



Greenview School Handbook 2017-2018



Welcome to Greenview

On behalf of all the staff I should like to welcome you and your child to Greenview School. In Greenview, we recognise the crucial role that parents/carers play in the lives of each child and, through our school's review system, you will be kept informed about your child's progress and invited to participate in decision making about your child.

The purpose of this handbook is to give you information about the methods we use to teach and support our pupils in the school. It describes some of the experiences your child will enjoy and the wide range of activities offered each day.

We welcome contact with parents/carers so please do not hesitate to get in touch if you require any further information or have any concerns or questions about your child's placement in Greenview.

We look forward to a purposeful and rewarding partnership with you and hope that the skills and knowledge your child will gain during their time in Greenview will foster confidence and independence and enable them to become valuable and respected members of their community.

Regards

Sandra Anderson
(Acting) Head Teacher



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(Acting) Head Teacher
Mrs S Anderson

Principal Teachers

Mr A Corrigan
Mr D Leslie

Class Teachers

Mr F Brady
Mrs C McGuigan
Mr T Rolland
Ms E Stevenson
Miss E Withers
Mrs A Macaulay

Support for Learning

Trisha Engels
Vicky Leverage
Fee Mackenzie
Frances Magee
Margaret McInnes
Donna Reid
Kenny Sinclair
Alva Whyte

Clerical Staff

Carole McCann

Child Development Officer

Gillian McGowan

Bus Escorts

Bel Reilly
Rosemary Taylor

Janitor

Billy McDermott

Kitchen Staff

Jean McKay



The School Day

9.00am - 9.15am:	Breakfast Club
9.15am-10.45am:	Curricular Lessons
10.45am - 11.00am:	Breaktime
11.00am - 12.30am:	Curricular Lessons
12.30pm - 1.00pm:	Lunchtime/Breaktime
1.00pm - 2.30pm:	Curricular Lessons

Our Curriculum Rationale

Greenview School provides a structured Broad General Education, based on the four capacities; Successful Learner, Confident Individuals, Effective Contributors and Responsible Citizens. It is designed to ensure that all learners are offered opportunities that are individualised, develop their full potential and allow them to raise their attainment in school and within our wider learning community.

The core aspects of *Literacy, Numeracy and Health and Wellbeing* (HWB) are delivered on a daily basis in Greenview. In addition to this the following curricular areas are also covered:

Social Studies
Science

Expressive Arts
Technologies (including ICT)

Religious and Moral Education

Assessment and Reporting

Every pupil's work is regularly assessed. This helps monitor the progress being made which in turn helps the class teacher to plan ahead. Information obtained by assessment is used to plan the next steps in your child's learning.

A written report is sent home to parents/carers in the summer term.



Our School Values

The values of our school community are to promote:

- **Learning**
- **Respect**
- **Resilience**
- **An active lifestyle**
- **Caring**
- **Inclusion**
- **Honesty**

Our School Aims

Our goal as a school community is to encourage our pupils to develop their capacities as successful learners, confident individuals, responsible citizens and effective contributors to society in order to lead independent and fulfilled lives.

To this end we:

- Provide a challenging curriculum within a nurturing environment to meet the social, emotional and behavioural needs of our pupils
- Create a structured environment which allows children to be safe, healthy and well cared for, enabling them to grow, develop and learn.
- Build effective partnerships with parents/carers.
- Work in partnership with other agencies to ensure integration and support.
- Provide the highest quality teaching and learning to ensure all children reach their full potential by ensuring that staff has the opportunity for continuous professional development.



Background Information

- Co-educational School
- Non-denominational
- Provision for ASN (Social, Emotional and Behavioural Needs)
- 5 classes

Parents/carers should note that the working capacity of the school may vary dependent on the number of pupils at each stage and the way in which the classes are organised

Enrolment

Children may enrol at any time during the school year, subject to the availability of vacancies.

Before enrolling in the school, parents/carers are asked to visit with their child to meet their new teacher and the children in the class. At this important meeting, the Head Teacher will explain the aims of the school placement. This includes the school's approach to teaching each child, the support that has been agreed with other people (such as the Educational Psychologist, Area Social Worker etc) and how parents/carers can help the school achieve these aims.

To ensure that your child's move to Greenview takes place smoothly there will be a transition programme to assess the strengths and development needs of your child. This is a carefully planned process and means that your child will have a very positive start to their new school and feel supported by the adults they meet.

School Holidays

Details of holiday dates are available on the Glasgow City Council website:
www.glasgow.gov.uk/index.aspx?articleid=9418



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The core aspects of Literacy, Numeracy and Health and Wellbeing (HWB) are delivered on a daily basis in *Greenview*. In addition to this the following curricular areas are also covered:

- Social Studies
- Expressive Arts
- Religious and Moral Education
- Science
- Technologies (including ICT)

We aim to continuously develop excellence in learning and teaching via engaging, active experiences within a safe, nurturing environment. Learners will be motivated to engage in learning within a curriculum, underpinned by a robust whole school approach to Health and Well-being, in order to meet the additional support needs of our learners. Our inclusive principles support every area of school life.

Transitions at all stages are carefully planned and regularly reviewed, to ensure continuity and appropriate progression in learning. The learner journey encompasses the design principles of Curriculum for Excellence (CfE) with a focus on relevance to our learners' lives, building resilience through skills for life and work.

Our school has a positive ethos of high aspirations and ambitions for all learners wherein participation, attainment and every achievement is recognised and celebrated.

More information can be found at

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



Outdoor Learning

Outdoor Education is a broad term that includes: outdoor play, activity within the school grounds, environmental education, recreational and adventure activities, personal and social development. It helps to create a positive working ethos, by engaging the children through active learning. Opportunities are given to take education beyond the classroom and develop the skills of children within many areas including communication, problem solving, teamwork, enterprise and environmental awareness

Medical and Health Care

The school Clinical Medical Officer provides the statutory support for a primary aged pupil and consent forms are sent home to parents/carers for routine examinations. Dental checks and audio-metric testing that may take place during the year

A support for learning worker (V L:everage) is a trained First Aider and attends to minor cuts and bruises and reports any incident to parents/carers by telephone, letter or via the bus escort.

More serious episodes are reported by telephone and arrangements made for the child to be escorted home. Where a case merits hospital treatment, we would act accordingly and inform parents/carers immediately of such circumstances.

When a pupil enrolls, parents/carers are requested to supply information on any particular medical requirements their child may have.



Administration of Medicines

The administration of medicines is a matter within the discretion of the Head teacher, and in order to assist the staff involved in the observation of safe practices in Greenview, We should be grateful for your cooperation as follows:

-

- Inform school staff of any medicine required to be taken by your child during the school day
- Attend a meeting to discuss the details
- Complete the Parental Request Form (Form B) from the school office and pass it to school staff with the medicine
- A separate supply of medicine, properly labelled, should be obtained from your pharmacist
- Ensure that the medicine container is clearly labelled with
 - The name of your child
 - The name of the medicine
 - The dosage and time
 - Method of administration

- Please note that oral information will not be acted upon.
- Where possible administration of medication will be witnessed by a second adult, but parents/carers should be aware that this may not always be the case.
- It is not the policy of the school to give any form of painkiller to any child under the age of 12.
- If your child suffers from asthma, it is essential that you inform me of any restrictions which need to be applied to his/her activities, and the medication which has been prescribed for routine and emergency treatment.
- If your child suffers from epileptic attacks, diabetes or anaphylactic shock, it is essential that you inform me of the appropriate emergency treatment which should be given.

Thank you for your assistance in this matter.

Information in Emergencies

We make every effort to maintain a full educational service, but on some occasions, circumstances arise which lead to disruption. Schools may be affected by, for example, severe weather, and temporary interruption of transport, power failures or difficulties of fuel supply. In such cases we shall do all we can to let you know about the details of closure or re-opening. We shall keep you in touch by using letters, notices in local shops and community centres, announcements in local places of worship, and announcements in the press and on local radio.



Equal Opportunities

A great deal of importance is placed on promoting the positive aspects of the school day. This is apparent in many areas such as the way work is planned and the way pupil progress is reported.

We aim to allow all children access to every area of the curriculum and provide appropriate experiences as they mature and move through the school. Pupil opinion is valued and encouraged at individual, class and whole school level and is reflected in the establishment of a Pupil Council.

The Pupil Council will endorse and sustain the work of the school. 'Our Voice, Our School' will bring to Greenview an added dimension that will raise self-esteem, by making our pupils feel more valued and self-confident. The establishment of the council affirms the right of children to express their views on all matters of concern to them, and to have these views taken seriously in accordance with their age and maturity. (Article 12 of UN Charter on the Rights of the Child)

More information on Children's Rights can be found at:

<http://www.glasgow.gov.uk/childrensrights>.

The Equality Act 2010 protects certain characteristics. In the delivery of education the characteristics that are protected are disability, gender reassignment, race, religion or belief, sex or sexual orientation, pregnancy and maternity. When making decisions in relation to admissions, exclusions, the provision of education, benefits, facilities and services and any other relevant decisions the school has a duty to have due regard to the need to -

1. eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Equality Act 2012;
2. advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
3. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

In order to give the best possible support for our pupils, information is shared appropriately with all staff.



Home and School Links

Regular contact with families is considered to be a crucial part in meeting the academic/social/emotional needs of our pupils. Phone calls, text messages and letters are used to inform home of events within the school.

A termly newspaper is produced by the pupils and sent home and delivered to local businesses.

From the first meeting with a new pupil and their family, it is made clear that to help their child develop and overcome their barrier to learning, good communication between home and school is essential. Parents/carers are encouraged to contact the school over any issue, this can be by telephone, letter, or if necessary, a meeting with the Head Teacher can easily be arranged.

If the school has concerns about a pupil, parents/carers will be informed and perhaps asked to visit the school to discuss the matter. We see this as a positive step to solving areas of worry in support of the pupil, family and the school staff.

Homework is an important home/school link which gives parents/carers the opportunity to be involved in their child's learning. Homework is set 4 times a week and parents/carers are requested to encourage and supervise their child, and sign completed work.

Greenview has a formal complaints procedure, details of which you will find at the back of this handbook.



Attendance at School

It is important that your child attends school on a regular basis. If you know that your child will be absent from school, it is essential to notify the school as soon as possible so that transport arrangements can be altered.

Please give your child a note on their return to confirm the reason for their absence. The following describes the legal duties of parents/carers regarding their child's attendance at school.

Section 30 of the 1980 Education act lays a duty on every parent of a child of "school age" to ensure that their child attends school regularly. Attendance must be recorded twice a day, morning and afternoon. Regulation 7 of the Education (School and Placing Information) (Scotland) Amendment, etc Regulations 1993 requires each child's absence from school to be recorded in the school register as authorised: i.e. approved by the authority, or unauthorised: i.e. unexplained by the parent (truancy) or temporarily excluded from the school.

Every effort should be made to avoid family holidays during term time as this both disrupts the child's education and reduces learning time. Parents/Guardians should inform the school by letter or phone, before going on holiday, of the dates. Such absence will be authorised only where attendance is otherwise satisfactory.

Parents/carers **do not have an automatic right** to take their child out of school without permission during term-time. The Head of Establishment can only authorise time off during term-time in **exceptional circumstances**.

Exceptional circumstances include:

- short term parental placement abroad
- family returning to its country of origin for family reasons
- the period immediately after an illness or accident
- a period of serious or critical illness of a close relative
- A domestic crisis which causes serious disruption to the family home, causing temporary relocation.

Time off during term-time for the following reasons is **not** acceptable and will be recorded as unauthorised absence:

- Availability of cheap holidays or desired accommodation
- Holidays which overlap the beginning or end of term

Clearly with no explanation from the parent or carer, the absence is unauthorised

The Education Liaison Officer investigates unexplained absence, and the authority has the power to write to, interview or prosecute parents/guardians, or refer pupils to the reporter of the children's hearings, if necessary.



School and Community

Greenview School provides every child with a wide variety of opportunities to develop their awareness of their rights and responsibilities within the school and beyond. The following are examples of what we offer:

- Pupil Council
- Eco-Committee
- Fair Trade Committee
- Girls' Group

Greenview's identity in the local community is an area of high importance. We have many positive links with the surrounding businesses and regularly participate in fund raising events for local charities (Food Banks) and national and international charities (Children in Need, Comic/Sport Relief, Text Santa, MacMillan Cancer Research)

Our successful Eco-Committee worked together to achieve a fourth Green Flag for our success in tackling environmental issues within the school and local community.

The Fair Trade Committee is working towards making the school a Fair Trade school.

Our well developed enterprise programme provides opportunities for our pupils to develop their skills in leading initiatives, planning events and benefiting from real life work experiences.

Extra Curricular Activities

Greenview provides pupils with many experiences which enrich their school day. We have a regular arrangement with Linn Park Adventure Playground where children can access a very well resourced indoor and outdoor play area.

Every week we offer the opportunity for football training with a focus on engagement for as many pupils as possible. There is also the opportunity to play in several matches throughout the year against local schools.

There are a number of whole school and small group outings planned throughout the year, extending the work in the classroom with real life experiences.



Pupil Support

All the staff at Greenview work hard at forming relationships with the children based on mutual understanding. This is the foundation from which our work develops. The class teacher provides the main support for the pupils in their class. In addition, structures are in place within the school to help children through times of anxiety, worry and anger. This may involve individual sessions either in or out of the classroom. Our aim is for children to acquire self discipline, self respect as well as respect for others and we hope that by encouraging these qualities the children can grow into responsible adults.

It is made very clear to families when a child enrolls, that we require parental involvement in matters of pupil support. In addition to the formal reviews organised every year for every pupil, parents/carers are encouraged to have regular contact with the school.

Communication with families is an integral part of our work. We try to ensure this contact is around positive school issues as well as areas of concern.

This is achieved in a number of ways such as a phone calls or letters. Sometimes a daily or weekly diary is sent between home and school and this would be agreed following consultation with the class teacher. The children bring home their Golden Time Target sheet on a weekly basis.

Should a parent wish to discuss any issue in detail, a meeting will be arranged as soon as possible.

There are 7.4 support for learning workers in Greenview supporting pupil learning in the classroom. The support for learning workers also help supervise at playtimes and lunchtimes and are a positive influence in all aspects of school life.

Supervision of Playtimes

At playtimes, to encourage appropriate play, we divide our activities into playground zoning sections. Pupils are helped and supervised at all times by a number of staff in the zones.

An adult presence is provided in playgrounds at break times in terms of the schools (Safety and Supervision of Pupils) (Scotland) Regulations, 1990.



Clothing and Uniform

The school has adopted a minimum dress code and ask that children wear the school navy polo shirt and sweatshirt which can be purchased through the school.

Given that there is substantial parental and public approval of a dress code, schools in this authority are encouraged to develop a school dress code. In encouraging a dress code policy, account must be taken in any proposals to prevent any direct or indirect discrimination on the grounds of race or gender. Any proposals will be the subject of widespread consultation with parents/carers and pupils.

There are forms of dress which are **unacceptable** in school, such as items of clothing which:

- potentially encourage faction (such as football colours)
- could cause offence (such as anti-religious symbolism or political slogans)
- could cause health and safety issues, e.g. loose fitting clothing, dangling earrings,
- are made from flammable material for example shell suits in practical classes
- could cause damage to flooring
- carry advertising, particularly for alcohol or tobacco
- could be used to inflict damage to other pupils or be used by others to do so.

Under no circumstances will pupils be deprived of any educational benefit as a result of not conforming to the school's dress policy. Parents/carers receiving Income Support, Job Seeker's Allowance (Income Based), Working Tax Credit (with an income of less than £15,050*), Housing Benefit or Council Tax Benefit will normally be entitled to monetary grants for footwear and clothing for their children. Approval of any such requests for such grants made by parents/carers in different circumstances is at the discretion of the Director of Education Services. Information and application forms may be obtained from schools and from Grants Section at Education Services Headquarters. Glasgow City Council is concerned at the level of claims being received regarding the loss of pupil's clothing and/or personal belongings. Parents/carers are asked to help in this area by ensuring that valuable items and unnecessarily expensive items of clothing are not brought to school. Parents/carers should note that the authority does not carry insurance to cover the loss of such items and any claims submitted are likely to be met only where the authority can be shown to have been negligent. Please ensure articles of school clothing are named to avoid confusion at changing times.

* Income amount effective from 1 April 2012 and may be changed by the Department for Work and Pensions.



Transport

Where free transport is provided, it may be necessary for pupils to walk a certain distance to the vehicle pick-up point. Walking distance in total, including the distance from home to the pick-up point and from the drop-off point to the school in any one direction, will not exceed the authority's limits. It is the parents/carers responsibility to ensure that their child arrives at the pick-up point in time. It is also the parent's responsibility to ensure the child behaves in a safe and acceptable manner whilst boarding, travelling in and alighting from the vehicle. Misbehaviour could result in your child losing the right to free transport. All of Greenview's pupils are collected and returned home on the school buses and taxis which are arranged by the Education Department. Transport details are organised on enrolment to the school when a particular bus and escort will be identified.

There are a few simple guidelines which help the children get to school safely and on time.

- Parents/carers must have their child ready for collection as a bus will continue its run after a few minutes.
- It is also essential for parents/carers to be at home for their child being dropped off at the end of the day.

Please remember that it is not possible to give an exact time for the bus to appear and parents/carers are asked to support the school by being available over a short period.



Health Promotion

In line with the Scottish Government's Schools (Health Promotion and Nutrition Act) (Scotland) 2007, Greenview is a Health Promoting school. Health promoting schools adopt a whole-school approach to integrating health promotion into every aspect of school life. Through effective partnership working with pupils, all teachers and other staff, parents and the wider community, the health promoting school:

- promotes the mental, emotional, social and physical health and wellbeing of all children and young people; and
- Works with partners to identify and meet the health needs of the whole school and its wider community.

School Meals

The lunchtime meal is provided in school. Lunch is an important part of the school day, where the children sit together with a support for learning worker and promoted staff. They are encouraged to make healthy choices, take their turn and participate with others in a pleasant social situation.

If a parent wishes a special diet for their child, this may be made available. All children at Greenview are provided with toast and fruit juice in the morning, milk at playtime and a school meal at lunchtime. There is currently no charge for this as the midday lunch is considered to part of our Personal and Social Development programme.

Each child has a water bottle which may be filled from a 'water fountain' to drink throughout the day.

As juice, water and milk are provided daily in school, no additional drinks are required.



Promoting Positive Behaviour

Children's Rights as outlined in the UNCRC (United Nations Convention on the Rights of the Child) are fundamental to a good school ethos. Adults in our school will work with young people to ensure they are aware of their rights and fully respect the rights of others. Therefore, the approach within Greenview School is to build a positive ethos that demonstrates care and respect for all.

The smooth running of Greenview School requires a high standard of behaviour from all within it. We appreciate the support of parents and carers in helping us to achieve this. All pupils are required to behave well and respect their own safety and that of others. This is also important on journeys to and from school.

The Parent Council- Greenview Council

The School Boards (Scotland) Act 1988 (Renamed Pupil Councils) led to the establishment of school boards in primary, secondary and special schools. Parent Councils are composed of parent, staff and co-opted members with the Head teacher as professional adviser. They have duties, rights and responsibilities in relation to the management of the school. These include:

- consulting with parents/carers and reporting to parents/carers on matters of interest;
- encouraging the development of links between the school and parents/carers;
- taking part in the selection of senior promoted staff to the school;
- discussing and approving the Head teacher's plans for purchasing books and educational materials;
- setting dates for occasional holidays in consultation with interested parties;
- assisting in the letting of school premises under the direction of the education authority;
- receiving reports from the Head teacher and Education Authority;
- receiving an annual budget for administration, training and other expenses; and
- Having power to raise funds and spending these for the benefit of the school after consulting the Head teacher.

Members of Pupil Councils, on a voluntary basis, may also have an advisory role in the investigation of cases of non-attendance and suspected truancy and decisions on placing requests by parents/carers in respect of those situations where the number of placing requests for a particular school or for a particular stage.

Greenview Parent council meets monthly on a Tuesday in the school. Members are Ms S McGuire, Mrs & Mrs Slaven, Ms L Caldwell, Ms M Eadie, Mrs D Elliot and Mrs C Ellis. The school representative is Ms P Engels. Any parent who is interested in joining the Parent Council should contact the school. Any new members are always welcome.



Primary to Secondary & Interschool Transfer

Pupils transfer to secondary school between the ages of 11 and 12 so they will have the opportunity to complete at least 4 years of secondary education. Parents/carers will be informed of the arrangements no later than December of the year preceding the date of transfer at the start of the new session.

Our school places a great deal of importance on transition between primary schools and from primary to secondary school and we have a policy document concerning this important change. Teachers in Greenview prepare and support pupils during this time.

It is our aim to provide pupils and their families support in a planned and structured way throughout the transition process. This will include a series of visits designed to minimise any worries that pupils and parents/carers may have, and to familiarise pupils and staff with each other.

As with all important changes, it is crucial that parents/carers have the opportunity to express their views. Clear structures such as the pupil review system are in place to ensure their opinions are at the heart of any decisions which are made.



Additional Support Needs

Greenview is an ASN school for children whose barrier to learning is their social, emotional and behavioural needs.

Glasgow City Council Policy:

Glasgow City Council has a duty, as outlined in the Standards in Scotland's Schools 2000 Act, to ensure that your child achieves their potential. Glasgow's Education Services is committed to the inclusion of all children and young people with additional support needs, where possible, within mainstream schools. This is in accordance with the statutory requirement in the 2000 Act. It is also part of Glasgow's policy to maintain a range of special educational establishments. This recognises the key role to be played by specialist provisions in addressing severe low incidence disabilities. The authority recognises that there are a wide range of factors, which may act as a barrier to your child's learning. We are committed to working closely with parents and carers to ensure that you are fully involved in overcoming barriers to learning. Additional support needs may be linked to a learning difficulty or disability but could also apply to a young person suffering from bereavement who requires pastoral support, a more able child/young person or those with a particular talent, which needs to be fully developed. The policy requires all establishments to provide an environment where children and young people with additional support needs are actively encouraged to be effective learners and benefit from their school education.

Any parent/carer seeking further advice regarding this policy should contact the Head Teacher in the first instance.

If a parent is unhappy with the support their child is getting they must first discuss this with the school in order to seek resolution at that very local level.

Further information relating to Additional Support Needs is also available on the Glasgow City Council website -

<http://www.glasgow.gov.uk/en/Residents/GoingtoSchool/AdditionalSupportNeeds/>

Other organisations, specified by Scottish Ministers, which provide advice, further information and support to parents of children and young people with Additional Support Needs are:

1. Children in Scotland: Working for Children and their Families. Trading as "Enquire - the Scottish advice and information service for additional support for learning", a charitable body registered in Scotland under registration number SC003527
2. Scottish Independent Advocacy Alliance, a charitable body registered in Scotland under registration number SC033576; and
3. Scottish Child Law Centre, a charitable body registered in Scotland under registration number SC012741.



The Named Person

GIRFEC stands for 'Getting It Right for Every Child'. Part of The Children and Young People Act (Scotland) 2014, it is the Scottish Government-led approach to making sure that our children and young people - and their parents or carers - can get all the help and support they need from birth right through to age 18 (or beyond if still in school).

The vast majority of Scotland's children and young people get the love and support they need from within their families and their wider, local communities. But even the most loving and caring families can sometimes need extra support. The GIRFEC approach aims to make it as easy as possible for any child or young person (and their parents) to get that help or support if they need it.

To provide that support when needed, every child in Scotland has a named individual, the Named Person, as a single point of contact. This Named Person has a responsibility to provide help and support when asked and can draw together other services if needed, co-ordinating help for the child or parents. Please do not hesitate to contact your child's Named Person at any time.

The Named Person in Greenview School is the Head Teacher.

Data Protection Act 1998

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

The Freedom of Information (Scotland) Act 2002

The Freedom of Information (Scotland) Act 2002 enables any person to obtain information from Scottish public authorities.

Further information regarding this is provided on the Glasgow City Council website:

www.glasgow.gov.uk/en/yourcouncil/freedomofinformation



Child Safety/Child Protection Policy

All educational establishments and services must take positive steps to help children protect themselves by ensuring that programmes of health and personal safety are central to the curriculum and should have in place a curriculum that ensures that children have a clear understanding of the difference between appropriate and inappropriate behaviour on the part of another person no matter who.

As with other areas of the curriculum, you will be kept informed of the health and personal safety programme for your child's establishment.

Schools, establishments and services must create and maintain a positive ethos and climate which actively promotes child welfare and a safe environment by:

- ensuring that children are respected and listened to
- ensuring that programmes of health and personal safety are central to the Curriculum
- ensuring that staff are aware of child protection issues and procedures
- Establishing and maintaining close working relationships and arrangements with all other agencies to make sure that professionals collaborate effectively in protecting children.

Should any member of staff have concerns regarding the welfare or safety of any child they must report these concerns to the head of establishment. The head, or the person deputising for the head, after judging that there may be grounds for concern regarding the welfare or safety of any pupil must then immediately advise the duty senior social worker at the local social work services area office of the circumstances.

Dealing with Racial Harassment

The Race Relation Act of 1976 makes it unlawful to discriminate against someone because of her/his colour, race, and nationality, ethnic or national background. The Act makes it the duty of Glasgow City Council to eliminate unlawful racial discrimination.

In 1999 the guidelines, "Dealing with Racial Harassment" were issued to assist all teaching staff in dealing with such incidents. The adoption of an anti-racist approach should be seen as one of the continuing attempt to improve the quality of education. Glasgow City Council recognises that support from the home is essential if these aims are to be achieved. Every child in Glasgow has the right to be happy and secure at school.



Accessibility Strategy

The school has a duty to ensure that all our pupils have equal access to the curriculum, supported as appropriate to their individual needs. This covers not only the content of lessons and teaching strategies but also minor adaptations to the physical environment of our building to address the needs of pupils with physical or sensory impairments, including the relocation of classes to the ground floor where feasible.

We also need to ensure that parents who have a disability have equal access to information about their children. This could involve, for example, relocating the venues for parents meetings to facilitate physical access at parents evenings or individual interviews; provision of an interpreter for the deaf; agreeing a telephone contact system to provide direct feedback to parents.

Physical Access: As all of Greenview is on one level there would be no difficulty for anyone with a physical or sensory impairment to visit the school. However, we do not have a disabled toilet.

Communication: Pupil reviews are held at least annually to which parents are invited to attend. All parents have equal access to information. School adopts a creative approach for parents/carers unable to visit the school.

Curriculum: Flexibility time used on programmes of Health and well being which are adapted and differentiated to best meet the additional support needs of our pupils

Staff Development: Staff library is well stocked and kept up to date with current approaches to additional support needs. Relevant information shared at weekly staff meetings



Complaints Procedure

In Greenview we consistently do our best to ensure that our pupils have a positive educational and social experience. We also aim to communicate effectively with parents/carers and other agencies involved with our pupils.

We welcome feedback, both positive and negative, as a means of monitoring and continuously improving the service we provide for our pupils, parents/carers and other agencies.

Should a concern arise, the following procedure is in place to assist you in making your complaint.

If you have a comment or complaint please approach the Head of Establishment in the first instance. If the Head of Establishment does not resolve the issue to your satisfaction, you should contact our Customer Liaison Unit who will:

- Take a totally neutral stance in fully investigating your complaint;
- Acknowledge receipt of your complaint within five working days;
- Give a full written response within a further 10 working days, unless another timescale has been agreed.

The Customer Liaison Unit can be contacted by phone, e-mail or post:

Phone: 0141 287 0125
E-mail education@glasgow.gov.uk

Customer Liaison Unit
Education Services
Glasgow City Council
City Chambers East
40 John Street
Glasgow,
G1 1JL

<http://www.glasgow.gov.uk/en/ContactUs/commentcomplaint.htm>



School Improvement

On an annual basis, you will receive a copy of our Standards and Quality report. The Standards and Quality report will be used to share the overall performance of the school and highlights progress in key curricular areas such as literacy, numeracy and health & wellbeing. Our priorities for improvement are detailed in our School Improvement Plan which is discussed with our Parent Council. Any parent or carer seeking a copy of the plan can contact the school office or check out Glasgow online.

Useful Addresses

Maureen McKenna
Executive Director of Education
Education Services
Glasgow City Council
City Chambers East
40 John Street
Glasgow,
G1 1JL

Important Notice

Although this information is correct at the time of printing, there could be changes throughout the year affecting any of the matters dealt with in the document.