



Busby Primary School And Early Education & Childcare Centre



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Welcome

Dear Parents and Carers,

Welcome to our school handbook. I hope that you will find it interesting and valuable. It is designed to give you an accurate picture of life in Busby Primary School and what we offer our pupils and their families.

Busby Primary is at the heart of the local community that it serves and is very much a community school. We work hard to create a safe, welcoming and positive ethos, which ensures that all pupils have the opportunity to have their individual learning needs met.

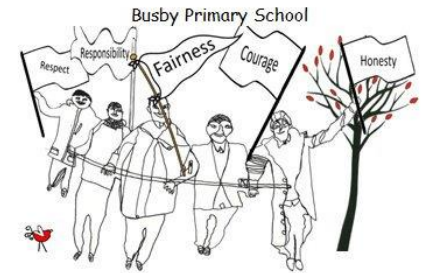
Our school places a strong emphasis on tailoring learning and teaching to ensure that every child's needs are met. Pupil attainment and their wider achievements are important to us in ensuring that every child is given the opportunity to reach their full potential.

We aim to work in partnership with parents and actively encourage you to take a positive role in the education of your children. With your support we can work together to make sure your child gets the very best early years and primary education available.

Please feel free to visit the school at anytime. We aim to ensure that any queries are dealt with speedily and courteously. Please also visit our website for further information.

We look forward to getting to know you, your children and your family better in the future.

Welcome to Busby!
Head Teacher



Celebration of Values Day 2017

School Information

School Address

Busby Primary School
Church Road
Clarkston
East Renfrewshire
G76 8EB

Telephone 0141 570 7040

Fax 0141 570 7041

e-mail schoolmail@busby.e-renfrew.sch.uk

Website: <https://blogs.glowscotland.org.uk/er/Busby/>

School Hours

Open	9.00am
Interval	10.40am – 10.55am
Lunch	12.35pm – 1.20pm
Close	3.00pm

Early Learning and Childcare Centre Hours

Open (AM Session)	8.50am/9.00am-12.00
Doors open	11.50am
Open (PM Session)	12.50pm/1.00pm – 4.00pm
Doors open	3.50pm

For this session's holiday dates, please visit the school website or:

<http://www.eastrenfrewshire.gov.uk/article/6775/School-holiday-dates-2016-2017>

Busby Primary School is a non-denominational, co-educational school. **At present, the school has a roll of 310 pupils from P1 to P7 with a 50/50 roll in the Early Learning and Childcare Centre.**

Parents should note that the working capacity of the school may vary dependant upon the number of pupils at each stage and the way in which the classes are organised.

The main building was built in 1904 and has two levels that house five classrooms, one general practice room (MACS), a central hall and administration area. We have a purpose built extension linked to the main school by a corridor which houses a further four classrooms, two early years and childcare rooms, an ICT suite and a gym/dining hall. There are ample playground facilities with a playfield and garden adjacent to the school used for sports and outdoor activities.

A security system and CCTV system operates in the school. All visitors should enter via the main entrance and report to the school office.

To find out if you are in the catchment area for Busby Primary, please visit the council website: www.eastrenfrewshire.gov.uk/index.aspx?articleid=1819



School Values and Aims

Our Values:

Respect

Responsibility

Honesty

Fairness

Courage

At Busby Primary School and Early Learning and Childcare Centre , we aim to: -

- Promote the health & well being of Busby Primary School and its Community.
- Provide a broad, balanced and innovative curriculum with high expectations of achievement and equal opportunities for all pupils.
- Work as a team to recognise and celebrate achievement.
- Follow the code of conduct to contribute to the positive school ethos.
- Provide high quality learning and teaching experiences within a bright and stimulating environment.
- Provide an inclusive, nurturing environment for everyone in the school community.



School Principles

In Busby Primary School and Early Learning and Childcare Centre , we believe:

- That all learning should be fun
- In the right to feel safe, healthy and happy
- In respecting individuality and valuing everyone equally, irrespective of their abilities, interests or difficulties
- In the importance of building relationships and working together to create positive change
- That high expectations, within a caring and supportive community, can unlock potential
- That learning is a life long process



Busby Primary School Staff List

Senior Management Team

Acting Head Teacher M Weir
Acting Depute Head Teacher J Oswald
Acting Principal Teacher S Curran

Early Learning and Childcare Centre & School Teaching Staff

S Curran	K Taylor
E Harris	H Nilsen-Nygaard
H Wight	E Lawson
N Woods	L Dallas
E McLean	A Doris
G Milliken	L Farrant
A Guy	L Kerr
L McNee	K Berry
M Cairnie	A Robinson
L Brysland	K Paisey
B Forsyth	E Blackhall
R Cox	

Child Development Officers

L Small (Senior CDO)
MC Branco
J McCarron
L MacLeod

Pupil Support Assistants

G Garcia	I Rutherford
L Macrae	D Stevenson
T Stewart	A Spencer

Office Manager	N Sanderson
Clerical Assistant	J Laidlaw
Clerical Assistant	L Macrae

Janitor	P Maxwell
Janitor / Cleaner	D Stewardson
Cleaner	A Linton
Kitchen Supervisor	L Gibson
Catering Assistants	J Abraham
	B McArthur

Woodwind Specialist	H Derritt
Strings Specialist	E McKay
Active Schools Co-ordinator	L Birrell-Palmer
School Chaplain	Rev Jerry Eve



Learning and Teaching

From our Early Learning and Childcare Centre to Primary 7 we are committed to ensuring that children experience the highest quality learning and teaching experiences possible. We promote active involvement of pupils in their own learning which should be motivating, challenging and fun!

What does this mean for learners in Busby Primary and Early Learning and Childcare Centre?

- Children should have the opportunity of engaging with a broad range of learning experiences
- Pupils should be clear about the nature and purpose of learning activities. They should be involved in the setting and sharing of their goals
- Pupils need time and space to learn in order to consolidate and master learning
- Pupils should be encouraged to think creatively and encouraged to take responsibility for their own learning

For further information about the work and performance of the school please see the parent summary of the school's standards and quality report. Further information on the school performance is available in the Education Scotland Report published in December 2014. You can find this on the school website:

<https://blogs.glowscotland.org.uk/er/Busby/information/>

For information on council wide performance please visit the council website:

<http://www.eastrenfrewshire.gov.uk/index.aspx?articleid=2430>



Assessment

This is an integral part of teaching and learning, and pupils are continuously assessed in an informal way as part of the daily class routine. At other times, standardised tests may be used to help teachers assess pupil progress and to identify any strengths and diagnose any barriers to learning.

The curriculum is planned to provide an appropriate programme of learning experiences that are balanced, building on children's learning throughout each level of the curriculum. Teachers draw on a wide range of assessment approaches from daily assessment and observation of children to formal assessment such as standardised testing from East Renfrewshire Council. Children are assessed on what they make, say, write and do.

Assessment will focus on the application of standards and expectations of each child's progress and achievement in:

- knowledge and understanding
- skills
- attributes and capabilities

Parent and teacher interviews will provide an opportunity to report on children's progress. Parents will have an opportunity to discuss this and to view their child's work. Parents are welcome to discuss their child's progress at other times. Those wishing to do so should contact the school to arrange a mutually suitable appointment.

Twice throughout the session, Achievement Folios will be sent home. This illustrates the children's journey in their learning at Busby Primary across all curricular areas.

All parents will receive an official written school report in Term 4 of each school year. This describes how your child is progressing through the experiences and outcomes within Literacy and English, Languages, Numeracy and Mathematics and Health and Wellbeing.



Curriculum for Excellence

At Busby Primary we work with Curriculum for Excellence. This aims to nurture young people as successful learners, confident individuals, effective contributors and responsible citizens through subject based learning, interdisciplinary learning, the life and ethos of the school and opportunities for personal achievement.

Our curriculum is built on the design principles identified in Curriculum for Excellence: breadth, progression, depth, challenge and enjoyment, coherence, relevance, personalisation and choice.

Children are encouraged to be participants and be actively involved in their learning journey, as well as being able to identify their own targets and next steps in their learning.

The curriculum is divided into 4 levels. The National Expectations are detailed below.

Curriculum Level	Stage
Early	The pre-school years and P1
First	To the end of P4
Second	To the end of P7
Third, Fourth	S1 to S3 (Fourth level broadly aligns to SCQF level 4)
Senior phase	S4 to S6, and college or other means of study

However, this depends on the individual child's progress. It is possible for children to be working within the Third Level in P7 or even earlier, or to be working within the Early Level during P2.

Within each level the Experiences and Outcomes describe the sorts of knowledge, understanding, attributes and skills that are expected.

Progress through the levels is described using the terms ***making progress, progressing well and achieving***. These are stages in the learner's journey and not hurdles that have to be crossed. This includes:

Making Progress (M)

- The learner is beginning to make progress in an increasing number of outcomes across the breadth of learning described in the experiences and outcomes

Progressing Well (W)

- The learner has achieved a breadth of learning across many of the experiences and outcomes for the level and can apply what they have learned in familiar situations

Achieving (A)

- Has achieved a breadth of learning across almost all the experiences and outcomes for the level including significant aspects of the curriculum and can apply what he/she has learned in new and unfamiliar situations.



Broad, General Education

One of the key entitlements of CfE is that all children should receive a rounded education, known as a broad general education, from early years through to the end of S3, before moving on to a senior phase in S4 to S6 which will include studying for qualifications. This broad general education should provide young people with a wide range of knowledge, skills and experiences that they can draw on as their lives, careers and job opportunities continue to change.

A key part of broad general education is the development of the knowledge, skills, attributes and capabilities set out in the Experiences and Outcomes. Learning may span a number of curriculum areas. For example a literacy project planned around science and technology, might include outdoor learning experiences, research and the use of ICT. There is likely to be more themed and project learning, as well as wider opportunities to show how skills and knowledge can be used in challenging, different and interesting ways.

Further information about Curriculum for Excellence and ways in which you can support your child at home can be found on the 'Parentzone' website:

www.educationscotland.gov.uk/parentzone

At Busby Primary School, children have the opportunity of learning through:

- inter-disciplinary approaches
- discrete subject teaching
- the life and ethos of the school
- opportunities for personal achievement
- Skills Academies

Skills Academies

At Busby Primary School, "Skills Academies" form an exciting and innovative part of our curriculum. These allow the children to develop their skills for life, learning and work in a range of new and unfamiliar situations. This includes working with outside partners from the World of Work. In the Skills Academy, pupils work in groups made up from across a curriculum level. Skills Academies have been developed under five headings:

- Food Technology
- Community
- Design and Manufacture
- Lifeskills
- Creativity



Languages – Literacy and English

The Literacy and English curriculum includes reading, writing, and talking and listening.

Reading - In the earliest stages of learning to read, the look and say method is taught, i.e. look at the word and the picture and try to remember what the word looks like.

‘Phonics’, the sounding of the letters, is taught alongside the look and say method. The focus is on phonological awareness, which builds upon the work already started before children come to school when they learn nursery rhymes. A structured programme is used in Busby for the teaching of phonics. Most of this work is done orally and aurally, both within and outwith the contexts of the class or group reading lessons.

Workshops for parents are organised throughout a child’s time in Busby – especially in the early years. The focus for these is on the development of early literacy skills.

From First Level onwards, the focus for teaching and learning moves to more complex skills of comprehension, and children are encouraged to ‘interrogate’ reading materials to ensure they fully understand what they have read. A variety of resources are used to meet the needs of learners. These included Story world, Literacy World, Project X, Literacy Evolve, Big Cat Readers and a range of novels.

Writing - Children are taught the skills they need, and targets are set and worked towards. Displays are used in every classroom to support the work in this area of language and are a useful reference point for all children.

Pupils are also given plenty of opportunities to practise and develop their writing skills across the curriculum, writing for a range of different purposes and are encouraged to link their reading to the writing.

Talking and listening - Talking and listening are linked closely to reading and writing. Children are given a range of experiences to develop their talking and listening skills throughout the curriculum. This includes class-led assemblies, debates, pupil-led services, class discussions and leadership opportunities.

We are always trying to improve the provision of attractive library books to encourage an interest in reading for information and pleasure. We have strong links with the local library, every class has a fiction library, and there is a non-fiction school library where children are encouraged to work independently while learning and applying basic reference and research skills.

Pupils in Primary 3, Primary 5 and Primary 7 sit East Renfrewshire Standardised Reading Test in February each year.



Numeracy and Mathematics

“To face the challenges of the 21st century, each young person needs to have confidence in using mathematical skills, and Scotland needs both specialist mathematicians and a highly numerate population”

Building the Curriculum 1

It is the policy of our school that all pupils will be given the opportunity to develop their understanding of Numeracy and Mathematics in a variety of motivating contexts as identified in Curriculum for Excellence.

Pupils will be encouraged to develop highly positive attitudes to Numeracy and Mathematics through challenging, relevant and motivating learning experiences. They will develop an appreciation of the awe and wonder of numbers through planned active learning which provides opportunities to observe, explore, investigate, collaborate, experiment, play, discuss and reflect.

Pupils in Primary 3, Primary 5 and Primary 7 sit East Renfrewshire Standardised Mathematics Test in February each year.

Problem-Solving and Enquiry

The fundamental nature of mathematics is problem-solving and enquiry.

In order to become confident, pupils must have many opportunities to practise tackling problems and investigations at all stages from Early Level to Primary 7 across different areas of the curriculum. In all classes pupils will be given opportunities to tackle problems collaboratively and independently.

Strands

The school programme is taken from the Experiences and Outcomes from Curriculum for Excellence and uses the East Renfrewshire Skills framework. This is broken down into 3 areas:

- Number, Money and Measure
- Shape, Position and Movement
- Information Handling

Special Events

Throughout the year pupils’ learning is enhanced through events such as Finance Week and Science, Technology, Engineering and Mathematics Week (STEM).



Health and Wellbeing

All pupils currently have three 50 minute periods of PE a week, including one outdoor session. This provides them with opportunities to develop physical skills, encourage confidence and co-operation with others and to foster a positive attitude to health and fitness. Where possible pupils participate in the “Daily Mile” running/walking around a course in the playground.

After school activities include netball, basketball and athletics. Throughout the school year, pupils are also given the chance to experience a wide range of different sports.

Our Active Schools Co-ordinator has also worked closely with the school to set up after school clubs and supported classes with the PE Curriculum.

Primary 7 pupils participate in an outdoor activity residential visit.

Sustainability

Busby Primary is working towards the fourth renewal of the Green Flag status. The ECO Committee play an active part around the school and are supported by the Energy Enforcers , Hydro Heroes, Compositors , Junior Jannies and Junior Road Safety Officers.

This area of the curriculum is also concerned with educating our children to cope with life. It is a vital area of learning and teaching and the work we do in this area helps our pupils to deal with difficult situations, but also helps in creating young, relaxed and confident learners. We have a comprehensive and progressive programme in place, which focuses on developing skills such as independence, interdependence, self-awareness and self-confidence. Staff and pupils will also discuss issues such as personal safety, sexual health and parenthood, drug and alcohol abuse, Road Safety, Bully Proofing and Keeping Healthy.

We also provide pupils with leadership opportunities to develop their own skills and confidence. Senior pupils buddy younger pupils as Monitors, Playground Monitors and supporting reading through a paired reading programme.

Rights Respecting School Award

The School has achieved Level 2 of this award. The RRSA recognises achievement in putting the Convention on the Rights of the Child at the heart of a school’s planning, policies, practice and ethos.



Social Studies

Social studies are structured into the following three key areas:

- people, past events and societies
- people, place and environment
- people in society, economy and business

Through Social Studies, skills and concepts that are in constant use are developed, as well as knowledge and understanding of facts and events and how these affect our lives.

Educational visits may be arranged to places of interest and members of the local community are invited to the school to add practical and personal contributions.

Sciences

Science is an important part of everyday life. Through learning in the sciences, children and young people develop an interest and understanding of the living, physical and material world. Key concepts are identified under the following eight significant aspects of learning

- planet Earth
- forces, electricity and waves
- biological systems
- materials
- topical science
- inquiry and investigative science
- scientific and analytical thinking
- attributes of scientifically literate citizens

The School has been awarded the Primary Science Quality Mark Gold Level Award for our approaches to teaching Science. We are one of only a few schools in the West of Scotland to have achieved this.

Technologies

Technologies is structured into the following key areas:

- Technological developments in society
- ICT to enhance learning,
- Business
- Computing science
- Food and textiles
- Craft, design engineering and graphics

We have a fully equipped ICT suite, interactive whiteboards in all classes and a Wi-fi network for portable devices. Pupils use their ICT skills to access a number of other curricular areas such as reading, maths and Social Studies.

Pupils have further opportunities to develop their skills in food and textiles and craft and design outside of the classroom during Golden Time and at our Skills Academies.

For further information about the safe use of the internet and the East Renfrewshire Guidance please visit:

<http://www.ea.e-renfrew.sch.uk/curriculum/Links/Parents/Parental%20Leaflets/Internet%20leaflet.pdf>

Modern Languages

Learning other languages enables children and young people to make connections with different people and their cultures and to play a fuller part as global citizens. At Busby, French is taught from Early Years to P7. Our French oral programme is enhanced with visits from French Language Assistants. P5-P7 pupils also have the opportunity to learn Mandarin as part of the Scottish government 1+2 initiative.



Expressive Arts

Art and Design

Through Art and Design, children are encouraged to express themselves visually and to appreciate and enjoy their own and the work of other artists. Their imaginations are stimulated through various media. All children are encouraged to develop their creative talents through participating in activities that include the use of different materials.

Drama

From their earliest years, children use imaginative play to explore, order and make sense of themselves and the world about them. Drama extends and builds on this natural process and helps to build confidence and self-esteem. To help develop a range of dramatic techniques and skills, children have the opportunity to role-play, improvise, use movement and mime, and to use sound to express their own and others' ideas. The opportunity to develop these skills often arises through other curricular areas, and in Busby, these may often be linked to topic and language work.

Music

Our aim in music is to foster a lasting interest in, and enjoyment of, musical skills. In Busby, all children have the chance to realise their full potential, whatever their musical talents and abilities. A music specialist works in the school on a fortnightly basis with the P3-P6 classes. Music instruction is offered in woodwind and strings.

Religious and Moral Education

Religious Education makes a distinctive contribution to the curriculum in helping pupils towards a consistent set of beliefs, attitudes and practices within our own community and beyond. We have a structured programme, which is taught by class teachers and includes input from the school chaplain. Through the work in RME we encourage harmony, appreciation and consideration for the beliefs of others. Our school's associated church is Busby Parish Church.

It is recognised that the Education (Scotland) Act 1980 allows parents to withdraw their children from any religious instruction and observance, and parents wishing to do so should contact the Head Teacher to allow any arrangements to be made.

Parents may request that their children be permitted to be absent from school in order to celebrate recognised religious events. Appropriate requests will be granted and the pupil noted as an authorised absentee in the register.

For further information and websites to support your child's learning across the curriculum visit:

<http://www.ea.e-renfrew.sch.uk/curriculumlinks/>



Anti-bullying

The school has a clear anti-bullying policy which has been revised in line with East Renfrewshire's Bullying and Anti-bullying Policy. In Busby, we take a proactive approach to anti-bullying by ensuring pupils understand what bullying behaviour is and how best to deal with it as part of the school's Personal and Social Development programme. We are pleased to report we have very low incidences of bullying behaviour in school.

Opportunities to remind children of their responsibilities may be taken by senior management at whole school and departmental assemblies, and visits by theatre groups are often arranged to tackle this issue. All classes operate a Circle Time programme, which provides an appropriate mechanism for discussion of bullying and other related incidents.

For Further information and to see the East Renfrewshire Advice on Bullying and Anti-Bullying, please visit:

<https://blogs.glowscotland.org.uk/er/Busby/files/2013/11/Draft-Anti-bullying-leaflet-2.doc>

Equal Opportunities and Social Justice

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 relationships between people who share a protected characteristic and those who do not

Busby Primary School has clear guidelines and procedures for dealing with incidents of inequality, as advised by the Education Department. We encourage that any concerns be raised with us. Our Equalities Co-ordinator is M. Weir.



Enrolment and Transition

School Admissions Arrangements

Before a child enrolls in Busby Primary 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 who was enrolled in the school as a catchment pupil ceases to reside within the Busby Primary 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 Busby Primary since they no longer reside in a property in the delineated catchment area associated with the school, and a placing request to remain has not been submitted and approved, the Council may seek to exclude that child from the school.

A child's parents(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 Busby Primary 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 or allegations of fraud, including but not limited to, surveillance in cases where it is necessary and proportionate to do so.



The Parent Council

The Scottish Schools (Parental Involvement) Act 2006 makes provision for all parents to be members of the Parent Forum at the 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 in a much wider sense than before. It aims to help all parents to be:

- Involved with their child's education and learning
- Welcomed as active participants in the life of the school
- Encouraged to express their views on school education generally 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 to the Parent Council and have the right to speak but, not being members of the Parent Council, have no right to vote.

For further information visit:

www.educationscotland.gov.uk/parentzone/

At Busby, we have a very active Parent Council that supports the school in numerous ways. For further information about Busby Parent Council visit the website.

<https://blogs.glowscotland.org.uk/er/wwhbbpc/>

Involving Parents

The support of parents is vital to the success of Busby Primary School. We believe, therefore, that we should do everything possible to provide parents regularly with information and opportunities to visit the school to learn of matters that relate to their child's education. At present, parental involvement takes many forms including:

- Newsletters
- Meet the Staff Evening in August
- Meetings to discuss pupils' progress in November and March
- Achievement Folios in December and May
- Annual Pupil reports in term 4
- Information evenings
- Child-led Workshops
- Meetings to consult with parents
- Parent Council
- School website
- Assemblies

At Busby we operate an 'open door' policy and encourage parents to get in touch with us about any matter concerning their child's education. We shall do our best to resolve any matters of concern.

We also contact parents through email and a text alert service. It is therefore very important to ensure that the school has up-to-date contact details.



Attendance

East Renfrewshire has a clear policy on attendance, which is listed below:-

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

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: 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.

If your child is absent from school it would be appreciated if you could phone the school to inform us. A note explaining your child's absence should be brought on the child's return.

If your child takes ill at lunch time and is not returning to school for the afternoon session, please let us know.

The school attendance officer will investigate unexplained absence and the authority has the power to write to, interview or prosecute parents, or to refer pupils to the reporter to the children's hearings, if necessary.

A guide for parents about school attendance which explains parental responsibilities with regard to children's attendance at school can be found here:

<http://www.scotland.gov.uk/Publications/2009/12/04134640/0>

East Renfrewshire Council's Attendance at School leaflet can be found here:

<http://www.ea.e-renfrew.sch.uk/curriculum/Links/Parents/Parental%20Leaflets/Attendance%20leaflet.pdf>



Policy on Pupil Absence Monitoring

By 9.30am, the Absence Monitoring registers will be checked, and absences and late-comings are recorded and information is sent to the office.

If there has been no phone call or message from the parents/carers before 9.30am, the absence is followed up by the office staff who will call parents/ emergency contacts. If no contact can be reached or message left, the attendance officer will be asked to investigate.

Teachers are responsible for registering children in the morning and also checking after interval/lunchtime for any children who have not returned to class. The school office will be notified of this immediately and contact made with the home.

Parents are advised through newsletters, induction evenings, etc that all pupil absence must be reported by phone on the first day as all absences and late comings are closely monitored.

Appointments – if children are removed from school to keep medical or dental appointments, they should be signed out at the school office. On their return, the time should be recorded on the sheet.

Parents are constantly reminded of the importance of all contact numbers being kept up-to-date. The office hold administration information files on all children with 2 parents/carer contact numbers and 2 emergency contact numbers. Administration sheets are sent out for updating each year.

Children have to attend school only 190 days out of 365 in a year (i.e. 52%). Therefore, please do not take your child on holiday during the term.

Policy on Late Arrival at School

Pupils arriving after 9.10am will be marked as late on the registers. They should report to the office to sign in and obtain a late slip to present to the teacher.



Promoting Positive Behaviour

In Busby Primary School, we actively promote positive behaviour and have a very clear policy that outlines our school's approach.

We have a very well established Code of Conduct, which is the vision we have for behaviour within our school.

- We will be kind and caring
- We will be polite and show good manners
- We will try our best in everything
- We will let others learn
- We will make safe choices

The Code of Conduct is intentionally simplistic in language and can be applied to all stages. It applies consistently across our school; in classrooms, in the playground, in the corridors and in the dining hall. It is a Code of Conduct that will be modelled by the staff within our school.

Whole School Reward Scheme

All pupils have an individual passport in which they earn points for behaviour linked to the Code of Conduct. After pupils have earned thirty points in their passport, they earn a session at Golden Time, which is run by a team of staff and parents or a visit to the Golden Time Shop.

Additional Curricular Activities

Busby Primary offers a wide range of additional curricular activities to pupils. We recognise that pupils should have a wide range of opportunities and experiences from which they can realise success and achievement. We work closely with the Authority's Active Sports, sports coaches and staff to provide sporting and non-sporting clubs.

Homework Policy

Busby Primary recognises the vital role that parents play in their child's education. We hope that parents, pupils and teachers will work in partnership to promote positive learning within and outwith the school. We aim to promote links between home and school, and homework is one way in which this can be done.

Recommended time for homework tasks per week

Primary 1 and 2	approximately 1 hour
Primary 3 and 4	approximately 1 hour and 15 minutes
Primary 5	approximately 1 hour and 30 minutes
Primary 6 and 7	approximately 2 hours



Child Protection

At Busby Primary School, we take the care, welfare and protection of our children very seriously. We believe all children have a right to feel safe within the school, home and community.

Within our school, we strive to provide a safe, secure and nurturing environment for our pupils, which promotes inclusion and achievement. All staff in Education have a statutory and professional responsibility to take action if we have reason to believe a child is suffering, or is at risk of abuse. Our child protection policy and procedures set out what we will do if we have reason to believe a child is being abused or is at risk of abuse, either within the home or the community. These policies are designed to ensure that children get the help they need when they need it.

Every staff member undergoes a minimum of one child protection training activity every session. Many of our staff are more extensively trained in specific areas of child protection to support and identify potential child protection concerns.

All schools in East Renfrewshire have comprehensive Pupil Support systems in place and we work closely with our partners in Social Work, Health and the Police. The school operates a multi agency Joint Support Team to ensure that the best possible supports are available to pupils when they need them.

The Child Protection Co-ordinator for the school is Sharon Hunter. If you wish any further information or a copy of the school policy, please contact the school office. If you wish to discuss this important matter further, please make an appointment to see Sharon Hunter. If you are worried or know of a child who could be at risk of abuse or neglect, please speak to the Child Protection Coordinator, Sharon Hunter, (Head Teacher) or to a member of staff at one of the following numbers:

Barrhead Social Work Office: 0141 577 8300

Clarkston Social Work Office: 0141 577 4000

Strathclyde Police Family Protection Unit: 0141 532 4900

Standby Social Work Out of Hours 0800 811 505

For further information please click below to see East Renfrewshire Council's guidance on Child Protection:

<http://www.eastrenfrewshire.gov.uk/index.aspx?articleid=1923>

Data Protection Act

Information on pupils, parents and carers is stored on a computer system and may be used for teaching, registration, assessment and other administrative purposes. This information is protected by the Data Protection Act 1998 and may only be disclosed in accordance with the Codes of Practice. For further information, please contact the school.



Additional Support for Learning

In Busby Primary, we ensure that children are provided with work that is appropriate to their stage and development. This may be achieved through class, group and individual teaching approaches enabling children to strive towards reaching their full potential. However, most pupils may, at some point in their school life, experience a learning difficulty or barrier of some sort.

Class teachers are responsible for teaching and supporting all the children in their class. Sometimes support is provided by a Support for Learning Teacher, Pupil Support Assistants and the Management Team. This support may take the form of direct tuition, advice to the class teacher, provision of appropriate materials and practical help within the classroom. The school's Support for Learning Co-ordinator ensures the school continues to have excellent relationships with the Health and Psychological Services and regular meetings are held with our Educational Psychologist. We work closely with these partner agencies to support pupils who require additional support by creating a Wellbeing Plan in consultation with parents/carers and where appropriate the young person. This plan is based on the values and principles of 'Getting It Right For Every Child' (GIRFEC).

When children are experiencing specific learning difficulties, parents will be invited to the school to discuss progress and explore ways in which further support may be given. Parents are encouraged to contact the school if they feel their child's needs are not being met, or could be addressed more appropriately.

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 123 2303
- An e-mail enquiry service – info@enquire.org.uk
- An online enquiry service
- Two websites – www.enquire.org.uk (for parents/carers and practitioners) and www.enquire.org.uk/yp (for children and young people)

The Joint Support Team (JST)

The Joint Support Team is made up of representatives from the school senior management team, pupil support staff, teaching staff, social work department, Psychological Services, school nursing service and any other appropriate agency. It is co-ordinated by a member of the senior management team. One of the important functions of the JST is to develop and implement strategies to help our young people.

East Renfrewshire Council's Education Department works in partnership with RESOLVE: ASL for the provision of independent mediation services, if this is ever required. For further details visit:

<https://blogs.glowscotland.org.uk/er/parentalinvolvement/additional-support-for-learning-information-and-support-for-parents/mediation/>



Clothing and Uniform

Given that there is substantial parental and public approval of school uniform, schools in East Renfrewshire are free to encourage the wearing of school uniform. In encouraging the wearing of uniform, account must be taken of 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, that are unacceptable in school, such as items of clothing that:

- potentially encourage faction (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
- could cause damage to flooring
- carry advertising, particularly for alcohol or tobacco
- 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. Busby's uniform is:-

- Black trousers or skirt
- Black sweater/cardigan
- White shirt and tie
- Shorts/T-shirt/polo shirt/soft shoes for P.E.
- Black shoes

This choice of uniform was agreed after thorough consultation with parents and pupils.

P.E. Uniform

- Black shorts &/black jogging bottoms
- White polo shirt/T-shirt
- Outdoor trainers
- Indoor trainers/plimsoles
- Light weight black outdoor/waterproof jacket



School meals

A cashless cafeteria is operated in the school. The pupils have the choice of a hot or cold lunch. Special diets required for medical or religious reasons should be brought to the attention of the head teacher so that appropriate arrangements can be made. We operate a cashless system where pupils and parents can enter money into a machine in the school, or pay online through the *Parent Pay* section on the East Renfrewshire website.

- www.parentpay.com

A link to this can also be found on the school website. All school lunches should be paid in advance. All children have a unique PIN code that they use to access the machine.

In line with national policy all P1, P2 and P3 pupils will receive a free meal.

For further information and copies of the primary school menus visit:
<http://www.eastrenfrewshire.gov.uk/index.aspx?articleid=2788>

Children of parents receiving 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 offices.

Packed lunches brought from home are taken in the school dining hall.

The dining staff operate a tuck shop in the school during the morning interval.



Medical Matters

Any medication that your child may need should be handed into the office and the appropriate medical form signed. Medicines have to be in the original chemist's bottle or packet with the child's name, dosage and instructions printed on the label. If your child usually self-administers any medication such as an inhaler, this should also be signed for at the school office.

There are strict regulations limiting the first-aid we are allowed to tender, e.g. we are forbidden to administer dispirin or aspirin. In cases where the pupils are so distressed that it is unwise for them to remain in school, e.g. influenza, contact is made with the parents with a view to having the pupils taken home. Fortunately, most cases are straightforward and pupils are restored to classes as soon as possible after receiving first aid.

When pupils are involved in accidents, our first aid trained staff will take appropriate action and, if appropriate, contact the parents. This may include making arrangements to have the child taken or sent by ambulance to hospital.

It is in the interests of pupils that we ask parents to inform us of any medical problem or condition affecting their children. Such information is helpful and enables us to take prompt and appropriate action if a pupil is suddenly taken ill. Details of this nature are, of course, handled with sensitivity and in confidence. Routine medical examinations are carried out from time to time by the school nurse. Parents are informed when these examinations are to take place.

Information in Emergencies

We make every effort to maintain a full educational service, but on some occasions circumstances arise which lead to disruption. Schools may be affected by, for example, severe weather, dislocation of transport, power failures or difficulties of fuel supply. In such cases, we shall do all we can to let you know about the details of closure or re-opening. We shall keep in touch by using the East Renfrewshire website or Twitter site, letters, text service announcements in the press and local radio and school website:

<https://blogs.glowscotland.org.uk/er/Busby/>

To view East Renfrewshire Council's advice on the emergency closure of schools and establishments due to severe weather conditions, please visit:

<http://www.eastrenfrewshire.gov.uk/index.aspx?articleid=3831>



Composite Classes

At times, composite classes are a feature of our class organisation. Our school is staffed in relation to the school's roll. Composite classes occur when children from two (or more) different stages are grouped in one register class. This will happen when the numbers of pupils at a single stage are greater than the national statutory maxima, i.e. exceed 25, 30 or 33, or where the total number of pupils at a single stage is very small. The maximum size for a composite class is 25 pupils.

In forming classes in Busby, we consider a number of factors:

- The need for continuous, progressive education, which will build on the attainment and achievement of all children
- Class size maxima at each stage of the school
- Social factors, which will support a child's continuous development
- Effective use of resources including staffing and accommodation

We have rigorous monitoring and tracking systems in place to ensure all pupils are making appropriate progress. We group pupils of similar ability for learning and teaching purposes within classes for maths and language. Our guiding principal is to ensure that the individual learning needs of every child are met.

Parents and pupils will be informed about new classes during the summer term. However, there may be rare occasions when a re-classification of classes has to take place at the start of term or mid term. For example, where the roll of the school has markedly risen or decreased unexpectedly during the year.

The criteria used for class formation are based on ensuring the secure progress and well-being of each child.



The Early Learning and Childcare Centre Information

You can apply for a place in the Early Learning and Childcare Centre, when your child is two years old. Notification of your child's place within the ELCC is given in the March of the year when your child is three.

As the ELCC is an integral part of the school, all information stated in this handbook applies to the whole school. Specific information for the ELCC is detailed here.

The ELCC has two classrooms, which encourage 'free flow' activity, and outdoor learning areas.

Our roll is 50/50. That is 50 places for the morning session and 50 places for the afternoon session.

The staff at Busby ELCC have established positive links with our associated primary schools exchanging visits and information, maintaining regular contact to ensure that each child's education has the continuity that is essential to his/her learning & development.

For copies of the Nursery Inspection Reports, please visit the Care Inspectorate website

www.scswis.com

Wraparound

Our aim is to respond to parental demand so that their work and living patterns can be supported. East Renfrewshire Council operates a system called 'Wraparound Care'. This facility allows a child who has a place at Busby ELCC to purchase extra hours over and above his/her funded session. In order to accommodate parents and carers who are unable to pick up at normal hours, places are available for children to come to wraparound sessions as detailed below. Sessions and charges are shown below:

Before nursery session	08:00 - 9:00 08:00 - 8:50	£2.25/ £1.87*
Lunch Session	12:00 - 1:00 12:00 - 12:50	£2.25/ £1.87*
One hour after pm session	16:00 - 17:00	£2.25
Two hours after pm session	16:00 - 18:00	£4.50

If you wish to take up a place please complete an application form and return it to the ELCC.

Charges will be invoiced from the finance department every four weeks, in advance.

*additional hours contract may vary



What Your Child Needs to Bring

When you bring your children to the ELCC, we ask you to help them in the early days to take off their outdoor clothing and change into their soft-shoes (sandshoes or similar, trainers are not suitable indoor shoes.) Part of the child's learning is to try to do this for themselves. It can sometimes take a while, but they will get there in the end!

When you arrive, you should look for your child's name on a peg in the cloakroom and leave any belongings on their peg and change their shoes. Please ensure there are no shoe bags with cords or strings to conform with Care Inspectorate standards. After changing into indoor clothes, you can then look for coloured squares on each of the room doors representing the colour of your child's group and settle them with their Keyworker, before signing them in.

Parents are asked to bring their children in 'play' clothes which can be washed easily, sleeves which roll up and trousers which allow independence. Although not compulsory, sweaters and polo shirts with the ELCC class logo can be purchased. The uniform allows the children to feel part of the community. Also, at times the children can be doing messy work in the playrooms and the uniform helps ensure 'good' clothes do not get dirty. Please label all items of clothing that your child is likely to take off. Please do not allow your child to bring toys to the ELCC as lost or broken toys can cause many anxious moments.

As we have many opportunities for outdoor learning, we would ask that your child comes prepared for all weathers in order to benefit from these experiences.



The First Few Days

When your child starts the ELCC, it is important that they are given time to become comfortable in their new environment. Please remember some children will take longer than others to settle. With parental support we can make this transition together.

This settling period is very important and ensures your child is happy and secure in the ELCC environment.

Once a start date has been agreed for your child (dependant on birthday) your child's key worker will suggest a settling in programme on an individual basis.

Please contact the ELCC for more information.



A typical Day in Busby's Early Learning and Childcare Centre

When the children arrive, they will at first, try to recognise their name on a badge and put it on. As the session progresses we will introduce ways for them to 'sign' in - such as highlighting their name on a list, forming their name with play dough, or in the sand. When ready, children are encouraged to 'sign' in with support from the adult bringing them to nursery. Information on correct letter formation will be distributed at the start of term.

The children will then spend some time engaging in free play activities of their choosing. This allows a settling in time and social interaction with their group and Keyworker. The children will later engage in Together Time. During this time, they will sing songs and rhymes and will discuss the various learning opportunities on offer in the playroom that day.

After Together Time, the children will have further opportunities for free play or working with an adult at a planned activity. The learning opportunities may take place outdoors.

During the course of the session, they will have a healthy snack and brush their teeth before returning to their group and Keyworker at the end of the session. This allows staff and children to share their experiences and we finish with a number game or activity.

At the end of the session, the parent or carer should always sign the child out before leaving. Should someone different be collecting your child, please inform the Keyworker as the child will not be allowed to leave with any other adult unless it has been pre-arranged.

Please keep the ELCC informed of any changes to your emergency contact information.



Safety and Security

We operate a secure entry system. A member of staff will open the door to welcome you each day. If, on occasion, you have to drop off late or pick up early, **enter and exit via the main school building.**

Please also close the gate in the school playground to ensure the safety of the children in the school.

Health Care

At the start of the session, you will be asked to complete a form giving emergency contact information. When a minor accident occurs, the child will be supported, reassured and cared for. The parent/carer will be informed when picking up and, if appropriate, asked to sign an accident report form. When a child has an accident requiring medical attention or takes ill in the nursery class, we make every effort to get in touch with the parent/carer or the emergency contact using the information given.

Please inform us of any changes to emergency contact information.

Routine visits by medical staff such as the dentist and optometrist will be made during the session. You will be notified by letter when this is taking place.

Please refer to current guidance relating to infection control and exclusion when your child has a particular illness.

Health Promoting School

We have a policy that any food we provide for children will be as nutritional as possible, following national guidelines. We are also a 'nut free' school.

Please alert staff to any allergies or dietary requirements your child may have.

We currently operate a tooth brushing programme where all of our pupils brush their teeth after their snack session with their group. Each child has their own toothbrush and we reinforce with them positive dental hygiene habits. We are supported in this by the NHS and by outreach programmes and activities promoting tooth brushing.

If your child is staying for lunch, they should bring a healthy packed lunch. Please ensure the lunch box has a cool pack inside to keep the lunch at the appropriate temperature and also please respect our 'nut free' policy by not including any items containing nuts. Please also support our policy by avoiding sugary drinks and snacks.



Busby Early Learning and Childcare Centre Parent Support Group

Parents are encouraged to become involved in the life of the ELCC and our well established parent support group plays a vital roll in supporting the needs of the parents through organising and supporting events.

They support the ELCC through organising a host of fundraising activities and this, in turn, allows us to provide trips for the children and invite specialists such as drama groups to visit.

Extra home link activities such as 'Maths Bags' have been created and are organised by the group.

They also support the staff by providing an extra pair of hands at our open evenings or information sessions.

If you would like to support the ELCC on a regular basis, with activities such as outings to the library or being a helping hand, please speak to a member of staff.

Newsletters

A monthly newsletter and regular blog is accessible to all parents and carers explaining events relevant to the ELCC, such as the current focus for learning, reports of previous events and any upcoming dates. Should you not receive your copy of the newsletter, a copy is available on the information board.

Stay and Play

Stay and Play sessions which allow parents the opportunity to join their child in play are offered each term.

Nursery Fund

There is a voluntary weekly nursery fund of **£3** asked for each child, payable on a Monday. It is possible to pay at the beginning of the term for the whole term as we appreciate that it is easy to forget things on a Monday morning!

This money goes towards baking ingredients, photographs, plants and replacing perishable equipment. It also particularly helps at Christmas time when all the children have a party and receive a present.



Breastfeeding Friendly

Breastfeeding is recognised as the preferred way to feed infants and is associated with improved health outcomes for both mother and child. The Scottish Government therefore, in line with the World Health Organisation (WHO) recommends exclusive breastfeeding for the first six months of an infant's life.

Breastfeeding Welcome

East Renfrewshire Council and CHCP recognises breastfeeding as the most favourable means of infant feeding, and one which has considerable benefits for both mother and child. It is therefore the policy of East Renfrewshire Council and CHCP to actively welcome mothers who wish to breastfeed their babies in public areas of our premises.

We aim to make our mums feel comfortable should they wish to breastfeed their babies whilst they are here and so we provide a comfortable seat anywhere within the Early Learning and Childcare Centre or somewhere private if requested. We offer hand washing facilities and access to refreshments.

Our resources promote breastfeeding as the most favourable way of feeding a baby; we do not use bottles in our house corner or use books which depict bottle feeding as the norm.

In Busby Primary School and ELCC we recognise the importance of promoting breastfeeding due to the many benefits breastfeeding has for both mother and child. As such we have a Breastfeeding Policy which is available on our school website.

Website: <https://blogs.glowscotland.org.uk/er/Busby>

Breastfeeding Friendly continued

Aims:

to protect a mother's right to choose to breastfeed her baby in any public area without interruption or intrusion as outlined in the Breastfeeding Act (Scotland) 2005.

Objectives

To provide education and training for all staff to enable them to promote, protect and support breastfeeding.

To encourage and support more mothers to breastfeed and to promote the social acceptability of breastfeeding in public.

To develop an ethos where breastfeeding is encouraged, supported and protected in all areas of the nursery and school.

To support an informed choice in relation to infant feeding by providing a range of information.

To support breastfeeding staff/users

To use resources which reflect breastfeeding as the cultural norm.

Family Friendly

We are currently using the Family Friendly Toolkit to measure whole school and nursery progress towards meeting the East Renfrewshire Council Family Friendly Key Indicators.

Busby Nursery Class has already achieved the Silver Award and are currently working towards achieving their Gold award

Pupil Progress and Achievement

At the start of each session, every child will have an Achievement Portfolio which contains information about themselves and their achievements in learning. The portfolio gives staff an opportunity to record observations of your child and identify their next steps. It also gives the child an opportunity to select their favourite pieces of work for inclusion.

The portfolios will go home twice during the session for the children to share with their families. This is often an opportunity to find out about the activities your child has been engaging in and can lead to rewarding discussions as your child talks about the photographs and Keyworker comments. The portfolios are part of our Reporting to Parents Framework and are a record of individual achievement.

Our assessment procedures take account of the child's physical, social, emotional and cognitive development and previous experiences. The information is gathered through observations, careful questioning and listening throughout the the child's learning . It is team based, involving all staff, the parents and the child.

There are also two parents' meetings each year and you will receive a summative report at the end of your child's pre-school year.

Moving To Primary

Curriculum for Excellence promotes effective learning for children and young people from 3 to 18. The curriculum in Primary 1 will build on the skills, knowledge and attributes your child has developed. Dates for registering children for primary school appear in the local press, usually in January.

If your child is born in January or February, you can have automatic right of deferral. ELCC staff can give you further advice about this.

We have an excellent transition programme between the Primary School and ELCC as well as very strong links with our local primary schools including St. Joseph's and Carolside Primary.

At the end of the session, parents receive a summative report. A copy of this is also passed on to the Primary 1 teacher to ensure continuity in your child's learning and development.



Transferring Educational Data about Pupils

Education authorities and Scottish Government have collected data about pupils on paper forms for many years. We now work together with schools to transfer data electronically through the ScotXed programme. Scottish Government has two functions: acting as a 'hub' for supporting data exchange within the education system in Scotland, and the analysis of data for statistical purposes within Scottish Government itself.

Why do we need your data?

In order to make the best decisions about how to improve our education service, Scottish Government, education authorities and other partners such as the SQA and Careers Scotland need accurate, up-to-date data about our pupils. We are keen to help all our pupils do well in all aspects of school life and achieve better examination results. Accurate and up-to-date data allow us to:

- plan and deliver better policies for the benefit of all pupils;
- plan and deliver better policies for the benefit of specific groups of pupils;
- better understand some of the factors which influence pupil attainment and achievement;
- share good practice
- target resources better.

Data Policy

The ScotXed programme aims to support schools and Local Authorities by supporting the collection, processing and dissemination of statistical information required for planning, management and monitoring of Scottish education services.

A subset of this information is passed to Scottish Government for research and National Statistics publications. Education data within Scottish Government are managed effectively by secure systems and are exploited as a valuable corporate resource, subject to confidentiality restraints. As part of its data policy, Scottish Government will not publish or make publicly available any information that allows individual pupils to be identified, nor will data be used by Scottish Government to take any actions in respect of individuals. Data is held securely and no information on individual pupils can or would be published by Scottish Government.

The data collected by Scottish Government are used for statistical and research purposes only. We hope that the explanations contained on the ScotXed website will help you understand the importance of providing the information.



Your data protection rights

The collection, transfer, processing and sharing of ScotXed data are 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 safeguarding the confidentiality of data. The Data Protection Act gives you the right to know how we will use your data. This message can give only a brief description of how we use data. Fuller details of the uses of pupil data can be found on the ScotXed website (www.scotxed.net).

Scottish Government works with a range of partners including HM Inspectorate of Education and the SQA. On occasion, we will make individual data available to partners and also academic institutions and organisations to carry out research and statistical analysis. In addition, we will provide our partners with information they need in order to fulfil their official responsibilities. Any sharing of data will be done under the strict control of Scottish Government, which will ensure that no individual level data will be made public as a result of the data sharing and that this data will not be used to take any actions in respect of an individual.

Decisions on the sharing of data will be taken in consultation with relevant colleagues and individuals within and outwith Scottish Government.

Concerns

If you have any concerns about the ScotXed data collections, you can email the Senior Statistician, Peter Whitehouse, at Peter.Whitehouse@scotland.gsi.gov.uk or write to The ScotXed Support Office, Area 1B, Victoria Quay, Leith, EH6 6QQ. Alternative versions of this page are available, on request from the ScotXed Support Office, in other languages, audio tape, braille and large print.



Complaints Policy

Rationale

Busby Primary School is an East Renfrewshire Council managed establishment. At all times, we must work to ensure that the school is an effective and efficient part of this service.

The aim of the school is to provide a varied and balanced curriculum; raise standards by setting targets in learning and teaching and attainment; create a purposeful, friendly and challenging environment that includes all pupils; empower our children by enabling them to recognise their own and others achievements and celebrate success.

Aim

The aim of this policy is to provide guidelines for staff, parents and other users of the service to raise complaints about the service provider.

Objectives

Through this policy, staff, parents and other users of this service will be able to:

- Know how to raise a complaint
- Know the procedures involved in the complaints process
- Know how to take a complaint further

1. Know how to raise a complaint

- If at any time, a parent, staff member or any user of this service has a complaint or suggestion, this should be taken up with the Head Teacher. If the Head teacher is not available, then complaints can be raised with a member of the Management Team
- The complaint can be presented verbally or in written format.
- Any complaint should be raised quickly so that immediate action can be taken to rectify the situation

2. Know the procedures involved in the complaints process

- The Head Teacher or Depute will deal with complaints in strictest confidence
- The person making the complaint will be listened to so that full details of the concerned are presented
- The Head Teacher or Depute will reassure that person that an investigation of their complaint will be carried out and a timescale for feedback suggested
- The Head Teacher or Depute will then investigate the complaint in line with Council policies and guidelines
- The Head Teacher or Depute will feed back to the staff any action that needs to be taken to rectify the situation
- The person making the complaint will also be notified of any action to be taken
- Staff will implement action to be taken to ensure that the situation does not arise again
- The Head Teacher or Depute will monitor the implementation of the action



Know how to take a complaint further

If a person feels that their concern has not been dealt with effectively or efficiently, then the concern should be presented again to the Head Teacher. The steps outlined in point 2 will be followed again.

If the person does not feel that the matter has been dealt with effectively, or the concern is regarding the Head Teacher, then the Head of Service should be informed.

**Head of Service
Quality Improvement Service
East Renfrewshire Council
St John's Campus
Commercial Road
BARRHEAD
G78 1AJ
Tel 0141 577 8635**

Parents of Nursery children can also consult with the Care Inspectorate regarding queries, concerns or complaints. The Care Inspectorate can be contacted either by post or telephone.

**Care Inspectorate
4th Floor
No. 1, Smithhills Street
Paisley
PA1 1EB
Tel 0141 843 4230
www.scswis.com**



Useful Web Addresses

Busby Primary School –

<https://blogs.glowscotland.org.uk/er/Busby/>

Parentzone –

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

East Renfrewshire Council –

<http://www.eastrenfrewshire.gov.uk>

Choosing a School: A Guide for Parents – information on choosing a school and the placing request system –

<http://www.scotland.gov.uk/Publications/2010/11/10093528/0>

A guide for parents about school attendance explains parental responsibilities with regard to children’s attendance at school –

<http://www.scotland.gov.uk/Publications/2009/12/04134640/0>

Broad General Education in the Secondary School – A Guide for Parents and Carers –

http://www.educationscotland.gov.uk/resources/b/genericresource_tcm4725663.asp?strReferringChannel=educationscotland&strReferringPageID=tcm:4-615801-64

Curriculum for Excellence Factfile – 3-18 Transitions –

http://www.educationscotland.gov.uk/publications/c/publication_tcm4660285.asp?strReferringChannel=resources&strReferringPageID=tcm:4-660353-64&class=l1+d144135

Curriculum for Excellence Factfile – Assessment and Qualifications –

http://www.educationscotland.gov.uk/publications/c/publication_tcm4624968.asp?strReferringChannel=parentzone&strReferringPageID=tcm:4-634353-64&class=l1+d140754

Parenting Across Scotland offers support to children and families in Scotland –

<http://www.parentingacrossscotland.org/>

Information on how to access statistics relating to School Education

<http://www.scotland.gov.uk/topics/statistics/browse/school-education>



Important Addresses



East Renfrewshire Council

Community Services Department

East Renfrewshire councillors may be contacted at:

Busby Primary School
Church Road
Clarkston
Glasgow
G76 8EB
Telephone 0141 570 7040
blogs.glowscotland.org.uk/er/Busby/

Director of Education
Mrs Mhairi Shaw
Council Headquarters
211 Main Street
BARRHEAD
G78 1SY
Telephone: 0141 577 3000
Customer First: 0141 577 3001

East Renfrewshire Council
Council Headquarters
Eastwood Park
Rouken Glen Road
East Renfrewshire
G46 6UG
Tel: 0141-577-3000

East Renfrewshire Council
Headquarters
Eastwood Park
Rouken Glen Road
Giffnock
East Renfrewshire G46 6UG
Tel: 0141-577-3000



BUSBY PRIMARY SCHOOL