

GARROWHILL PRIMARY SCHOOL
25 Bakewell Road,
Garrowhill,
Baillieston,
GLASGOW
G69 6RN

Updated September 2023

Tel: 0141 771 1235



Garrowhill Primary School Handbook 2023-24



Recognized by Apple as a distinguished school for continuous innovation in learning, teaching, and the school environment.

Garrowhill Primary School Handbook

Dear Parent/Carer,

A very warm welcome to Garrowhill Primary School.

We look forward to having your child in our care and we hope that during their time at Garrowhill they will be happy and successful learners.

We are committed to working with you in a positive spirit of partnership in the vital task of preparing your child to become a confident individual, a successful learner and a responsible citizen.

We hope you find this handbook offers a flavour of life at Garrowhill and provides a useful introduction.

If you require any further information, please do not hesitate to contact me personally.

Yours sincerely,



Gayle Clarkson
Headteacher

INTRODUCTION TO GARROWHILL PRIMARY SCHOOL

Opened in January 2015, Garrowhill Primary School is a large urban school situated within the Baillieston area in the east end of the city of Glasgow.

This new school building has two floors with accommodation organised into 17 classrooms, a library, 3 large open areas, an assembly hall, gym hall and changing rooms. 16 of the classes are teaching bases, with one as a Cook School. Outdoors we have two large playing areas, an outdoor classroom and 3G all-weather pitch.



School Vision & Values

SCHOOL VISION, VALUES AND AIMS

Our school vision, values and aims were updated in March 2015 following consultation with children, staff and parents.

Our **Vision** for Garrowhill Primary School is:

Our school will be a place where children are nurtured in an inspiring environment where everyone feels safe to learn and grow together.

Our vision is built on the **values** we all agree are most important to us. These are shared with the children as "**BRAVE**" (Belief, Respect, Ambition, Virtue, Equity).



Our school values link well to Children's Rights and further details about the expectations of establishments in Glasgow City Council are contained in a **Children's Rights Leaflet** at the following website address:

http://www.goglasgow.org.uk/content/UserGenerated/file/Policies_Guidelines/children'sRightsSCREEN.pdf

School Information

You can cut out the following information and have it on your fridge, purse or work desk etc. for ease of finding the numbers required.

Contact Details:

25 Bakewell Road

Garrowhill

Baillieston

Glasgow G69 6RN

Tel: (0141) 771 1235

Email: headteacher@garrowhill-pri.glasgow.sch.uk

Website: www.garrowhill-pri.glasgow.sch.uk

Remember to download the free SCOT ED app and select "Garrowhill Primary" from the drop-down menu.

Background information:

- Co-educational school
- Non-denominational
- Stages taught: P1-P7
- Current Roll: 453
- Capacity: 462

School staff

A full list is available on the school website and school app and parents will be updated on any changes as required.

The leadership team is as follows:

Headteacher: Mrs Gayle Clarkson
Depute Headteachers: Mrs Laura Beastall
Mrs Lorna Chatham (Acting)

SCHOOL INFORMATION

School Name: Garrowhill Primary School
Address: 25 Bakewell Road
Garrowhill
Baillieston
Glasgow
G69 6RN

Telephone No: (0141) 771 1235
E-mail contact: headteacher@garrowhill-pri.glasgow.sch.uk

School web site: www.garrowhill-pri.glasgow.sch.uk

Glasgow City Council Going to School www.glasgow.gov.uk/en/residents/goingtoschool

Present Roll: 453 (August 2023)
Agreed Capacity: 462
Stages Covered: P1 – P7

The pupil roll at each stage September 2023 is as follows: -

| P1 | P2 | P3 | P4 | P5 | P6 | P7 |
|----|----|----|----|----|----|----|
| 66 | 72 | 67 | 68 | 66 | 58 | 66 |

School Profile Approximately 60% of the school's pupils are made through placing requests.
Denominational Status: non-denominational, co-educational (boys and girls).

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

Enrolment

A child who reaches his/her fifth birthday between 1st March 2023 and 28th February 2024 shall be registered in the local primary school before 1st February.

Registration of Primary 1 children takes place in November and is advertised widely in local press. Prospective parents are welcome to visit the school and should contact the school office. Families living outside the catchment area are welcome to make a placing request to attend Garrowhill Primary School but **must enrol their child at their local school as a first step**. Further information is available using the following:

<https://www.glasgow.gov.uk/index.aspx?articleid=18426>

In May/June, the school usually holds a minimum of two induction days for children entering our Primary 1 classes in the August. On each of these visits, children will be able to spend time with their teacher and become familiar with their new surroundings while parents have the opportunity to discuss our approaches to learning and teaching and familiarise themselves with school routines such as the cafeteria and morning entry procedures.

Organisation of Classes

The following guidelines set by Scottish Government apply.

| | |
|-------------------|------------|
| P1 | maximum 25 |
| P2 & 3 | maximum 30 |
| P4-7 | maximum 33 |
| Composite classes | maximum 25 |

Composite classes have pupils from more than one stage.

The School Day

| | |
|-----------------|----------------------------|
| Opening | 9.00 am |
| Interval | 10.30 am – 10.45 am |
| Lunch | 12.15 pm – 1.00 pm |
| Close | 3.00 pm |

Children enter and leave the school using designated arrival & departure points. P1 and P2 use Maxwell Drive gate, P3 and P4 use Bakewell Road gate, P5, P6 and P7 use the gate in Garrowhill Park (known as the Grove gate).

School Term Dates

Details of school term dates are available on the Glasgow City Council website:

<https://www.glasgow.gov.uk/index.aspx?articleid=17024>

Pupil Absence

Within Garrowhill Primary School good attendance is encouraged at all times and children rewarded accordingly. Parents are asked to advise if their child is going to be absent. This should be done as early as possible on the first day of absence. If the young person is going to be absent for some time, it would be helpful to know at the earliest opportunity. The school uses daily text messaging to inform parents and carers of absence if no contact is made. All unexplained absences are investigated by the school and appropriate action taken. All calls must be made to the Pupil Absence Reporting Line on **0141 287 0039**. The line is open **between 08.00-15.30** Monday to Friday. Alternatively you can use the online form on the Glasgow City Council website:

<https://www.glasgow.gov.uk/index.aspx?articleid=18832>

Medical & Healthcare

The school nurse visits at various times during the year for routine health checks, vaccinations and medical examinations. Parents are kept informed by letter.

If a child becomes ill during the course of the school day, he/she may require to be sent home. Please ensure that you keep the school informed of all contact details by updating Parent Portal.

Parents should inform the school of any medical requirements relating to their child. If a child requires medication during the school day, parents must complete the appropriate medical form. This is available on request from the school office.

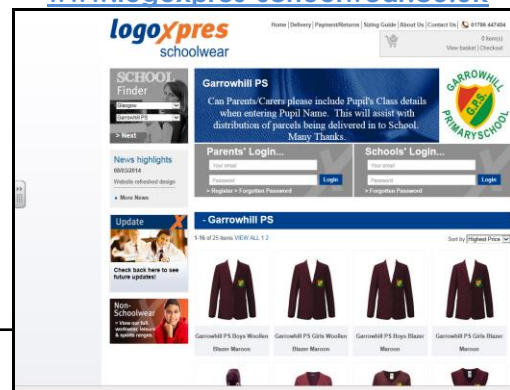
Emergencies

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, 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 our closure or re-opening by using texts, app alerts, Seesaw posts and news updates on our website and Twitter feed.

Our current uniform supplier is an online service provided by logoxpress.

www.logoxpres-schoolwear.co.uk



REMEMBER TO DOWNLOAD THE FREE GARROWHILL PRIMARY SCHOOL APP FROM SCOT ED FOR APPLE AND ANDROID DEVICES.

School Uniform

The Garrowhill School uniform consists of:

1. Grey Trousers/Skirt
2. White Shirt/Blouse
3. Burgundy jumper/cardigan/tank top
4. Grey/White Socks
5. School Tie
6. Black shoes

The following are also available:

1. Crew and v-neck burgundy sweatshirts.
2. Reversible burgundy rain/fleece jacket.

In addition, the following items may be purchased for P.E:

White sports shirt or polo shirt. It is expected that all children attending Garrowhill Primary School will adhere to this dress code.

PE Kit

All children are expected to change for PE unless an alternative arrangement has been made with the Head Teacher as a result of an additional need. Children are provided with a PE kit bag when they start school. PE kit should be brought to school on appropriate days and our changing rooms are used to allow children to change safely. Children are required to bring in a change of clothes, which will remain in school should the need arise for their use. Once used, the clothes will be taken home for washing.

All children require a pair of indoor shoes to be kept on the premises at all times.

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 difficulties, such as 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; and
- could be used to inflict damage on other children and young people or be used by others to do so.

Under no circumstances will children be deprived of any educational benefit as a result of not wearing clothing conforming to the school's dress code policy.

Clothing & Footwear Grants

Parents/Carers receiving Income Support, Job Seekers Allowance (Income Based), Working Tax Credit (check link below for thresholds), Housing Benefit, Council Tax Benefit or Universal Credit (check link below for thresholds) will normally be entitled to monetary grants for footwear and clothing for their children. Information and application forms may be obtained from schools and at <https://www.glasgow.gov.uk/index.aspx?articleid=17885>

School meals

Our school provides a lunch service which offers a variety of meals and snacks. Medical diets for children can be provided. Further information, including weekly menus, can be found here: <https://www.glasgow.gov.uk/fuelzone>.

Please inform the Headteacher. Fuel Zone focuses on serving healthy food in a bright and informal environment where children can enjoy lunch. The menu in the Fuel Zone rotates on a three weekly basis giving children more variety at lunchtime. All food is cooked on the premises. Garrowhill Primary's cafeteria is operated as a cashless system. Parents should add credit to their child's account using the ParentPay function. The cafeteria's data base maintains records of all purchases.



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Children who prefer to bring packed lunches will be accommodated in a suitable area. Please note that Garrowhill Primary School is a **nut free zone**. **Pupils should avoid bringing in any foods that contain nuts or are labelled with "may contain nuts"**.



All children in P1-5 are entitled to a free school meal.

If you plan to send your child/children to breakfast club, you should inform the staff of any medical dietary requirements. If you require further information about the catering service please contact the school on (0141) 771 1235.

Children and young people of parents/carers receiving Income Support, income-based Job Seekers Allowance, Working Tax Credit (check link below for thresholds), Child Tax Credit only (check link below for thresholds), Universal Credit (check link below for thresholds) and income-related Employment and Support Allowance are entitled to a free midday meal. Information and application forms for free school meals may be obtained at

<https://www.glasgow.gov.uk/index.aspx?articleid=17885>

Transport

The education authority has a policy of providing free transport to all pupils who live more than a certain radius from their local school by the recognised shortest walking route. This means that the provision of transport could be reviewed at any time. Parents/Carers who consider they are eligible can apply online at

<https://www.glasgow.gov.uk/index.aspx?articleid=17882>

Transfer from Primary to Secondary School

Children and young people normally transfer between the ages of 11½ and 12½, so that they will have the opportunity to complete at least 4 years of secondary education. Parents and carers will be informed of the school arrangements no later than December of P7. Children from our school normally transfer to:

Bannerman High School

Glasgow Road

Glasgow

G69 7NS

Phone: 0141 582 0020

<http://www.bannermanhigh.glasgow.sch.uk>

Communication with Parents

At Garrowhill Primary School we use a variety of ways to keep in touch.

- ✓ The senior leadership team are available for all parents and carers at any time providing they are not teaching or in another meeting. Please phone for an appointment.
- ✓ Occasionally, letters will be issued (e.g. prior to a class trip or notification of interest in an after-school club) giving further information. These letters will normally contain a reply slip, which must be signed and returned as quickly as possible.
- ✓ Regular app alerts are sent out from the school app. These alerts cover all aspects of school business. Paper newsletters are not issued. **Ensure that the ScotEd app is downloaded and notifications are allowed for your child's year group and for "Urgent" messages. This is done by going through the settings menu. Please also make sure that you have a valid ParentPortal account.**
- ✓ Pupils' work is regularly shared direct to individual parents through our online achievement profile, "Seesaw". **Download the free Seesaw Parents app and enable notifications.**
- ✓ Parents and carers are welcome to discuss any aspect of their child's development and progress. It is advisable to make an appointment. There are various opportunities throughout the year when parents can discuss their child's progress with the class teacher and view the child's work.
- ✓ The school e-newsletter, app and website will keep you informed as to when these will be taking place.

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Emergency Contact Information

At the start of each school session, parents will be notified about the Annual Data Check Form. **Please ensure that this is completed online through the ParentPortal site. It is also important that you let us know if there are changes to your telephone number(s) or to those of your emergency contacts throughout the year.**

Data Protection – use of information about children and parents/carers

We collect information about children attending school (and also about parents/carers, emergency contacts etc. provided in the annual data check) to allow us to carry out the Council's functions as the education authority for the City of Glasgow. This may sometimes involve releasing personal information to other agencies and other parts of the Council, particularly in relation to child protection issues or criminal investigations, and it may also be used for research purposes (see the link below for more details regarding this).

Information held by the school is, in legal terms, processed by Glasgow City Council. The Council is registered as a data controller under the Data Protection Act 2018 and all personal data is treated as confidential and used only in accordance with the Data Protection Act, the General Data Protection Regulations, and the Information Use and Privacy Policy approved by the City Council. For more information on how we use personal information, or to see a copy of the Information Use and Privacy Policy, see <https://www.glasgow.gov.uk/index.aspx?articleid=18010> .

Education specific privacy statements can be accessed at <https://www.glasgow.gov.uk/index.aspx?articleid=22069> .

Appointments during school hours

If your child has an unavoidable appointment, please give them a letter for their class teacher and then collect them from the school office at the specified time.

Comments & Complaints

In Garrowhill Primary School we aim to have positive relationships across our school community. However, if you have a comment or complaint about any aspect of school life, please contact the Headteacher in the first instance.

Glasgow City Council complaints procedures are available:
<https://www.glasgow.gov.uk/index.aspx?articleid=16133>

Customer Care Team
Customer & Business Services
Glasgow City Council
City Chambers
Glasgow G2 1DU

Tel: 0141 287 0900

e-mail: customercare@glasgow.gov.uk or education.customercare@glasgow.gov.uk

The above website also includes information on data protection and freedom of information.

School Improvement Plan

Garrowhill Primary School has many strengths and the most recent Standards and Quality Report provides a detailed outline of the school's successes and achievements over the past twelve months. A copy of the Standards and Quality Report can be obtained from the Head Teacher or viewed on our website at

<http://www.garrowhill-pri.glasgow.sch.uk/Websites/SchPriGarrowhill/UserFiles/file/GPS%20SQR%20September%202022.pdf>

Curriculum for Excellence 3-18

Curriculum for Excellence has been introduced to raise standards of learning and teaching for all 3 to 18 year olds. It aims to help prepare children and young people with the knowledge and skills they need in a fast-changing world. As part of Curriculum for Excellence all children from pre-school to the end of S3 will receive a rounded education known as a Broad General Education (BGE). Curriculum for Excellence is all about bringing real life into the classroom and taking lessons beyond it. Throughout the curriculum, digital technologies are interwoven and have become an integral part of learning.

Through the experiences we provide at Garrowhill Primary School we want our children to become Successful Learners, Confident Individuals, Responsible Citizens and Effective Contributors. We are committed to providing children with a broad general education and focus on eight curriculum areas.

| | | | |
|-------------------|--------------------|----------------|--------------|
| Expressive Arts | Health & Wellbeing | Languages | Mathematics |
| Religious & Moral | Sciences | Social Studies | Technologies |

Progress in learning is indicated through curriculum levels as detailed below.

| Level | Stage |
|----------------|---|
| Early | The pre-school years and P1 or later |
| First | To the end of P4, but earlier or later for some |
| Second | To the end of P7, but earlier or later for some |
| Third & Fourth | S1-S3, but earlier for some |

Expressive arts: The inspiration and power of the arts play a vital role in enabling our children and young people to enhance their creative talent and develop their artistic skills.

Health and wellbeing: Learning in health and wellbeing ensures that children and young people develop the knowledge, understanding and skills which they need now and in the future to help them with their physical, emotional and social wellbeing.

Science: Science and its practical application in healthcare and industry is central to our economic future, for our health and wellbeing as individuals and as a society.

Social Studies: Through social studies, children and young people develop their understanding of the world by learning about other people and places both past and present, societies, their beliefs and values.

Religious and moral education: Religious and moral education includes learning about Christianity, Islam and other world religions, and supports the development of beliefs and values.

Languages: Knowing other languages and understanding other cultures is a 21st century skill set for students as they prepare to live and work in a global society.

Mathematics: Mathematics equips us with the skills we need to interpret and analyse information, simplify and solve problems, assess risk and make informed decisions.

Technologies: The range of subjects in technical education has changed significantly over the last two decades and now includes craft, design, engineering and graphics.

There will be opportunities throughout the year for parents and carers to learn more about aspects of the curriculum and to be consulted about significant changes if appropriate.

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Useful websites

Education Scotland www.education.gov.scot

National Parent Forum of Scotland www.npfs.org.uk

Religious Observance

Our school is fortunate to have a close link with our local church, Mure Memorial Church which assists with the Christianity element of Religious and Moral Education and provides opportunities for religious observance. Parents have the right to withdraw their child from religious observance and should inform the school in writing if they wish to do so.

An annual programme of Assemblies is structured to provide opportunities for spiritual development, which will allow **all** children, regardless of faith or no faith, to participate. In addition, there are regular visitors to our assemblies to inform our children about the work of a variety of charitable organisations.

Parents and carers from religions other than Christianity may request that their children be permitted to be absent from school in order to celebrate recognised religious events. Only written requests detailing the proposed arrangements will be considered.

Appropriate requests will be granted on not more than three occasions (days) in any one-school session and the child or young person noted in the register using code REL on these days.

Assessment & Reporting

All children are assessed both formally and informally throughout the year. This allows children and their teachers to identify their strengths and areas for improvement. A variety of assessment methods are used to enable staff to pass on information to parents about the progress of their child. Assessment records are kept by the class teacher and form the basis of discussion at Parents' Evenings in October/November and March. An annual report is sent to parents towards the end of each school year. **Ensure that the school app has been downloaded in order to stay informed about parent consultations.**

If you have any concerns about your child's progress do not hesitate to contact the school.

Support for Pupils

The school has a duty to ensure that all pupils have equal access to the curriculum, with appropriate support for their needs if required. This applies to the content of lessons, teaching strategies and minor adaptations to the school environment. There are a wide range of factors which may act as a barrier to learning. We are committed to working closely with parents and carers to ensure that they are fully involved in any decisions about support for their children's needs.

All staff at GPS work to ensure a nurturing approach is taken across all aspects of school life.

Staff will use many strategies to support children with additional needs such as visuals and now/next signage.

Any parent or carer seeking further advice regarding this should contact the Headteacher in the first instance.

Further information relating to additional support needs is available on the Glasgow City Council website at <https://www.glasgow.gov.uk/index.aspx?articleid=18941>

Information on Glasgow City Council's Parental Involvement Strategy can also be found at <https://www.glasgow.gov.uk/index.aspx?articleid=17870>



Nurturing City

The Glasgow City Council vision 'towards the nurturing city', puts building positive, trusting relationships at the core of our work. We ensure children, young people and families feel they belong, they are listened to and they are valued by embedding the principles of nurture across our early years, primary and secondary establishments. Staff are trained in attachment and nurture which deepens understanding of child development and enhances effective practice by responding to the needs of all children and young people in a consistent and caring way. Nurture is a universal approach which builds resilience, helping to reduce the impact of adversity. Effective communication and collaboration with parents and carers builds an ethos of partnership working putting the child at the centre, fostering high quality learning contexts. Each of our nurturing establishments contribute to the development of Glasgow as a nurturing city, creating safe environments which allow our children and young people to flourish by raising attainment and promoting positive mental health and wellbeing.

School Improvement

On an annual basis, you will receive a copy of our Standards and Quality report. Copies from previous years are available on the school website. The Standards and Quality report 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 our website.

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 children to ensure they are aware of their rights and fully respect the rights of others. Therefore, the approach within Garrowhill Primary School is to build a positive ethos that demonstrates care and respect for all. The highest standards of behaviour are expected of pupils at all times. Where this is not the case, parents will be notified by text, giving them the opportunity to engage in an informed discussion about behavioural expectations in school.

Home Learning

The school sets home learning on a regular basis and the objectives are to:

1. Reinforce skills taught in the classroom.
2. Establish a pattern of private study.
3. Allow parents to keep in touch with what is happening in the classroom.



The quality of work produced is important and should reflect the ability of the child.

When implemented effectively, home learning can stimulate further thinking and challenge and facilitate deeper learning for children. It can include a wide range of activities aimed at promoting the all-round development of our young people while supporting families to engage with the learning taking place in school.

Parents are encouraged to participate where appropriate and let us know that they have seen the completed work and approve of the content and quality. Please encourage a high standard of presentation, but do not do their work for them. **If you find your child is having any difficulties, or you are unsure about the work they are doing, please inform their teacher.**

Normally, home learning tasks should not take any more than half an hour unless it is research for Projects, or work not completed in school.

Tasks are issued by way of posts on the child's individual Seesaw journal. **Please ensure that you have downloaded the free Seesaw app, in order to access your child's journal. Seesaw login details will be issued at the start of the school year and can be re-issued in the event of their loss.** Teachers across different year groups in the school will decide on the frequency of home learning and the time allocated to complete tasks. This encourages older children to be self-disciplined in management of time and plan the pace of home learning. It also allows families to have flexibility in managing the support of home learning while working various work patterns.

Typically, Seesaw Home Learning tasks may comprise of any of the following:

- A core spelling task which will usually be to practice a spelling/phonics rule.
- (P1) Oral number practice (P2 upwards) Online numeracy activities (Sumdog).
- Reading, either of the children's own choice of personal reader, or through online books/ebooks from e.g. Oxford Owls.

If your child fails to complete their home learning to school over a period, you will be informed and asked to check up on it. We do expect home learning to be posted or returned on time. This gives children valuable experience of working to a deadline and helps staff with their marking schedules. If family circumstances make it difficult for home learning to be done, please inform the school. Although home learning is important in helping to consolidate what the children have learned during the day, after this is completed, please encourage your children to take up hobbies and other leisure pursuits. Just as adults need to relax after a day at work, so do children after their day's work at school!

Our current school policies are underpinned by Glasgow City Council policies. If you wish to view a copy of the school policies, please contact the Head Teacher. Glasgow City Council policies can be found at:-

www.glasgow.gov.uk/en/Residents/GoingtoSchool.

Parent Council

The Parent Council is a group of parents/carers selected by members of the Parent Forum to represent all the parents/carers of children at the school. Parent Councils are very flexible groups and the Parent Forum can decide on the type of group it wants to represent their views. A Parent Council could get involved:

- Supporting the work of the school;
- Gathering and representing parents'/carers' views to the Headteacher, education authority and HMIE;
- Promoting contact between the school, parents/carers, children and the local community;
- Fundraising;
- Involvement in the appointment of senior school staff.

Parent Councils are recognised in law from August 2007. As a statutory body, the Parent Council has the right to information and advice on matters which affect children's education. So, the school and the local authority must listen to what the Parent Council says and give it a proper response. Every school's Parent Council will be different because it will be parents/carers in each school who make the key decisions. The Parent Council is also entitled to support from the education authority in fulfilling its role.

Membership of the Parent Council

Generally, members of the Parent Council must be parents/carers of children who attend the school and the chairperson must have a child in the school. However, the Parent Council can decide to co-opt other members from teachers and the community who will have knowledge and skills to help them.

A Parent Council has been established at Garrowhill Primary School. These representatives are nominated by members of the Parent Forum or through self-nomination approved by the Parent Forum. The term of office will be for a period of 2 years.

Pupil Voice

Pupils from across the stages in the school are encouraged to take responsibility for decision making in a number of areas. We have an active School Parliament, comprising of elected pupils from each class. Our pupils are organised into eight 'houses' which are guided by elected House Captains and Vice-Captains. Our Junior Road Safety Officers continue to drive forward messages about road safety to all school stakeholders. We also have teams of Play Leaders, Sports Leaders, librarians and from each class, an Eco Committee Representative. This group forms a key part of our drive towards recognising the Global Sustainability Goals and maintaining our Green Flag status.

Extra Curricular Activities

We have a wide range of activities that run to extend the learning experience. These include drama, arts and crafts, dance, netball, bikeability and football. Please check your child's schoolbag for information as places are popular and usually limited.

Good links with community organisations and our Active Schools Co-ordinator are vital for the success of these programmes. Please ensure the school app has been downloaded in order to keep up to date with latest developments.

After School Care Service

We have a small after school care service, run by North East Circle Out of School Service which operates between Monday and Friday 3.00 - 5.45pm during term time. Please contact Jillian for any further information on: 07432 370964.

Useful Contacts

Parentzone Scotland is a unique website for parents and carers in Scotland, from early years to beyond school. The website provides up-to-date information about learning in Scotland, and practical advice and ideas to support children's learning at home in literacy, numeracy, health and wellbeing and science. Information is also available on Parentzone Scotland regarding additional support needs, how parents can get involved in their child's school and education.

Furthermore, the website has details about schools including performance data for school leavers from S4-S6; and links to the national, and local authority and school level data on the achievement of Curriculum for Excellence levels. Parentzone Scotland can be accessed at

<https://education.gov.scot/parentzone>.

Connect

Connect is a national organisation that provides advice and resources for parents and carers.

www.connect.scot

Enquire Scotland

Enquire is a national advice service for families with additional support needs. www.enquire.org.uk

Comments, Compliments and Complaints

In Garrowhill Primary School we aim to have positive relationships across our school community. However, if you have a comment or complaint about any aspect of school life, please contact the Headteacher in the first instance.

If the Head Teacher 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 5 working days
- give a full written response within a further 20 working days, unless another timescale has been agreed

Glasgow City Council complaints procedures are available:

<https://www.glasgow.gov.uk/index.aspx?articleid=16133>

Customer Care Team

Customer & Business Services

Glasgow City Council

City Chambers

Glasgow G2 1DU

Tel: 0141 287 0900

e-mail: customercare@glasgow.gov.uk

The above website also includes information on data protection and freedom of information.

USEFUL ADDRESSES

EXECUTIVE DIRECTOR of EDUCATION

Douglas Hutchison
Education Services
Glasgow City Council
City Chambers
40 John Street
GLASGOW
G1 1JL

HEAD OF SERVICE (NORTH EAST)

Gerry Lyons
East Area Manager
City Chambers
40 John Street
GLASGOW
G1 1JL

LOCAL COUNCILLORS

John Daly Alex Kerr Kevin Lalley
City Chambers
George Square
GLASGOW
G2 1DU

SOCIAL WORK SERVICES

Social Work Services – Easterhouse
Easterhouse Road
GLASGOW
Telephone: 0141 276 3400

GLASGOW LIFE

Community Letting,
Emirates Arena, 1000 London Road,
Glasgow. G40 3HY. .
Telephone number: 0141 302 2814

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Child Welfare and Safety

Insert for Establishment Handbooks and Public Display

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.

Educational 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 or the person deputising for the head of establishment. He/She after judging that there may be grounds for concern regarding the welfare or safety of any child must then immediately advise the duty Senior Social Worker at the local Social Work Services area office of the circumstances.

