



Working together to improve outcomes for learners to be the best that they can be.



Shetland Islands Council



Information Handbook 2023-24

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Our Vision

Working together to improve outcomes for learners to be the best that they can be.

At Sound Primary School, Children's rights are central to our practice and every child is encouraged to reach their full potential. Through working in partnership with children, families and our community we seek to provide a safe, welcoming environment where all of our learners are nurtured, respected, included and motivated to learn.

Our Aims

- To ensure children are at the centre of their learning, consulted in decision making and that experiences take account of their individual interests and needs.
- To provide a safe, happy, nurturing and stimulating environment in which every child and all involved in their development will feel welcome, respected and valued.
- To build a relevant, meaningful, progressive and balanced curriculum with high quality teaching and learning experiences that supports and challenges our learners.
- To provide an environment that encourages positive and respectful relationships. Learners will be supported to understand and share their feelings, helping them to become more emotionally resilient whilst promoting responsibility, equity and equality in learning and life.
- To ensure our self-evaluation processes are robust, inform improvement and consider the views of our whole school community.

Our Values

Determination, Happiness, Safety, Respect, Inclusion



Our Curriculum Rationale

The teaching and learning at Sound Primary School focuses on high quality experiences that come together to improve outcomes for all. At Sound Primary School teaching and learning is enhanced through the local community and positive partnerships within it.

There is a strong focus on improving attainment within Literacy, Numeracy and Health and Wellbeing through targeted support and encouraging a determination to succeed. Our local environment provides a meaningful context for application of teaching and learning. Through the development of knowledge and understanding as well as skills across the curriculum, our learners are responsible and confident

individuals who can make informed choices that keep them safe, develops their resilience, helps them face challenges and allows them to be included and valued in their community. The development of skills for life and skills for work equips learners for their future.

This handbook provides information for parents for the school year 2022-23. Although the handbook is up to date at the time of review, it is possible that changes will occur during the course of the year that will affect the contents.

For further information or clarification, please contact the school and/or look at our school blog.

<https://blogs.glowscotland.org.uk/sh/soundschool/>

Throughout this handbook, links to websites are provided for further information. Free access to these pages can be gained at the Shetland Library Learning Centre and at Islesburgh Community Centre. Hard copies and different formats of the handbook (for example in Braille or large print) will be made available by request to the school.

Handbooks for all Shetland Islands Council's schools can be found on the council's website. The direct link is: <http://www.shetland.gov.uk/education/SchoolHandbooks.asp>

School Contact Details & Current Roll

Name:	Sound Primary School
Address:	Sound Primary School, Lerwick, Shetland, ZE1 0LY
Telephone:	01595 744982
Website:	https://blogs.glowscotland.org.uk/sh/soundschool/
Email:	sound@shetland.gov.uk
Stages of education:	Nursery/Primary
Roll:	233 + 46 Nursery pupils
Denominational status:	Non-denominational
Head Teacher:	Mrs Ann-Marie Angus
Parent Council email:	soundparentcouncil@gmail.com
Parent Council website:	Sound School Parent Council

Sound Primary School Day

Sound Primary School's day starts at 9.00am and ends at 3.00pm for all pupils in P1 to 7. Our Nursery is open between 8.30am and 4.30pm. There are crossing patrol assistants on the South Road and Oversund to assist with safe pedestrian crossing to and from the school in the morning and at the end of the day.

Entrances and Exits

The school politely requests that pupils arrive at school as close to 9.00am as possible, please note that indirect supervision will be available from 8.50am in the middle wing playground.

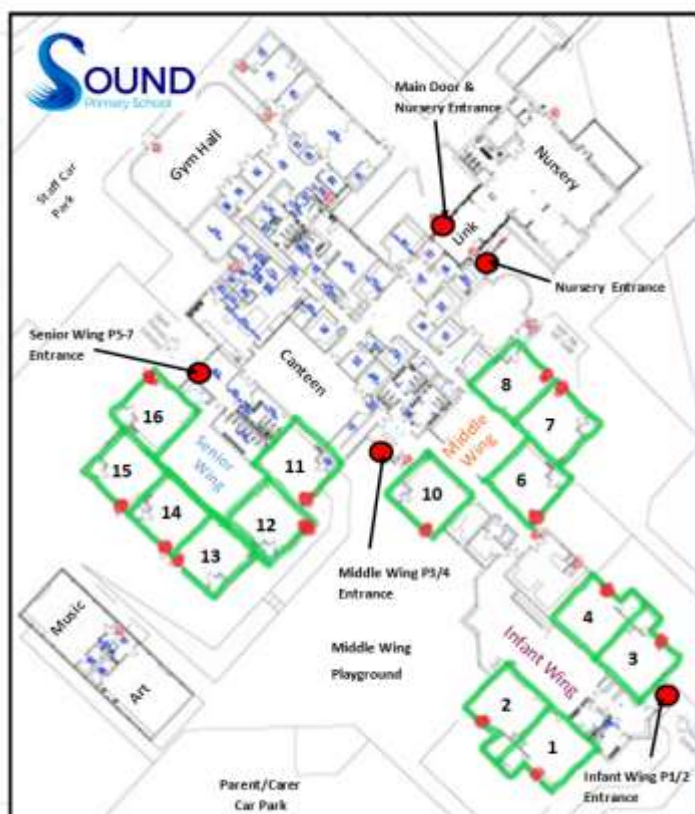
Pupils use the following entrances at the start and end of the school day:

P1/2 pupils - infant wing entrance

P3/4 pupils- middle wing entrance

P5/6/7 pupils - senior wing entrance

The map below will help you locate the middle wing playground and the various entrances.



Nursery parents/carers and children should drop off and pick up using the Nursery door accessed via the school's main entrance door.

Parents/carers and visitors should use the main door of the school. Parents/carers should contact the school office should they need to take their child out of school during the school day.

Absence Reporting and Late Arrivals

All absences are to be reported **by telephone** to the school office by 9.30am. When reporting your child's absence please give a reason for, along with the duration, of the absence. Where the duration is unknown, parents/carers should phone the school daily.

When late arrival is unavoidable, parents/carers should contact the school office to share the reason for lateness and their child's expected arrival time. P1-7 pupils arriving late at school should report to the school office before going to class.

An Attendance Matters leaflet for Parents/Carers can be found on the Council website using the following link - [Parental Involvement - Shetland Islands Council](#)

Pupil Medical and Contact Information

It is important that parent/carers notify the school of any changes to their child's medical needs and contact details. Information should be updated by email to sound@shetland.gov.uk

Parents/carers must complete the appropriate paperwork before medication can be administered in school and this can be found on the school blog using the following link [Medical Forms](#) or requested from the school office.

A data check form for your child is shared annually; this should be checked, updated, signed and returned to ensure we hold accurate personal and contact information.

Leave of Absence

Should your child require leave of absence from school, a Leave of Absence form must be completed and submitted by email. Forms are available on the school blog via this link or requested from the school office.

Transport to and from School

Walking to school is encouraged. Should your child scoot or bike to school they should park their bikes/scooters in the area directly outside the main school entrance. Pupils/parents should be aware that this may mean a change of route to and from school for their child. Pupils will be responsible for their bikes and scooters and these should not be left anywhere that blocks an entrance.

Shetland Islands Council Transport Department contact parents/carers before the start of a session regarding the allocation of seats on school transport to and from Gulberwick.

At the end of the school day:

- P1 and P2 pupils are collected from their classes and taken to the bus by school staff.
- P3-P7 pupils will make their own way to the bus from their classroom.
- When pupils arrive at the bus, they line up and are checked off on the register.

Dropping Off and Picking up by Car

Parents/carers are requested to park in the car park to the rear of the school, accessed from Oversund Road. This car park contains accessible car parking spaces. There are an additional two accessible parking spaces near to the main school entrance, accessed from the South Road. Please do not use accessible parking spaces unless you are entitled to do so. Nursery parents/carers should use the pick-up/drop off parking below the nursery, opposite the fish shop.

Appointments During the School Day

Should you need to take your child out of school during the school day parents must contact the school office in advance to make arrangements for this. Pupils must be collected from the main office at the pre-arranged time.

End of School Day Arrangements

It is the responsibility of parents and carers to ensure that their child knows what arrangements are in place for the end of the school day.

Adverse Weather

Parents must judge for themselves, in the light of prevailing weather conditions, whether to send their children to school in the morning. Parents should also decide in deteriorating weather conditions whether they wish to collect their children from school early. Do not hesitate to phone the school if you want information or advice. Whilst we will make every effort to make access to the school as safe as possible by clearing snow and de-icing paths, **everyone should take extra care on their approach to school and in the school grounds.** We have an arrangement with the Council's Roads Service whereby our car parks will be gritted whenever possible. School closures will be advertised on BBC Radio Shetland and SIBC on the morning of or as early as possible, further information is available here: <https://www.shetland.gov.uk/adverseweather/>

School Assemblies

Assemblies take place in the gym hall. Senior Management Team, Pupil Leaders and other visitors, delivers these. Assembly themes include our school values and Children's Rights.

School Equipment and Personal Belongings

Children are encouraged to take as few items to school as is possible. However, children should bring the following:

- School Bag
- Water Bottle (no glass bottles)
- Pencil case for own use (stationery will be available at school)
- Snack - no nuts, **Sound Primary School is a nut free school**
- Labelling personal belongings with your child's name is advisable
- We kindly request that pupils do not bring toys or play equipment to school.

Art - It is not essential to provide an art apron for your child however if you want to, please make sure that it is clearly labelled. Any art aprons will be stored in school. Art lessons take place in the art hut.

P.E. - Pupils should come to school dressed in suitable clothing for taking part in P.E. e.g. trainers, joggers or leggings, a t-shirt and a sweatshirt or jumper. Pupils do not require a separate P.E. kit. P.E. takes place indoors and outdoors.

Swimming lessons commence in Term 1 and take place in blocks of 5 or 6 weeks. Your child will need a swimming costume, towel and bag. You may also wish to provide goggles. Information about swimming will be shared at the start of the new term.

Outdoor Learning - please make sure that your child is dressed appropriately for the weather so that they are able to participate in class Outdoor Learning opportunities.

Mobile Phones - Pupils should not take mobile phones to school. If a pupil requires their phone for after school they must hand it into the school office, turned off, in the morning and collect at the end of the school day. [Safe and Responsible use of Mobile Technology at Sound School](#)

Reading and Library Books

Children will be given reading books to enjoy with parents/carers at home. This should be taken back and forth to school each day. Pupils visit the school Library weekly and can choose a book to take home. Class teachers will advise parents/carers of their child's library day.

Break and Lunch Times

Nursery Lunch 11:45-13:15 (Please note this is protected time and there is no pick up and drop off)

Morning break for all P1-7 classes is from 10.50am to 11.05am.

Lunch Time for P1-3 is from 12.30pm to 1.15pm

Lunch Time for P4-7 is from 12.50pm to 1.35pm

Staggered lunches allows greater access to different areas of the school grounds and it is expected that all children will be outside unless the weather does not allow; please ensure your children are dressed suitably for outdoors. Break and lunchtimes are supervised.

Snacks, School Milk & Meals

School lunches continue to be free for all pupils in Nursery to Primary 5. The cost of a school lunch for pupils in P6 to P7 is £2.30. The canteen uses a four-week rolling menu throughout the school year, which can be viewed, on our blog [School Meals & ParentPay](#).

Parents/carers are requested to select menu choices for their child/children using the following link: <https://forms.office.com/r/QgqWYqBrjk>

Fresh milk is available for pupils at break-times at a cost of £1.05 per week for pupils in P1-7. Payment for school milk and/or meals is made using ParentPay: www.parentpay.com, the online payment platform used by schools in Shetland. If you have any queries surrounding ParentPay, please contact the school office in the first instance.

Pupils should bring their own snack to school. **Please note Sound Primary School is a nut free school and as such all food brought into school must be nut free.**

School lunches are served in our canteen and this is supervised. For pupils who take a packed lunch, P1-4 eat in the canteen and P5-7 in the senior wing communal area. This allows queues in the canteen to move quickly.

Further information about Free School Meal entitlement can be sought on the SIC website, the link is: [Clothing Grants, Free School Meals and Free School Milk](#)

Curriculum

Class teachers share Curriculum Information at the beginning of each term, on their Class Blog. A general overview of Sound Primary School Curriculum can be found on our website; [Curriculum Overview](#)

Expressive Arts

At present classes have 50 minutes per week with an Art, Music and PE specialist. Specialist classes take place in the Music or Art hut, Gym hall or outside. PE is an important part of Health and Wellbeing and careful planning of activities which children can undertake is being done. We will use the outdoor spaces as much as we can. Sound Primary School continues to participate in the Daily Mile programme, which sees all classes complete a daily mile with their teacher.

Instrumental Tuition

Instrumental tuition is available to pupils from P5 onwards, this is organised centrally by Children's Services, not by the school. Tutors can offer lessons covering accordion, piano, traditional fiddle, cello, double bass, drums, brass and guitar. If you apply but there is no availability, your child's name will be placed on a waiting list for lessons.

For further information;

[Instrumental Instruction - Shetland Islands Council](#)

Pupil Leadership

There are many opportunities for pupils within the school to act as positive role models. For example, peer education activities such as House Captains/Tour Guides, JRSO's, Rights Respecting Schools, Friendship Squad, Pupil Council and Eco Committee. All of these help to foster responsibility.

Through our Rights Respecting School's work we participate in various UNICEF campaigns and raise awareness within the school community of those children whose rights are not respected.

<https://www.unicef.org.uk/what-we-do/un-convention-child-rights/>

House points are awarded to pupils throughout the school year for a variety of achievements. Sound Primary School has four houses: Broch, Clickimin, Oversund and Nedersund. These House Groups are captained by Primary 7 pupils.

Pupil Behaviour

We will continue to work with our Promoting Positive Relationships Policy with the children. This is based on Children's Rights and Restorative Practice.

[Sound Primary School - Promoting Positive Behaviour Policy](#)

School Logo Clothing

School logo jumpers and other items of clothing are available to buy from Intersport. Please find attached an Intersport order form - orders are placed directly with the shop.

Home Learning

Primary 1 to 7 Home Learning will consist of reading or phonics. Links to online resources that can support Literacy and Numeracy at home can be found here [Useful Websites for Supporting Your Child's Learning at Home](#). There may well be times throughout the year where other types of home learning take place.

For further information and resources regarding getting involved with your child's learning, please contact the school and/or take a look at Parentzone on Education Scotland's website. The direct link is: [Parentzone Scotland](#)

Communication

We have an open-door policy at Sound Primary and are happy for parents/carers to contact us at any time. Email: sound@shetland.gov.uk

Phone: 01595 744982

Should you wish to communicate directly with your child's class teacher you can contact them using their glow email address, this information is available on each Class Blog.

We communicate regularly with parents/carers through email, the school and nursery blogs and class blogs. Letters requiring a permission slip are sent home in paper form with your child. Where unexpected events occur which affect a large group of pupils, a text message may be sent to the parent/carer recorded as the main contact.

It is important to tell the school of changes of address and telephone number so contact details can be kept up to date.

Sound Primary School Parent Council has a Facebook page where they share relevant information for our parents and carers.

Safeguarding

Fire evacuation

Regular fire drills are held to ensure that everyone knows where they should go and what they should do in the event of a fire.

Child Protection

It is every child's right to be cared for and protected from harm. It is every person's responsibility to make sure that happens.

The Shetland Child Protection Committee provides help when there is a need. Their website gives information on how to access that help. The direct link is: [Safer Shetland](#)

Shetland Islands Council's website also provides information on our responsibilities towards children and includes where to find help and support. The direct link is:

https://www.shetland.gov.uk/children_and_families/child_protection.asp

Online Protection

For information about online protection for your child, you may like to look at the Child Exploitation and Online Protection Centre's website.

The direct link is: <http://www.thinkuknow.co.uk>

Supporting Pupils

In Sound Primary School, our class teachers develop relationships with the pupils in their class and have an overall picture of how each child is progressing. Parents/carers are welcome to contact their child's class teacher at any time. Regular discussions about learning will take place throughout the year with pupils. From these, pupils will be fully aware of their learning targets and will be encouraged to reflect on their learning. Through this process they will identify their next steps in learning.

Pupils with Additional Support Needs

Information on how pupils' additional support needs are identified and supported can be found on Shetland Islands Council's website. The direct link is:

http://www.shetland.gov.uk/education/asn_home.asp

A wide range of additional support is available to all who need it in Sound Primary School. This could include some of the following:

- adapted work and workspace
- support from ASN staff (SfL teacher or Learning Support Workers and Assistants)
- assistance from a speech and language therapist

- access to an alternative working space - for example, sensory room
- meetings to discuss individual learning plans
- digital technology - such as a laptop or online resources
- staff who are trained in supporting specific difficulties

Parents/carers give consent for their child to receive short-term Additional Support for Learning if required when the enrolment form is completed. If longer-term support is required, parents/carers are advised of this.

Individual Educational Programmes

Some pupils may require adaptations to the curriculum to ensure they achieve success. The Additional Support for Learning teacher creates an Individualised Educational Programme (IEP) for this child with input from parents, class teacher and other members of the child's support team.

Curriculum for Excellence Milestones

Education Scotland has produced a set of milestones to specifically support learners with complex additional support needs. These milestones provide an outline of key skills and competencies across curricular areas. For some learners who are working at pre-early level, Milestones support progression within literacy and English and numeracy and mathematics.

[Milestones: Supporting learners with complex additional support needs \(education.gov.scot\)](http://www.education.gov.scot/milestones)

Review and Reports

For children with additional support needs, an educational review of their needs takes place at least once a year, for those with more complex needs this could be every 6 months. All members of the child's support team will be invited to attend. Existing targets are evaluated and future targets set. Additional reviews can be called at any time, if the need arises. Parents/carers and others involved with a child's education will be sent a copy of the summary of any review meeting.

Co-ordinated Support Plans (CSP) and Getting it Right for Every Child (GIRFEC)

In Shetland, we believe that children can be better supported by adults working closely together and sharing important information with each other. This process is known as GIRFEC. Before GIRFEC can be used, consent from the parent/carer of the child and/or the child (depending on the age of the child) is required. The staff asking permission will explain more about what GIRFEC means.

Detailed information about the process can be found on Shetland Islands Council's website. The direct link is: http://www.shetland.gov.uk/children_and_families/GIRFEC.asp

Parental Involvement

We believe that we can best succeed in our aims when parents/carers and the school work in close partnership to achieve the best possible outcomes for the children. At the beginning of each session parents/carers will receive information about their child's class from their teacher. We invite parents/carers to join us for a range of events and activities throughout the year, including parent's evenings, concerts and a learning journey.

We welcome support from parents and if you feel you are able to offer your skills and /or time in any way you should contact the school. We seek parental views and opinions and value these as they help us to move forward.

Parent Representation and Parent Council

The Parent Council will also seek your views and opinions through questionnaires. The minutes of the Parent Council meetings are posted on the school blog:

<https://blogs.glowscotland.org.uk/sh/soundschool/our-school/parent-council-2/>

If you wish to contact Sound School Parent Council, please use the following email address:

soundparentcouncil@gmail.com

Sound School Parent Council have a Facebook page, which is updated regularly.

You may wish to learn more about the role of the Parent Council in representing your views on education matters. You can contact the school's Parent Council directly.

Anchor for Families

Kerry Taylor, Anchor for Families Support Worker, will be based in school on Mondays between 9.00am and 1.00pm Please follow the link for information about Anchor for Families [Anchor for Families - Shetland Islands Council](#).

Kerry can be contacted on 07385965185 or email Kerry.taylor@shetland.gov.uk

Assessment and Reporting

Assessment

Assessment is integral to our planning of learning and teaching. We use a variety of assessment approaches to allow learners to demonstrate their knowledge and understanding, skills, attributes and capabilities in different contexts across the curriculum. Assessment evidence allows class teachers to make judgements on progress and help learners achieve their goals.

Each term teachers use Focused Assessments and Moderation to track pupil progress in Literacy, Numeracy, Digital Literacy & Computing Science and Health and Wellbeing. P1-7 pupils have profiles where they store work they are proud of.

In Sound Nursery each pupil is provided with a scrapbook which tells their 'learning story'. This is where their key worker will record their learning and development. Pupils can feed into this when they feel proud of their achievements.

Every child in Scotland in P1, P4, P7 and S3 will undertake National Standardised Assessments (SNSA) covering some aspects of reading, writing and working with number. Scottish National Standardised Assessments (SNSA) will:

- Provide diagnostic reports detailing areas where children and young people have shown particular success or where they require further development;
- Help staff to make decisions about next steps in learning;
- Provide staff with additional information to consider when making a professional judgement on a child's progress in achieving the relevant Curriculum for Excellence level.
- At Sound Primary School P4 and P7 complete SNSA during Term 1 and P1 complete SNSA during Term 4

To read more about assessment or SNSA's you can find further information using the links below:

[Parentzone Assessment](#)

[Assessment Information for Parents and Carers](#)

Reporting

Reporting to parents/carers is carried out in a variety of ways at Sound School; discussions between staff and parents/carers, written reports, parents' evenings, learning journeys and other organised events where pupils can share their learning.

A reporting calendar for the school year is shared with parents/carers.

For more information on reporting see: [Reporting Information for Parents and Carers](#)

Nursery reporting - Parents are invited to share information termly through the focus observation week. Following this, they have the option to have a short meeting with the teacher or the senior practitioner. This happens once each term and offers parents the opportunity to meet with nursery staff three to four times throughout the school year. Pre-school children will receive a written report in term 4.

Nursery

Sound Nursery is a positive, welcoming and fun environment for your children. We have capacity for 55 children. We share the school values and these are central to our ethos. Our curriculum remains firmly embedded in active play experiences. Your child will be encouraged to be an independent learner, whilst having the option to join in with a range of different learning experiences relevant to Curriculum for Excellence. Sound Nursery offers children 1140 funded Nursery hours, up to a maximum of 8 hours a day which is 30 hours per week (over 38 weeks of term time). Parents/carers can select hours between 08:30 and 16:30 to suit their needs. We have a protected lunch period from 11:45 to 13:15 where there are no pick-ups or drop-offs. You can choose to have a split placement with another funded provider. Upon registering during registration week in February, you will receive a letter from the Quality Improvement Officer for Early Learning and Childcare. This will confirm the allocated hours for your child. Please check this information carefully and contact the **Early Learning and Childcare Team on 01595 744000** to discuss any queries you may have about your placement allocation. Any request to change your weekly allocated hours or your placement setting can be made by sending an email to the central ELC inbox, elc@shetland.gov.uk. The central team will then check with the relevant setting/s and write to you to confirm the outcome of your request.

[Our Play Statement](#) is at the heart of our day-to-day routines within Sound Nursery

ALL CHILDREN HAVE THE RIGHT TO PLAY

"The United Nations Convention on the Rights of the Child (UNCRC: Article 31)"

- At Sound Nursery we recognise the importance of giving all children the time and space to play freely both indoors and outdoors.
- Play not only contributes to children's learning but is vital for their health, happiness and wellbeing.
- Through play, we acknowledge and understand that children may get wet, messy and dirty. We aspire to provide play opportunities to challenge children to grow, develop and learn.
- Sound Nursery strive to provide an open ended and flexible learning environment to meet the needs of all of our learners.
- At Sound Nursery, staff will access training and support to enable them to facilitate children's freely chosen and self-directed play.
- Above all, we will strive to ensure that all children are supported and encouraged in their play and everyday nursery lives by modelling good practice and having fun!

Starting Nursery

- Parents will receive a letter inviting them and their child to attend a Stay and Play Session prior to starting their allocated hours.
- We encourage parents to attend with children for an hour on their first day, and then the child comes on their own for a longer period the second day before starting their requested hours on the third day.

More information regarding transition into ELC can be found on the SIC website. The direct link is: https://www.shetland.gov.uk/education/pre_school.asp

Admissions meetings are held for pupils who have additional educational needs before they enter nursery or school to ensure that arrangements are in place to cater for their needs and ensure as smooth a transition as possible.

Nursery to Primary 1:

- DHT (Nursery-P3) and P1 teachers will visit all of the settings where we have children joining us from.
- We have a variety of transition activities that take place during term 4 that will involve the children becoming familiar with the adults who are going to be working with them and the school environment. Parents/Carers will also have the opportunity to ask questions as they arise.
- Sound Nursery pre-school children are invited into school to have a school dinner once per week during term 4.
- Parents/carers are invited to attend an Information Evening to hear how they can support their child's transition to primary 1.

Transition between year groups

- Before the end of each school year, classes have the opportunity to meet their next teacher, wherever possible.
- Relevant information about each child is passed on from teacher to teacher to ensure as smooth a transition from one year group to another is achieved for all children.

P7 – S1 Transition

- Pupils transfer from Sound to Anderson High School at the end of P7.
- Staff from both schools work closely together to share information about pupils during their P7 year.
- Group visits are planned for term 4 where P7 pupils can visit Anderson High School and meet key members of staff.
- P7 parents/carers are invited to attend an information evening at the AHS early in term 4.
- P7 Transition tab on AHS website contains valuable information to support P7 teachers, pupils and their families with their transition. [P7 to S1 AHS Transition](#)
- P7 pupils follow their S1 timetable for 2 days in June 2023.

Some pupils will require enhanced transition to Anderson High School and this takes the form of additional visits to ensure that they feel secure about the change that is going to take place.

Further details on Transition can be found on Shetland Islands Council's website at:

[School Enrolment](#)

Parenting across Scotland and Enquire provide advice to parents to support transition:

<https://www.parentingacrossscotland.org/info-for-families/age-5-12/>

<https://enquire.org.uk/advice-for-parents/>

School Improvement

Robust procedures are in place for evaluating and planning for improvement at Sound School. We ensure stakeholders have the opportunity to be involved in influencing our developments and supporting us by seeking their views throughout the school year. We regularly review and monitor our practice within the school. Our current School Improvement Plan is available to view using the following link [Standards & Quality Report and School Improvement Plan](#). These documents are updated annually.

School Policies

Copies of all our school policies can be found on our school blog:

<https://blogs.glowscotland.org.uk/sh/soundschool/for-parents/parent-council/>

Policies applicable to all schools across Shetland can be found on Shetland Island's Council's website:

http://www.shetland.gov.uk/education/policies_guidelines_and_forms.asp

Term Dates

Future term dates are available here: https://www.shetland.gov.uk/education/term_dates.asp

Placing Requests

If you do not wish for your child to attend the catchment area school, you can place a request with Shetland Islands Council that your child attend another school.

Details of how to make a placing request can be found in Shetland Islands Council, Children's Services, and Admissions Policy using the following link [School Enrolment](#)

To help you, the Scottish Government has published a guide for parents on choosing a school and the placing request system. It is available on the Scottish Government's website. The direct link is:

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

Concerns and Complaints

Here at Sound Primary School we strive to provide pupils with a positive experience, which allows them to meet their full potential. However, we recognise that sometimes concerns or complaints are raised and action needs to be taken. We will endeavour to deal with any concerns/complaints raised in a prompt and courteous manner and to the satisfaction of all concerned.

We strongly believe that communication is key and therefore ask that you directly complain to the Head Teacher, Mrs Angus, in the first instance. The School Complaints Procedure can be found on Shetland Islands Council's website.

The direct link is: http://www.shetland.gov.uk/education/hpc_complaints_procedure.asp

In the case of Early Learning and Childcare provision, complaints can also be taken to the Care Inspectorate. Further details can be found at: [Care Inspectorate Complaints](#) and are displayed in the Nursery.

Useful Links and Websites

Grants are available for school meals and clothing. Guidance and an application form can be found on Shetland Islands Council's website. The direct link is:

<http://www.shetland.gov.uk/education/ClothingGrants.asp>

<https://blogs.glowscotland.org.uk/sh/soundschool/for-parents/parentpay/>

Information about the school's performance at national level can be found on the Scottish Government's website and on the Education Scotland's Scottish Schools Online website which also includes HMIe Inspection Reports. Direct link:



https://scotland.shinyapps.io/sg-primary_school_information_dashboard/

HMIe Inspection reports and School Consultation reports can be accessed directly on Education Scotland's Reports webpage. Direct link:



[How to find an Inspection Report](#)