



"Teamwork makes the dream work, together we grow!"

HANDBOOK 2024/25

Hilton Primary

Temple Crescent
Inverness
IV2 4TP

Tel: 01463 230435

Website :

<https://sites.google.com/invernessroyalacademy.org.uk/hilton-primary-school/keep-up-to-date/newsletters>

Email:

hilton.primary@highland.gov.uk

Head Teacher:

Mrs K Reid



WELCOME

Dear Parent/ Carer

On behalf of the Leadership Team at Hilton Primary, I extend a warm welcome to you. Here at Hilton Primary we pride ourselves in being a welcoming and caring school, a School where you will find happy, settled children.

Partnership with parents is central to the life and work of Hilton Primary and we hope that you will find this handbook useful in encouraging and enhancing your involvement in the partnership between home and the school.

We aim to make starting school for the first time or transferring from another school as smooth as possible and we work hard to help the children settle into the routine of the class and school.

We hope you will find this booklet interesting and informative; it contains information about the school and the work that we do. Please keep it for future reference. Any amendments and updates will be posted on our school website. This is currently under development and will be made available as soon as possible.

We also communicate with parents via our Facebook:

<https://en-gb.facebook.com/hiltonprimaryinverness/>

Please follow us for very regular updates.

We look forward to partnering with you over the coming months and years and getting to know your children better.

Please do not hesitate to contact the school directly should you need any further guidance,

Yours faithfully.

Mrs K Reid,
Head Teacher



ABOUT HILTON - The Team

We have a number of adults who work at our school, these include: Head

Teacher: Mrs K Reid

Depute Head Teacher: Mrs M Lisle

Principal Teachers: Mrs A Beaton, Mrs E Watt & Ms A Grainger

CLASS TEACHERS

Mrs S Beaton
Ms B Ellis
Miss A Fraser
Ms A Grainger
Miss K Jack
Mrs K Laird
Miss C MacCallum
Mrs J MacDonald
Miss R McLean
Mrs K Morrison
Mrs H Murray
Mrs S Robertson
Ms L Ronald
Mrs S Sturrock
Miss E Wilson
Miss S Wright

SUPPORT FOR LEARNING TEACHERS

Mrs S MacAulay
Mrs A O'Shea
Mrs A Murdoch

SENIOR EARLY YEARS PRACTITIONER

N Mackay

EARLY YEARS PRACTITIONERS

Mrs D Cruickshank
Mrs L Esslemont
Miss A Harkness
Mrs H Kelly
Mrs E Lee
Miss M Nicolson
Mrs C Rae
Mrs A Wade
Mrs Woolley

PUPIL SUPPORT ASSISTANTS

Mr C Cooke
Mrs D Fraser
Mrs S Kelly
Miss S MacBean
Mrs L Maciver
Mrs K MacKay
Miss K MacMillan
Mrs M Nicholson
Miss J Brown

Clerical Staff

Mrs E Fraser
Mrs J Aitchison

ELC Support Workers

Mrs C Cowan
Miss H White

BREAKFAST CLUB

Miss K MacMillan
Miss M Nicolson

OUT OF SCHOOL CLUB

Mrs M Shum
Miss M Nicolson/Miss K
MacMillan
Mrs S MacDonald

ELC / OOSC CLERICAL

Mrs B Graham

EARLY YEARS GRADUATE

Emma Slaney



ABOUT HILTON

The Building, its History and Facilities

At Hilton we provide education for children from 2 years of age until 11 /12. Our current school roll allows us to have 11 classes from P1- P7. This year we have 3 composite classes (P1/2, P4/5 and P5/6). The current school roll is 273 and in our Early Learning Centre(ELC) the roll is 62.

To accommodate everyone, The Main Building, which opened in 1957, has four classrooms. We also have a Nurture Room (TheHive) and a Library. This building also contains the Main Hall used for Assemblies, Concerts, PE etc, and has a Dining Area serviced by Highland Catering Services who prepare meals in the kitchen adjacent to the Hall. Situated near the main entrance you will find The Head Teacher, Leadership Team, ASN Team and Clerical staff.

The Extension Building, which opened in 1972, has eight classrooms. There is also a GP/Staff Room, Library, Noisy/Quiet Room. Between both buildings there is a building which we call 'Buzzy's' which has the yoga suite and an additional ASN room.

Early Learning and Childcare Provision

Our new purpose built ELC opened in April 2022. The school offers Early Learning provision for 2, 3 and 4 year old children. Children are welcome to attend our ELC following their 3rd birthday (should capacity allow). Our provision offers a flexible model, where our families have more choice in how they choose to organise their hours. Should you require any further information, please do not hesitate to contact the school.

A separate ELC handbook is available on request.

Catchment Area

To check if you are in the catchment area, then please use link below

https://www.highland.gov.uk/downloads/download/678/school_catchment_maps

Placing Requests for Enrolment

Each school serves its own particular catchment area. Pupils whose homes are located in that area will have priority in being allocated a place in the school. However, parents have the right to specify the school in which they wish to place their child. If you wish your child to attend a school outwith catchment, then placing request applications are made online at:

https://www.highland.gov.uk/info/878/schools/887/enrol_your_child_for_school/2

Transportation to and from school, for placing request pupils, is a parental responsibility.

If pupils live outwith the school catchment area and their parents wish them to attend Hilton Primary School they can contact us to arrange a visit.

Parents of children with additional support needs, (including those that have Coordinated Support Plans) can make placing requests to any school in Scotland including schools outside of the local authority area they live in. All appeals about placing requests to special schools will be referred to the Additional Support Needs Tribunal.



Enrolment

P1 enrolment usually takes place at the beginning of January.

Early learning and childcare enrolment usually takes place at the beginning of February.

Enrolment is done online and can be accessed following the link below.

<https://www.highland.gov.uk/info/878/schools>

SCHOOL ETHOS

At Hilton Primary we pride ourselves in being a welcoming and caring school.

We have agreed that our key school values are:

- Caring
- Fun
- Honesty
- Respect
- Teamwork

Teamwork is important at every level in our school and this is reflected in our School Motto:

'Teamwork makes the dream work, together we grow!'

Pupil Voice

Our pupils are actively involved in making decisions for our school. We regularly seek their views on a variety of topics and their opinions help shape the decisions we make.

Their voices are heard through class discussions and debates and more formally through:

Pupil/Eco Council

Every month one pupil from each class attends a meeting with Mrs Watt - Principal Teacher - where they can make suggestions about what they would like to see improving in their school.

Digital Leaders

Miss Wilson, our Primary 7 teacher runs our Digital Leader group in the school. Primary 7 pupils are offered the opportunity to apply for this role and help the school in many ways: updating our What's happening at Hilton Site, creating and upkeeping our new website (currently under development) and supporting classes with Chromebook learning.

House Captains

Mrs Lisle (Depute Head Teacher), works with our House Captain Groups (created December 2022). Every child will be allocated a school house for their time at school and take part in house activities.

The four houses are:

- **Aird**
- **Esk**
- **Druid**
- **Dell**

The children earn house points, and these are collected weekly by the House Captains. At the end of each month the house with most points will earn a reward.



Parent Council

We have an extremely supportive parent Council –known as *Hilton Primary Parents & Friends Group*.

Our Parent Council is an open forum which everyone can attend. Our Parent Council are key in supporting our School Improvement agenda and seek their advice and opinions regularly through this forum.



The role the Parent Council play in helping to fundraise for the school is key in supporting and enriching the experiences for our children. Our current office bearers are:

Chair Person: Jackie Curruthers

Email: hiltonprimarypc@gmail.com

The group has a Facebook page which is regularly updated with new information.

Health Promoting School

We are a Health Promoting School and encourage healthy snacks. Children should bring water to school. Fizzy drinks are not allowed in school.

Community Involvement

We are really proud of our local community and often utilise the specialist knowledge of people and organisations that are in our area. We link this very carefully to planned learning experiences.

Celebrating Success

Celebrating the successes of the children within school is an important aspect of school life. Informally we celebrate success on a weekly and daily basis within classrooms. We share these with our wider community through our What's happening at Hilton site.

More formally, we have assemblies throughout the term, Children in primary one to four have a weekly reward service and children in primary five to seven have a monthly Celebration.

We are supported greatly by our Friends at Hilton Church who lead a variety of assemblies throughout the year.

Positive Behaviour and School Rules

Children are expected to have respect for other children, members of staff, school equipment and the school building.

Effective discipline in school is important to ensure that children feel safe and secure.

We encourage:

- Self-discipline rather than enforced discipline.
- Harmonious relationships based on mutual respect between staff and children.
- Co-operation rather than confrontation between parents, children and staff.



Across the school we aim to promote positive behaviour and encourage the children to follow our values and Exceptional Playground Behaviour expectations.

Our **Exceptional Playground Behaviour Expectations** are:

- Use kind words - no swearing
- Be respectful to adults and children
- Use equipment responsibly- be safe and put it away properly
- Be a good sport- follow the rules of the game and be encouraging
- Put rubbish in the bins
- Respond to bell times

When the children display these behaviours, they are rewarded with links which are collected and are used to earn a whole school reward

However, it is important that when children are not displaying the values or the positive behaviour, any sanctions are understood by children, parents and teachers.

When behaviour gives us significant cause for concern, we will always contact you to discuss this with you. Sanctions used are a loss of privileges or exclusion from school.

Bullying

We are aware that bullying, in its various forms, can cause anxiety and unhappiness for those subjected to it and we have a policy and procedures to help prevent and, where necessary, deal positively with the problem.

Essentially this involves:

- Alerting staff to the need for vigilance.
- Advising children on appropriate action, if threatened.
- Using opportunity within the curriculum to lead children to understand the unacceptability of bullying behaviour.
- Inviting the co-operation of parents, as appropriate.

Our message is “If you are being bullied – tell someone.”
This ensures we deal with things as soon as they arise.

The Highland Care and Learning Service’s Positive Relationships and Bullying Prevention Policy and Guidance can be found online at

https://www.highland.gov.uk/downloads/file/20086/ppr_framework_and_guidance



THE SCHOOL DAY

The normal school day is:

Class	Morning	Afternoon
P1-P3	9.15am-12.30pm	1.15pm-2.45pm
P4-P7	9.00am-12.30pm	1.15pm-3.00pm

School Calendar Session 2023/24:

	School Opens	School Closes
TERM 1	15 August 2023	06 October 2023
TERM 2	25 October 2023	22 December 2023
TERM 3	08 January 2024	28 March 2024
TERM 4	15 April 2024	27 June 2024

Public holidays

May Day – 06 May 2024

In-service days

11 & 12 September 2023
21 February 2024
02 May 2024

Mid-term break

19 and 20 February 2024



Holidays during Term Time

When considering whether or not to exercise your right to remove your children from school for a family holiday, please be aware that such a decision:

- will result in a significant loss in classroom experience;
- will result in a pressure to 'catch up' on missed work by pupils;
- could result in pupils missing assessments with consequential impact on pupils and teachers;
- could result in the loss of curricular activities;
- will affect school attendance records and efforts to raise standards of attendance;
- under the guidance issued at a national level, most family holidays will be coded as unauthorised absence, only in exceptional cases will the absence be recorded as authorised.
- Parents should therefore consider carefully requests to remove their child from school during term time and such requests should be in **writing at least 1 week beforehand**.

Attendance and Absence

Parents should note that they are legally responsible for the regular attendance of their children.

All absences – e.g. dental or medical appointments, should be cleared with the school beforehand. When such appointments are made for a pupil during school hours, the school should be informed beforehand and arrangements made for the child to be collected and returned to school either by a parent or a responsible adult. Where at all possible, medical and dental appointments should be made out with school hours.

Under no circumstances will the children be allowed out of school for such appointments unless they are collected.

If pupils fall ill during the day, parents are contacted for them to collect their child, therefore it is essential that we have up to date day time contact numbers and emergency contact numbers for all pupils.

Unauthorised Absence

Schools are required to keep an attendance register by law. We have a responsibility for the care and welfare of all pupils during the school day therefore need to know the whereabouts of absent pupils.

Parents are requested to contact the school before 9.30am if your child is going to be absent from school that day and give some indication of length of absence saving parents having to phone each day. You can also text the school on the school mobile number 07749 231892, remembering to state reason for absence



The school will make contact with parents by 10.30am should your child not appear in class on any particular day and the Class Teacher has not been notified of any reason for absence.

If no contact has been established by the 3rd day of absence then we will follow the Highland Council procedures and contact the Police.

Dress Code

The policy of the school is to encourage pride in appearance and engender a sense of belonging. With these aims in mind, the wearing of school colours is strongly encouraged.

Almost all of the children at Hilton wear school colours and we are very grateful to parents for their support with this. The school colours are available for purchase throughout the year at: **Gilmore Sports, Harbour Road, Inverness or MacGregor Industrial Supplies, Longman Industrial Estate, Inverness.**

Articles of clothing, including jackets should be **clearly marked with your child's name** in order that we can quickly match clothing to its owner.

The school cannot be responsible for the loss of any items.

We encourage the children to wear:

- Hilton sweatshirt/polo shirt
- Black, navy or grey trousers or skirt.

As a thank you to the children for wearing school uniform, we have a 'Dress Down Day' on the last day of each term, where children are allowed to come to school dressed as they please at no cost.

For PE, children should have shorts, t-shirt and gym shoes/trainers.

Indoor Shoes

We encourage children to take pride in the cleanliness and tidiness of the school. In order to avoid muddy floors and damage to carpets we ask that every child have a pair of gym shoes or trainers for indoor use only. Again these should have child's name on them.

School Meals

School meals are provided for those children who require them. Money for meals, currently £2.30 per meal, is normally paid in advance on the first day of the week. Where children have not purchased tickets, food can be paid for in cash on a daily basis. We have excellent cooks who prepare delicious meals on the premises

As with other Education Authorities, the Highland Council provides free school lunch for those who are entitled. **All pupils in P1-P5 are entitled to a free school meal.**

Applications for P6 & P7 children who are eligible for free school meals, should be made online: https://www.highland.gov.uk/info/899/schools_-_grants_and_benefits/10/free_school_meals_and_assistance_with_clothing



Free meals can only be supplied for children in P6 & P7 where an application has been made and authorisation given.

Menus are displayed and copies sent home with children. Menus can also be found on the school blog in English and in Polish.

Packed lunches may be brought to school by children and provision is made for children to eat them in the Dining Area. For Health and Safety reasons we discourage the children from taking glass bottles into school. Also due to peanut allergies, we would also ask that you refrain from sending any peanut related items into school to minimize the risk and in order to keep all our pupils safe.

All meals are supervised by the Head Teacher/Depute Head Teacher and PSA's and lunchtime is staggered to allow all children time to enjoy their lunch in the hall.



Interval and Lunchtime

Except for those going home for lunch, all children must remain within the school grounds at interval and lunchtimes.

Children are expected to spend intervals out of doors unless weather conditions are such that this is not possible. At the discretion of teachers, children may sometimes be allowed to remain in the school building during intervals. In severe weather, the schools Severe Weather Policy will be implemented when all children remain in class or designated areas. Playground games are available for all children.

After School

For details of our after school provision, please contact **Barbara Graham**, our ELC and OOSC clerical on 01463 251941 or email hilton.primary@highland.gov.uk and this will be passed on.



THE CURRICULUM

We endeavour at Hilton Primary to enable the children to become;

- Successful learners**
- Confident individuals**
- Responsible citizens**
- Effective contributors**

The Curriculum for Excellence develops **skills** for learning, life and work to help young people go on to further study, secure work and enjoy life and leisure. It makes learning relevant and helps young people apply lessons to their life beyond the classroom.

It links **knowledge** in one subject area to another, helping children and young people understand the world and make connections. It develops skills so that children can think for themselves, make sound judgments, challenge, enquire and find solutions. Every child is entitled to a **broad** and **deep** general education, whatever their level and ability. All staff will be responsible for **Literacy** and **Numeracy** – the language and numbers skills that unlock other subjects are vital to everyday life.

The curriculum framework sets out what a child or young person should be able to do and the experiences that contribute to their learning, rather than detailed definitions of content or prescribed hours of study.

The experiences and outcomes are grouped into five levels -

Curriculum Level Stage

- Early** = Pre-school years and P1
- First** = To the end of P4
- Second** = To the end of P7
- Third / Fourth** = S1 – S3
- Senior Phase** = S4 – S6



In Hilton, we aim to deliver of a **wide ranging curriculum**. The children in Hilton have the opportunity to learn in the following subjects:

- Expressive Arts
- Health and Wellbeing
- Language
- Mathematics
- RME (special arrangements will be made for pupils whose parents/carers do not wish them to participate in religious observance)
- Sciences
- Social Studies
- Technologies

Our Curriculum Rationale details how we have personalised our Curriculum for Hilton.

- We organise our Curriculum Experiences under the 4 contexts for learning as highlighted by Education Scotland.
 - Curriculum areas and subjects
 - Interdisciplinary learning
 - Ethos and life of the school
 - Opportunities for personal achievement.
- We ensure that **Health and Wellbeing Education** remains a high priority as we want to support our children to be resilient, sociable learners who develop healthy attitudes.
- We prioritise **Literacy and Numeracy as core areas**.
- We want our learners to have opportunities to **work together** as a school community. Our learners have opportunities at class, stage and whole school level for this.
- We want to ensure that we had a focus on the **SKILLS** our Learners are developing.
- We aim to develop our planning and assessment surrounding the skills for learning, life and work.
- We have **progressions** to ensure that our learners are developing at both age and stage appropriate level. We have clear progressions for all areas of the curriculum.

EXTRA-CURRICULAR ACTIVITIES

At Hilton Primary we offer a range of extra-curricular opportunities for the children to be involved in. These vary at different times of year, based on local competitions and what is available to us.



Children at different stages in the school will be invited to join a range of sporting, musical and other types of activity, for example these may include: basketball, Breakfast Boogie, shinty club, athletics, choir...

ASSESSMENT AND REPORTING

Children's Progress and Assessment

Assessment of a child's work and progress is monitored continuously by the Class Teacher in their daily observations of the class using a variety of methods.

Pupils are also involved in self and peer assessment which is used in order that they can identify their own areas for development or next steps. This would be done by the Class Teacher working with them and sharing learning targets.

Assessment information is used to:

- monitor progress
- to give information to teachers about skills, knowledge and understanding
- to identify difficulties
- recognise strengths in order to plan learning experiences which take into account the child's needs
- inform next steps
- used to report to parents

We report to our families regularly using Key Assessment Tasks. Key Assessment Tasks are a snapshot of children's learning in different curricular areas.

Key Assessments Tasks aim

- to demonstrate breadth of learning which requires the learner to draw on a range of learning from a number of Experiences and Outcomes across different curriculum areas.
- to demonstrate challenge which promotes higher order thinking skills.
- to demonstrate application of learning in new and unfamiliar situations.

Annually P1, P4 and P7 children are assessed through Scottish National Standardised Assessments (SNSA).

All children from Nursery - 7 have a Learning Profile, which tracks children's learning and achievements. Summary Progress and Performance Reports are sent home in June.

We host Open afternoons and our Parent/Carer Appointments occur in Term 1 and Term 3, allowing opportunities to discuss children's progress.

If you have any concerns about your child's progress, please do not hesitate to get in touch with us directly where we will be happy to support.

Detailed pupil profiles are completed at the end of P7 for transfer to Secondary School.



Transition

Transfer to Secondary School

At the end of Primary 7, children from this school normally transfer to:

Inverness Royal Academy

Culduthel Road

INVERNESS IV1 2AD

Tel: 01463 222884

All P7 children who are not in the catchment area for IRA will have to apply to the IRA for a placing request.

Area Education and Learning Manager

Fiona Shearer is the Area Education & Learning Manager for Inverness, Nairn, Badenoch and Strathspey and can be contacted at:

Area Education and Learning Office

The Highland Council Headquarters

Glenurquhart Road

INVERNESS IV3 5NX

Tel: 01463 702811

Some children will require extra support to make transition to secondary school as positive as possible. For any children who require it, our Support for Learning Team will link directly with the associated secondary school to ensure that there are enhanced transition opportunities. Details of this will be communicated through regular updates and meetings for identified children.



PARENTAL INVOLVEMENT

In Hilton we pride ourselves with our Open Door Policy. We will endeavor at all times to respond quickly to any enquiries.

Communication between Parents and the School

As a school, we welcome parent's enquiries and will arrange parent/teacher interviews when necessary. In order to make this arrangement work smoothly, parents should first make an appointment through the school office by phoning or emailing.



When special announcements have to be made about variations in times, transport, meals, safety regulations, educational outings etc, this is done electronically by email. We will also group text with important reminders.



Communication

The school keeps parents informed about what is happening in school through monthly electronic Newsletters. These are also available to read on our website. The school will also provide these in a paper format if requested. The school also has a Facebook page which is all updated with regular information. Parents are asked to keep email addresses and mobile phone numbers up to date. Our What's Happening at Hilton site is updated by our Digital Leaders to give you an insight into what is happening in your children's classrooms.



How Parents Can Help the School

If we are to succeed in enabling your child to fulfill their potential we need your assistance and support. You can help your child and us by:-

- Spending time talking to your child, discussing homework, learning targets.
- Encouraging your child to read for pleasure.
- Reading daily to young children.
- Providing your child at home with material to stimulate interests – e.g. books, paint, crayons, musical instruments, construction materials etc.
- Playing games with your child.
- Promoting good study habits at home.
- Taking your child to places of educational interest.
- Developing the skills involved in everyday tasks such as writing letters, shopping, caring for animals and plants etc.

Homework

A certain amount of homework is an essential part of a child's life. It serves to inform parents on a day to day basis about what their child is doing at school and also enables children to consolidate work done in school. The type and amount of work required of the child varies according to his/her age and ability, but should never take longer than 20-30 minutes.



SUPPORT FOR PUPILS

The Named Person

The named person for all pupils P1-P7 is the Head Teacher. The Head Teacher has the overall picture of a pupil's progress. The named person will work with other agencies where appropriate to ensure pupils receive the correct support. At times it is appropriate for other agencies – Social Work/Medical to adopt the named person role. This will be discussed with you.

Support for Learning

A child or young person may need additional support for a number of reasons, some of which may include:

- Have learning difficulties
- Are particularly talented
- Have been bereaved
- Not attending school regularly
- Requiring support from other agencies



All children and young people may need support at some point to help them benefit from school education. Most of the time the Class Teacher is able to provide the help that many children and young people need. However, if additional help over and above this is needed, then there is a process that we follow to ensure the right help is given. This will involve our staged intervention process where they are referred to the Support for Learning Team. Additional help can be given in class alongside the other children but can also be given individually or within small groups.

The Support Teachers monitor the progress of pupils formally recognised as having additional support needs. The needs of such pupils are generally catered for within the normal pattern of courses but with specialist advice and support as required. A child's plan may be put in place to outline an action plan to help organise, monitor and regularly review a child's progress. Parents and pupils will be involved in these procedures and in reviews. More information can be found about the Highland Council model for child's plans at:

http://www.highland.gov.uk/download/downloads/id/11/co-ordinated_support_plan

Sometimes children are referred to an Educational Psychologist for further assessment but only after consultation with parents.

Further information can be found at: [Highland Council Guidance](#)



Parents looking for more advice can contact:-

- **Enquire – the Scottish advice and information service for additional support for learning** <http://enquire.org.uk/>
- **My Rights, My Say – an advocacy and advice service for young people over 12 with additional support needs** <http://enquire.org.uk/myrightsmysay/>
- **Scottish Independent Advocacy Alliance, an advocacy service to support parents and children** <http://www.siaa.org.uk/>
- **Scottish Child Law Centre, an organisation providing free legal advice to young people** <http://www.sclc.org.uk/>

Buzzy's Room and The Happy Hive

These rooms are a multi-purpose learning and nurturing environment which offers:-

- Independent and distraction free learning
- Intensive 1:1 or small group tuition
- Highly structured learning opportunities such as 'Resilient kids' 'Relax Kids' Lego Club and S.U.L.P(social use of language programme).

They also provide a space where children can develop their social and emotional skills through, amongst other things, Art, Craft and Technology activities.



SCHOOL IMPROVEMENT

We report to our Families yearly on the progress we are making – this is detailed in our Standards and Quality report. This is available from the school office and will be made available on the School Website (currently under development)



This year, our focus is:

- **An ASG focus on Power Up Your Pedagogy**
- **Assessment and Data Analysis from SNSAs and SOFAs**
- **Embedding Positive Relationships and Nurture across the whole school**
- **Our PEF plan is focusing on raising attainment in Literacy and Numeracy through targeted work, planned by class teachers and supported by PSA's (Pupil Support Assistants)**

Complaints Policy

Hilton Primary School is committed to providing the best possible environment for learning and teaching, taking into account the needs of all people involved. We expect parents and pupils to have concerns about aspects of school life and to inform us immediately if they are at all worried or need clarification. Good communication systems are set up to support this. Although concerns are recorded, they will not immediately be treated as complaints. For the purposes of this policy, complaints are when the school has failed to meet the expectations of a pupil, staff member or parent.

Through explicit aims, clear policies and structured interventions we hope to minimise the need for this policy, however we acknowledge that from time to time complaints may arise and we need to be able to address these.

All initial complaints should be addressed as follows.

- Pupils may bring matters up with the Pupil Council.
- Parents should make an appointment to see the Head Teacher.
- Staff should arrange an appointment with the Head Teacher.

If you feel the matter has not been addressed to your satisfaction then the following steps may be taken:-

- Pupils should initially speak to their Class Teacher.
- Parents can approach the Parent Council to address matters on their behalf.
- Staff may consult a union and should follow the Highland Council Discipline and Grievances policy.



In the unlikely event that matters are still outstanding, then the local Area Education Manager should be contacted and the Highland Council Complaints policy should then be followed.

There is further support available for parents from the [PARENTLINE](#) website

Please note that transport is not a school responsibility. All enquiries should be directed to the transport Development Officer, Glenurquhart Road, IV3 5NX

Protection of Children

From time to time incidents can occur within the school setting which cause concern and could indicate that a pupil is suffering from some form of abuse.

In terms of Highland Council Child Protection Committee Inter-agency Protection Guidelines, Education Service Staff must report such incidents to Social Work Services which can lead to a joint Social Work/Police investigation.

All agencies involved in Child Protection are obliged to make the welfare of children the paramount consideration and this will be the priority for Education Service staff.

Copies of Child Protection Policy Guidelines can be found online at

http://www.highland.gov.uk/info/1361/childcare_and_family_care/438/child_protection

Equality and Inclusion

For up-to-date information please see:

http://www.highland.gov.uk/info/751/equality_diversity_and_citizenship/313/equal_opportunities

In summary, our activities in school should ensure that we:

Eliminate unlawful discrimination, advance equality of opportunity, promote good relations. Activities should not discriminate against any of the following 'protected characteristics' age, disability, race, religion or belief, sex, sexual orientation, gender reassignment, pregnancy and maternity.

Lost Property

Any losses of property should be reported to the Class Teacher or any items found should be handed into the school office. Lost property is kept in the main corridor near the offices.

The School cannot accept responsibility for items lost unless they have been given to a member of staff for safe-keeping, but nevertheless, every effort will be made to trace any missing items. Please ensure all clothing is clearly named.

Fire Precautions

Teachers are familiar with evacuation procedures and will instruct the children accordingly. Fire practices are held once a term and the warning systems and emergency equipment are checked annually. Each class has a designated fire assembly point, which is on the fence running alongside Old Edinburgh Road.



Road Safety

Parents are asked to co-operate in ensuring that children understand the importance of following the instructions of the School Crossing Patrols and cross only at the proper crossing point.

Medical and other Professional Services

The school nursing Team offer Flu Vaccines each year.

Dental inspections are carried out on a regular basis by the Area Dental Officer. No dental treatment is given to children in school, but parents may be advised to seek treatment for their child.

All children are offered Fluoride Varnishing from the Child Smile Team.

A team of colleagues from Health, Social Work and the wider Education department help us to meet the individual needs of children within the school. If we need to make a referral to any of these agencies, we always ensure that we have your consent.

Administration of Medicines

Staff will only administer medication once the parental consent form has been completed and if the medicine is correctly labeled with the pharmacy label. The parent or guardian must deliver the medication along with the completed form to the School Reception. Under no circumstances will a verbal instruction be accepted from a parent or guardian. All medication must be delivered complete with the original pharmacy or dispensed label identifying:

- child or young person's name
- date of dispensing
- name of the medication and strength
- dosage and the frequency
- expiry date
- quantity
- method of administration
- additional instructions

It will be the parent's responsibility to replace expired medication timeously and dispose of outdated stock safely.

For all medication prescribed, the school will not administer the first dose of a new medication. Parents/guardians must have given the first dose to ensure that the child does not have an allergic or adverse reaction to the medication.

First Aid and Accidents

First aid equipment is available in the Medical Room. Minor cuts and bruises are treated by the Pupil Support Assistants. In instances where children are more seriously injured they will be taken to Raigmore Hospital. In such instances, every effort is made to contact the parent immediately.

Emergency Contacts

Parents are asked to provide the school with emergency contacts and telephone numbers for children, in case of illness etc., during parents absences from home. It is important that parents explain this arrangement to their child, to save children unnecessary anxiety.



TELEPHONE INFORMATION SERVICE GUIDANCE FOR PARENTS: ADVERSE WEATHER CONDITIONS

Hilton Primary School has a dial-in-service if there is a risk of closure due to adverse weather. This allows parents to listen to a recorded message from the Head. When severe weather warnings are received, the school will endeavor to keep the system updated. It is an enhancement to the present service and does NOT replace the existing methods of giving out information, such as radio broadcasts.

How to use the service:

- **Dial Highland Council's Access No. 0800 564 2272**
- **Now enter the school's pin number 04 2210 – you have two attempts to enter the pin number and you will be disconnected after the second failed attempt. If this happens, check the number and redial. If you still have problems check with the school.**
- **You will now hear the school's name – ensure that this is correct before going on.**

You will now be taken to the MAIN MENU and you should press 1 to hear the school's message about the adverse weather.

When weather conditions are poor:

Local radio stations issue news and weather bulletins on traffic conditions and school closures. Transmissions may not cover all households and may be subject to re-scheduling but should be helpful. Parents are advised to remain "tuned in" to ongoing road weather, or school information updates.

Broadcast Times

BBC Radio Highland

6.55am – 7.00am	7.50pm – 8.00pm
12.55pm – 1.00pm	4.55pm – 5.00pm

In extreme conditions Radio Highland will interrupt Radio Scotland transmissions, usually on the hour, to carry emergency bulletins.

Moray Firth Radio

Normally hourly news bulletins and half hourly summaries will carry local information on weather, roads and conditions affecting schools. In severe conditions, normal programmes will be interrupted more frequently to carry emergency bulletins.



PUPIL RECORDS AND DATA PROTECTION

Access to Pupil Records

The Pupils' Educational Records (Scotland) Regulations 2003 extend to parents the right of access (with certain specific exceptions) to any record held by the Authority in relation to their child. Parents may make application to the Head Teacher.

Data Protection Legislation

Information on pupils, parent and guardians is stored on a computer system and may be used for teaching, registration, assessment and other administrative duties. The information is protected by data protection legislation and may only be disclosed in accordance with the codes of practice.

Transferring Educational data about pupils

The Scottish Government and its partners collect and use information about pupils through the *Pupil Census* to help to improve education across Scotland. This note explains why we need this information, how we use it and what we do to protect the information supplied to us. Further information can be obtained from <http://www.gov.scot/Topics/Statistics/ScotXed>.

Data about pupil preferred routes, preferred occupations and anticipated school leaving date is also collected from S3/S4 to support planning for leaving school. This information is shared with Skills Development Scotland. Further information about 16+ Data can be found here:

<http://hi-hope.org/directory/listing/16plus-planning>

Data policy

Information about pupils' education is collected through our statistical surveys in partnership between the Scottish Government and Local Authorities through the ScotXed Programme which aims to help schools and Local Authorities by supporting efficient collection, processing and dissemination of statistical information. The Scottish Government then provides analysis of the data to support research, planning, management and monitoring of education services as well as to produce National Statistics publications.

Education data within Scottish Government is managed effectively by secure systems and is exploited as a valuable corporate resource, subject to confidentiality restraints. As part of its data policy, Scottish Government will not publish or make publicly available any information that allows individual pupils to be identified, nor will data be used by Scottish Government to take any actions in respect of individuals. Data is held securely and no information on individual pupils can or would be made publicly available by Scottish Government.

The individual data collected by Scottish Government through the Pupil Census is used for statistical and research purposes only.

Information on why we collect data about pupils and who we share this data with can be found in Highland Council's Privacy Notice which is available here: https://www.highland.gov.uk/directory_record/1095920/enrol_your_child_at_a_school

Why do we need your data?

In order to make the best decisions about how to improve our education service, Scottish Government, education authorities and other partners such as the SQA and Skills Development Scotland need accurate, up-to-date data about our pupils. We are keen to help all our pupils



do well in all aspects of school life and achieve better examination results. Accurate and up-to-date data allows us to:

- plan and deliver better policies for the benefit of all pupils
- plan and deliver better policies for the benefit of specific groups of pupils
- better understand some of the factors which influence pupil attainment and achievement
- share good practice
- target resources better
- enhance the quality of research to improve the lives of young people in Scotland

Your data protection rights

The collection, transfer, processing and sharing of ScotXed data is done in accordance with data protection legislation. We also comply with the National Statistics Code of Practice requirements and other legislation related to safeguarding the confidentiality of data. Data protection legislation gives you the right to know how we will use your data. This note can give only a brief description of how we use data. Fuller details of each individual ScotXed survey, including the purpose of each and the published data, can be found on the ScotXed website <http://www.gov.scot/Topics/Statistics/ScotXed/SchoolEducation>

Scottish Government works with a range of partners including Education Scotland, Skills Development Scotland and the SQA. On occasion, in order to help meet our aim of improving the life of young people in Scotland, we may make individual data available to partners such as the National Registers of Scotland to carry out research relating to the national population census and also academic institutions and organisations to carry out additional research and statistical analysis to meet their own official responsibilities. Any sharing of data will be done under the strict control of Scottish Government, and will be consistent with our data policy. This will ensure that no individual level data will be made public as a result of the data sharing and that these data will not be used to take any actions in respect of an individual. Decisions on the sharing of data will be taken in consultation with relevant colleagues and individuals within and outwith Scottish Government. At all times pupils' rights under the Data Protection Act and other relevant legislation will be ensured.

Concerns

If you have any concerns about the ScotXed data collections you can email the Head of Schools Analysis at ScotXed@scotland.gsi.gov.uk or write to The ScotXed Support Office, Area 2D, Victoria Quay, Leith, EH6 6QQ. Alternative versions of this page are available, on request from the ScotXed Support Office, in other languages, audio tape, Braille and large print.

WHILST THE INFORMATION IN THIS HANDBOOK IS CONSIDERED TO BE TRUE AND CORRECT AT THE DATE OF PUBLICATION CHANGES IN CIRCUMSTANCES AFTER THE TIME OF PUBLICATION MAY IMPACT ON THE ACCURACY OF THE INFORMATION.

