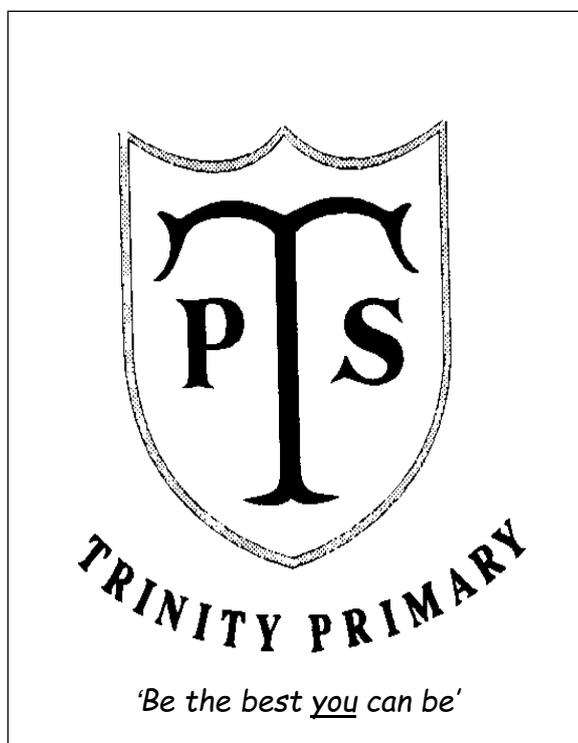


# TRINITY PRIMARY SCHOOL

## School Handbook

### Information for Parents



#### School Leadership Team

Miss Lynn Hodgins, Headteacher  
Mrs Deborah King, Depute Headteacher  
Mrs Jennifer Graham, Principal Teacher  
Miss Meghan Cook, Early Years Officer

Trinity Street  
HAWICK  
TD9 9NR  
Tel. 01450 373434

Email: [TrinityPS@scotborders.gov.uk](mailto:TrinityPS@scotborders.gov.uk)

**Dear Parent / Carer,**

**Welcome to Trinity Primary School.**

For those of you moving on from Trinity Early Learning & Childcare (ELC), we look forward to continuing our partnership with you; for those new to Trinity we trust this will be the beginning of a long and happy relationship with us.

Starting school is an exciting, if sometimes scary time, for parents as well as children. I hope this information booklet answers a lot of your questions. If, after reading it (or at any other time), there is anything you are unsure about, please phone or call in to see us. We will be delighted to see or hear from you.

We hope we will develop a positive partnership with parents and we appreciate your support and participation as we work together to ensure the very best for your child's education. Together we can ensure that your child's school life is happy, interesting and promotes a real sense of personal achievement.

We are a caring school with a dedicated staff team committed to providing an education for our pupils which is of the highest quality.

We hope you will feel confident of a warm welcome when coming to visit the school whatever the reason. Staff are available to discuss parents' particular concerns, but an appointment should be made in advance.

The School Handbook will be updated each year and issued to parents who are new to the school. Please keep it for reference now and in the future. Please feel free to request an updated version from the office.

If you are considering enrolling your child at Trinity, please come and visit us and take the opportunity to discuss points of interest or concern with us. The door is always open to you.

Miss Lynn Hodgins  
Mrs Deborah King  
Mrs Jennifer Graham  
Miss Meghan Cook  
(School Leadership Team)

Something to think about: -

If a child lives with criticism  
They learn to condemn.

If a child lives with hostility  
They learn to fight.

If a child lives with ridicule  
They learn to be shy.

If a child lives with shame  
They learn to feel guilty.

If a child lives with tolerance  
They learn to be patient.

If a child lives with encouragement  
They learn confidence.

If a child lives with praise  
They learn to appreciate.

If a child lives with fairness  
They learn justice.

If a child lives with security  
They learn to have faith.

If a child lives with approval  
They learn to like themselves.

If a child lives with acceptance and friendship  
They learn to find love in the world.

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## Background Information

Trinity Primary School is located in a two-storey building constructed over 80 years ago. The school is situated near to the River Teviot, close to the heart of the town.

The school serves a mixed catchment area predominantly from the south-east of the town. A high number of placement requests are received each year from outlying areas. Currently, Trinity has a roll of about 230 in 9 classes and up to 47 in Early Learning & Childcare (ELC). The ELC caters for up to thirty two 3 and 4 year olds and up to fifteen 2 year olds, over two rooms – one within the school and the other within the portacabin.

P7 pupils from Trinity Primary School transfer to Hawick High School.

The school has been modernised on several occasions providing a variety of accommodation.

## TRINITY PRIMARY SCHOOL



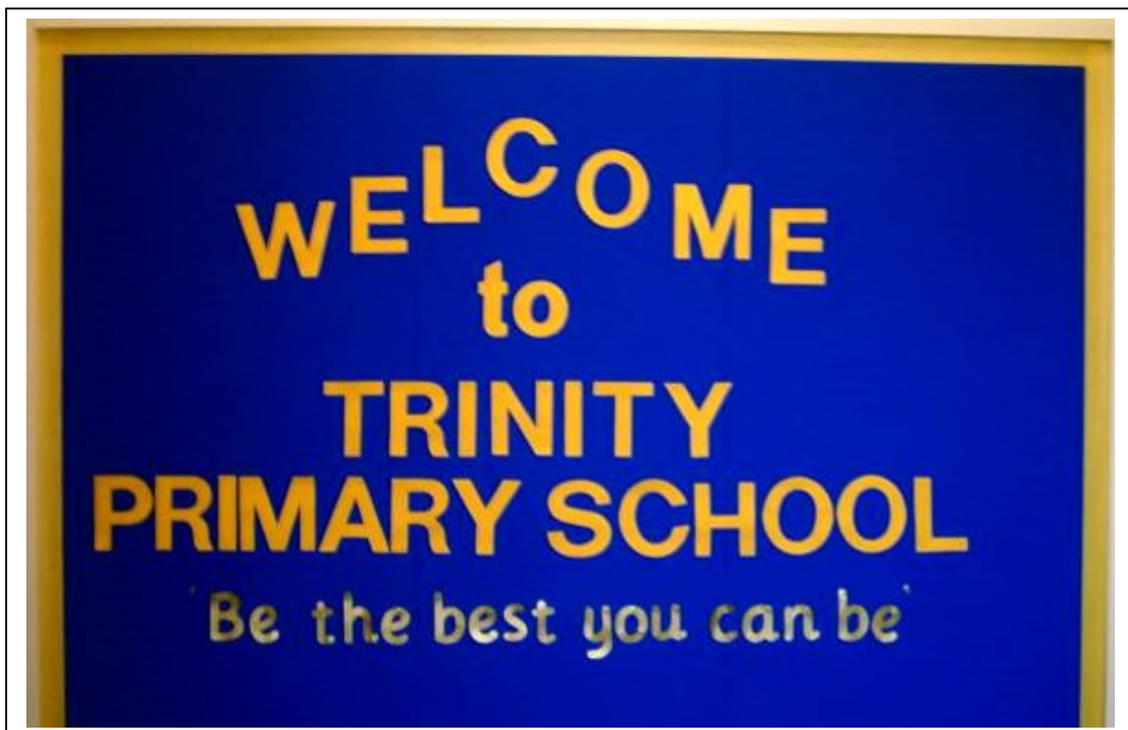
Our intention at Trinity is to encourage an atmosphere where children, staff and parents feel valued for their contribution to school life and at ease in their surroundings. We want to provide a stimulating environment which in itself presents opportunities for learning, encourages positive thinking and work habits and promotes self-esteem and good behaviour. We hope to provide Hawick with a school that will serve the community and its families with the highest possible standard of education; a school which encourages children to have the confidence and enthusiasm of responsible citizens, prepared for the next stages of their learning journey.

## Communication

Communication between home and school is very important. If there are any points you feel need clarification, or if you have any concerns about your child's education, please contact the office. The School Assistant will answer the phone and will make an appointment for you to meet with either your child's class teacher, Depute Headteacher or the Headteacher. We are always happy to answer queries or questions no matter how trivial they may seem as this often prevents unnecessary anguish for all concerned.

Throughout the year you will receive newsletters via email. The newsletters will keep you up to date with events and activities happening in school. Please make sure that you let the school office know if you change your email address. Please check your child's bag regularly for other letters. Our Facebook page also provides information about school events.

The following information should provide you with all the basic information required while your child is a pupil at Trinity Primary School.



**School Staff in 2023/24**  
(staffing is subject to change)

**Leadership Team**

Miss Lynn Hodgins	Headteacher
Mrs Deborah King	Depute Headteacher
Mrs Jennifer Graham	Principal Teacher
Miss Meghan Cook	Early Years Officer

**Teaching Staff**

**Class Teachers**

Mrs A Thomson  
Miss H Wylie  
Mrs C Riddell  
Miss G Gibb  
Mrs S Scott

**Class Teachers**

Miss E Beattie  
Miss S Neilson  
Mrs J Graham  
Mr S Peffers  
Mrs T Mechan

**Learning Support**

Mrs G Hendry

**Curriculum Support Teachers**

Mrs S Macdonald

**ELC Staff**

Miss S Corson	Early Years Practitioner	Miss H Stuart	Early Years Practitioner
Miss K Knox	Early Years Practitioner	Miss L Gibson	Early Years Practitioner
Mrs A Blaikie	Early Years Practitioner	Mrs M Jackson	Early Years Practitioner
Mrs L Haddock	Early Years Practitioner	Miss J Nichol	Early Years Practitioner
Ms L Richardson	Early Years Practitioner		

**Non- teaching Staff**

Mrs P King	School Assistant	Mrs E Oliver	Additional Needs Assistant
Mrs K Knox	Additional Needs Assistant / Dining Room Supervisor	Mrs B Patterson	Additional Needs Assistant / Playground Supervisor
Mrs C Mactaggart	Additional Needs Assistant / Dining Room Supervisor		
Mrs B Middlemass	Additional Needs Assistant		
Ms S Gallagher	Additional Needs Assistant		

**Visiting Specialists**

Mr T Glockling	Educational Psychologist
Mrs Thomson	School Nurse
Ms L Benjamin	Speech Therapist
Mr R Hume	Brass Instrumental Teacher

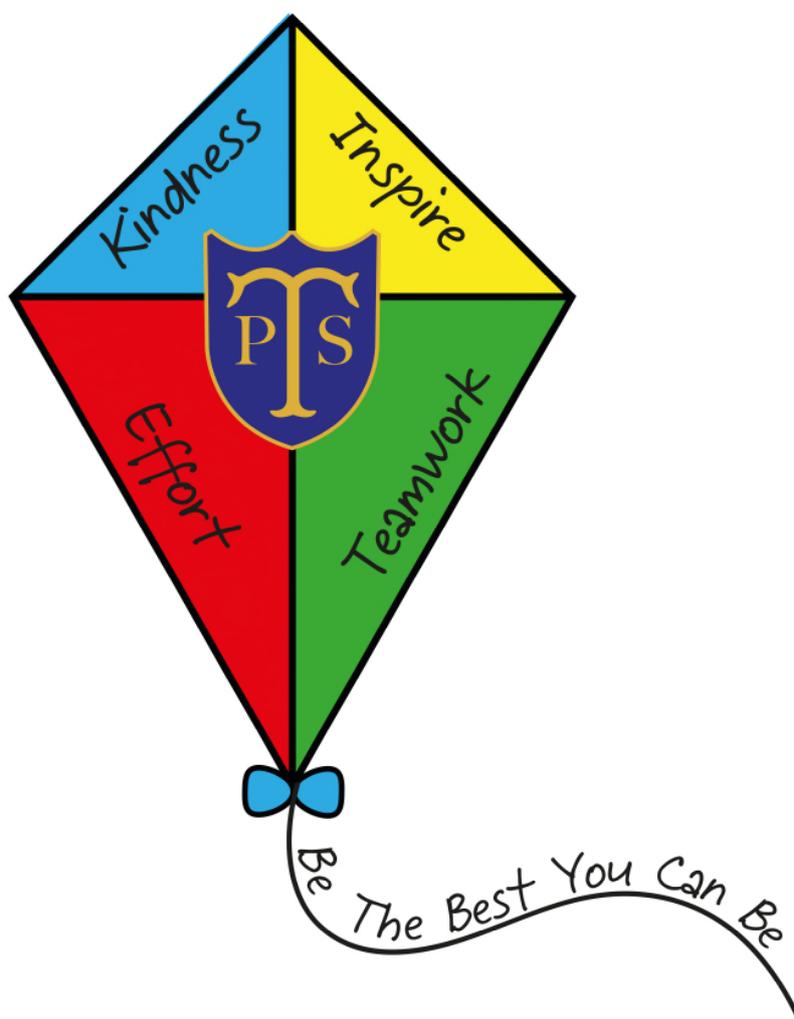
## TRINITY PRIMARY SCHOOL VISION and VALUES

We have agreed our vision and values in consultation with our parents, staff and pupils.

**At Trinity Primary School our vision is to ensure all children are happy, secure and reach their potential. At Trinity we say**

**'Be the best you can be'**

We have 4 core values which permeate all we do in school and support us to achieve our vision. Our school values are taught directly through assemblies and class-based activities and are exemplified throughout the life of the school. We actively seek to promote and celebrate our values across the school year.



## Enrolment in Trinity Primary School

### **P1 Enrolment Procedure**

- November 2023 Online application made
- June 2024 Meeting for parents and children to meet new teacher.
- June 2024 Children to visit classroom and teacher
- June 2024 Class teacher will visit children in Early Learning and Childcare setting wherever possible

**(For Early Learning & Childcare enrolment see page 23)**

### **Transfer from another School**

In the first instance, the parents should contact the Headteacher who will discuss if there are places available in the school at the relevant stages. All applications for school must be made through the Scottish Borders Council website. Choose school and learning and then apply for a school place. You must indicate during the online form if the application is a placement request ie you do not live in the school catchment. It is advisable to give a reason for the request. Once an application is made and processed, the school will get in contact with you to advise you of the next steps.

Please note that if you are wanting to transfer your child and it is the summer holiday, there are no staff working in school to move any application forward. If you private message the school Facebook page, we can give you advice about your child starting at the beginning of session.



## School Hours and Other School Requirements

### School Hours

THE SCHOOL DAY		
	MORNING	AFTERNOON
Primary 1 – 7 (Mon – Thu)	8:45 am – 12.00 pm	12:45 pm – 3.30 pm
Intervals (Mon – Thu)	10.15 am – 10.30 am	2.00 pm – 2.15 pm
Primary 1 – 7 (Fri)	8.45am – 12.15pm	
Interval (Fri)	10.15am – 10.45am	
ELCC (Morning)	8:45 am – 11.55 am	
ELCC (Afternoon)		11.55 pm – 3.25 pm (Mon-Thurs)
ELC (1140 hrs)	8.45am – 3.25pm (lunch 11.45am) (Mon – Thurs) 8.45am – 12.05pm (Fri) grab and go lunch	

Children in Primary 1 should not be left without an adult before 8.30am. On occasion, in very poor weather, children will be brought indoors by a member of staff at 8.30am. **Please ensure your child does not arrive at school before 8.30 am.**

#### Playground Supervision

8.30 am – 8:45 am  
 10.15 am – 10.30 am  
 12.00 pm – 12:45 pm  
 2.00pm – 2.15pm  
 P7 pupils take part in playground games with P1-3 pupils.



### **Lateness**

We appreciate parents helping children get to school on time and encouraging good habits. Children who are late should always report to office so attendance can be recorded and lunch orders can be checked.

### **Road Safety**

The School Crossing Patrols is positioned on Weensland Road at the top of Trinity steps (Mr Kirkwood)

Please encourage your children to cross the busy Weensland Road ONLY at this point.

### **Road Crossing Patrol Times**

8.00 am – 8:50 am (Mon - Fri)  
 3.15 pm – 3.45 pm (Mon-Thu)

### **Parking**

DO NOT double park outside the school gates. Please remember the management of Morrisons has given permission for parents to park in their car park. Please consider this as a safe option. Please Park and Stride.

## Uniform

### Things Your Child Will Need For School

- School Uniform
- Trainers (for indoor, PE and daily mile)
- PE Kit
- Art Apron/Shirt
- School Bag
- Pencil Case/Pencils
- Water Bottle, filled with water (only) each day

### IMPORTANT

**Please ensure that all items of clothing and footwear are clearly named for easy identification and security. The school cannot accept any responsibility for articles of clothing which are lost.**

### School Uniform

Children are expected to wear their uniform every day. It provides a smart appearance, creates a sense of belonging and our school colour of **royal blue** is part of the town's tradition. Wearing school uniform prevents the wearing of inappropriate and expensive "fashion" dress. Fashion trousers, sports or brand named clothes e.g. Nike or Reebok should not be worn to school.

Children should wear white polo shirt under a blue sweatshirt / cardigan. Boys can wear navy, grey or black shorts or trousers. Girls can wear a navy, grey or black skirt, pinafore or trousers and in summer a gingham summer dress in blue and white. Sensible shoes or trainers should be worn. Skirts / pinafore should not be shorter than just above the knee in length.

Sweatshirts, polo shirts, cardigans and fleeces can be bought from Embroidery Elite Ltd with the school logo (unit 3, 8 Liddesdale Rd, Hawick, TD9 0BN, tel. 01450 371386).

Uniform without the school logo can be worn and purchased from supermarkets / High Street / online retailers.

### P7 Uniform

In recognition that P7 is our senior class, we have a special uniform for them. This is a white shirt with a school tie worn with a ROYAL BLUE V-neck sweatshirt / cardigan. Skirt / Trousers are as described above. At the end of P6 pupils will be gifted a school tie from the Parent Council.

### PE Kit

Children have at least two hours of PE a week and require **trainers, white t-shirt or white polo shirt and black / navy shorts**. The trainers will be used by children for PE, as well as the daily mile. All children are provided with a shoe bag or shoe box in school. It is important that children get used to changing for PE. Plain black / navy jogging bottoms or tracksuit will be required for outdoor games throughout colder parts of the year.

Gym kit should be left in school during the week and taken home regularly for washing. Jewellery should be kept to a pair of stud or safety ear-rings and a simple watch which are easily removed for PE. Rugby and netball kits, where required for teams, are provided by the school. For contact sports it is recommended pupils have a gum shield to protect their teeth. (Please see your child's dentist.)

### Art Apron

An apron or cover up old shirt or t-shirt is essential for art activities.

## Classes

You will be informed by letter of your child's new class and teacher in May/June, when staffing has been confirmed. There are occasions when this may not be possible i.e. if a vacancy hasn't been filled yet. At times, some staffing changes do occur over the summer holiday.

Classes are decided with a variety of considerations. The Headteacher in consultation with children's current staff agrees the following year's classes as they know the children best.

The maximum number of children in a P1 class is 25.

The maximum number of children in a composite class is 25.

The maximum number of children in a P2 and P3 class is 30.

The maximum number of children in a P4, P5, P6 or P7 class is 33.

It is likely your child will be in a composite class at some time during their time at Trinity.



## **The National Improvement Framework**

The National Improvement Framework, launched by First Minister Nicola Sturgeon on 6 January 2016, is one of the most significant policy developments in Scottish education over the last 10 years. The Framework sets out a vision based on achieving excellence and equity for all learners, regardless of social background and circumstances. This has been most recently updated in December 2021.

The publication sets out four key priorities that everyone in Scottish education should be working towards:

- improvement in attainment, particularly in literacy and numeracy
- closing the attainment gap between the most and least disadvantaged children
- improvement in children's and young people's health and wellbeing
- improvement in employability skills and sustained, positive school leaver destinations for all young people.

The Framework identifies six key drivers of improvement – progress across all of these is needed to deliver the improvements we want to see for all learners:

- School leadership
- Teacher professionalism
- Parental engagement
- Assessment of children's progress
- School improvement
- Performance information

### **School Improvement**

Each year the school must submit a School Improvement Plan, which outlines priorities for development with an action plan. A School Improvement Report, evaluating the previous year's plan, is also sent to the Children and Young People department. This information is available to parents from the school office on request. These are discussed with the Parent Council, following discussions with pupils.

Promoting partnership with parents is a key aspect of our work in school. If you would like to make any comment or suggestions as to how we could improve, please send your comments in writing or make an appointment to see the Headteacher.

We include pupils in decision making which affects their education through pupil voice activities which are part of the schools monitoring and evaluation work.

### **Eco School**

An Eco School is one which promotes environmental awareness. This is acknowledged by a national accredited award scheme. We have a bronze award and an active Eco-committee who continue to develop good practice around environmental issues in the school. To encourage teamwork and help create a shared understanding of what it takes to run a school that respects and enhances the environment pupils will focus on seven environmental areas – Litter, Waste Management, Energy, Water, Transport, Health and Wellbeing, School Grounds and Biodiversity.

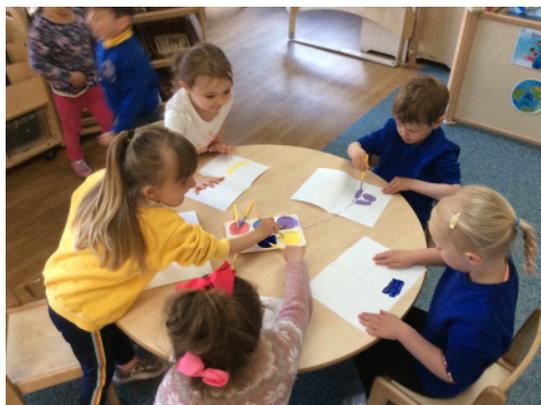


## The Curriculum

In ELC 2, 3 & 4 children will learn and develop through carefully planned play activities. Play will be based on Children's interests, Curriculum for Excellence experiences and outcomes, the quality framework for daycare of children - using the principles from 'Realising the Ambition' and evaluated through 'How Good is your Early Learning and Childcare?'

The children will learn to listen and to observe, to talk, to explore, investigate and experiment, and learn about the world that surrounds them. Play allows them to express their ideas and feelings in many ways. It allows them to be solitary or to play with others and develop relationships. It allows them to practise things already learnt, or to try more challenging activities. Play makes a powerful contribution to young children's development, and for much of the time the children are encouraged to make choices for themselves from the play activities on offer.

These activities however will be carefully structured and planned by the staff to meet the needs of the children and will be flexible to accommodate their own ideas. Often there may be a theme linking these areas such as, fruit, toys, Christmas, colours etc. Information about themes will be evident in the environment in the ELC 2, 3 / 4.



'**Curriculum for Excellence**' is being delivered within the school. It provides a coherent, more flexible, and enriched curriculum from 3 to 18. The curriculum offers a wide variety of experiences for children and young people, wherever they are being educated. It is underpinned by the values inscribed on the mace of the Scottish Parliament - wisdom, justice, compassion and integrity.

In the Primary School experiences and outcomes for pupils are described in levels:

**Early – ELC 3&4 and P1**

**First – P2 P3 P4**

**Second – P5 P6 P7**

In summary, children and young people are entitled to experience:

- a coherent curriculum from 3 to 18
- a broad general education, including the experiences and outcomes well planned across all the curriculum areas, from early years through to S3
- a senior phase of education after S3 which provides opportunity to obtain qualifications as well as to continue to develop the four capacities
- opportunities for developing skills for learning, skills for life and skills for work with a continuous focus on literacy, numeracy, and health and wellbeing
- personal support to enable them to gain as much as possible from the opportunities which Curriculum for Excellence can provide.
- support in moving into positive and sustained destinations beyond school.

The teaching staff have agreed curricular aims under the 4 competencies of a Curriculum for Excellence (CfE), which are:-

### **Successful Learners**

We aim to: -

- Provide pupils with effective skills in numeracy, literacy, communication and technology
- Work with parents to support successful learners
- Ensure all pupils, staff and parents have a clear understanding of what is to be learned
- Ensure that pupils are involved in the process and planning for learning.
- Provide opportunities for all pupils to think creatively and independently and apply their learning to new situations
- Promote enthusiasm and motivation to help pupils realise their full potential
- Provide opportunities for pupils to evaluate their own work and that of their peers
- Celebrate success in all areas of school life
- Enable all pupils to reach high standards of achievement relevant to themselves
- Meet and provide for the different needs and learning styles of all pupils
- Enable all pupils to progress and experience high standards of achievement and attainment

### **Effective Contributors**

We aim to develop: -

- Confident, independent and responsible learners
- Communication skills
- Thinking skills
- Teamwork
- An appreciation of the views of others
- An enterprising attitude

### **Responsible Citizens**

We aim to develop responsible citizens by: -

- Working cooperatively in a climate of fairness involving all staff and pupils.
- Making pupils aware of the part they have to play in the local community and developing an awareness of diversity.
- Learning respect for themselves and others in school and the global community
- Looking at things critically and making informed decisions
- Appreciating difference and variety in others
- Knowing that their actions and choices affect others
- Developing a sense of commitment and perseverance
- Developing an understanding of other beliefs and religions in the world and showing respect for them.
- Knowing and having experience of new technology and scientific advances.

### **Confident Individuals**

We aim to: -

- Encourage pupils to have their say in the work of the school.
- Promote, recognise and praise good behaviour.
- Listen to pupils and encourage them to give their own views and opinions
- Lead by example, respecting children and treating them as individuals
- Ensure pupils know how to get help and who to approach if they have a problem.
- Provide opportunities to promote a healthy and active lifestyle physically, socially and emotionally.

If you would like more detail about the learning outcomes and experiences of the 'Curriculum for Excellence' this can be found on the following website <http://education.gov.scot/>

Parents who wish to exercise their right to withdraw their child from religious instruction and/or religious observance should contact the Headteacher to arrange a meeting to discuss alternative arrangements for your child.

### **Curriculum Overview**

Each new Teaching Block you will receive a 'Curriculum Overview' from your child's class teacher. This will have a summary of the work being studied during the block. The overview is for you to keep at home. This will enable you to be involved you're your child's education at home.

The children will have involvement in planning their learning with their teacher. The teacher shares with children learning intentions and expectations on a regular basis. This helps children have a better understanding of their next steps for learning.

### **Assessment and Reporting**

Assessment is a continuing process and can be written, practical or verbal. We use a range of assessment activities under the headings of say, make, write and do. Therefore, pupils have opportunities to express their learning by talking articulately, model making, writing expressively and demonstrating through performance and action.

A combination of teacher phone calls and end of block evaluations will be used to keep you informed about your child's progress in school throughout the year. Our plan is as follows:

September	Meet The Teacher opportunity
October	End of block 1 evaluation - created by children and their teachers put into Showbie for parents to see and discuss with their child at home
November	Appointment phone calls to discuss children's progress in their learning
January	End of block 2 evaluation - created by children and their teachers put into Showbie for parents to see and discuss with their child at home
March	Appointment phone calls to discuss children's progress in their learning
April	End of block 3 evaluation - created by children and their teachers put into Showbie for parents to see and discuss with their child at home
June	End of block 4 / school session evaluation - created by children and their teachers put into Showbie for parents to see and discuss with their child at home

An open afternoon takes place during the year which is an informal opportunity for parents to visit the school when it is 'working' and see the children in their classrooms. You can also take a tour around the school with older pupils.

We hope to provide opportunities for family learning activities during the year, as we want our school to be a place where families feel welcomed and included in their children's learning.

## Support for Pupils

At any point in their lives children or young people may need extra help with their education. Some examples of why a child/young person may require extra help with their education are:

- Bereavement or family illness
- Problems at home
- Bullying
- Being particularly gifted or able
- An illness, disability or sensory impairment
- Having English as an Additional Language

A child/young person's needs may last for a short time, and the problem may be resolved easily or, their needs might be very complex, and they may require additional support for a number of years.

If you feel that your child needs additional support for learning, the first person to speak to is your child's teacher. You have the right to request an assessment of your child. Within our school we operate a model of staged intervention where support is provided in varied ways to meet individual needs. Our approach to assessment ensures that the needs of children and young people are recognised and appropriate support can be provided.

Parents/carers are always involved in making decisions about their child's education and we will always ask your permission before any specific referrals are made. While your child is receiving support, we will regularly review your child's progress.

At times, parents/carers and schools may come into dispute. While we would always hope that difficulties could be resolved at the school level, we recognise that parents or young people may wish to formalise their concerns. To assist with this, we have a complaints procedure and also offer independent mediation and adjudication. It is also possible under certain circumstances to refer the case to the Additional Support Needs Tribunal for Scotland.

The statutory framework for Additional Support for Learning is the Education [Additional Support For Learning] [Scotland] Acts 2004 and 2009.

For more information, you can contact:

(a) Enquire, the Scottish advice service for Additional Support for Learning. They have a wealth of information, including practical guides and fact sheets for both parents/carers and young people. You can find the website at [www.enquire.org.uk](http://www.enquire.org.uk), or ring them on 0345 123 2303.

(b) Scottish Independent Advocacy Alliance, a charitable body registered in Scotland under registration number SC033576; [www.siaa.org.uk](http://www.siaa.org.uk)

(c) Scottish Child Law Centre, a charitable body registered in Scotland under registration number SCO1274. [www.sclc.org.uk](http://www.sclc.org.uk)"

## Homework

Homework should...

- Consolidate and reinforce knowledge and understanding of class work
- Provide an opportunity to practise skills taught in class
- Extend school learning e.g. research
- Provide planning and training for pupils in planning and organising time
- Provide opportunities for home school support and dialogue

Homework generally develops through the school as follows: -

### **Early (Max time per night – 10mins)**

- sounds practice
- Literacy and numeracy skills including reading practice
- Some topic related tasks

### **First (Max time per night – 20mins)**

- Literacy and numeracy skills including reading practice
- Some topic related tasks

### **Second (Max time per night – 30mins)**

- Literacy and numeracy skills including reading practice
- Some topic related tasks

### **Reading:**

Reading homework occurs in every year group. Reading at home has been shown to be the most successful way to improve a child's performance at school. Therefore, the school highly recommends regular sharing of books whether it is the child's reading scheme book or a book from the library.

Please note that all the above times are maximum – your child should not be working any longer than this on homework. At Trinity Primary School we believe that children need time outside school to rest, relax and play!

**Finally, please remember to sign (and comment if appropriate) the homework before returning it to school.**

## School Lunches

Lunches are provided at school. These lunches are cooked on the premises by our cooks, Mrs Cooper and Mrs Wood. Price is £2.40 for a two-course lunch or a packed lunch (this is subject to change in line with SBC policy). Primary 1 through to Primary 5 are eligible for free school meals. Alternatively, you may provide your child with a packed lunch. All children are supervised during lunchtime.

School lunches are pre-ordered and paid through an online ordering and payment system called Parentpay. You need to register to use this system, please see the school office for details. School lunches must be ordered by 8 am of that day. You will have to provide your child with a packed lunch if you miss this deadline. (Please note you must cancel a lunch by 8am if your child is absent or you will be charged for the lunch.)

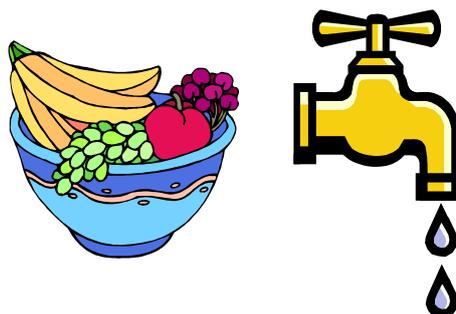
Children who stay for lunch must remain within the school playground during the lunch break.

As we are a health promoting school, please do not send sweets as part of your child's packed lunch. If your child brings a drink to school for lunch time it should not be in a glass container or can for safety reasons. Cartons or plastic flasks are a more sensible alternative. We do not allow 'fizzy' drinks in school. **Please note that products with NUTS are NOT allowed in school, due to allergies.**

**If you are entitled (or think you may be entitled) for free school meals for your child please apply online (SBC website) or in person at the contact centre (Hawick, Town Hall) or phone 0300 1001800.**

### **Healthy Snacks**

A healthy snack is encouraged for children during their break times. (We have a morning and afternoon break.) Fruit or plain biscuits are recommended. (Please note that products with NUTS are NOT allowed in school, due to allergies.) As children have access to water from their own water bottle during the school day, they are not permitted other drinks at break time.



### **The importance of water**

We try to encourage all children to drink water during the day. We have two chilled-filtered water units which provide mains water for the children to drink. There is one on each floor of the school. **Children are encouraged to bring a water bottle into school clearly labelled with their name.** The water bottle will come home every night to be cleaned and refilled at home. Please remember to bring it back filled each day. The bottles can be refilled during the school day if needed.

It is important to drink water because it feeds the brain. If we are thirsty, we lose concentration. Water helps children to concentrate! If children concentrate well, they learn better.

Creating healthy childhood experiences is a shared responsibility for all. Working together we can ensure all children and young people have a sense of belonging, self-worth and self-confidence to achieve their unique potential.

## Healthy Beginnings

Solve • Active • Included • Responsible • Respected • Achieving • Healthy • Hungry

# Top Tips

- Start your day with a healthy breakfast
- Eat more fruit & vegetables
- Keep food and drinks containing sugar to a minimum
- Enjoy family meal times
- Brush teeth at least twice a day - 'Spit, don't rinse!'
- Register with a local dentist
- Ask your dentist about fluoride varnish
- Be active, move more
- Explore different kinds of play and physical activity everyday
- Increase outdoor learning
- Reduce screen time - Phones, Tablets, PCs & TV
- Think of the 4 Bs- **B**ath, **B**rush **B**ook & **B**ed

What?	Why?
	 Helps concentration  Healthy Teeth  Helps digestion  Helps body grow and develop  Healthy skin  Energy

Healthy eating and physical activity are essential for positive growth and development .

Healthy snacks are provided during your child's ELCC journey, continue to give these types of snacks for your child to have at break times throughout primary school.



Bottles used in class should be filled with plain water only.

Good hydration makes a difference to how children think, feel & function!

#### Contacts

Joint Health Improvement Team: [health.improvement@borders.scot.nhs.uk](mailto:health.improvement@borders.scot.nhs.uk)

Food & Nutrition Coordinator: [Hazel.Scott@scotborders.gov.uk](mailto:Hazel.Scott@scotborders.gov.uk)

NHS Borders Oral Health Promotion: [Helen.brand@borders.scot.nhs.uk](mailto:Helen.brand@borders.scot.nhs.uk)



## Attendance and Absence

### Attendance

Good attendance is important in our school. It allows your child to make the most of their education and wider social development and gives them better choices in the future. It is your responsibility, by law, as parents/ carers to ensure that your child attends school regularly.

We actively monitor attendance. If your child's attendance drops below 95%, we will contact you by letter to alert you of this. Anything less than 95% is a concern to us.

If you have difficulty getting your child to school, please contact us as soon as possible to discuss how we can support you.

### Absence

A telephone call on the first day of absence, by 8.45am, is needed to explain a child's absence from school and the expected length of absence. A message can be left on the school answer phone out of office hours. If a call is not received you will be contacted, through a system called 'Groupcall' asking you to get in touch with the school. If no contact is made with the school, then emergency contacts will be used to establish why the child is absent. For medical appointments during school hours, children should be collected from and, if appropriate, returned to school.



### Lateness

Lateness to school is very disruptive to a child's education. You need to inform school if your child is going to be late. If your child is late on a regular basis, you will be asked to meet with a member of the management team to discuss a solution.

### Holidays During School Terms

The Scottish Executive Education Department requires schools to monitor children's attendance in school. Parents should try to take holidays during school breaks to minimise absences so that children do not miss important school work.



Taking family holidays during the school term is disruptive to your own child's education as well as having an impact on the other pupils in the class and the teachers. The government is actively discouraging parents from taking children out of school. Parents should do everything possible to take their holidays during the designated school holiday dates and only in very exceptional circumstances consider taking holidays during term time. Parents are asked to accommodate this request in the interest of their own children and the smooth running of the school. As a general rule, holidays taken outwith designated school holiday dates will be classified as "unauthorised family holiday."

**Extra work will not be given by Class Teachers.**

## Keeping our children and young people safe in the Scottish Borders

### **CHILD PROTECTION**

- Our settings in the Scottish Borders work hard to keep our children and young people safe - all children and young people have a right to feel safe within the setting, home and community.
- Within our setting we strive to provide a safe, secure and nurturing environment for our children and young people, which promote inclusion and achievement.
- All staff in Education have a statutory and professional responsibility to take action if we have reason to believe a child is suffering or is at risk of abuse.
- Our [Scottish Borders Child Protection procedures](#) set out what we will do if we have reason to believe a child is being abused or is at risk of abuse, either within the home or the community. These procedures are designed to ensure that children and young people get the help they need when they need it.
- All staff are aware of their child protection responsibilities and every year all staff in our setting attend a child protection update.
- Many of our staff undertake additional multi-agency child protection training.
- Every setting has a Child Protection co-ordinator who has the responsibility for overseeing child protection concerns as well as those young people who are care experienced within the setting.
- The Child Protection co-ordinator for the setting is Miss Hodgins (DHT).

### What to do if you have a child protection concern?

**It's everyone's responsibility to protect children.**

**If you have any concerns that a child is being harmed or is at risk of harm, please call without delay**

01896 662787 (Duty Children and Families Social Work Team)

01896 752111 (Out of office hours that covers all areas)

### **Emergency contact**

If you consider a child or young person is in immediate danger, call the Police on 999 immediately

### Need more information about keeping our children and young people safe?

This [link](#) takes you to the Scottish Borders Child Protection Committee online website where you can find some suggested links to websites to better inform you about safety issues such as Internet safety and Child Sexual Exploitation as well as letting you know about opportunities for training in Child Protection. You can also find the Scottish Borders Child Protection Procedures on this website.

<http://onlineborders.org.uk/community/cpc>

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.

The GIRFEC approach aims to make it easier for parents, children, young people and the services that support them – such as early years services, schools and the NHS – to work together to get it right.

Practitioners work together to support you and your child, working across organisational boundaries and putting your child and you at the heart of decision making, ensuring we give all our children and young people the best possible start in life.

GIRFEC means that everyone working with Scottish Borders children, young people and their families are encouraged to:

- Ensure children, young people, and their families get the help they need when they need it and are central to the process of finding solutions.
- Use one consistent and equitable approach, actively share information to agreed protocols and work more effectively together to improve outcomes for children and young people.
- Be clear about personal responsibility to do the right thing for each child/young person.
- Work with children, young people and their families, using a collaborative approach with fewer meetings. This should ensure children, young people and their families give information only once, and enables the development of one plan to meet all their needs.
- Respond to children and young people and take appropriate, proportionate and timely action with the minimum of paperwork, bureaucracy and duplication.

GIRFEC is part of the Children and Young People (Scotland) Act 2014 and the GIRFEC provisions are planned to be fully implemented by August 2017. If you would like any further information please ask your child's Headteacher.



## **School Calendar Dates for 2023-2024**

**(As these dates are subject to change – check SBC website [www.scotborders.gov.uk](http://www.scotborders.gov.uk) for the most up to date information)**

### **Autumn term**

- Monday 14 Aug 2023 - Staff resume, in service day
- Tuesday 15 Aug 2023 - In service day
- Wednesday 16 Aug 2023 - Pupils resume
- Friday 6 Oct 2023 - Last day of term for pupils and staff, mid term holiday
- Monday 16 Oct 2023 - Staff resume, in service day
- Tuesday 17 Oct 2023 - Pupils resume
- Monday 27 Nov 2023 - St Andrew's Day holiday, school closed
- Tuesday 28 Nov 2023 - All resume
- Thursday 21 Dec 2023 - Last day of term for pupils and staff

### **Winter term**

- Monday 8 Jan 2024 - All resume
- Friday 9 Feb 2024 - Last day of term for pupils, February holiday
- Monday 12 Feb 2024 - Staff resume, in service day
- Monday 19 Feb 2024 - All resume
- Thursday 28 Mar 2024 - Last day of term for pupils and staff

### **Summer term**

- Monday 15 Apr 2024 - All resume
- Monday 6 May 2024 - May Day holiday, school closed
- Tuesday 7 May 2024 - Staff resume, in service day
- Wednesday 8 May 2024 - Pupils resume
- Friday 28 June 2024 - Last day of term for pupils and staff

### **Casual holidays**

Each [learning community](#) allocates 2 casual holidays for pupils and staff which are usually aligned to their local festivals.

### **Teviot and Liddesdale**

- Friday 7 June 2024
- Monday 10 June 2024

Other important dates e.g. parent's evenings and events will be sent out on (monthly) newsletters, **so please read these** and if you change your email address please inform the **office**.

**Extra Curricular Activities** (When restrictions allow.)

The following activities are offered to pupils at certain times of the year: -

Rugby	P4 - 7
Netball	P6 - 7
Cricket	P4 - 7
Football	P6 - 7
Glee	P5 - 7
Basketball	P6 - 7

We are grateful to staff, pupils and friends of the school who take these coaching activities

Also, a wide range of further extra-curricular opportunities are on offer in partnership with our local Active Schools Coordinator. These have ranged from Zumba and aerobics to floorball, athletics and boxing.



## School Rules and Behaviour

At Trinity we want everyone to feel happy, safe and important in our school. For this to happen everyone must take responsibility for their actions. How we should behave in school will be taught by staff. We have a set of school rules for everyone to follow.

### **Our school rules: -**

- Listen and do as you are asked
- Be kind with your words and actions
- Keep hands and feet to yourself
- Move safely in and around the school
- Take care of all belongings

The school rules apply at all times including in the playground and dining hall.

Those who follow the rules will always be acknowledged. A set of rewards are used at different stages of the school and staff regularly seek opportunities to celebrate success.

There is also a set of consequences for those who do not follow the rules. These rules, rewards and consequences are consistently taught by all adults in the school. We have high expectations of behaviour and seek to work with parents to maintain this.

Children sent to the Headteacher or other member of Management Team will not be allowed straight back to class. They will have time to consider their behaviour. They will be given work to complete on their own. They will be allowed back to class after the next break. If this happens more often, parents will be contacted and asked to work with us to support the school with encouraging good behaviour choices. A record will be kept of all children sent to Headteacher.

Children will be sent immediately to the Headteacher for: -

- verbal abuse to staff
- defying a member of staff
- deliberate damage to others' property
- fighting

### Exclusions

In the unlikely event of a child being excluded, parents will be informed immediately and asked to come to school to collect their child. The number of day's exclusion will be set by the Headteacher. Before a child is readmitted to school the Headteacher calls a meeting to agree the terms of the child's return to school.

We look forward to working in partnership with you to encourage high standards of behaviour and self-discipline in our children.

The school uses the guidance set out by Scottish Borders Council in their Respectful relationship Policy [www.scotborders.gov.uk/antibullying](http://www.scotborders.gov.uk/antibullying)

## Early Learning & Childcare (ELC)

Our ELC (previously known as nursery) provides a safe, happy and stimulating environment. We aim to provide high quality early learning experiences which will prepare children for school. The ELC can cater for a maximum of 47 children (which can include up to fifteen 2 year olds, over two rooms – one within the school and the other a portacabin to the side of the school.)

All children aged to be ELC3 or ELC4 are entitled to 1140 hours of ELC hours. These hours can be used within more than one setting, when covid restrictions are eased. Trinity ELC sessions are: Monday to Thursday 8.45am—3.25pm (a morning session would be 8.45-11.55 and an afternoon session 11.55-3.25) and Friday 8.45am—12.05pm (there is no Friday afternoon session available).

Further information about the ELC can be obtained from the school.

Applications for places in ELC3 or ELC4 will take place online, through the Scottish Borders Council website, in January 2022 for children eligible in session 2022/23. Shortly after this, places will be allocated according to Scottish Borders Council policy.

Entrance to ELC for 2 year olds is currently subject to clear guidelines. For further information please visit [www.scotborders.gov.uk](http://www.scotborders.gov.uk). An eligibility check must be completed before an application can be made online, through the Scottish Borders Council website. If you have any queries about your application or the criteria outlined on the website please contact the school office.



## Health and Safety Matters

### **Medical Examinations**

Routine medical examinations by the School Doctor are now no longer carried out. However, children's health is monitored regularly throughout their school life. Parents should speak to their GP as well as contacting the school if they are concerned about their child's development.

### **Dental Care**

We are part of the National Dental Inspection Programme (Childsmile) and offer teeth brushing as a routine part of the school day. For further information contact Lisa Nichol, NDIP coordinator on 01450 364310 or email [Lisa.Nichol@borders.scot.nhs.uk](mailto:Lisa.Nichol@borders.scot.nhs.uk)

### **Head lice**

Outbreaks of head lice occur from time to time in all schools. Please check your child's hair on a regular basis and treat straight away if you find head lice. If you do find any lice in your child's hair, it would be appreciated if the school were informed to allow us to send a reminder to all parents to check regularly.

### **Medication**

Teachers and other school staff are not permitted to administer non-prescribed medicines. In exceptional circumstances prescribed medicines may be given. Parents must complete the appropriate form (available from the school office).

**Before your child starts school**, parents should inform the school office if children suffer from an allergic reaction. If the reaction is severe and your child requires an Epipen/Anapen **the school and parents in conjunction with Health and Safety and the school doctor must devise an Medical Action Plan to be signed by the Parent, Headteacher, School Doctor and Health and Safety Officer.** These action plans, with photographs, will be held in the Depute Headteacher's office. A further copy is also held in the child's class so all are aware of procedures in an emergency.

If your child is starting with us in August and you know they need a Medical Action Plan or ongoing medication to be administered in school, please let us know at the information meeting or contact the school in May / June, so procedures and staff training may take place before they start with us.





## Accidents in School

Minor accidents are treated by trained emergency first aiders who will clean superficial wounds and comfort the child. Injuries should be checked by parents when the child returns home.

If hospital treatment is thought to be necessary, we will contact parents first. If the case is considered an emergency, a member of staff will take the necessary action which may be to phone an ambulance or take the child directly to hospital and the parents will be asked to meet them there.

Children who feel unwell are kept in school until a parent, carer, or the designated emergency contact, arrives to take them home.

**It is very important that the school has an up-to-date emergency contact telephone number for each pupil.**

## School Closure

In very exceptional circumstances it may be necessary to close the school e.g. heating/electricity failure. It is essential, again, that an **up-to-date emergency contact** number for each pupil is given to the school. Groupcall will be used to send a text message to parents if the school is closed for whatever reason.

## Fire Drills

Each classroom has a fire escape route displayed. Once each term the fire drill is practised. The janitor times and records this event.



## DATA PROTECTION

Scottish Borders Council is a local authority established under the Local Government etc. (Scotland) Act 1994 and its headquarters is based at Newtown St Boswells, Melrose TD6 0SA. You can contact our data protection officer by post at this address, or by email at: [dataprotection@scotborders.gov.uk](mailto:dataprotection@scotborders.gov.uk) , or by telephone – 0300 100 1800.

### **Why we need your information**

Every child of school age has the right to be educated. A child is of school age if he/she has attained the age of 5 but has not attained the age of 16 years. The term “young person” applies to a pupil over school age, but who has not attained 18 years. The education authority has a duty to provide education to any young person who is still a school pupil.

We need to collect, use and store personal information about you and your child/ren to enable us to provide your child/ren with an appropriate education. We provide these services to you as part of our statutory function as your local authority under:

- The Education (Scotland) Act 1980, Education (Scotland) Act 1980
- The Education (Placing in Schools etc. Deemed Decisions) (Scotland) Regulations 1982
- The Standard in Scotland’s Schools Act 2000
- Education (Scotland) Act 2016

We also use your information to verify your identity where required, contact you by post, email or telephone to maintain our records.

### **Who we will share information with**

We will share information with health and wellbeing services and may share information with other external agencies and organisations who provide or assist with educational provision and with online payment solution providers.

- The [Scottish Government](#) for examination, career guidance and monitoring purposes.
- ParentPay, ESP Systems and CRB to allow the school to offer cashless catering and to receive payment for school trips and events;
- Groupcall to allow the school to communicate with you;
- The NHS for health monitoring;
- Netmedia to enable the online arrangement of parents evenings;
- Internal Scottish Borders Council departments to allow the provision of catering and transport.

On each occasion, the recipients are bound to the terms of a Data Sharing Agreement and accordingly will only use your child’s data for the specified purpose. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full [privacy statement](#) on our website.

We are also legally obliged to share certain data with other public and regulatory bodies such as Education Scotland, Police and NHS will do so where the law requires this.

Your information may also be shared and analysed internally in order to provide management information, inform service delivery reform and similar purposes to meet our duty to achieve best value and continuous service improvement.

We are legally obliged to safeguard public funds so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes.

### **How long do we keep your information for?**

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need. We will retain a copy of your child/ren’s educational record up until they reach the age of 25.

### **Photographs/videos**

Photographs and videos may be taken by staff in the school, media and other parents for a variety of reasons for example Sports Day, celebrations of achievement, charity events, excursions etc. The school your child attends may wish to display or show photographs or videos taken by themselves, in print, in various locations or by electronic means such as a website. Likewise, the media or other parents may wish to use the images of pupils in various ways. We ask you at the time your child enrolls at one of our schools if you are happy for images of your child to be used in this way and we try to ensure you are aware of, and understand, such possible use of your child's image and that you have consented.

Any permission given will remain in force during your child's primary and secondary schooling until you indicate that you wish to withdraw your consent. You can do this by contacting the head teacher of your school as soon as possible.

### **Your Rights**

You have the right to request access to any personal data held about you by the Council. You can also request that we restrict the use of your information or even object to any further processing. You can do this by contacting the Data Protection Officer using the contact details provided above. We will respond to your request within thirty calendar days.

For more information on your rights please visit our website

<http://www.scotborders.gov.uk/DPYourRights> or if you would like a hard copy of this information, please contact us using the contact details provided above.

### **Complaints**

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact our Data Protection Officer by email at [dataprotection@scotborders.gov.uk](mailto:dataprotection@scotborders.gov.uk) or by telephone on 0300 100 1800.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office, who can be contacted by post at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

You can visit their website for more information <https://ico.org.uk/make-a-complaint/> .

If your complaint is not about a data protection matter you can find details on how to make a complaint on our website:

[https://www.scotborders.gov.uk/info/20016/have\\_your\\_say/155/make\\_a\\_complaint/1](https://www.scotborders.gov.uk/info/20016/have_your_say/155/make_a_complaint/1)

## Educational Visits

Throughout their Primary years, children will go out of school on many occasions e.g. locally - visits to church, post office, parks, shops etc. or further afield to Melrose, Galashiels etc.

When pupils are enrolled at Trinity School, parents are asked to complete a form which agrees to their children benefiting from local visits. Parents are informed, in advance, of all other proposed outings and day visits, and parental permission is sought for each trip. Parents are asked to contribute to the cost of these trips.

Children usually have a residential excursion, lasting at least four days, in Primary 7.



## Young Carers

A young carer is someone who is under 18 years of age or who has reached 18 and still a pupil at school and provides or intends to provide care for another individual. A number of young carers do not always identify themselves or wish to be identified.

Young carers undertake a number of tasks for the people they live with and look after. They are often left alone to do things like washing, cooking, shopping, paying bills, collecting medication or helping to look after younger brothers or sister.

This means they might not have as much time to complete work at home which has an ongoing effect on progress and learning or attend clubs and after schools activities therefore missing out on the social aspects of school.

Within Trinity Primary School we want our young carers to enjoy school and that it is a positive place to come and they feel included. Please let us know if there are difficulties meeting deadlines with work, arriving on time or any other issues which affect a young person.

## **Parental Involvement**

We would like every parent to involve in our school. We offer a variety of opportunities (when guidance allows) including:

- Parents phonecalls (twice a year to have a conversation with the classteacher about your child's progress)
- Class / achievement assemblies – come along to see the work your child has been doing
- Information / Curriculum evenings – you will be invited if relevant for your child
- Open sessions – school lessons that parents can come and join in with (incl. ELC stay and play)
- Family afternoons – opportunities in the year to participate in learning with your children
- End of Term Services – held at Trinity Church on the last day of term. P4 lead the Christmas Service, P5 lead the Easter Service and P7 lead the end of year service.
- Christmas Concert / Show – watch this year's amazing festive production
- Support our events eg coffee mornings / French café / family craft making
- Parent Council events – school fayres, quiz night, bingo and others!
- End of Block evaluations during the year on Showbie.
- Questionnaires / Feedback requests – Share your thoughts, ideas with us to help make our school even better. You do not have to wait for a formal opportunity – come and chat to a member of the leadership team, we always welcome feedback and suggestions.
- Curriculum overviews – we send out information about what the children are learning about in school each block. Please read and talk about these with your child.
- Open door – If you have any concerns at any time about anything about our school, please contact us. The leadership team will make every effort to see you as soon as possible. (If we do not know about something, we cannot do anything to help.)
- Support your child with homework, sign it when completed
- Volunteer your spare time – see info below.
- Join our Parent Council – see info below

If you have any concerns about your child including the progress they are making, please come into school and speak to the classteacher.

We use our school facebook page to share information with parents as well as celebrate events and achievements in the school.

## **Parents and Helpers in School**

We appreciate parents / grandparents and other friends who help in school. There are several regular activities that we need help with. If you can help at any time please let the office know. Helpers who are able to support us on a regular basis will be asked to complete a disclosure form.

## **Work Experience**

We work in partnership with Hawick High School and Borders College to provide work experience placements for young people. We feel it is important to support the young people in our community and enable them to have positive experiences to enable them to access further education opportunities and or employment.

## **The Parent Council**

Following the Scottish Schools (Parental Involvement) Bill, all schools are working to further promote the involvement of parents in their own child's education.

Trinity Primary School have a Parent Council. This represents the views of all parents and replaces the PTA and School Board structure.

All parents are members of the Parent Forum. The Parent Council constitution was created by a parent planning group. This is available, on request, from the office.

The objectives of the Parent Council are:

- To work in partnership with the school to create a welcoming school which is inclusive for all parents
- To promote partnership between the school, its pupils and all its parents
- To develop and engage in activities which support the education and welfare of the pupils
- To identify and represent the views of parents on the education provided by the school and other matters affecting the education and welfare of the pupils.
- To raise funds for the benefit of the school and its pupils.

The parent membership is a minimum of seven parents of children attending the school. The maximum number of parents is fifteen. If you are interested in getting involved with the Parent Council, please let them know directly or through the school office. The chair of the Parent Council is Alan Grief. If you wish to contact him or another member of the Parent Council, please speak to them directly or leave a message with the school office for them to contact you (with your contact details). The newsletter will state when the Parent Council meeting are happening.

## **Parental Concerns**

If you wish to raise a concern with the school, please do so at any time in person, in writing or by telephone. You can raise a concern with any member of staff.

We aim to deal with any concern you have as soon as possible. We will contact you to discuss how we investigated your concern and how we have tried to resolve it. Should you still be unhappy with the outcome please make an appointment to discuss this with a member of the Leadership Team.

If you wish to make a complaint, please see the Scottish Borders Council procedure (p31). You can make a complaint at the school and we will follow the SBC policy outlined below.

## **Scottish Borders Council Complaints Procedure**

Scottish Borders Council is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us.

### **What is a complaint?**

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

### **What can I complain about?**

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- council policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure.

Your complaint may involve more than one council service or be about someone working on our behalf.

### **Who can complain?**

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service.

### **How do I complain?**

You can complain in person at a council contact centre, by phone, in writing, email or via our complaints form on the council website [www.scotborders.gov.uk](http://www.scotborders.gov.uk)

It is usually easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

### **How long do I have to make a complaint?**

Normally, you must make your complaint within six months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but no longer than 12 months
- after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

## **RESOURCES**

Council Headquarters

Customer Services

Newtown St Boswells

MELROSE

TD6 0SA

Tel: 0300 100 1800

Email:

[customerservices@scotborders.gov.uk](mailto:customerservices@scotborders.gov.uk)

### What happens when I have complained?

We will always tell you who is dealing with your complaint.

Our complaints procedure has two stages:

#### Stage one: frontline resolution

We aim to resolve complaints quickly and close to where we provided the service.

This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

We will give you our decision at Stage 1 in five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or sometime after you get our initial decision.

#### Stage two: investigation

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation.

When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

### What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO cannot normally look at:

- a complaint that has not completed our complaints procedure (so please make sure it has done so before contacting the SPSO)
- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court.

You can contact the SPSO:

in person **Bridgeside House,  
99 McDonald Road,  
Edinburgh  
EH7 4NS**

by post **Scottish Public Services Ombudsman  
Freepost SPSO**

Freephone 0800 377 7330

Online contact [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

Website [www.spsso.org.uk](http://www.spsso.org.uk)

Mobile site: <http://m.spsso.org.uk>

Please note that whilst the information provided is considered correct at the time of publishing in May 2022. It is possible that there may be some inaccuracy by the time it is read should it be after this date.

## Council's implementation of British Sign Language Plan

The Council's BSL Plan 2018-24 has seven holistic actions. These actions are consistent with the ten long term goals of the National BSL Plan in Scotland, which are, early years and education; training and work; health, mental health and wellbeing; transport; culture and the arts; justice and democracy.

These goals represent the Scottish Government's aim "to make Scotland the best place in the world for BSL users to live, work and visit."

The Council will implement measures to promote awareness of BSL and the use of BSL, with the long term goal being that across Scotland information and services will be accessible to all BSL users\*.

Contact Scotland –BSL is an online British Sign Language interpreting service that allows deaf people across Scotland to access services free and available 24 hours a day throughout the year: <https://contactscotland-bsl.org/>

If a BSL user requests a face to face meeting then the School is required to provide a face to face interpreter.

\*Whenever we refer to 'BSL users' we mean D/deaf and /or Deafblind people (those who receive the language in a tactile form due to sight loss) whose first of preferred language is British Sign Language

Missing from Curriculum for Excellence

More information can be found below and on the following websites:

Parentzone: <http://www.educationscotland.gov.uk/parentzone/index.asp>

Education Scotland: <http://www.educationscotland.gov.uk/>

Skills Development Scotland: <http://www.skillsdevelopmentscotland.co.uk/>

### The Educational Psychology Service.

The Educational Psychology Service (EPS) works with all SBC schools to support children's learning and wellbeing. We provide advice and training to school staff on how children learn, and advise on ways to help children who require support.

If requested by the school, we can arrange follow-up for individual children and young people, together with their families and teachers, to help support their learning, or with social or emotional issues. This is generally achieved by meeting the children, their families and school staff, to review the support they have already received and agree ways in which we can all help your child in school. In some cases, we may agree that a psychologist will work on a one-to-one basis with your child to obtain a clearer picture of how they can best be supported.

If you have any worries about your child, please contact their school, in the first instance, to arrange a meeting to discuss your concerns. All schools have access to a range of support Services and your child's Head Teacher will be able to advise you about when the EPS may be able to help.