

Springfield Primary School



**School Handbook
2025/2026**

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Welcome

I am delighted to welcome you to Springfield Primary School and hope that your child will be very happy throughout their years with us. We pride ourselves in being a vibrant learning community where the individual is valued and achievement in its widest sense is celebrated.

We believe that our school is at the heart of the community and therefore, have very strong home/school partnerships and welcome the support that parents can offer, not only to their own children, but also to the wider school community. Parental support helps to enhance the activities on offer to the children and we value offers of help in any capacity.

Our curriculum is broad and balanced and we make every effort to ensure that it is relevant to today's society and therefore meaningful to the children. We use a variety of learning and teaching approaches and offer many opportunities for the children to learn independently and as part of a group. The skills they will develop will be essential to them as they progress beyond primary school and face the demands made of them as they get older.

We believe that learning should be enjoyable and believe that fun is an essential part of life at Springfield Primary. We want our pupils to leave with very happy memories of their time here, having achieved success and feeling motivated and enthusiastic about their future.

I look forward to working in partnership with you and should you have any issues, concerns or ideas for improvement, please feel free to share these with me.

Nicola Hocknull
Head Teacher



Contact Details:

Head Teacher: Mrs NickyHocknull

Depute Head Teacher: Mrs Lynn McVay

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141 Springfield Road
Linlithgow
West Lothian
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School Webpage: www.springfieldprimary.westlothian.org.uk



Vision Statement

“Spring forward in learning and life”

“Becoming, Belonging, Believing”

Springfield Primary School is a family community rooted in respect and kindness. Within a positive, nurturing environment, we challenge our young learners to take risks, be courageous and develop resilience – ensuring they are given the skills and confidence to achieve their dreams.

Values

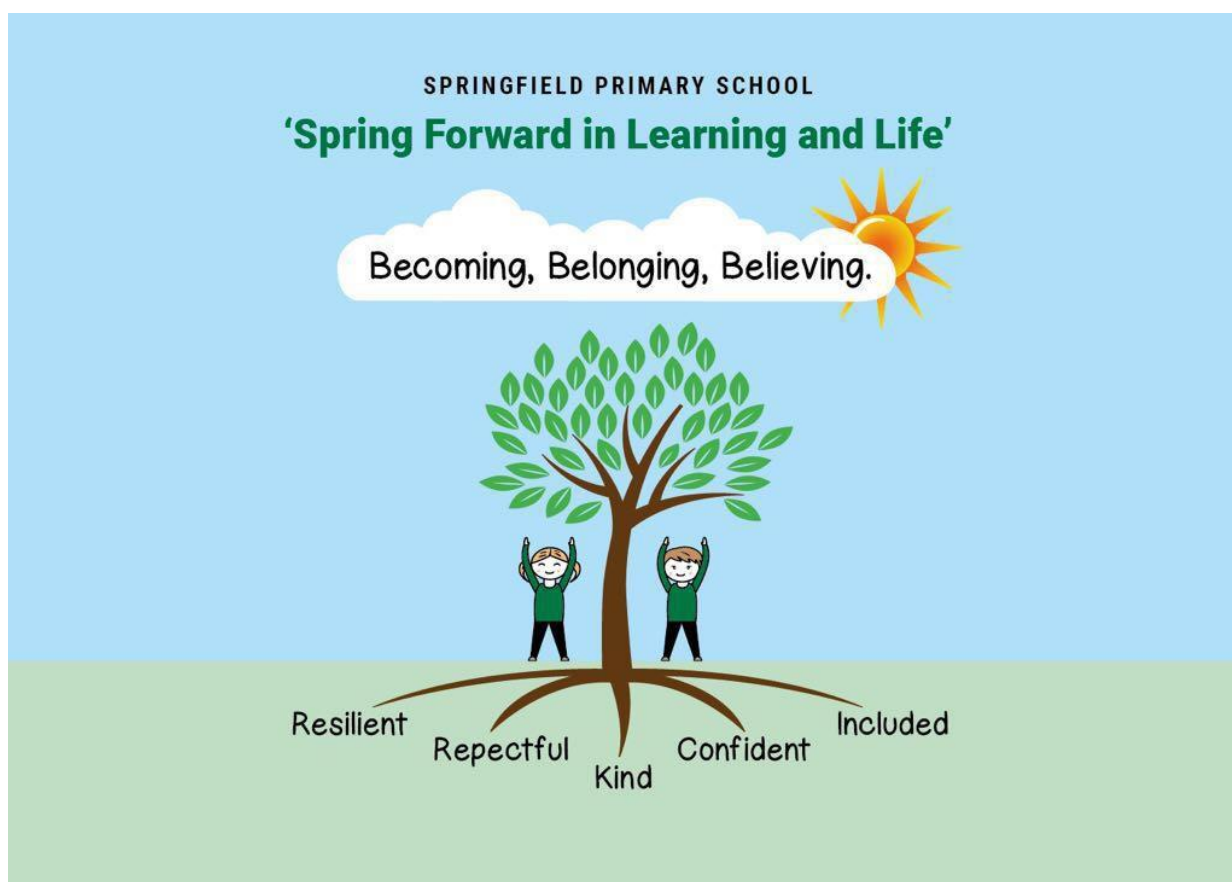
- Resilient
- Kind
- Inclusive
- Courageous
- Confident

School Aims

At Springfield Primary School we aim to:

- Engage, communicate with and support our learners and their families.
- Ensure every child makes progress in their learning, to the best of their ability.
- Provide all learners with a strong foundation in literacy, numeracy and health & Wellbeing.
- Deliver creative and innovative learning opportunities.
- Instil confidence in all members of our learning community.

The Springfield Tree



Introduction to Springfield Primary School

Springfield Primary School is a non-denominational school situated in the historic town of Linlithgow. The school was opened in 1981 and the building provides a bright and flexible space for all our learners.

Springfield Primary School is a non-denominational school serving the community of Linlithgow. The school accommodates 11 mainstream primary classes. The school roll is currently 277.

Bonnytoun Nursery School serves the community of Linlithgow and the surrounding area. The current nursery roll is 30 morning and 30 afternoon children with a further provision of 48 full day places taken over two days.

The school and nursery are currently staffed by a Head Teacher, a Depute Head Teacher, 1 Principal Teacher, 23 teaching staff, 8 nursery nurses, 2 Early Years Officer, 5 Pupil Support Workers and 3 Office staff. The school also has one part time PE Specialist and visiting specialists for music.

The school has a supportive parent body and works closely with the local community to establish effective links to support our children's learning. The school benefits from the extensive opportunities provided by the surrounding environment and staff are encouraged to utilise this in learning and teaching, whenever possible.

Staffing



Head Teacher	Nicky Hocknull
Depute Head	Lynn McVay
Depute Head (based at Low Port PS)	Sinead Davidson
Principal Teacher	Amy Miller
SfL Principal Teacer (Acting)	Lauren Donald

Business Manager	Belinda Collie
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Class Teachers	P1	Emma Devonshire
	P1/2	Elaine Lee
	P2/3	Julie Elliot
	P3	Rebecca Muir
	P4/3	Caroline Kerr/Kelsey Wilson
	P4	Greer Marshall
	P5	Sophie McAulay
	P5/6	Ryan Bewick
	P6	Megan Kennedy
	P7a	Gemma Fleming
	P7b	Megan Welsh
		Jean Tulloch -STEM
		Caroline Kerr –STEM
		Anna Bell (Music)

Support for Learning	Caroline Cameron
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Early Years Officer	Jordan Hope
	Claire Welsh

Early Years Practitioners

Margaret Brass
Gemma Easton
Christine Gifford
Yvonne Marr
Rebecca Moultrie
Claire Wylie
Emma Donaldson

Pupil Support Workers
Margaret Tervit

Orla Wilson

Clerical Assistant

Carole Cumming

Pupil Support Workers
Debra Anderson

Carole Cumming
Jane Woolsey
Carolynn Manlove
Karen Stapleton

Lisa Mulvenna

Specialist Staff
Brass
Strings

Lorraine Bisson
Lucy Craynor

Facilities Management

David Pace

Nicky Newall

Cluster Schools

Linlithgow Academy

Bridgend Primary

Linlithgow Primary

Linlithgow Bridge Primary

Lowport Primary

Winchburgh Primary

Daily Routine Timetable

Springfield Primary School



Monday to Thursday

Time	Lower P1 – 3	Upper P4 – 7
Start	8.50am	8.50am
Break	10.30am – 10.45am	10.30am – 10.45am
Lunch	12.00 (P1) 12.15 (P2 & P3)	12.15 (P7) 12.25 (P4 & P6)
Afternoon start	1.00pm (P1 –P3)	1.00pm (P7) 1.10pm (P4 – P6)

Friday

Time	Lower P1-3	Upper P4 – 7
Start	8.50am	8.50am
Break	1030am – 10.45am	10.30am – 10.45am
End of session	12.25	12.25

Nursery

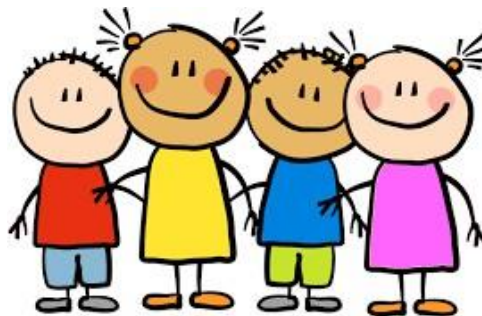
The following hours apply to children who attend nursery on a part-time basis

Monday – Thursday	AM	0800 Hrs – 12.45 Hrs
	PM	13.15 Hrs – 18.00 Hrs

The Nursery is open for 50 weeks of the year and closes over the Christmas and New Year festive period.

The Nursery is fitted with a “secure entry system”. Please ring the bell at the main entrance to gain access during school hours and be vigilant about closing the gate behind you when entering or leaving the nursery grounds.

Parents/carers using the Nursery will be given the option of purchasing a packed lunch for £2.11 per day, or providing their own packed lunch.



Attendance

The school enters a pupil's absence electronically using codes for particular reasons for the absence. To ensure an accurate record is kept it is important that should your child be absent, you provide an explanation for that absence either by letter or by telephone. A Group Call System, which sends out an automated text message to a mobile telephone in cases of unexplained absence, is in operation in all schools. The call is repeated regularly until answered. Parents/carers and schools must work in partnership in order to benefit from early notification of unexplained absences from school. Parents are urged to inform the school as soon as possible in the morning that your child is absent but no later than 9.30am.

Please avoid keeping your child absent for reasons other than illness. Work missed is not easily made up and allowing casual absences encourages a casual attitude towards work, and this applies equally in the case of frequent late-coming. Please help us develop in your child a regular habit of good time keeping. If circumstances arise when your child will be unavoidably late please provide a note of explanation.

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

I am sure that you agree it is good to get into the habit of being punctual and our children are expected to arrive at school on time. If late, your child will miss out on the morning routines which are so important for a smooth start to the day. However, in the event of an occasional 'sleep-in', please bring your child to school, no matter what the time is. Better late than never!

Please note any holidays taken during term time will, in most circumstances, be unauthorised. Please refer to West Lothian attendance policy for further information.

If attendance falls below 90%, in most cases you will be issued with a formal letter notifying you of this.

Behaviour

At Springfield Primary School, Class Charters' linked to the United Nations Rights' of the Child are adopted to promote positive behaviour throughout the school and in the playground.

A warning system is used in all classes for inappropriate behaviour. The initial warning is given by the Class Teacher. If a further warning requires to be given the Child is referred to the Principal Teacher in the first instance. Should further warnings prove necessary then the matter will be escalated to the Depute Head Teacher followed by the Head Teacher as appropriate. Behaviour is recorded on a daily basis by the Class Teacher.

Within school we use House points. Children can earn these by being respectful, showing good manners etc. These contribute to their chosen House Team. The running totals are counted at the end of the year and the winning House overall receives a prize chosen by the pupil council. Throughout the year we have events where Houses come together to allow extra points to be earned. These include amongst others the House challenges and Sports Day.

We also have an Achievement Board on display in school to celebrate pupil achievement in a variety of areas, both in and out of school. Please let us know if your child achieves an award e.g. Music, Dancing, Sports etc.

Anti-Bullying Policy

Everyone has the right to work and learn in an atmosphere that is free from victimisation and fear. The staff's aim is to work to prevent bullying taking place through the Personal and Social Development programme. Pupils will be made aware of strategies to cope with difficult situations. School personnel will be identified to support them. A copy of our anti-bullying policy is distributed to parents/carers when their child starts school.

School Discipline

We are a restorative school and believe that the positive aspects of school life are well understood and the use of praise permeates all aspects of the life of the school. Pupils strive to be the best they can be through resilience and perseverance.

Staff will always handle discipline problems in a sensitive, caring but authoritative manner so that disruption to learning and teaching is minimised. House points are awarded to pupils for demonstrating our School Values. As recognition of effort, pupils who are commended by any member of staff are awarded special certificates and mentioned at weekly assembly.

School Uniform

We are very proud of our school and are keen to display this by encouraging all children to wear school uniform. It is smart, practical, discourages competition among children and is cheaper in the long term.

Our school uniform is as follows:

- Grey or black trousers, skirt or pinafore
- White or green polo shirt with logo
- Green sweatshirt with logo
- Girls may wear a pink or light green and white checked school dress in warmer weather
- P7 pupils wear their own school styled sweatshirt with hoodie and the school tie.

(School fleeces and waterproof jackets are also available.)

A white shirt and school tie will be required to be worn for class/group photographs and when pupils are representing their school in public.

An order form for school uniform can be obtained from the school office. It is advisable to have all articles of clothing clearly named. Valuable items of jewellery and unnecessarily expensive clothing should not be brought into school. Football colours (tops, shorts, scarves) are not permitted in school nor any other clothing which may cause offence e.g. political or religious slogans.

PE Kit

It is important that children have a change of clothing for taking part in PE lessons. We recommend a drawstring bag with the child's name for holding PE wear as it hangs easily on their peg. These can be purchased through the school office.

For safety reasons, pupils are not permitted to wear jewellery during PE lessons. You will be advised of pupils' set days for PE but it is always advisable for children to have a PE kit every day as there are occasions where extra PE activities are undertaken.

PE kit should consist of:

- Black shorts, white t-shirt and gym shoes/trainers

Sometimes PE will take place outside, on these occasions, tracksuit bottoms and a sweatshirt can be worn.

Clothing Grants and Free School Meals

Families in receipt of Income Support, Income-based Jobseekers' Allowance, Employment and Support Allowance – Income Related or Working Tax Credit (WTC) or Child Tax Credit (CTC) (with an annual income of £16,105 or less) who submit a completed application form automatically receive a clothing grant and free school meal for each pupil of school age. The current clothing grants are £94 for each primary school aged pupil.

For further information please refer to the School Clothing Grants Policy:

<https://www.westlothian.gov.uk/schoolclothinggrants>

<https://www.westlothian.gov.uk/article/3787/Free-School-Meals>

School Ethos

Equality and Fairness

All pupils have the right to enjoy opportunities and activities, regardless of their background, race, gender or religion. Our aim is to promote self-esteem and a positive self-image in every pupil. Self-respect and respect for others is a priority. We aim to maintain an environment which is free from bullying, racism and other forms of discriminatory behaviour.

Pupil Council

Our Pupil Council consists of representation from P3-7. This group meet monthly to discuss issues which have been brought to their attention by their peers as well as having a key role in school improvement. The Pupil Council take forward improvements in line with our school improvement plan as well as organising events and improvements instigated by the pupils.

Eco Group

The Eco-group is made up of representatives from each stage from P1-7. Their role is to make the pupils of Springfield Primary School aware of environmental issues which currently affect them or may affect them in the future. The aim is to get as many pupils involved in being kinder to the environment and we are keen that Springfield Primary School is an 'Eco-friendly school'. Springfield Primary School currently has a Green Flag and is continually working towards maintaining its Eco Status.



Parental Involvement

Our children benefit most when we work in partnership with their parents/carers and their wider family. We are committed to creating an open relationship with parents/carers to ensure we meet the needs of their children and provide support for their families. We value Parental Involvement as an effective way of enhancing learning, achievement and promoting positive ethos.

Our aims through parental involvement are:

- To support parents and carers as their children's first and most important educator
- To enhance the learning experience of all pupils
- To encourage parents and carers to be involved in the life of the school and their child's learning
- To provide a partnership between home and school, ensuring that families feel welcome and valued
- To ensure that maximum use is made of all these adults' skills to enrich learning opportunities

Parents/carers are encouraged to come into school and offer support in a variety of ways. This could include setting up and helping to organise resource areas, working with individuals or small groups of children to support their learning, helping teachers and pupils with classroom displays, art and craft, accompanying classes on educational outings etc.

In the interests of child protection and safety, all parent helpers must be disclosure checked to assist in class or on outings. Forms are available from the school office.

Communication with Parents – Informing and Consulting

At the heart of a successful home-school relationship is good communication. Communication is a two-way process. It is important that parents/carers keep the school informed of any changes to a child's circumstances to ensure that

we are able to provide the best possible support. We aim to communicate regularly and in a timely fashion with parents through a number of strategies including monthly newsletters, Class “SeeSaw”, Springfield Primary School App and separate letters as appropriate. We use the ‘Group Call’ text messaging facility which enables us to make quick and easy contact when necessary. Please ensure that you keep your emergency contact details up to date and inform us immediately of any changes.

Parent Council

The Parent Council consists of parents/carers from Springfield Primary School and representation from staff. All parents are automatically members of the Parent Council and everyone is welcome to attend meetings.

The Parent Council has four main objectives:

- Work in partnership with the school to create a welcoming school which is inclusive for all.
- Promote partnership between the school, it’s pupils and parents/carers and the wider community.
- Develop and engage in activities which support the learning and welfare of the pupils.
- 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.

The Parent Council can help the school management team resolve general problems and can contribute to the development of new initiatives. It can also assist in the exchange of information between parents and the school.

Parent Councils operate in accordance with local consultation. Parents can put themselves forward to be members of the Parent Council in accordance with that constitution.

Further information can be found on the Scottish Parent Teacher Council website <http://www.sptc.info>

Partnership Working

To support our children's development, the school works in close partnership with a wide range of agencies. Our partner agencies include; health visitors, school doctor, speech and language therapists, mental health link worker.



Curriculum

School Improvement

The main achievements of the school can be found in the annual Standards and Quality Report. Plans for future improvement of the school's performance over the next 3 years, including the school's plans to involve parents in this improvement can be found in the School Improvement Plan. These documents are available from the school office.

We continue to improve standards for pupils in relation to literacy, numeracy and health and wellbeing through well planned improvement priorities.

The Curriculum

Curriculum for Excellence aims to achieve a transformation in education in Scotland by providing a coherent, more flexible and enriched curriculum from 3 to 18. The 3-18 curriculum aims to ensure that all children and young people in Scotland develop the attributes, knowledge and skills they will need to flourish in life, learning and work.

The knowledge, skills and attributes learners will develop will allow them to demonstrate four key capacities – to be successful learners, confident individuals, responsible citizens and effective contributors.

At Springfield Primary we are committed to continuously raising standards and ensuring that every child receives their entitlement to a broad and deep general education. Learning and teaching in our school is based on a range of approaches and strategies which place the child firmly at the heart of their learning experiences. Approaches and strategies include investigating, exploring, problem solving and discussion as well as direct teaching. Strategies and resources are varied to meet the needs of individuals and, a range of assessment approaches are used to determine progress in learning. We follow the Education Scotland Benchmarks to set out progression for all and ensure our children are achieving the National Standards. In all learning, they are involved in the planning process through finding out what they already know,

what they want to learn and how they want to demonstrate their learning. Personalisation and choice are vital for child engagement. We believe in inspiring lifelong learning and making learning memorable and fun.

The curriculum is organised under different subject areas: -

Expressive arts

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

Health and wellbeing

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

Languages

This involves learning about English as well as learning two additional languages which are French and Spanish. Under the Scottish Governments “1+2 Languages” programme children at Springfield Primary School will learn French from P1 to P7 and Spanish from P5 – P7. These additional languages link into the programme of study at Linlithgow Academy.

Mathematics and Numeracy

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

Religious and moral education

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

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

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

Any parent who wishes to exercise their right to withdraw their child from religious observance should inform the Head Teacher. Where a child is withdrawn from religious observance the school will make suitable arrangements for the child to participate in a worthwhile alternative activity.

Sciences

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

Social studies

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

Technologies

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

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

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



Extra-Curricular Activities

Pupils are encouraged to take part in extra-curricular activities which take place throughout the year. These after school clubs are largely led by school staff but can, at times, be organised by parents or specialist tutors. We invite pupils to identify activities they wish to attend.

Examples of school clubs which we are presently running include Football, Netball, Cheer Leading, Dancing, Bikeability, Art and Choir.

Assessment and Reporting

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

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

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

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

Further opportunities will be available throughout the session for parents/carers to share in their child's learning through open afternoons and

curricular events. Examples of learning will also be shared via our school blog and in-house displays.

Throughout the year, parents with any concerns about the wellbeing or progress of their child are encouraged to speak with the class teacher in the first instance.

Support for Learning

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

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

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



Use of the Internet

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

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



Admission Procedures

West Lothian is divided into catchment areas for primary and secondary schools. The catchment areas for all West Lothian Council schools are available online at www.westlothian.gov.uk

Each school is either denominational (linked to a particular religion) or non-denominational (not linked to any particular religion). All the denominational schools in West Lothian are Roman Catholic. Each home address has a catchment denominational school and a catchment non-denominational school, for both primary and secondary education.

The Pupil Placement section deals with all applications for pre-school and wraparound, and deals with applications for the August primary one (P1) and secondary one (S1) intakes. Schools deal with applications for other stages and for P1 and S1 after the pupils start school. To apply for a school, pre-school or wraparound place you must fill in an application form. Applications forms are available online.

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

New Entrants to P1

You can apply for a P.1 place from November of the year your child is due to start school, and the places are allocated in March of the same year that your child is due to start school.

Transfer from P7 to Secondary School

You can apply for an S1 place from the November of the year before your child is due to start secondary school. For more information on admission arrangements please see our website www.westlothian.gov.uk or contact the

Pupil Placement Section pupilplacement@westlothian.gov.uk or phone 01506 280000.

The school has strong existing links with Linlithgow Academy and as such provides a structured programme of supportive transition activities to support pupils moving from P7 into S1. Parents will also be invited to a number of transition events in the lead up to pupils moving up.



Health & Safety and Pupil Welfare

Child Protection

It is our role as educators to ensure that the children in our care live safely and can reach their full potential. All staff in Springfield Primary School will follow the Edinburgh and Lothian's Inter-Agency Child Protection Procedures to protect children who may be at risk of abuse and neglect. If we suspect that a child has suffered, is suffering or is at risk of abuse we will make a child protection referral without delay. We work closely alongside the core agencies; Health, Social Work and the Police, to ensure the welfare of all pupils. Mrs Hocknull, Mrs McVay and Miss Miller are the designated members of staff for child protection within the School. Should you have any immediate concerns of a child protection nature please contact any of the above agencies.

The safety of your child at school is a priority for the authority. All West Lothian schools follow the Lothian Child Protection Procedures. A copy can be found on www.westlothian.gov.uk

Emergency Contacts and Arrangements

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

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

All schools have a means of contacting parents and carers via the 'Groupcall' text messaging service.

Security

The school has a security system which allows all doors to be locked electronically once the children are in school. The locking system is released automatically if the fire alarm goes off. All visitors should report to the school office via the front entrance of the school, sign in and collect a visitor's badge. The school welcomes parents and carers but asks them to help to ensure the security of the school by reporting to the school office.

Photography

West Lothian schools have a photography policy which is in accordance with data protection and human rights legislation. Photographs taken for curricular, assessment, security, registration, training and development or travel reasons will not be used for any other purpose. All parents are asked to sign a consent form before any photographs are taken.

The School Photographer visits school, usually in the first term, to take Individual/Family photographs. Class photographs for Nursery, Primary 1, Primary 7 and groups will be taken in the summer term.

If you have any concerns about photography, please tell the school.

Playground Supervision

Supervision is provided in the school grounds from 8.30am every morning, during intervals and the lunch hour. If children have an accident or any other problem in the playground they report initially to the supervisor who will take the necessary action. When pupils are at school, the responsibility for their safety rests with the Local Authority. The Head Teacher and staff undertake this responsibility on behalf of the Local Authority.

Transport

West Lothian Council will provide transport assistance for all primary pupils living more than 1.5 miles from their designated school. The provision of transport for pupils attending special schools and classes is not subject to these limitations, but is based on individual pupil need. Further information can be obtained from School Transport (telephone 01506 775291) or from the School Transport policy on www.westlothian.gov.uk

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

Parking

In line with West Lothian Council's policy, parents/carers are not permitted to park, drop off or pick up children in the school car park unless otherwise agreed with the Head Teacher.

Requested Early Release of a Pupil

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

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

Medical Needs

Any minor accidents are treated in school. If we feel that medical treatment is required, the following action will be taken:

The school will contact you or if you are unobtainable, your emergency contact

The school will telephone the health centre or hospital if necessary and arrange to have your child taken there, accompanied wherever possible by you or someone else nominated by you.

All accidents will be notified to West Lothian Council Headquarters.

If a child becomes ill, we will always try to inform parents. If your child is taking medicine or has a medical condition which might affect them in school, you must notify the school office so that appropriate action can be taken. If you require your child to receive medication during the school day, you must complete and sign a medical form (available from the school office).

NB: Staff will not administer any medication or drugs which require specialist knowledge or training unless they have received the appropriate training.

School Meals

Children have the choice of going home for lunch, bringing a packed lunch from home or ordering a school lunch. If your child is going home for lunch, please notify the school office in advance. Please contact the school office to discuss your child's requirements and advise them of any allergies.

Meals can be ordered in advance by accessing our on-line ordering system at: -

<https://www.ipayimpact.co.uk>

A school menu is issued to all children each term showing the choices available for ordering.

The Breakfast Club

We operate a breakfast club between the hours of 8:10am - 8:30am in the school gym hall. Please contact the school office for further details. All primary pupils are entitled to free breakfasts.

Data Sharing

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

The collection, transfer, processing and sharing of data is done in accordance with the General Data Protection Regulation (GDPR).

Complaints

It is expected that most complaints will be resolved in school with staff or the Head Teacher. Unless there are exceptional circumstances there should be full discussion with the Head Teacher about any concerns or complaints you have with regards to the service the school provides.

Where occasions arise that you remain dissatisfied with the service, you can telephone, write or visit to raise a complaint to the appropriate local senior staff.

Complaints will be dealt with within three working days by giving either a direct response or a clear indication of when to expect one. Complainants will be informed of progress and given an explanation if deadlines are not met.

A complaint to Customer Care

If the complaint has not been resolved locally then contact Customer Care. A booklet detailing how to raise a complaint to Customer Care is available from the school office or by calling the Free phone Helpline on 0800 328 5143.

If you wish to make your complaint in writing, then your letter or E-mail should be sent to: -

Education Services West Lothian Council
West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF

Telephone: 01506-281254

E-mail: Educationcustomerservices@westlothian.gov.uk

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

Visual Formats or Additional Language Assistance

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



Handbook Production/Revision Timeline

This handbook has been produced for all Parents/Carers by the SMT and will be updated annually.

Production date: November 2020

Revision date: September 2024



Notes

