

**St James' Primary School
(Renfrew)**



**School Handbook
2024-2025**

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Welcome from the Head Teacher

Thank you for enrolling your child in St James' Primary School in Renfrew.

We are looking forward to welcoming into our wonderful school and working with you to ensure your child has the very best start to their school life. We are committed to supporting you and your child, both now and as you continue your relationship with us. We want starting school to be an exciting time for our children and families.

The school community of St James' is a welcoming, happy and friendly community – a community that I hope you will quickly feel part of and will contribute positively to over the years to come.

St. James' Primary School supports its pupils to develop as:

- Successful learners;
- Effective contributors;
- Confident individuals;
- Responsible citizens.

St. James' Primary School is committed to the promotion of:

- Kindness, Respect and Commitment – our school values;
- Healthy, active lifestyles;
- Sustainable communities;
- Lifelong learning;
- Home school partnerships.

This handbook is designed to provide you with important information about the school and the service you can expect from Renfrewshire Council.

I look forward to many happy years of working together.

Yours sincerely



Natalie Fitzsimmons
Head Teacher

Our Values

More than 4,000 voices including our staff, local residents, partners, young people and community groups helped identify the values most important to us all that describe our promise to our communities, staff and partners and what people can expect of us.

These values have been formally adopted by Renfrewshire Council and will guide how we deliver services and make decisions every day.

- We are **fair**. We treat each other and everyone we deal with respectfully and work hard to build trust in Renfrewshire Council
- We are **helpful**. We care about getting things right and are always approachable
- We are great **collaborators**. We work as one team and with people who care about this place
- We value **learning** to help us innovate, improve and deliver better services

School Aims

In St James' Primary School we have 5 aims which we like to call our 5A's:

Align

Ensure every child, parent/carer & team member is aligned and committed to our most important priorities by:

- Embedding our vision, values & strategic aims
- Effectively communicating & engaging with all stakeholders
- Developing a high performing team and culture

Assure

Encourage ownership for continuous improvement and quality assurance by:

- Establishing a robust quality assurance calendar
- Developing effective tracking & monitoring procedures
- Utilising effective self-evaluation procedures

Attain

Enable children to achieve their personal best by:

- Creating a collaborative curriculum (pupils & team) which teaches learners how to think
- Ensuring high quality planning, assessment, teaching, moderation & outcomes
- Developing purposeful parental engagement

Achieve

Value and celebrate pupils' unique talents by:

- Creating opportunities for pupils' interests to flourish
- Developing effective community engagement & partnership working
- Recognising, celebrating & awarding success

Atract

Become the most sought-after school in Renfrewshire by:

- Ensuring an inclusive and nurturing culture
- Consistently delivering excellence
- Shaping futures and inspiring limitless possibilities

Service Pledges

Standards and expectations

We will:

- offer all children and young people in our catchment area a free school place;
- provide school premises which meet health and safety standards;
- provide information on your child's progress;
- provide religious and moral education for your child;
- give support and encouragement for parents to be involved in school life;
- provide regular information on school activities; and
- provide 25 hours of class contact time in each normal school week for pupils of primary-school age.

Pupils will have opportunities for:

- personal and social development;
- music, cultural activities and creativity;
- access to healthier lifestyles and sports activities; and
- community involvement.

You can also expect us to:

- provide formal written reports on your child's progress;
- provide an annual report on school progress within the school improvement plan;
- give you an opportunity to have a formal meeting with your child's class teacher; and
- strive to meet your child's needs.

How can you help?

By law, you must make sure your child receives an education.

As a parent/carer, you can help your child by:

- making sure your child goes to school regularly;
- encouraging and supporting your child with any homework/home study given;
- encouraging your child to respect the school and the whole school community; and
- being involved in the school.

The Education (Scotland) Act 1980 uses the broadly framed definition of 'parent'. This is as follows:

"Parent" includes guardian and any person who is liable to maintain or has parental responsibilities (within the meaning of section (13) of the Children (Scotland) Act 1995) in relation to, or has care of a child or young person;

This is a wide definition which might, by way of example, include:

- non-resident parents who are liable to maintain or have parental responsibilities in respect of a child;
- carers who can be parents;
- other with parental responsibilities, e.g. foster carers, relatives and friends who are caring for children and young people under supervision arrangements; and
- close relatives, such as siblings or grandparents caring for children who are not looked after or are under home supervision arrangements.

Everyone who is a parent, as defined in terms of the 1980 Act, has rights under the Act. This includes the right to receive advice and information about their child's education, general information about the school, to be told about meetings involving their child, and to participate in activities, such as taking part in decisions relating to a Parent Council. Education authorities and schools should treat parents equally, the exception to this general requirement being where there is a court order limiting an individual's exercise of parental rights and responsibilities. It is for education authorities to advise schools on the application of these rights in individual cases.

About Our School

School staff

Management Team

Head Teacher	Mrs Fitzsimmons
Depute Head Teacher	Mrs Pacitti
Depute Head Teacher	Mrs Bradford (Mon-Wed)
Depute Head Teacher	Mr Healy
Principal Teacher	Mrs Gillies
Principal Teacher	Mr Moran

Teachers

P1a - Miss McLaughlin
P1b - Miss Murphy
P1c - Miss McBurnie
P1d/2a - Miss Hughes
P2b - Miss Campbell & Miss McGinnigle
P2c - Miss Magee
P2d/3a - Miss Potter
P3b - Mr Moran (PT)
P3c - Miss Owens
P3d/4a - Miss Reilly
P4b - Mrs Rennie
P4c - Mrs Moore
P4d/5a - Mrs Wooton
P5b - Mrs Gillies (PT)
P5c - Miss Mulholland & Mrs Mullan
P6a - Miss Thompson
P6b - Miss Feeney
P6c/7a - Miss McCallum
P7b - Miss Sharkey
P7c - Mrs Hogan & Mrs Fee
P7d - Mrs MacLeod

Non-class Contact Time	Mrs Fee Miss McGinnigle Mrs Ruddy Mrs Mullan Mr Healy (DHT) Mrs Pacitti (DHT) Mrs Bradford (DHT) Mrs Fitzsimmons (HT)
EAL Teacher	Mrs Cunningham
Support Staff	
Classroom Assistants	Miss McDonald Miss Graham Mrs Noble Mrs Lundie Mrs Walker
Additional Support Need Assistants	Mrs Pattinson Mrs Murray Mrs McLaughlin
Home Link Worker	Ms Lamb
Janitor	Mr Paxton Mr Harkin
Senior Clerical Officer	Mrs Kerr
Clerical Officers	Mrs Bickerton Ms Ashwood Mrs Davies
Catering Manager	Mrs Fallon
Dining Hall Assistant	Mrs Darabus
Chaplain	Fr John Eagers
Active Schools Co-ordinator	Mr Campbell

School Information

School contact details



0300 300 0183



stjamesrenfrewenquiries@renfrewshire.gov.uk



St James' Primary School, 10 Brown Street, Renfrew PA4 8HL



<https://blogs.glowscotland.org.uk/re/stjames/>

School roll

The school roll at present stands at 556, comprising:

Primary 1	75	Primary 4	78	Primary 7	87
Primary 2	79	Primary 5	77		
Primary 3	84	Primary 6	76		

Our associated secondary school is:

Trinity High School
Glebe Street
Renfrew PA4 8TP

Telephone No: 0300 300 1444

Head Teacher: Mr Marshall

Parental involvement

Parents can be involved in their child's learning by:

- Supporting learning at home;
- Developing strong partnerships between home and school;
- Engaging with the school, especially with curriculum for excellence.

Information, support and advice

Parents are the first educators of their children and the staff of St James' Primary School look forward to working in close partnership with all pupils and families. Throughout the school year information will be distributed in a variety of ways including monthly newsletter, school app and Twitter posts, Seesaw posts, letters, leaflets, meetings and special events.

The school has an effective parent council which meets with the Head Teacher on a termly basis to discuss relevant matters and Parents are actively encouraged to become involved in the life of the school day.

School day

Primary 1 pupils attend school on a full-time basis from the first day of term.

School hours

Doors open	9.00am
Interval	10.40am – 10.55am
Lunch	12.20pm – 13.05pm for P1, P2 and P7 12.35pm - 1.20pm for P3, P4, P5 and P6
Pupil day ends	3.00pm

School Office Hours

The school office is open Monday to Thursday between 8.30am and 4.00pm, and Friday until 3.30pm.

School year

First Term	In-service Day	Wednesday 14 August 2024 (IS)
	In-service Day	Thursday 15 August 2024 (IS)
	Schools re-open	Friday 16 August 2024
	September Weekend	Friday 27 September 2024 and Monday 30 September 2024 (inclusive)
	Schools re-open	Tuesday 1 October 2024
	In-service Day	Friday 11 October 2024 (IS)
	October holiday (schools closed)	Monday 14 October 2024 to Friday 18 October 2024 (inclusive)
	Schools re-open	Monday 21 October 2024
	St Andrew's Day	Monday 2 December 2024
	Schools re-open	Tuesday 3 December 2024
	Last day of session	Friday 20 December 2024
	Christmas / New Year Schools closed	Monday 23 December 2024 to Friday 03 January 2025 (inclusive)
	Second Term	Schools re-open
In-service Day		Friday 14 February 2025 (IS)
Mid-term break		Monday 17 February 2025 to Tuesday 18 February 2025 (inclusive)
Schools re-open		Wednesday 19 February 2025
Spring Holiday Schools closed		Monday 7 April 2025 to Monday 21 April 2025 (inclusive)
Third Term	Schools re-open	Tuesday 22 April 2025
	May Day	Monday 05 May 2025
	Schools re-open	Tuesday 06 May 2025
	In-service Day	Friday 23 May 2025 (IS)
	Local holiday (schools closed)	Monday 26 May 2025
	Schools re-open	Tuesday 27 May 2025
	Last day of session	Friday 27 June 2025

Teachers return Thursday 14 August 2025

School in-service days

- Wednesday 14 August 2024
- Thursday 15 August 2024
- Friday 11 October 2024
- Friday 14 February 2025
- Friday 23 May 2025

School dress

Renfrewshire Council encourages each school to adopt a dress code and for any proposed changes to be discussed with parents, pupils and the parent council. The council supports an agreed dress code because of the benefits it brings, including improvements in safety, security, discipline, ethos and community spirit, and a decrease in bullying and expense for parents.

Some types of clothing will not be allowed in school for reasons of safety, decency or indiscipline. Types of clothing which will not be allowed include:

- clothes which are a health or safety risk;
- clothes which may damage the school building;
- clothes which may provoke other pupils;
- clothes which are offensive or indecent; and
- clothes which encourage the use of alcohol or tobacco, or other inappropriate substances.

Pupils will not be deprived of education, any benefit or access to examinations because of not wearing school uniform.

In the interests of health and safety, of both individual and others present, all jewellery, including body jewellery, must be removed before taking part in physical education lessons or physical activities. This includes watches, rings, chains and belts with metal buckles and other body jewellery and must all be removed before the physical education lesson, as these may cause injury to the wearer and others.

It is preferred that parents are advised that any child having body jewellery piercing wait until the summer break to allow them time to heal. However, parents wishing children to wear body jewellery during physical education should write to the school expressing their request. Children will be expected to provide tape and cover any such items of jewellery during the activity. Pupils will be responsible for the safekeeping of jewellery.

Grants for footwear and clothing for children are available to parents receiving certain benefits. Please see the council's website:

<http://www.renfrewshire.gov.uk/Freeschoolmealsandclothinggrants>

Information and application forms for free school meals are available from schools, registration offices and customer service centres. A form can be downloaded from the council's website: <http://www.renfrewshire.gov.uk/Freeschoolmealsandclothinggrants>

Please help the school and the education authority by making sure that pupils do not bring valuable or expensive items of clothing to school. The council has no insurance to cover the loss of valuable items.

At St James', we pride ourselves in our attitude, effort, and equitable approach towards school uniform. We receive immense support from our families and wearing our uniform shows we are proud to be part of the St James' Family. All pupils and staff dress for excellence and believe that by dressing smartly this helps to create an atmosphere that encourages high expectations and positive behaviour.

St James' School uniform is as follows:

- **Grey** skirt or trousers
- **White** shirt and St James' school tie
- **Grey** jumper/ **grey** cardigan/**grey** sweatshirt (with school badge if you wish)
- **Dark** outdoor shoes (boots if appropriate for winter)
- **Black** plimsoles with shoe bag (as children are asked to change their shoes daily when indoors)
- **Black** blazer (if you wish)
- Suitable outdoor jacket for wet weather all through the year

Summer Uniform (*if desired*)

- **Blue/white** gingham school dress
- Smart **grey** shorts and **white** polo shirt

PE Kit

- **White** t-shirt
- **Black** gym shorts
- **Black** plimsoles/trainers (for outdoor use)
- **Black** joggers and sweatshirt (for outdoor use)
- Bag to hold PE kit

All items of clothing, including shoes, and equipment require to be **clearly marked** with the child's name.

It would be helpful if your child had the following at home:

- HB pencils;
- Rubber;
- Sharpener;
- Ruler;
- Glue stick;
- Colouring pencils;
- Small calculator from P3 onwards.

Registration and Enrolment

The date for registration of new school entrants is advertised in all local nurseries, national and local press and on the council's website www.renfrewshire.gov.uk. It is normally in November each year. Pupils should be registered in only one school for their catchment area. Parents will be provided with information about the school when they register their child.

Parents who want to send their child to a school other than the catchment school must make a placing request. Information on how to make a placing request is contained in the leaflet 'Sending your child to school.' The leaflet is available from any school, by phoning our customer contact centre on 0300 300 0300, or on our website www.renfrewshire.gov.uk. It is important to note that a successful placing request into a primary school does not guarantee a successful placing request when a child is transferring to secondary school.

Parents of pupils who have moved into the catchment area or, who wish their child to transfer to the school, should contact the school office for information.

Induction procedures for pupils starting school and their parents

Parents will be advised of parent meetings and pupil induction days during the spring and summer terms.

Class Organisation

Maximum class sizes:

P1	25
P2-3	30
P4-P7	33

At the start of each school session, pupils in each stage group may be rearranged into different classes according to the number of pupils across the school. At present there are 21 classes, including a number of composite classes. All classes are arranged in accordance with Renfrewshire Council guidance.

Assessment and Reporting

Assessment is an integral part of learning and teaching. It helps provide a picture of the learner's progress and achievements and identifies the next steps in learning.

Assessment includes supporting learning, learner engagement and ensuring appropriate support.

Tracking learners' progress

Information on learners' progress is gathered through planned assessments and this information is recorded. This allows teachers to have a clear picture of how learners are progressing. It will also allow teachers to identify next steps in learning and inform reporting on progress and achievement.

Assessment and Reporting

Regular reports to parents provide clear, positive and constructive information about their child's learning and progress, reflecting on what has been achieved against standards and expectations.

Summary of the School Improvement Plan

Strategic Improvement Priorities

Actions/Interventions

Each year the school produces an Improvement Plan which sets out our improvement priorities for the coming year. Over the course of the year, work is undertaken to address these priorities, and, at the end of the year, the school reviews its progress. New priorities are then identified, and the cycle continues. Our priorities for the coming year are:

- Enhance teaching and learning in non-fiction writing
- Raise attainment in Numeracy with a priority focus on high quality learning, teaching and assessment through collaboration and further development of a Growth Mindset
- Improve outcomes in Health and Wellbeing with a focus on developing knowledge, skills and understanding, to positively impact the whole school community in many aspects of life, such as behaviour, relationships, faith, attendance and attainment.

Quality indicators

In line with Renfrewshire Council's Quality Improvement Framework, our self-evaluation will have a particular focus on the following quality indicators from How Good Is Our School:

- Self-Evaluation for Self-Improvement (1.1)
- Leadership of Change (1.3)
- Learning, Teaching and Assessment (2.3)
- Personalised Support (2.4)
- Ensuring Wellbeing, Equality and Inclusion (3.1)
- Raising Attainment and Achievement (3.2)
- Creativity and Employability (3.3)

The Scottish Attainment Challenge

Attainment Challenge and Pupil Equity Funding (PEF)

The Scottish Attainment Challenge, launched in 2015, is about achieving equity in education. This can be achieved by ensuring every child has the same opportunity to succeed. Renfrewshire is one of nine 'challenge authorities' who have received funding to improve literacy and numeracy and health and wellbeing, with a particular focus on closing the poverty-related attainment gap.

The Pupil Equity Fund (PEF) is being provided as part of the Attainment Scotland Fund. The PEF is allocated directly to schools and targeted at closing the poverty related attainment gap. Every council area is benefitting from the fund and is based on the number of pupils in P1-S3 known to be eligible for free school meals. The funding is to be spent at the discretion of the head teacher working in partnership with parents, pupils and staff to devise plans which focus on closing the poverty-related attainment gap.

Transfer to Secondary School

Pupils normally transfer to secondary school between eleven and a half and twelve and a half years of age, so that they will have the opportunity to complete at least four years of secondary education. Parents will be informed of the arrangements no later than December of the year before the date of transfer.

Parents who want to send their child to a school other than the catchment school must make a placing request. Information on how to make a placing request is contained in the leaflet 'Sending your child to school.' It is important to note that a successful placing request into a primary school does not guarantee a successful placing request when a child is transferring to secondary school.

St. James' Primary School is an associated primary school of Trinity High School.

Head teacher – Mr Marshall

Telephone: 0300 300 1444

Car parking

The school has a staff car park. Dedicated parking spaces have been created to ease access for people with disabilities. These are located in front of the school's visitor entrance. Please do not use these spaces without authorisation.

The school has a pupil drop-off/collection zone at the front of the school. Parents are asked not to park in this area as it is designed for drop off/collection.

Care and welfare

Your child's welfare is central to the ethos of the school. Please contact the school to share any concerns you have about your child's welfare or wellbeing. The staff will work with you as parents to make sure children are safe, happy and able to benefit from the educational opportunities we offer. This handbook gives details of how we deal with bullying, homework, additional support needs and many other areas that may impact on your child's wellbeing.

School security

Renfrewshire Council has introduced procedures to ensure the safety and security of pupils and staff when attending or working in a school. We use a number of security measures including a visitors' sign in book, badges and escorts, while visitors are within the school building. Normally, anyone visiting a school for any reason, will be asked to report to the school office. The school staff can then make the necessary arrangements for the visit.

Visitors are required to enter St James' through the front entrance at all times. Parents are not permitted to enter school playgrounds. Primary 1 pupils (and their siblings) and Primary 7 pupils may enter and exit the school grounds at the Porterfield Road gate so that families can be together. This gate is primarily for Primary 1 and Primary 7 children as it comes through the nursery play area. For Primary 1 pupils, this area is zoned into four sections **red square, green rectangle, blue circle, yellow triangle**. Primary 1 parents will be advised which zone each class has been allocated in order to facilitate safe collection of pupils by parents at the end of the day. Primary 2 to 6 pupils enter and exit the school grounds via the gates at Victoria Drive West. Parents of older children are requested to select a meeting place well away from these gates to allow the parents of younger children to get closer. There is plenty of meeting space further down the path and towards the front of the building.

Attendance and absence

It is the responsibility of parents/carers of a child of school age to make sure that their child is educated. Attendance is recorded twice a day, morning and afternoon.

Please let the school know by letter or email in advance if your child is likely to be absent for any period of time. If there is no explanation provided from a child's parent/carer, you will be contacted by the school.

Please make every effort to avoid family holidays during term time as this disrupts your child's education and reduces learning time. The head teacher can approve absence from school for a family holiday in certain extraordinary situations. Please discuss your plans with the head teacher before the holiday. Absence approved by the head teacher on this basis is regarded as authorised absence. If the head teacher does not give permission before the holiday, it will be recorded as unauthorised absence.

Parents from minority ethnic religious communities may request that their children be permitted to be absent from school to celebrate recognised religious events. Absence approved by the head teacher on this basis is regarded as authorised absence. Extended leave can also be granted on request for families returning to their country of origin for cultural or care reasons.

A supportive approach is taken to unexplained absence. The education authority, however, has legal powers to write to, interview or prosecute parents, or refer pupils to the Reporter to the Children's Panel, if necessary.

Bullying

Renfrewshire Council has an anti-bullying policy which was developed in consultation with pupils, parents and staff. The policy provides guidance on the prevention, identification and management of bullying – both the bullying behaviour and the impact it has.

Our school also has its own anti-bullying policy which sets out our local approach to tackling bullying. You can request a copy of the Council's policy and/or the school's policy from the school office or access them online at <http://www.renfrewshire.gov.uk/article/3469/Anti-bullying>

If you have a specific concern about bullying, please report this to the school so that we can investigate and take any action that might be needed.

Safeguarding including child protection

All children have a right to be protected from harm, abuse and neglect. The vision of the Renfrewshire Child Protection Committee is that "it's everyone's job to make sure that children in Renfrewshire are safe."

Renfrewshire Council has a child protection policy and guidelines in place to make sure that all staff receive training each year and are confident in responding to any child protection or safeguarding issue, including e-safeguarding, child sexual exploitation and radicalisation. Staff ensure the wellbeing of children they come into contact with and work closely with other agencies to protect children and keep them safe. All school staff must report any concerns they have about the welfare of children to the school's child protection co-ordinator.

Mobile phones

The benefits of mobile phones are recognised. Many young people and their parents regard them as an essential means of communication. Mobile phones can continue to be brought into schools, however the following limitations will apply in Renfrewshire schools.

- All phones should be turned off and kept out of sight during the school day within the school campus.
- Photographing or recording of sound or images of staff, other pupils or visitors to the school is not allowed at any time within the school campus or on school transport.
- Mobile phones may be confiscated where these rules are broken.
- Any recordings made on school premises or school transport found on confiscated phones must be deleted on their return.
- Any photographs or recordings of staff in any situation, whether taken on school premises or elsewhere, found on confiscated phones must be deleted from phones on their return.
- Children's Services expects that schools will, through normal collegiate procedures, develop or review existing policies on the use of mobiles phones that take account of the views of all staff, parents and pupils.
- Schools should ensure that pupils, parents and staff are aware that should a pupil breach the policy, there will be consequences in line with the school's positive behaviour/discipline policy.
- Individual school policies should clearly state for the benefit of staff, pupils, parents and visitors any variations from the restrictions on use of mobile phones set out below.
- Pupils and parents should be notified that mobile phones will be confiscated where these limitations are breached.

- Smartphones introduce additional challenges for schools and parents. Pupils and parents should be aware that this also leaves pupils open to dangers such as cyber bullying, grooming and access to inappropriate material. Parents are encouraged to read anti-bullying policy for further guidance.
- Staff should not delete photographs or recordings from confiscated mobile phones.
- When staff confiscate mobile phones or other devices, they should ensure that these are retained in a safe place that cannot be accessed by others. This may be a lockable drawer or cupboard, a base area or a delegated area in the school office. Confiscated mobile phones should normally be passed to the school office or senior member of staff as soon as possible after confiscation.

Legal Aspects

- There are a number of aspects of the law that may apply to mobile phone misuse and the responses to that misuse. In the most serious cases there may be a crime involved – an incident that is being filmed might be an assault or breach of the peace. The misuse of a mobile phone might be an offence under the Communications Act 2003, if it involves a call or message that is grossly offensive or is of an indecent, obscene or menacing in character; and, the distribution of certain pornography might be an offence under the Civic Government (Scotland) Act 1982.
- In situations which are so serious that a school might contact the police, it is for the police, and not the school to consider what, if any, criminal offence may apply.

These restrictions on use apply equally during any school activity that takes place off campus.

Pupils breaking the rules will be disciplined in line with the school's positive behaviour or discipline policy.

School meals

All Primary 1 – Primary 5 children are automatically entitled to a free school meal.

Children of parents receiving certain benefits, are entitled to a free midday meal. Information and application forms for free school meals are available from schools, registration offices, customer service centres or may be downloaded from the council's website:

<http://www.renfrewshire.gov.uk/schoolmeals>

Children who are also entitled to free school meals are entitled to free milk at lunchtime. Milk may also be on sale in the school during the lunch period.

All schools in Renfrewshire offer a nutritionally balanced, healthy meal for your child each school day. The Renfrewshire Council school meals website provides details of the daily choices. Many studies have shown a strong link between a healthy diet and concentration. For this reason the school does not permit pupils to bring fizzy juice and pupils are encouraged to bring only one, preferably healthy, snack to eat at morning break. Pupils with several snacks will be asked to select one.

Pupils are encouraged to drink water during class time from a 'sports top' bottle. Pupils should bring a full bottle to school each day and it can be refilled. Pupils wishing to drink flavoured water/juice have the opportunity to do so at break times. Only plain water can be consumed in class.

Children who bring packed lunches can choose to eat in the dining hall or outside in the playground. For safety reasons, packed lunches should not include flasks containing hot liquids or soups. Please note glass bottles and cans are not permitted in school.

To minimise the risk of nut allergy to other pupils parents are asked to refrain from including any type of nut or nut products in packed lunches or snacks.

School transport

Renfrewshire Council's current policy is to provide home to school transport to all primary school pupils who live more than 1.609 kilometres (1 mile) from their catchment school by the recognised shortest safe walking route. Parents who think they are eligible can get an application form from the school or Children's Services in Renfrewshire House, Paisley or online at <http://www.renfrewshire.gov.uk/article/3486/Home-to-school-transport>. These forms should be completed and returned before the end of February for those pupils beginning school in August to allow appropriate arrangements to be made. However, parents may make an application at any time.

In special circumstances, the Director of Children's Services has discretion to grant permission for pupils to travel in transport provided by the education authority, where spare places are available, at no additional cost to the authority.

Please note that privilege passes, for those who are not eligible for transport, must be requested from the Education Authority on an annual basis. Children are not permitted to use school buses without authorisation.

In St James' it is our policy to assist all children to return home safely at the end of the day. Children must be aware of their own travel arrangements prior to coming to school each day. Unplanned alterations to travel arrangements often cause confusion. Consequently, parents are respectfully asked not to contact the school office for this purpose, other than in an emergency situation.

Pupils are generally supervised, where possible, by a member of staff when boarding the buses. It is helpful if parents of young pupils inform the school when the children initially travel on the school bus.

Pick-up points

Where home to school transport is provided, some pupils will require to walk a reasonable distance from home to the transport pick-up point, but this should not exceed the authority's agreed limit of 1.6 kilometres (1 mile).

It is the parent's responsibility to make sure that their child arrives at the pick-up point on time and behaves in a safe and acceptable manner while boarding, travelling on and leaving the vehicle. Children who misbehave can lose their right to home to school transport.

At the drop-off point, it is a parental responsibility to ensure that a child is either collected or is able to walk home independently. Failure to comply may result in withdrawal of the bus pass or financial implications should a child be returned to school by the bus company.

Placing requests

You should be aware that if we grant your placing request, we are not required to provide a school bus pass or any other help with transport.

Assisted support needs

Renfrewshire Council may provide home to school transport for children assessed to attend any school because of their Additional Support Needs. We also provide seat belt and wheelchair restraints needed to transport pupils.

Playground Supervision

An adult presence is provided in playgrounds at break times, as required by law.

In the mornings, it is inadvisable for pupils to arrive in the school grounds before 8.45am. Please note that playgrounds are not supervised before the start of the school day at 9.00am.

Pupils leaving school premises at breaks

Schools have a duty to look after the welfare of their pupils. This includes taking reasonable care of pupils' safety during intervals and lunchtimes.

Renfrewshire Council recommends that pupils should not leave school grounds at intervals. Primary pupils should only leave at lunch times when they are going home for lunch, with their parents' agreement. Parents should encourage their children to follow these rules in the interests of safety.

Pupils in St James' are required to inform the class teacher in the morning if they are going home for lunch. Pupils going home for lunch should be signed out at the school office when collected and signed back into school at the school office before the afternoon session begins.

Equalities

Renfrewshire Council is committed to ensuring that all employees, customers and partners are treated fairly and with respect at all times. We are committed to promoting equality and tackling discrimination through the way services are planned, delivered and purchased. The council promotes and encourages a culture whereby equality of opportunity exists across all the protected characteristics of age, disability, race, gender reassignment, pregnancy and maternity, religion and belief, marriage and civil partnership, sex and sexual orientation.

School education is open to all pupils and all reasonable measures will be taken to make sure that the curriculum is available to every child. The Equality Act 2010 introduced a new public sector general equality duty which requires Scottish public authorities to pay 'due regard' to the need to:

- Eliminate discrimination, victimisation, harassment or other unlawful conduct that is prohibited under the Equality Act 2010;

- Advance equality of opportunity between people who share a characteristic and those who do not; and
- Foster good relations between people who share a relevant protected characteristic and those who do not.

In line with UNCRC, in Renfrewshire we place the human rights and needs of every child and young person at the centre of education.

The council supports the right of each citizen to a quality of life which is free from violence, discrimination and harassment. The council will take steps to ensure that all citizens, regardless of race, ethnic or national origin, religion, social background, marital status, gender, disability, age or sexuality have full access to its services, taking all possible measures to prevent discrimination in the way its services are delivered.

Parents can help to monitor our success in promoting equality of opportunity for all by providing equalities related information when asked.

In St. James', every effort is made to encourage our pupils to achieve their full potential and to participate in a wide range of activities. It is very important to the well-being of our pupils that they are treated fairly and feel valued. In turn, pupils are expected to value and respect all members of the school community. We actively discourage discrimination of any kind.

Medical and Health Care

Medical examinations are carried out at various times during a child's primary school years. As parents, you will be given notice of these and encouraged to attend, except for vision and hearing tests and dental examinations. Parents will be told about any recommended action or treatment. All examinations are carried out by NHS Greater Glasgow and Clyde.

Parents should notify the school of any medical requirements or allergies that their child may have. Wherever possible, where a child requires medication, it is better if this is provided outside of school hours. In cases where it is necessary that the child receives medication during school hours, parents should contact the school to make appropriate arrangements. School staff are under no obligation to give medicines to pupils and staff will advise parents of local arrangements. Where appropriate, schools will support parents in helping children and young people learn the life skills which allow them to manage their own healthcare needs.

Minor accidents are dealt with by the school's qualified first aider(s) or appointed person. If a pupil takes ill or has an accident at school which requires that they be sent home or for treatment, the school will provide first aid and contact parents. It is very important that the school has up to date contact details for all parents and an additional contact person in case parents can't be contacted. This information should be current, and the school notified of any changes. We will not send children home from school unaccompanied.

In the event of a serious illness or accident, a member of staff will accompany the child to a doctor or hospital and parents will be notified immediately.

Pupils are not routinely checked for head lice, therefore, parents are asked to do this on a very regular basis. If your child is unfortunate enough to be affected please notify the school immediately. If you require any advice please contact your local pharmacy or Renfrew Health Centre. As a precaution, we recommend that all children with long hair should wear it tied back in school. Please note, families are no longer routinely advised of incidents of head

lice within particular classes. This is on the advice of School Health. Parents are, instead, asked to regularly check their children's hair and take precautions such as tying back long hair.

Toileting Issues

Where possible, please ensure your child carries a spare change of underwear/uniform in their bag in case of any toileting accidents. If your child receives fresh underwear/socks during the school day we would be very grateful if you could replace our stock. Children are usually able to cope with minor problems independently, however, parents may be contacted if it is deemed that a child needs support.

Religious Observance

Our school is fortunate to have a close link with the local church. The priest assists with the Christianity element of Religious and Moral Education and provides opportunities for religious observance.

In addition, parents and carers from religions other than Christianity may request that their children may be permitted to be absent from school in order to celebrate recognised religious events. Only written requests detailing the proposed arrangements will be considered.

Managing positive behaviour

Everything we do at St James' starts with our Values - Kindness, Respect and Commitment.

At St James' we believe in taking a blended approach when dealing with relationships and behaviour and we do not rely on one single method or model to do this. We have a range of approaches, and we seek to use the most appropriate one for each situation. We put the needs of our pupils first and will always see them as individuals that are part of a family and a community.

The key at St James' is that all of our work and whatever approach we use, is underpinned by our values and that relationships are protective and vitally important for us to succeed as a school.

Following guidance from Renfrewshire's Nurturing Relationships Approach, we focus on repairing relationships through a restorative approach that reflects the values of St James'. It does not mean actions are consequence free, but we seek to model and teach children the skills to manage relationships.

A restorative approach may include having a 'restorative conversation'. These conversations may happen during the school day and practitioners will use restorative language and questions to allow children and young people to understand the impact of their behaviours.

In the case of repeated or serious incidents, parents would be advised immediately and invited to discuss the matter fully. Good home/school relationships should ensure that any difficulties can be resolved. The early intervention with parents is extremely important in the school's attempts to ensure the highest quality of education for all pupils.

Wet weather arrangements

Children should be encouraged to come to school suitably dressed for all weather. There is shelter in the playground if required.

Curriculum Matters

School curriculum

Scotland's curriculum – Curriculum for Excellence (CfE) – helps our children and young people gain the knowledge, skills and attributes needed for life in the 21st century.

Curriculum for Excellence places learners at the heart of education. At its centre are four fundamental capacities. These capacities reflect and recognise the lifelong nature of education and learning. The four capacities are aimed at helping children and young people to become:

- Successful learners
- Confident individuals
- Responsible citizens
- Effective contributors

The National Improvement Framework, updated annually, sets out the vision and priorities for Scottish education that have been agreed across the system, and the national improvement activity that needs to be undertaken to deliver those key priorities.

Crucially, it sets out a clear **vision** for Scottish Education:

- Excellence through raising attainment and improving outcomes: ensuring that every child and young person achieves the highest standards in literacy and numeracy, as well as the knowledge and skills necessary to shape their future as successful learners, confident individuals, responsible citizens, and effective contributors
- Achieving equity: ensuring every child and young person has the same opportunity to succeed, no matter their background or shared protected characteristics, with a particular focus on closing the poverty related attainment gap

The Key priorities of the National Improvement Framework are:

- Placing the human rights and needs of every child and young person at the centre of education
- Improvement in children and young people's health and wellbeing
- Closing the attainment gap between the most and least disadvantaged children and young people
- Improvement in skills and sustained, positive school-leaver destinations for all young people
- Improvement in attainment, particularly in literacy and numeracy

Curriculum for Excellence

[Parentzone Scotland](#) – If you go to this website, parents can find out about everything from school term dates to exam results. This site also offers information for pre-5 and post school. It also lists relevant publications for parents and provides hyper-links to other useful organisations.

[Curriculum for Excellence](#) (CfE) is the curriculum followed in all Scottish establishments and is built on the values of wisdom, justice, compassion and integrity. All children and young people should develop skills for life, skills for learning and skills for work which will prepare them for a world that is changing very fast. The curriculum in our schools will continue to develop over coming years to ensure that all our children and young people become successful learners, confident individuals, responsible citizens and effective contributors.

The curriculum follows two phases – the broad general education (BGE) and the senior phase.

Broad General Education

One of the key entitlements of CfE is that all children should receive a rounded education, known as the broad general education (BGE), from early years to the end of S3, before moving to a senior phase in S4 to S6 which will include studying for qualifications. This BGE 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.

The BGE phase of CfE is closely connected to the senior phase with the learning undertaken until the end of S3 providing a strong foundation for choosing and specialising in a range of subjects. In the senior phase, young people will have the opportunity to take qualifications and courses that suit their ability and interests.

The curricular areas which will be followed within the BGE are:

Literacy, numeracy and health and well-being – responsibility of all;

English, mathematics, modern languages, sciences, social studies, expressive arts and religious and moral education/religious education in Roman Catholic schools.

The Learner's Journey

As part of their learning journey, our pupils have a variety of opportunities and experiences. They learn in different contexts so that they acquire skills and positive attitudes as well as progress in their knowledge and understanding of curricular areas. These contexts are described below.

The four contexts of the curriculum

The curriculum is the totality of all that is planned for children throughout their education. *Building the Curriculum 3* identifies four contexts for learning:

- Ethos and life of the school as a community;
- Curriculum areas and subjects;
- Interdisciplinary learning (IDL);

- Opportunities for personal achievements.

The four contexts are intrinsically related in establishing a climate in which all learners can achieve their full potential. The experiences and outcomes, taken as a whole, define the standards and expectations for the entire curriculum. They will be the focus of planning all aspects of learning across all contexts of the curriculum, including opportunities for personal achievement.

Subjects

The Curriculum is organised in 8 subject areas.

- Literacy and English;
- Mathematics and Numeracy;
- Health and Wellbeing;
- Religious and Moral Education;
- Expressive Arts;
- Social Studies;
- Technologies and ICT;
- Sciences.

Our approach to literacy, numeracy and health and well-being

It is the responsibility of all teachers and practitioners to support all pupils in the development of skills in Literacy, Numeracy and Health and Well-being.

Literacy, Numeracy and Health and Well-being are important in all areas of learning. Being active, healthy, numerate, being able to read, write, listen carefully and talk clearly will increase opportunities for pupils in all aspects of life and will allow them to participate fully in learning. Having the necessary skills to be secure as they progress into further education and on into the workplace will prepare them for our ever changing and developing world.

In all three areas, we aim to promote the development of

- Critical thinking;
- Creative thinking;
- Competence in listening, talking, reading and writing;
- Personal, interpersonal and team working skills;
- Building financial capability;
- Ability to make positive life choices.

Various cross-curricular and interdisciplinary programmes of work are planned for and learners are encouraged to be involved in leading their learning at all stages.

St. James' Primary school is committed to enhancing the chances of every pupil to succeed in life. We ensure that all children receive two hours of PE each week to encourage active and healthy lifestyles.

Our approach to relationships, sexual health and parenthood education

This is explored through focusing on relationships and is informed by our programme, God's Loving Plan, which is used at all stages (P1-P7) in Catholic primary schools. Guidance and direction are provided from our Catholic Education Service. The programme is available in school for any parent wishing to view it and is fully explained at the pre-school induction meetings. Parents are provided with information in advance of certain topics being covered.

Getting it Right for Every Child (GIRFEC)

Getting it right for every child (GIRFEC) is the national approach in Scotland to improving outcomes and supporting the wellbeing of our children and young people by offering the right help at the right time from the right people. It supports them and their parent(s)/carers to work in partnership with the services that can help them.

All education staff have a statutory responsibility to promote and support the wellbeing of children and young people in their care. There are 8 wellbeing indicators and you can find out more about these here: <https://www.gov.scot/policies/girfec/wellbeing-indicators-shanarri/>

Additional Support for Learning

Inclusion

Renfrewshire's inclusive approach affords all children and young people the opportunity to be part of their learning community, boosting their emotional wellbeing and aiding the development of social skills. This approach is based on the core inclusive value of providing education for children within their own community as much as possible. Wellbeing assessment and individual planning is in place for all young people who require additional support.

Support

The needs of the child or young person should always be central to the identification, planning and provision of support. Support should be appropriate, proportionate and timely.

Universal support

Universal support starts with the ethos, climate and relationships within every learning environment. It is the responsibility of all practitioners and partners.

An environment which is caring, inclusive, fair and focused on delivering learning to meet individual needs will encourage all children and young people to strive to meet their learning potential.

Personal learning planning is at the heart of supporting learning. The conversations about learning, reviewing progress and planning next steps are central to this process. Planned opportunities for achievement which focus on the learning and progress made through activities across the full range of contexts and settings in which the curriculum is experienced also contribute to the universal aspect of support. In addition, all children and

young people should have frequent and regular opportunities to discuss their learning and development with an adult who knows them well and with whom they have a mutually trusting relationship. This key member of staff has the holistic overview of the child or young person's learning and personal development.

Targeted support

Children and young people can benefit from additional or targeted support, tailored to their individual circumstances. This could be at any points of their learning journey or throughout the journey.

Barriers to learning may arise from specific learning difficulties, disability, social, emotional or behavioural needs, bereavement or family issues.

Targeted support also encompasses children and young people requiring more choices and more chances to achieve positive, sustained post-school destinations.

This 'targeted' support is usually, but not exclusively, delivered by staff with additional training and expertise.

Independent sources of information and advice nationally include -

Enquire – the Scottish advice service for additional support for learning

Telephone – 0345 123 2303

Email – info@enquire.org.uk

Resolve (Children in Scotland) - Resolve:ASL is an independent mediation service for parents and carers of children and young people with additional support needs.

Telephone – 07955 788967

Email – resolve@childreninscotland.org.uk

Educational Psychology Service

Educational Psychologists (EPs) support equity, inclusion and attainment and deliver evidence-based intervention to support pupils' wellbeing in Renfrewshire's schools, nurseries and other learning centres.

EPs work with teachers, parents and support staff to help children and young people make the most of their lives and support schools, nurseries and other learning centres to improve and develop supportive healthy learning environments through approaches such as the Renfrewshire Nurturing Relationships Approach, Language and Communication-Friendly Environments, Video Interaction Guidance and Non-Violent Resistance.

Our school has a system in place for monitoring and reviewing the progress of all our young people and we have a link educational psychologist who visits on a regular basis and is part of the extended support team. When concerns are raised about a child or young person, the school's takes action to address these concerns and may involve a link EP. Parental permission will always be obtained before we request to involve the link EP.

Health and Wellbeing Education

Learning in health and wellbeing ensures that children and young people develop the knowledge and understanding, skills, capabilities and attributes which they need for positive mental, emotional, social and physical wellbeing now and in the future. Learning through health and wellbeing enables children and young people to:

- make informed decisions in order to improve their mental, emotional, social and physical wellbeing
- experience challenge and enjoyment
- experience positive aspects of healthy living and activity for themselves
- apply their mental, emotional, social and physical skills to pursue a healthy lifestyle
- make a successful move to the next stage of education or work
- establish a pattern of health and wellbeing which will be sustained into adult life, and which will help to promote the health and wellbeing of the next generation of Scottish children and young people
- and, for some, perform at high levels in sport or prepare for careers within the health and leisure industries

Health and Wellbeing in schools covers:

- Mental, emotional, social and physical wellbeing
- Planning for choices and changes
- Physical education, physical activity and sport
- Food and health
- Substance misuse
- Relationships, sexual health and parenthood

Effective health and wellbeing education requires exchange of information, mutual support and collaboration with community partners, schools and parents.

Specialist support service – teachers teaching in more than one school

We have a number of teachers who work in nurseries and schools to provide specialist support to children and young people who have a range of additional support needs. These teachers work with teachers within the nursery or school to plan and deliver an appropriate curriculum. The service also provides staff development and advice on resources.

The teams support the additional needs of:

- children with a significant hearing and or visual impairment

- children with English as an additional language who are at the early stages of learning English
- care experienced children and young people and those experiencing discontinuity in their learning
- children and young people with a range of additional support needs

Homework

Homework is an integral part of learning and teaching. It provides children and young people with the opportunity to develop self-reliance, self-discipline, self-confidence and be responsible for their own learning. It also strengthens the link between home and school by supporting parents and carers to share in the learning process. Homework can take many forms and will reflect the age, stage and area of learning currently being undertaken by your child. It will be issued on a regular basis and will be varied, meaningful and interesting.

St James' primary school has a homework policy based on Renfrewshire Council's policy and guidance. You can request a copy of this policy from the school office.

Pupils will be provided with a homework organiser/diary. There is a well organised homework programme in each stage which is communicated clearly to pupils and parents. Homework is varied and related to classwork. Pupils will not normally have more than two homework jotters. Teachers will ask for homework to be undertaken over a period of four nights (Monday-Thursday). Homework would not be expected over a weekend or holiday. The weekly programme would normally be issued on a Monday through Google Classrooms. Children who do not have access to technology can be issued with a paper copy of homework. Written homework should be returned in homework jotters for correction on a Thursday. Any work returned through Google Classrooms will not be marked but will be acknowledged with a 'thumbs up'. Practical or 'learning' activities can still take place on a Thursday evening. Parents have the opportunity to organise their child's overall homework over the four nights in a way that suits your family.

If a child experiences difficulty with homework a note in the organiser would alert the teacher to the problem. The organiser is checked by the teacher on a weekly basis. On special occasions such as Bonfire Night, teachers may choose not to set any homework tasks.

Amount of Homework

The time taken for homework will generally increase from 10 minutes in P1 to approximately 30 minutes in P7, on average per night. This includes the valuable time spent on oral or 'learning' activities.

Homework Hints

General advice includes:

- Help your child to succeed by providing a quiet place to work;
- Try to remember to sign markers and diaries etc;
- Encourage both reading aloud and silently at home (from P1 to P7);
- Remember to ask your child lots of questions as part of their reading;

- Help your child to learn number facts and multiplication tables regularly;
- Remember that both written and unwritten homework is valuable;
- Ensure that homework is regularly completed and handed in on time;
- If homework causes problems do not hesitate to let us know.

Developing the Young Workforce

Developing the Young Workforce is our strategy to develop the business and employability skills in young people.

It lies at the centre of curriculum for excellence and promotes a wide-range of opportunities for our children and young people aged 3-18 to become successful learners, confident individuals, responsible citizens and effective contributors.

The four main areas are:

- Enterprising learning and teaching;
- Entrepreneurial learning;
- Work-based vocational learning; and
- Careers education

The themes are built around the main areas:

- Supporting the development of skills for life and skills for work;
- Engaging employers;
- Broadening the reach of the programme;
- Embedding enterprise in the curriculum;
- Building capacity; and
- Enhancing our international profile.

Enterprising activities will be organised to reflect the age and interests of our pupils.

The range of activities can include:

- Links and partnerships with businesses, colleges, and schools abroad;
- Fundraising events organised and run by pupils;
- Fairtrade activities;
- Joint school and community initiatives; and

- Work experience placements and speakers.

Extra Curricular Activities

The school encourages pupils to participate in a range of sporting, leisure and cultural activities. Activities which are organised by the local Active Schools Co-ordinator are the responsibility of the co-ordinator and the coaches which are appointed. Pupils who participate in any extra-curricular activity are expected to attend every session. Parents should notify the school office in advance if a child will not be attending on a particular day.

The school organises a Sport's Day in the summer term. Visits and educational outings linked to the curriculum may also be arranged.

In accordance with guidelines volunteers and helpers are required to complete a PVG check. Further information can be obtained from the school office.

Home School Community Links

Parental Involvement

By law, schools have a duty to promote parents' involvement in their child's education and our school encourages parents to:

- be involved with their child's education and learning;
- be active participants in the life of the school; and
- express their views on school education generally and work in partnership with their child's schools.

Every parent who has a child attending our school is automatically a member of the Parent Forum. As a member of the Parent Forum, each parent can expect to:

- receive information about the school and its activities;
- hear about what partnership with parents means in our school;
- be invited to be involved in ways and times that suit you;
- identify issues you want the parent council to work on with the school;
- be asked your opinion by the parent council on issues relating to the school and the education it provides;
- work in partnership with staff; and
- enjoy taking part in the life of the school in whatever way possible.

The Parent Forum elects a smaller group of parents to form the Parent Council. Parent Councillors may be involved in:

- supporting the work of the school;
- gathering and representing parents' views to the head teacher, education authority and Education Scotland;
- promoting contact between the school, parents, pupils, and the local community;
- fundraising;
- organising events;
- reporting to the parent forum;
- being involved in the appointment of senior promoted staff; and
- providing a representative to the National Parent Forum of Scotland.

Parent council chairs can attend the Parent Council Liaison Group, which gives parent councils an opportunity to speak with elected members and senior managers from the Council about issues relating to education in Renfrewshire. These meetings take place four times a year and details are sent to Parent council chairs at the start of each new academic year.

For more information on parental involvement or to find out about parents as partners in their child's learning, please contact the school or visit the Parentzone website at:

<https://education.gov.scot/parentzone>

<https://www.npfs.org.uk/>

St James' Parent Group

Here at St James', we are fortunate to have a very active and supportive Parent Group, please see information on the work they do:

<https://blogs.glowscotland.org.uk/re/stjames/parent-council/>

Whole Family Wellbeing

The School Family Wellbeing Team is one of the services that supports children and families in Renfrewshire. They will work with young people and families where additional help is required to make sure children and young people can make the most of their school experience. They can help families with issues such as school attendance, managing relationships and any barriers to learning. They will attend team around the child meetings to agree how they could contribute to your child's wellbeing plan.

Parents are fully involved, with an initial home visit to discuss the referral and updates on progress reviewed and evaluated on a regular basis.

Support is also offered to pupils who are identified as anxious during times of change, such

as moving from nursery to primary, primary to secondary and secondary to further education or employment. These can be stressful times for both pupils and parents and the school family wellbeing team can support parents and the school to work together to ensure a smooth transition, and help children and young people learn how to cope with change.

The school family wellbeing service is a non-statutory service and staff work in partnership with parents or carers, school staff and other agencies, including counselling and support services, health, social work, community learning and development, and other identified local voluntary and government agencies.

Pupil Council

There is a Pupil Council in the school. There are representatives from all classes who meet regularly with members of staff to discuss a range of issues.

Community Links

Effective education is a genuine partnership between parents and teachers. Parents are welcome to participate in the life of the school. Parent/teacher meetings are arranged twice yearly to allow discussions to take place. A comprehensive school calendar is issued at the start of the year and an informative newsletter is distributed at the beginning of each month and added to the school website. We also encourage partnership with parents by arranging various events and religious services during the year. Within our community we also have very close links with our own parishes, other schools, churches, various local organisations and charities.

School Lets

[schools to add to council statement]

The sale and/or consumption of alcohol on school premises is prohibited. No applications for occasional licences by the school, Parent Council or other party hiring or using the school premises should be made to allow for the sale of alcohol on school premises.

To apply to use school facilities, contact OneRen. Contact details are in the important contacts section at the end of this handbook.

Other Useful Information

Listening to learn - complaints, comments and suggestions

Renfrewshire Council encourages feedback on its services from parents and pupils as part of our overall commitment to giving the best possible service and to working in partnership. We are interested in feedback of all kinds, whether it be compliments, suggestions or complaints.

If you want to register a comment of any type about the school you can do this by writing, telephoning or making an appointment to see someone. All feedback is welcome and keeps us in touch.

If, in particular, you have a complaint about the school, please let us know. It is better that these things are shared openly and resolved fairly, rather than being allowed to damage the relationship between the family and the school. There will be no negative consequences from making a complaint and we will deal with the issue confidentially. If we have made a mistake, we will apologise quickly and clearly and try to put things right.

There are some things which you should be aware of when making a complaint:

Stage 1 complaint:

- Complaints about the school should be made first to the head teacher.
- It is helpful if you can give some details of the issue and ask for an early appointment to discuss it.
- We want to resolve complaints as quickly as possible. You will get a decision on your complaint in five working days or less, unless there are exceptional circumstances. If it is going to take longer than five working days, we will let you know.

Stage 2 complaint:

- If you are not happy with the response to your complaint, you have the right to take it further and submit a complaint to Children's Services. This is also known as a stage 2 complaint. You can do this by completing a complaints form (available from the school or any council office), fill in the online form via your 'my account', write to us, email us at complaints@renfrewshire.gov.uk, or call us on 0300 300 0170. At this stage, we will carry out an in-depth investigation. We will acknowledge receipt of your complaint within three working days and give you a full response within twenty working days. If the investigation is going to take longer than this, we will contact you to inform you.
- If you remain dissatisfied following the stage 2 outcome, you can contact the Scottish Public Services Ombudsman and our response will include the contact details.
- You should also note that you have the right to raise unresolved concerns with your local councillor, MSP or MP.

Data Protection

Information on pupils, parents and guardians is stored on a secure computer system and may be used for teaching, registration, assessment and other administrative purposes. The information is protected by data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, and can only be shared or disclosed in accordance with those laws. To find out more about how your personal information is used, please consult the Council's general Privacy Policy, here:

<https://www.renfrewshire.gov.uk/article/2201/Privacy-policy>

Pupils attending any type of school have a right of access to their own information by virtue

of the Data Protection Act 2018. This is known as the right of subject access. When a child cannot act for themselves or the child gives permission, parents will be able to access this information on their behalf. The Pupils' Educational Records (Scotland) Regulations 2003 give parents and carers a specific right of access to their child's educational records. You can find out how to make a Subject Access Request or a request for Educational Records, by visiting the Council's Data Protection page, here:

<https://www.renfrewshire.gov.uk/article/2059/Data-protection>

For specific data protection queries, please contact the school directly.

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 severe weather, traffic and transport disruption, power failures or fuel shortages. In such cases, we will do all we can to let you know when we are closing and reopening the school or nursery.

We use a variety of methods to keep you updated in emergency situations including: e-mails, our schools digital newsletter, text messages, the school and council websites and Renfrewshire Council's social media channels (Facebook - renfrewshirecouncil and Twitter - @RenCouncilNews).

Further information may also be provided through letters, announcements in the local press, local radio, or notices in local shops, churches and community centres.

Please ensure we have the most up-to-date emergency contact information for your family and you are following the council's social media channels. You can sign up for the school's digital newsletter via www.renfrewshire.gov.uk/e-alerts.

Important Contacts

Director of Children's Services

Janie O'Neill	Renfrewshire House Cotton Street Paisley PA1 1LE	Email csdirector@renfrewshire.gov.uk Phone: 0141 487 0885
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Family Wellbeing Service (Previously Home link Service)

c/o West Primary School
Newton Street
Paisley
PA1 2RL

Senior Home link Workers

Email
morag.mcquire@renfrewshire.gov.uk
pamela.mckechan@renfrewshire.gov.uk
Phone: 0300 300 1415

Community Learning & Development

Community Facilities Section	OneRen 3 rd Floor Renfrewshire House Cotton Street Paisley PA1 1LE	Email comfac@renfrewshire.gov.uk Phone: 0300 300 1430
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Adult Learning Services	West Johnstone Shared Campus Beith Road Johnstone PA5 0BB	Email als.els@renfrewshire.gov.uk Phone: 01505 382863
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Youth Services	West Primary School Newton Street Paisley PA1 2RL	Email youth@renfrewshire.gov.uk Phone: 0141 889 1110
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Customer Service Centre

Customer Service Centre	Renfrewshire House Cotton Street Paisley PA1 1AN	Email customerservices.contact@renfrewshire.gov.uk Phone: 0300 300 0300
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Websites

You may find the following websites useful.

- <https://education.gov.scot/parentzone/> - parents can find out about everything from school term dates to exam results. This site also offers information for nursery aged children and young people who have left school. It also lists relevant publications for parents and provides hyperlinks to other useful organisations
- <https://education.gov.scot/education-scotland/inspection-reports/> - parents can access school and local authority inspection reports and find out more about the work of Education Scotland
- <https://education.gov.scot/parentzone/my-school/> - parents can find out about individual schools. They can choose a school and select what type of information they need such as Education Scotland reports, exam results, stay on rates and free school meal entitlement
- <http://www.renfrewshire.gov.uk/> - contains information for parents and information on Renfrewshire schools
- <http://www.childline.org.uk/Explore/Bullying/Pages/Bullyinginfo.aspx> - contains information for parents and children on varying forms of bullying and provides help for parents and children who are affected by bullying
- <https://respectme.org.uk> - Scotland's anti-bullying service. Contains information for parents and children on varying forms of bullying and provides help for parents and children who are affected by bullying
- <https://education.gov.scot/> - provides information and advice for parents as well as support and resources for education in Scotland
- <http://www.equalityhumanrights.com/> - contains information for everyone on equality laws within the government and local authorities

Glossary

ASL – Additional Support for Learning

ASN – Additional Support Needs

CFE - Curriculum for Excellence

CLAD – Community Learning and Development

FOI – Freedom of Information

GIRFEC – Getting it Right for Every Child

HT/PT/PST – Head Teacher/Principal Teacher/Pastoral Support Teacher

LTS – Learning and Teaching Scotland

SIP – Service Improvement Plan

Although this information is correct at time of publishing, there could be changes affecting any of the contents before or during the course of the school year or in future school years.

Parent feedback

Please take a few minutes to fill in and return the questionnaire on the next page. Your feedback will help us improve the handbook next year.

Tell us what you think

Your feedback will help us to improve our handbook.

Did you find

Please tick

1. the handbook useful?

Yes No

2. the information you expected?

Yes No

3. the handbook easy to use?

Yes No

Please tell us how we can improve the handbook next year.

Name of school: _____

Thank you for filling in the questionnaire. Your views are appreciated. Please return this questionnaire to:

Policy & Commissioning Team

Children's Services, Renfrewshire Council

Renfrewshire House

Cotton Street

Paisley

PA1 1LE

email address: csdatapolicy@renfrewshire.gov.uk