

HARRYSMUIR PRIMARY SCHOOL



School Handbook
2023/24

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School Information

1.1 Welcome

Welcome to Harrysmuir Primary School. As a parent of a pupil in our school, you will have a major role to play in your children's education. Like you, we want the best for your child. Your active involvement in his/her education is not only desirable, but essential. We ask that you, like your child, become part of our school.

1.2 The School

Our school is a single storey building which consists of three large blocks. The upper block has four classrooms and a kitchen for class cooking lessons. The middle block has four classrooms and the infant block has six. Our library/infant hall links to two classes used for Primary 1s to the infant block. Each block has its own cloakroom and toilet facilities. Attached to these blocks we have a large hall/dining room, used for Physical Education, assemblies and lunches. Connecting the large hall to the infant hall are separated rooms. These rooms are used for small group work, Nurture, Support for Learning and the Senior Leadership Team offices. The main reception area accommodation includes the Administration Office, Head Teacher's Office, First Aid Room, Visiting Services Room, Staff Room, Janitor's Office and School Kitchen.

We are a non-denominational school and cater for both boys and girls between the ages of 4 and 12 years – from Primary 1 to Primary 7, after which they move to Inveralmond Community High School or another local secondary.

1.3 Contact Details

The postal address of the school is: Willowbank

Ladywell

Livingston

EH54 6HN

Telephone: (01506) 280034

Email: wlharrysmuir-ps@westlothian.org.uk

Website: <https://harrysmuirprimary.westlothian.org.uk>

Blog: <https://glowscotland.org.uk/wl/harrysmuirps>

Twitter: @HarrysmuirPS

Head Teacher: Mr Andrew Brown

Head Office address: West Lothian Civic Centre
Howden Road South
Livingston

EH54 6FF

Telephone: 01506 281000

1.4 School Term times & Holidays

West Lothian School Terms and Holidays can be found at -

<https://www.westlothian.gov.uk/article/74916/School-Terms-and-Holidays-2023-2024>

1.5 School Hours

School Hours (Monday - Thursday)

| | | |
|---------|---------------|--|
| P1 – P7 | School starts | 9.00 a.m. |
| | Interval | 10.30 – 10.45 a.m. (P1-5) 10.50 – 11.05 a.m. (P6-7) |
| | Lunch Break | 12.15 – 12.50 p.m. (P1-2) 12.30 – 1.05 p.m. (P3-7) |
| | School ends | 3.20p.m. |

School Hours (Friday)

| | | |
|---------|---------------|--|
| P1 – P7 | School starts | 9.00 a.m. |
| | Interval | 10.30 - 10.45 a.m. (P1-5) 10.50 – 11.05 a.m. (P6-7) |
| | School ends | 12.15 p.m. |



1.6 Harrysmuir Primary School Aims

At Harrysmuir Primary our vision is to:

'Work together to develop lifelong learners who will aspire to be the best that they can be - Successful learners, confident individuals, effective contributors and responsible citizens.'

Our values: *Respect, Determination, Kindness, Responsibility and Happiness*

Through embedding our vision and values we aim:

- *To ensure a broad and balanced curriculum that provides young people with the best possible learning opportunities and experiences.*
- *To ensure that all learners are able to realise their potential through the promotion and recognition of achievement and excellence*
- *To provide the highest quality of learning and teaching experiences that enable pupils to enjoy their education and develop positive attitudes towards learning.*
- *To provide a welcoming, safe and caring environment in which each learner is valued and supported.*
- *To ensure that all learners are able to experience a calm, positive and safe environment that promotes good behaviour, self-discipline and respect for others.*
- *To provide effective support systems for all learners which promote personal and social development which underpin academic achievement.*
- *To provide pupils opportunities to develop knowledge and understanding, in relation to their duties and responsibilities of citizenship in a democratic society.*
- *To build and maintain effective partnerships between the school and its parental body, external support agencies and its wider community.*
- *To develop in our pupils' creativity and ambition through the curricular and extra-curricular experiences offered by the school.*
- *To ensure good health in all young people through strategies which promote physical and mental well-being and self-esteem.*

1.7 West Lothian Council Mission Statement

"Striving for excellence... working with and for our communities."

West Lothian Council Values

- Focusing on customers' needs
- Being honest, open and accountable
- Providing equality of opportunities
- Developing employees
- Making best use of resources
- Working in partnership

1.8 Harrysmuir School Staff

| | |
|---|-------------------------|
| Head Teacher | Mr Andrew Brown |
| Depute Head Teacher (Acting) | Mrs Kim Fairley |
| Depute Head Teacher | Mrs Carolyn Brearley |
| Principal Teacher | Mrs Elaine Carder |
| Principal Teacher (Acting) | Mr David Docherty |
| Principal Teacher (Acting) | Miss Hilary Gorman |
| Teachers | Miss Kate Armstrong |
| | Mr Ross Blackwood |
| | Miss Charis Buchanan |
| | Mrs Lindsay Carr |
| | Mrs Lyndsay Davies |
| | Ms Katie Doolan |
| | Mrs Tracey Duff |
| | Mrs E Fair |
| Maternity Leave | Mrs Emma Gibbons |
| | Mrs Lauren Goodfellow |
| | Miss Kirsty Hanlon |
| | Mrs Sam Irvine |
| | Mrs Leeann Kilgour |
| | Mrs Laura McDermott |
| | Mrs Kirsten McLachlan |
| | Miss Erin Pringle |
| | Miss Emma Ralston |
| (Support for Learning) | Mrs Fiona Ross |
| | Mrs Siobhan Russell |
| | Ms Carrie Suen |
| | Miss Jacqueline Thomson |
| Nursery Nurses | Mrs Dominika Atcheson |
| | Mrs Karen Booth |
| | Miss Kirsty McColl |
| Pupil Support Workers | * Mrs Lisa Anderson |
| *First Aid Trained | * Mrs Sara Coutts |
| | * Miss Caroline Gibb |
| | * Mrs Pauline King |
| | * Mrs Jane Thomson |
| | Mrs Siobhan Whitfield |
| Mrs Kelly McMeechan | Mrs Kelly McMeechan |
| Administrative Assistant | Mrs Elaine Leonard |
| Clerical Assistant | Mrs Sally Ann Robertson |
| Facilities Management Assistants | Mr Bob Hendry |
| | Mr Jamie Lennox |
| | |

2.1 Attendance

If your child is unable to attend school, parents & carers are advised to phone the school office on 01506 280034 from 8.00a.m. They will then be asked to select option one, where they will then state the pupils name and reason for absence.

Please help us develop in your child a regular habit of good time keeping. If circumstances arise when your child will be unavoidably late please provide a note of explanation.

The school enters pupil absence electronically using codes for particular reasons for absence. To ensure an accurate record is kept it is important that, should your child be absent, you provide an explanation for that absence either by letter or by telephone. Our school has a system which sends out an automated text message to a mobile telephone in cases of unexplained absence. The text is repeated regularly until answered. Parents/carers and schools must work in partnership in order to benefit from early notification of unexplained absence from school. Parents are urged to opt into this system.

The Scottish government has issued a directive informing local authorities that, due to the impact absences during term-time have on children's learning, any such absences will be recorded as unauthorised. Family holidays should therefore be taken out-with term times. If, in exceptional circumstances, you wish to take your children out of school, you must make your request to the Head Teacher in writing.

If you become aware that your child may be absent from school for a considerable length of time, due to illness or admission to hospital, you are requested to inform the school as soon as possible.

2.2 Ethos and Behaviour

Harrysmuir Primary School is part of a learning community where everybody matters and where laughter is heard. We aspire to deliver learning experiences of the highest quality, inspiring confidence, respect, resilience, responsibility and achievement for all. Our core values are ~ Determination, Happiness, Kindness, Respect, Responsibility.

We believe in establishing and maintaining a positive learning culture, where everyone has the right to feel safe, enjoy their learning, achieve to the best of their ability and be treated with respect.

Everyone has a responsibility for their own behaviour, to safeguard the rights of other people and to treat others with respect, dignity and consideration. Our Climate for Learning Policy underpins the rights and responsibilities which are at the core of our beliefs of a Rights Respecting School.

- ✓ Honesty
- ✓ Fairness
- ✓ Trust
- ✓ Tolerance
- ✓ Diligence
- ✓ Kindness
- ✓ Politeness
- ✓ Perseverance
- ✓ Patience
- ✓ Respect for others, for authority and for property

To ensure that high standards of behaviour are engendered in our pupils and maintained consistently throughout the school, the school expects all pupils, with parental/carer support, to abide by the Climate for Learning Policy.

The school has a positive approach to managing behaviour, known as 'Climate for Learning'. The fundamental aim of our Climate for Learning Policy is to enable our children to be aware of their behaviour as it affects others' rights and to take ownership of their behaviour in regard to the rights of others. These aims also enable positive workable relationships and enable a co-operative teaching and learning climate.

2.3 School Dress Code

Each school has its own dress code, for the whole school, based on the Council's policy which all pupils will be expected to keep to.

School Uniform is compulsory in Harrysmuir and can be purchased from the school office.

Our uniform consists of:

- Maroon sweatshirt or cardigan with pale blue polo shirt / white shirt with school tie.
- Black / grey trousers, skirt or pinafore.

Our P.E. uniform is:

- Plain white T-Shirt, Black Shorts and indoor gym shoes or trainers.

The Council will not be responsible for loss of or damage to pupils' clothing and personal belongings including mobile phones. Valuable items, including jewellery and unnecessarily expensive articles of clothing, should not be brought to school.

School Clothing Grants are available to parents in receipt of a qualifying benefit; application forms are available from the school or online.

The Council's Dress Code for Schools Policy is available online at westlothian.gov.uk.

3.1 Equality and Fairness

All pupils have the right to enjoy opportunities and activities, regardless of their background, race, gender or religion, so that they will be given the freedom to develop their full potential without constraint.

Our aim is to promote self-esteem and a positive self-image in every pupil. Self-respect and respect for others is a priority. We treat boys and girls equally and offer the same opportunities to all pupils by offering a diverse curriculum, which addresses the needs and opinions of all. We aim to maintain an environment which is free from bullying, racism and other forms of discriminatory behaviour. We value your support in maintaining this ethos.

3.2 Partnership and Communication with Parents

West Lothian Schools operate an open, responsive policy with regard to questions or concerns that parents may have. Should you have concerns or complaints regarding the service provided you should raise these with the Head Teacher in the first instance.

Harrysmuir Primary communicates with parents in many ways. Newsletters are issued frequently and curricular evenings and Parents' Meetings are held regularly. Group calls, phone calls and letters are also used on a regular basis. The school will also post information online through the school website, school blog and the school twitter feed. Your comments and suggestions on the work done in school and the service provided for you and your child are welcomed.

Evaluation forms will be sent to you from time to time so that we can be sure that we are listening to what you say about the service provided for you and your child.

3.3 Parent Councils

A Parent Council is a group of parents selected by members of the Parent Forum to represent all the parents at a school on a voluntary basis. All parents/carers in a school are automatically members of the Parent Forum of that School.

The purpose of a Parent Council is to:

- support the school in its work with parents
- represent the views of all parents
- encourage links between school, parents, pupils, pre-school groups and the wider community.

Harrysmuir Parent council meet every month. There are two co-chairs Celeste Blair and Jacqueline Jones-Bennett. If you would like to join the parent council please contact the school for more information.

Parent Councils operate in accordance with a local constitution. Parents can put themselves forward to be members of the Parent Council in accordance with that constitution. Further information can be found on the Scottish Parent Teacher Council website <http://www.sptc.info>



**Information and advice on education
and learning for parents in Scotland**

Be at the heart of your child's learning . . .

Sign up to receive our Parents and Carers e-bulletins
for the latest developments in Scottish education.

edscot.org.uk/p/LQE-39I/subscribe

Email: enquiries@educationscotland.gov.scot

education.gov.scot/parentzone



4.1 General

Every child and young person in Scotland is entitled to experience a broad general education, as described by the Scottish Government's Curriculum for Excellence.

The curriculum is organised into eight broad categories.

Expressive Arts

Includes art and design, dance, drama and music. Your child will get the chance to find out about and express their feelings and emotions and those of others.

Health and Wellbeing

Mental, emotional, social and physical wellbeing, planning for choices and changes, PE, activity and sport, food and health, substance misuse and relationships, sexual health and parenthood.

Literacy & Languages

Includes learning about English as well as learning French as an additional language.

Numeracy & Mathematics

Includes using real life experiences to make predictions, connect to other things, provide skills to understand and examine information, simplify and solve problems, assess risk and make informed decisions.

Religious and Moral Education

Includes exploring the world's major religions as well as views that are non-religious. Your child will think about their own beliefs and values.

Children learn about Christian practice in worship and the place of Christian action in the community. Children will also study other world religions in line with national guidelines.

This part of the curriculum operates through class teaching, assemblies, outside visits and visitors to school.

Any parent who wishes to exercise their right to withdraw their child from religious education/observance should inform the Head Teacher.

Sciences

Includes learning about the natural world and living things, forces, chemical changes and our senses.

Social studies

Includes developing understanding of the world by learning about other people and their values, in different times, places and circumstances.

Technologies

Includes business, computing science, food, textiles, craft, engineering, graphics and applied technologies.

More information about Curriculum for Excellence is available on the Education Scotland website

<http://www.educationscotland.gov.uk/learningandteaching/thecurriculum>

Parents will be kept informed about what their child is learning, through curriculum afternoons, newsletters, parent consultations and pupil reports.

4.2 Instrumental Tuition

The Council offers instruction in bagpipes, brass, percussion, strings and woodwind. Schools will tell children when there is an opportunity to apply for lessons. You can find out more from the Instrumental Music Service.

4.3 Use of the Internet

Children access information and resources on local and worldwide networks as part of their studies. We teach children about internet safety and how to report any items that make them feel uncomfortable. We ask parents to promote the responsible and safe use of the internet at home, including the use of social media if parents permit their children to access it.

In P4-7 pupils will be using Microsoft Teams to enhance their learning with P1-3 using Seesaw to support with online learning.

Further information on safe use of the Internet is available at:

<http://www.thinkuknow.co.uk/>

4.4 Assessment and Reporting

Assessment is an integral part of the teaching process and your child will be continually assessed during their school career. This assessment can be both formal and informal and takes many forms; observation, tests, pupil/teacher dialogue, written or spoken tasks and teacher judgement. The result of the assessment process allows teachers to form next steps in your child's learning.

It is the authority's policy to also carry out standardised testing in literacy and numeracy at P1, P4 + P7. These results form part of the overall assessment information about your child.

Information about your child's progress will be shared between home and school throughout the session. This will include parents' nights and an annual report. The aim of the annual report is to provide details of your child's strengths, development needs and attainment within Curriculum for Excellence. Parents and children are welcome to comment on the annual report.

Parents are welcome to contact their child's school at any time if they have any questions or concerns regarding their child's progress.

4.5 Support for Learning

Class teachers are continuously assessing the needs of pupils in their class. The authority provides access to Support for Learning staff and resources for pupils requiring additional support.

Should your child require additional support in a particular area you are invited to discuss this with the class teacher. We consult with parents and carers to ensure the needs of children are met. Each school follows the principles of the Scottish Government's policy of "Getting it Right for Every Child", for more information see the Scottish Government website.

This authority has a policy of inclusion. This promotes the placement into primary and secondary schools of pupils with significant needs. We consult with parents and carers to ensure the needs of children are met. Each school follows the principles of the Scottish Government's policy of "Getting it Right for Every Child", for more information see the Scottish Government website.

5.1 Admission Procedures

West Lothian is divided into catchment areas for primary and secondary schools. The catchment areas for all West Lothian Council schools are available online at www.westlothian.gov.uk Each school is either denominational (linked to a particular religion) or non-denominational (not linked to any particular religion). All the denominational schools in West Lothian are Roman Catholic. Each home address has a catchment denominational school and a catchment non-denominational school, for both primary and secondary education.

The Pupil Placement section deals with all applications for pre-school and wraparound, and deals with applications for the August primary one (P1) and secondary one (S1) intakes. Schools deal with applications for other stages and for P1 and S1 after the pupils start school. To apply for a school, pre-school or wraparound place you must fill in an application form. You can get application forms online at <https://www.westlothian.gov.uk/apply-for-pre-school-and-school-places> or paper forms are available from schools, nursery schools, libraries, Council Information Service Offices and from the Pupil Placement Section.

To contact the Pupil Placement Section e-mail pupilplacement@westlothian.gov.uk or phone 01506 280000. Information is also available on the Council website www.westlothian.gov.uk

5.2 New Entrants to P1

You can apply for a P1 place from the November of the year before your child is due to start school, and the places are allocated in March of the same year that your child is due to start school. The school have close links with many local nurseries and this has helped develop a transition programme that enables new pupils to be ready to start life at Harrysmuir. This includes visits to the school to meet their new teacher and see their new classroom. Parents also have the opportunity to attend an information session where they can ask questions. This is followed by lunch in the dinner hall where pupils and parents can experience the lunchtime routine. They will also meet a P7 buddy who will help support them throughout P1.

5.3 Transfer from P7 to Secondary School

You can apply for an S1 place from the November of the year before your child is due to start secondary school. For more information on admission arrangements please see our website www.westlothian.gov.uk or contact the Pupil Placement Section pupilplacement@westlothian.gov.uk or phone 01506 280000. P7 will experience many transition activities that include visits from Head Teachers, teachers and pupil leadership teams. Pupils will visit their Secondary schools on transition days, selected Friday afternoons and cluster events. Enhanced transition programmes will also be available.

5.4 Extra-Curricular Activities

Harrysmuir Breakfast Club

Our Breakfast Club runs from 8am until the start of the school day, and is free of charge.

As well as providing a nutritional breakfast to start the day, breakfast club offers a variety of activities. Members of our Support Staff Team will also be on hand to support children with Homework if required. We also have early morning Dance and Football Clubs.

If you would like your child to attend breakfast club but they are reluctant to attend, please speak to a member of our office staff or Management Team, who would be more than happy to help.

Walking Bus

The walking bus collects pupils from designated meeting points in the morning from just after 8am and walks them to school. There are a few different walking bus routes around Harrysmuir Primary. If you would like your child to come to school using the walking bus please contact the school office for more information.

Extra-curricular activities

Extra-curricular activities on offer include football, dancing, coding, film making and many more interesting activities. To find out more information please contact the school.

6.1 Medication in Schools

Most pupils will at some time have a medical condition that may affect their participation in school activities. For many this will be short-term; perhaps finishing prescribed medication even though the child's doctor regards the child as fit to attend school. Others have medical conditions which, without help, could limit their access to education.

Parents have prime responsibility for their child's health and should provide schools with information about their child's medical condition.

Please tell the school if your child needs medication. Forms for any child requiring medicine to be taken during school time are available from the school website, school office or can be downloaded from www.westlothian.gov.uk

6.2 Emergency Contacts and Arrangements

It is essential that the school has the name, address and telephone number of an adult to be contacted in case of an accident or your child feeling ill. Please ensure records are kept up to date by notifying the school of any change of address and telephone number of your child's emergency contact.

Children will only be sent home early in special circumstances. The school will make every effort to contact you in such situations. Where there is no adult to receive the child, they will be supervised in school until such time as suitable arrangements are made. In the event of extreme weather conditions you may check the council website for information on any school closures.

All schools have a means of contacting parents and carers via text message.

6.3 Meals and Milk

All pupils of nursery schools and classes are entitled to 0.25 litres of milk daily free of charge. Children whose parents are in receipt of qualifying benefits may also receive milk free of charge. Milk is available to other primary pupils at a reduced cost.

The school dining area is organised as a self-service cafeteria. This area is supervised by members of staff. Children may have school meals regularly or on odd days when necessary. Children choose from three options each day. This usually includes a non-meat meal. A 3 coloured tray system is used - green- usually a packed lunch, red - a hot two-course meal and blue - a snack type meal. These are on display to allow the children to see the choices. The menu is available on the Council website. If your child has special dietary requirements, please let the school know.

Children at local council schools can get free school meals during term-time in P1-P5, your family's financial circumstances do not matter. P6 -P7 children whose parents are in receipt of qualifying benefits, are entitled to free school meals. Other children can buy a school lunch. **Please note that even though meals are free to all P1-P5 if you are in receipt of qualifying benefits you should still claim for free school meals as this will entitle you to free school milk and help with school clothing costs.**

If a child loses or forgets lunch money, we will provide a meal and inform parents of the cost. This amount can be paid the following day.

Some parents prefer their children to have a packed lunch and facilities are provided in the school for the eating of packed lunches. P1- P3 children eat their packed lunch in the dining hall. P4-P7 pupils eat their packed lunch in their own classroom whilst being supervised.

Further information and application forms for free school meals and milk can be obtained from the school or from the Council's website www.westlothian.gov.uk.

Health & Safety and Pupil Welfare

Online payments through iPayimpact

West Lothian Council have introduced a more convenient way to order and pay for school meals, trips, activities and other significant school purchases, using a secure internet service called iPayimpact.

You can order your child's meal for the day/week or for up to 6 weeks online and pay your meal and milk account directly. You can put lump sums on your child's meal account and as meals are taken it will be reduced by the cost of a meal each time so you don't have to log on each day to make payment. – Remember P1-P3 children receive a free school lunch.

Making secure payments online using your credit or debit card iPayimpact offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week – safe in the knowledge that the technology used is of the highest internet security available.

If you have children at different schools you are able to connect all your children in one account and be able to make payments for all purchases in a single transaction.

I hope you will support us in working towards our goal to become a cashless school.

Introducing this system will provide you with the convenience of being able to order meals and pay at home whilst removing any potential risk of your children carry cash.

The main contact parent/carer will be sent a unique Account activation password soon after starting school in August.

Ipay is accessed through www.westlothian.gov.uk.

If you are having trouble registering please let us know as we are happy to help.

Health & Safety and Pupil Welfare

6.4 Security

The school has a security system which allows all doors to be locked electronically once the children are in school. The locking system is released automatically if the fire alarm goes off. All visitors should report to the school office via the front entrance of the school, sign in and collect a visitor's badge. The school welcomes parents and carers but asks them to help to ensure the security of the school by reporting to the school office. The school gates will be locked at 9.10am and unlocked at 3.10pm. Pupils who are late must report to the school office to enter the building. Pupils are encouraged to cycle/scooter to school and these can be locked up beside the school office.

6.5 Photography

West Lothian schools have a photography consent form which is in accordance with data protection and human rights legislation. All parents are asked to sign a consent form before any photographs are taken. If you have any concerns about photography, please tell the school.

6.6 Child Protection Guidelines

The safety of your child at school is a priority for the authority. All West Lothian schools follow the Lothian Child Protection guidelines.

A copy can be found on www.westlothian.gov.uk

6.7 Playground Supervision

Supervision is provided in the school grounds 20 minutes prior to the school opening, during intervals and the lunch hour. If children have an accident or any other problem in the playground they report initially to the supervisor who will take the necessary action. When pupils are at school, the responsibility for their safety rests with the Local Authority. The Head Teacher and staff undertake this responsibility on behalf of the Local Authority.

6.8 Transport

West Lothian Council will provide transport assistance for all primary pupils living more than 1.5 miles from their designated school. The provision of transport for pupils attending special schools and classes is not subject to these limitations, but is based on individual pupil need. Further information can be obtained from School Transport

(telephone 01506 775291) or from the School Transport policy on www.westlothian.gov.uk

Parents, who choose to send their children to a school out with their catchment area, will be responsible for any extra travelling expenses incurred.

Health & Safety and Pupil Welfare

6.9 Car Park

In the interests of safety parents must not use the car park to access the school. At no time should children be in the car park. The school car park gates will be locked Monday to Thursday between 8.30 a.m.- 9.30 a.m. and 2.30 p.m.- 3.30 p.m. On Friday they will be locked between 11.30a.m. - 12.30 p.m. This ensures the safety of our pupils. Parents should not use the staff car park to drop off / pick up children.

6.10 Requested Early Release of Pupil

There are occasions when parents wish their children to be released from school at other than normal closing times, to enable them to keep a dental or medical appointment outside school, or for other reasons. In all cases, a written request must be made for early release. Parents must then call at the school office and their child will be brought to them.

On no account should a child leave school premises on their own.

6.11 Data Sharing

On occasion, schools will make data available to partners and also academic institutions to carry out research and statistical analysis. In addition, schools will provide our partners with information they need in order to fulfil their official responsibilities.

The collection, transfer, processing and sharing of data is done in accordance with the Data Protection Act. For more information on how children's data is handled please see our Privacy Notice https://www.westlothian.gov.uk/media/21250/Education-Schools-Privacy-Notice/pdf/Education_-_Schools_Privacy_Notice1.pdf?m=637049262959500000

6.12 Feedback, Concerns and Complaints

If you have feedback, concerns or complaints regarding the service you are receiving, these can be addressed by contacting the Head Teacher in the first instance.

If you are dissatisfied with that response you should contact:

Education Services West Lothian Council
West Lothian Civic Centre Howden South Road
Livingston, EH54 6FF
Tel: 01506 281952

Educationcustomerservices@westlothian.gov.uk

The Complaints Policy and Procedures for Education & Cultural Services is available in booklet form on request or can be downloaded from the web at www.westlothian.gov.uk

Information is available in Braille, tape, large print and community languages.
Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রিটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਨਿਤਰੀਨ ਏ ਪੜ੍ਹਣ ਵਾਲੀ ਲਿਖੀ, ਟੇਪ, ਵੱਡੇ ਖਿੱਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਫ਼ਿਰਾ ਕਰਕੇ ਇੰਟਰਪ੍ਰੀਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ : 0131 242 8181

یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طباعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔
براہ مہربانی انٹرنیٹ پر ٹینگ، اینڈ ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر 0131 242 8181 پر رابطہ قائم کریں۔