gov.scot/

Addresses - East Renfrewshire Council

Director of Education	Mrs M. Shaw ERC Offices, 21 Main Street Barrhead East Renfrewshire G78 1XB
Careers Office	160 Main Street Barrhead G78 1SL
Councillors	ERC Headquarters Eastwood Park Rouken Glen road Giffnock East Renfrewshire G46 6UG
Eastwood High School	Capelrig Road Newton Mearns G77 6NQ

Privacy notice – Education

Who will process your information?

The personal information you give to us through any of our forms relating to Education and any other pupil administrative information we hold about you in this context will be processed by East Renfrewshire Council, Eastwood Park Giffnock, G46 6UG for the administration of Education and any additional support you or your child may require.

Why do we process your information?

Your information is processed to help us administer education provision and related functions within East Renfrewshire. Your information may be shared with other departments within the council and other organisations for the same purposes and also to check the information we have is accurate; prevent and/or detect crime; and protect public funds. Other organisations may include bodies responsible for auditing or administering public funds, other councils, public sector agencies, government departments, exam bodies and other private companies or partners we use to process information and distribution services for the issue of correspondence.

What is the legal basis for us to process your information?

The council processes your information in order to perform a task carried out in the public interest and also to fulfil its legal obligations to ensure proper administration of the council's financial affairs in terms of the Local Government (Scotland) Act 1973.

The law gives certain types of information special significance because of its sensitivity eg health information. If we process this type of information about you in relation to Education we do so on the basis that it is necessary for reasons of substantial public interest.

Do you have to provide your information?

Education needs your information to allow us to carry out public tasks in the public interest that is set out in law such as teaching in primary and secondary schools. It allows us to organise and administer classes, lunches, exams etc.

How do we collect information about you?

Most of the information the council holds about you will come from you as an individual and it provided at your first encounter with education whether it is applying for a place in an early learning and childcare establishment, support in the early years or applying for a place in one of our schools.

Such information includes:-

Child's Forename

Child's Surname

Child's gender

School Stage

Details of child's medical condition

Any other name child is known by
 Child's date of birth
 Address including postcode
 Mother's/Carer's Name
 Father's/Carer's Name
 Mother's/Carer's address including postcode
 Father's/Carer's address including postcode
 Mother's/Carer's telephone number
 Father's/Carer's telephone number
 Mother's/Carer's email address
 Father's/Carer's email address
 Single Parent/Carer family
 Name of Brother/Sister
 Date of Birth of Brother/Sister
 School stage of Brother/Sister
 Additional Information Support Application
 School applying for
 Preferred Alternative School
 Early Learning and Childcare place applied for
 Council Tax Evidence
 Mortgage Statement
 Rental Agreement
 Rental Agreement End Date
 Landlord Registration Number
 Birth Certificate
 Baptism Certificate
 Date of Baptism
 Name of Church venue
 Child Benefit Statement
 Utility Statements
 Other Catchment Evidence

How long will we keep your information?

The council will hold your information from when your child first has contact with one of our services through to five year beyond them leaving school.

Who is your information shared with?

Your information will be accessed by council staff who need to do so to administer education and the many services that run alongside it. If such administration is provided on the council's behalf by an external agency, that agency will also have access to your information. The information will be shared with SEEMiS, CRB, ParentPay, the Diocese of Paisley (in Roman Catholic schools), Scottish Government including their Analytical Services, Education Scotland, Glow (Scotland's national education network), SQA, 2Cqr, BAM FM (Carlibar Primary, Barrhead Mearns Castle, Williamwood,

Woodfarm High Schools), Bellrock FM (Mearns Primary and St Ninian's High), Skills Development Scotland, Scholar (Heriot Watt University) and East Renfrewshire Culture and Leisure Trust.

The council also needs to ensure proper administration of its funds so details will be checked internally for fraud prevention and verification purposes. Information is also analysed internally in order to provide management information and inform future service delivery. Your information may also be shared with other departments within the Council. The council also generally complies with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

Do we transfer your information outside the UK?

In general we do not transfer personal information outside the UK but on the rare occasions we do we will inform you. We will only transfer information outside the UK when we are satisfied that the party that will handle the data and the country it is being processed in have adequate safeguards for personal privacy comparable to those which are in place in the UK.

Profiling and automated decision-making

The Education Department does not use profiling or automated decision-making for administration.

Your rights

You have the right to be informed of the council's use of your information. This notice is intended to give you relevant information to meet this right.

Access personal data held about you

You have the right to access personal information the council holds about you by making what is known as a subject access request. You can receive a copy of your personal data held by the council, details on why it is being held, who it has been or will be shared with, how long it will be held for, the source of the information and if the council uses computer systems to profile or take decisions about you.

1. Request rectification of your personal data

You have the right to request that the council corrects any personal data held about you that is inaccurate.

2. Request that the council restricts processing of your personal data

You have the right to request that the council restricts processing your personal data if you think the personal data is inaccurate, the processing is unlawful, the council no longer need the personal data but you may need it for a legal purpose or you object to the council processing for the performance of a public interest task.

3. To object to the processing of your data

You have the right to object to the council's use of your personal data. The council will have to demonstrate why it is appropriate to continue to use your data.

Complaints

If you have an issue with the way the council handles your information or wish to exercise any of the above rights in respect of your information you can contact the council's data protection officer by post at:

The Data Protection Officer
East Renfrewshire Council
Council headquarters
Eastwood Park
Giffnock
G46 6UG
or by email at DPO@eastrenfrewshire.gov.uk

You have the right to complain directly to the Information Commissioner's office (ICO).

The address of their head office is:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5EF
Telephone: 0303 123 1113

Alternatively, you can report a concern via their website at www.ico.org.uk

The ICO also have a regional office at:

45 Melville Street, Edinburgh EH3 7HI

Telephone: 0303 123 1115 e-mail: scotland@ico.org.uk

While you can go directly to the ICO, the council would welcome an opportunity to address any issues you have in the first instance.

Eastwood's Janitorial and Cleansing Team

