

Llantilio Pertholey Church in Wales Primary

Dear Parents and Carers,

Thank you for completing the Parent/Carer Questionnaire. **We had an amazing 93 responses.**

We pride ourselves on having an 'Open Door' Policy. At Llantilio Pertholey the staff are a committed and dedicated team who strive to do the best for all children and their grown-ups. It is very important to us that we have your views about the school. We want to know when we are getting it right and when we are getting it wrong.

I have given you all of the results of the survey including **all** of the comments. I have tried to address some of the issues raised.

Newsletter
12th May

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Some comments have been changed slightly to protect individual identities. If any parent or carer would like to talk to me about these results please do not hesitate to make an appointment through the school office.

1	My child likes this school	all of the time	67%	most of the time	28%	some of the time	4%	almost never	1%	never	0%
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It is pleasing that 95% of our children like coming to school. If your children does not enjoy coming to school, if you haven't already, please come and speak to us. We would like to support your child to change their attitude towards school for them, for you and for us.

2	The school helped my child settle in well when they started	agree	99%	disagree	1%
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I am thrilled that 99% of parents think that we helped children to settle into school. If you feel that we could do better or if there is anything further we can do to support your child, we will.

3	I believe that my child is safe in school	agree	100%	disagree	0%
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The number one priority in our school is to ensure that all of our children are safe and that all of the children feel safe.

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4	I believe the school deals with any incidents of bullying, harassment or discrimination well	agree	77%	disagree	2%	don't know	20%
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At first glance this is a very positive result. Only 2% of parents disagree that school deals with incidents of bullying, harassment or discrimination well. 20% of parents and carers don't know if we deal with such issues well: we are assuming that your child has not experienced incidents like these. We would like that percentage to be higher. We have worked hard with the children around our school motto of 'Be Kind, Be the Best You Can Be'. We teach children to be good, kind citizens and what to do if things go wrong. We use a restorative approach and each decision and incident is a learning point. We endeavour to support children who are being hurt and the children who are hurting others.

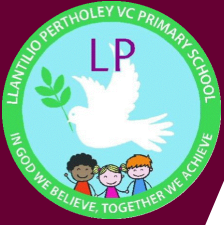
We cannot stop all incidents like these: no school can. Our mission is to have these incidents at a minimum. However, we are pleased that where these are happening, nearly all parents and carers are satisfied with how we are dealing with it. If you have any issues of this nature please come and talk to us straight away.

5	The school offers my child a range of interesting learning experiences, including educational trips and visits	agree	88%	disagree	13%
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Some of the comments only concentrated on school trips and not everyday school experiences and visitors to our school. We have worked hard to ensure that everyday lessons are interactive and inspiring with motivational learning environments and resources. As all schools across Wales, we are very mindful about the cost of living crisis. Both Monmouthshire and the Welsh Government have asked Headteachers to be mindful of people in poverty and struggling to make ends meet this year. We have tried to do that by focusing on visitors as well as school trips.

This year visitors to the school have included (since September so far):

- | | |
|-----------------------------|--|
| The Salvation Army | Thomas Mills DS Auk |
| Peter Fox MP | Laura Anne Jones MS |
| Magician at Christmas | Friends of the Earth |
| Alison and Jon storytellers | Gwent Green Grid Nature Workshop |
| Clare Fayers, author | West End in Schools Workshop |
| Routes of Empathy | Be Bright Be Seen Workshop |
| Designed to Smile | Bishop Cherry |
| Parent's lambs! | Paul Sturgess (Tallest man in Britain) |
| WWII Workshops | |



We have had trips to:

Football Festival	St. Teilos Church	One Planet Centre
Newport Wetlands	Welsh Water	Local Walks

Every class has other exciting days, including trips, coming up this term:

- Year 2, 3, 4 St Fagans
- Year 5, 6 Hay Festival
- Year 6 Live lessons with KHS
- Rec and Y1 Kings and Queens Day
- Year 4 St Woolos Cathedral Workshop
- Year 5/6 Confirmation lessons St Teilo's Church
- Reception and Year 1 Cardiff Museum
- Year 6 Gilwern Outdoor Centre
- Year 3, 4, 5 Introduction to Parliament workshop
- Rec, Year 1 Animal Workshop
- Year 3, 4, 5, 6 Outdoor learning on school field
- Year 6 End of Year Service St Woolos Cathedral

6	My child receives the additional support they need	agree	68%	disagree	3%	not applicable	29%
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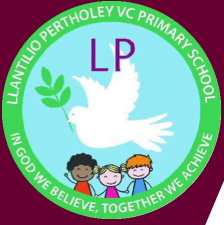
In our school, we have additional support for reading, literacy, maths and wellbeing. All staff work hard to ensure that the needs of all pupils are met. Miss Davis (ALNCo) and I meet with each teacher four times a year formally to discuss the progress and attitude to learning of every child in the school. This is very important to us and we are passionate that we do this thoroughly. We know our children really well. We look at need and capacity and timetables of support are produced.

Miss Davis meets with parents and carers of children who need additional support. Your views and your child's views are integral to our provision for individuals. The way Additional Needs is categorised within Wales has changed. You will find more details on the school website.

It is pleasing that 97% of parents and carers agree with this statement or feel that it does not apply to their child. Again, if you feel that your child's needs are not being met, I urge you to speak to your class teacher or to make an appointment with Miss Davis or myself.

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7	The school keeps me well informed about my child's progress	agree	94%	disagree	6%
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I am pleased that 94% of parents and carers agree with this statement. As you know, with the new Curriculum for Wales, levels have gone from the curriculum and so that comparing to peers is very challenging. We instead, now focus on progress and attitudes to learning of individual children. We offer parents and carers three opportunities each year to discuss progress and offer an end of year school report. We also send out reports that are produced following National Tests.

I agree that we could do better, and next academic year we are planning to include a short interim report before each Parents' Evening to ensure that you have as much detail as possible. I hope these will be helpful.

We have also given you an opportunity to come to view your child's books. This was very well received and we are planning to continue to do this again next year.

You may, of course, make an appointment at any time during the year to discuss your child's progress with your child's teacher.

8	The school seeks my views as a parent/carers	agree	95%	disagree	5%
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We are delighted with such a positive response and really appreciate the way that parents are beginning to help us develop our school. We have worked very hard to seek the views of parents and carers over the last year. For example, I invited people in for an informal chat about issues that were important to you. I held 3 'Parent Forums': one in the morning, one in the afternoon and one in the evening to try to involve as many people as I could. Sadly, only a handful of parents and carers attended each one.

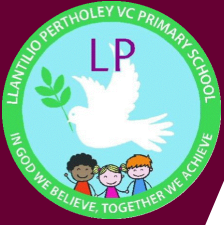
We have also sent out number of surveys and questionnaires to gather your views and ideas. We appreciate each and every response.

This is the most important survey to us. We have found, over time, that more people respond when given a printed sheet than when given a QR code or a link, that's why we chose to offer a printed copy on Parents' Evening.

If you have any further ideas of how we can seek your views, I would be very grateful.

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9	The school considers my feedback and, if needed, responds to it	agree	96%	disagree	4%
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This is another pleasing result. I am responding to your feedback via this newsletter. Some things we may agree with but some things we may not agree with. However, we always consider your feedback. We want you to be happy with our school, with your school. That makes life easier for us all.

10	If I share problems or issues with the school, leaders respond and deal with them appropriately	agree	76%	disagree	6%	not applicable	17%
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17% of parents and carers have not had any issues and 76% of parents and carers are happy with the way problems are dealt with.

If any parents and carers feel that they are not happy with the way problems have been dealt with, I apologise for that. I hope that you will feel that this improves in the future. If you are currently having any problems or issues that you feel are not being addressed appropriately, please make an appointment to speak to me about it.

11	The school shares important information with me in a timely and clear way	agree	92%	disagree	8%
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We try to strike a balance between keeping you informed and not bombarding you with information. This will be the 13th newsletter so far this year. Each newsletter has a calendar at the end and the calendar is also available on the school website.

We use SCHOOP, SeeSaw and Twitter to keep you informed. We have looked at other social media platforms but they do not do what we need them to do. Our Twitter posts feed into our website so that the information is always easy to access. You can view tweets for each class and for different areas of learning. The information is always available for you. Other platforms would not enable us to do this.

At times, we recognise that some information is being missed. We have 2 Parent Noticeboards waiting to be erected: one for each yard. This will give an additional opportunity to pass on information to those who are dropping off or collecting from the yards.

12	I would recommend this school to another parent/carer	agree	98%	disagree	2%
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I am delighted that nearly all of our parents and carers would recommend our school. We are very proud of our school, our school community, and the children within it. We have shared our excellent school practice with a number of other schools and hope to do more of this in the future.

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I have included all additional comments included on the surveys. We want to be open and honest.

I believe the school deals with any incidents of bullying, harassment or discrimination well.

Agree

Disagree

Don't know

Why do you feel this way?

- *Thankfully we have had no incidences of any to comment*
- *We've never had any problems and it's very easy to communicate to the teachers*
- *Never had issues of bullying*
- *My child has never experienced this to my knowledge, thankfully.*
- *Not encountered any bullying.*
- *Never been an issue.*
- *We have not encountered any such incidents as yet.*
- *No experience but school always listens to issues.*
- *No experience with this—no issues or concerns*
- *They have a great focus on wellbeing and kindness*
- *I haven't seen any problems*
- *No reports of bullying but confident if it did arise that the school would support.*
- *Never had issues of bullying*
- *Haven't really had any experience of how the school deals with bullying etc*
- *Never had any issues with my child. So can't comment how things are dealt with.*
- *Always a good relationship with parents.*
- *Children feel safe and then are happy.*
- *My child hasn't experienced bullying*
- *No experience of bullying.*

It is really heart-warming to have comments where children have not experienced any incidents of this nature. This is what we aim for, for every child, at Llantilio Pertholey Primary School.

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I believe the school deals with any incidents of bullying, harassment or discrimination well.

- *We had an incident with a child mistreating my child. I was informed immediately and felt school handled it professionally and in a fair manner. I feel the school is always available to discuss anything also.*
- *Excellent support and communication*
- *There is an 'open door' policy – I can talk to any member of staff if I feel there is an issue. Any thing discussed is dealt with straight away.*
- *Good communication*
- *Teachers are approachable*
- *We have experienced incidents and the school staff have been open to discuss concerns and support*
- *Have raised a few issues which were dealt with straight away*
- *Always supportive staff if any issues raised*
- *My child and another in their class just don't get on. Being dealt with in the best way possible. Advice also given to parent.*
- *Because my child was supported well through a difficult time and any issues that arisen were dealt with well by the school.*
- *Have had incidents where my child has been bullied. I have spoken to the school and it was dealt with straight away*
- *Quick to deal with problems, kept notified of anything*
- *Always kept informed*
- *Teachers deal with any issues before they escalate*
- *My issues have been dealt with immediately.*
- *Excellent response when a bullying issue arose.*
- *Spoke with teacher to help with an incident.*
- *They have communicated any issues promptly*
- *Issues are always dealt with promptly*
- *I agree from experience with our eldest child who is now at secondary school*
- *Teachers are always approachable and deals with any incidents making sure the child feels supported*
- *When any incidents of personalities 'clashing' have arisen, we have been notified and know it's being watched over at school. Well monitored.*

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Our school motto, 'Be Kind, Be the Best You Can Be' permeates everything that we do in school. We try to be fair and listen to everyone's point of view. It can be difficult to unpick some incidents but we try to focus on what to do next time rather than the incident itself. School is about teaching and learning how to get along and dealing with problems along the way, in the right way.

I believe the school deals with any incidents of bullying, harassment or discrimination well.

- *I haven't experienced anything like that, as far as I know, but haven't heard good things from other parents.*
- *I disagree because my child is refusing to go to school and had a panic attack.*
- *Didn't believe my child time after time and made out nothing was happening*
- *Incident whereby not responded but mostly on the whole fine*

I am sorry that some parents feel that we have not always got it right. If you think that there is bullying happening now, I would ask you to contact me so that we can put it right. We want all of our children to have a happy experience at Llantilio.

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**The school shares important information with me in a timely and clear way.
Use the space below if you would like to tell us more.**

- *Newsletters regularly sent out. Schoop messages sent.*

Thank you for your comment.

- *There is little communication between staff and parents. Seesaw messages are rarely answered. Some reading books keep being sent home.*
- *There is very little communication from the teachers regarding progress, how we can help at home, what we could be doing, there is no homework, no info about what they're doing in class. The reading book simply has the title written in—no other info.*
- *As concerns about my children's spelling have been raised I have asked for the weekly spellings to be posted on SeeSaw. Spellings are sometimes posted but perhaps not every week.*

We will discuss these issues as a staff. We have decided to include an interim report next year to help with this.

The Reading Records sent home are for parents to write comments. Teaching staff have other records in school.

Each week we send home reading books and a maths game. We also subscribe to Mathletics, Mathseeds and Times Table Rockstars that can be accessed at home independently. Additional Homework is available on the school website: all parents and carers should be given the opportunity to contribute to the homework webs.

- *Communication can sometimes be confusing. Loads of stuff in newsletters but really important things seem to be omitted.*
- *I feel that communication is better than it used to be but could still be better—i.e. more in advance.*
- *I receive SCHOOP or SEESAW messages or phone calls. I do think SCHOOP needs improving as I and other parents do not receive notifications.*
- *Usually 85% of time the communication is clear and timely. Occasionally events are very short notice.*

We will try to give more notice for events in the future. I am sorry if any inconvenience has been caused by late notice.

We are looking into other forms of communication. We are hoping to move to a text system. However, we are currently tied to a contract with SCHOOP that was set up before I joined the school. If you have any problems accessing it please ask for help in the office.

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**The school shares important information with me in a timely and clear way.
Use the space below if you would like to tell us more.**

- *My child is under 'age related expectations' for all subjects. I found this out when comparing their work to peers within class who we are friendly with. Teachers have always said that my child is slightly below but no concerns from teachers. Over covid school didn't do a lot to support my child to help progress and on return Mrs ***** wasn't present in my child's class apart from endless supply teachers. After covid and then to attend a poorly managed class really affected my child and we are playing catch up ever since. There doesn't appear to have any 'catch up' groups to allow My child to reach full potential, even now.*

If you have concerns about your child's progress please contact your child's teacher to discuss it.

All teachers have to have a certain amount of time away from their class for Planning, Preparation and Assessment. In our school, this is mostly covered by our RE and PE teachers.

The Strategic Leadership Team in our school, includes Mrs Balkwill, the Deputy Headteacher and Miss Davis, the Additional Learning Needs Coordinator. Each of these are given extra time away from the classroom in order to fulfil their duties. This is planned in each week.

We rarely have supply teachers in school: we try to use our own staff to ensure consistent, high-quality teaching. However, on a rare occasion this is not possible.

- *School are not 'keeping up' with the modern world by only allowing limited platforms of communication with parents. Many parents missed parents evening last week due to lack of communication and only being limited on one platform.*

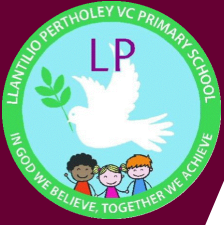
I have addressed this with question 11.

- *Newsletters could be more frequent but I am aware that this takes a lot of time to prepare. A few parents moan that they aren't informed of things—the information is there, they do not seem to read it! I can't see what more the school could do on this as people would then moan that they are being bombarded with info from school.*

Thank you for your comment.

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If you wish to explain any of your responses or to add any further comments, please use this space.

- The school has provided both of my children with a safe space to be themselves and progress well.
- My child loves this school!
- Lovely family school with a safe environment where children are encouraged to thrive in their learning
- When my child joined this school they were welcomed in amazingly and I believe that my child has thrived since they have been here.
- Fab school. Very happy. My child is happy and all is well :-)
- This school has been through significant change and it continues to provide excellent, challenging, nurturing experiences for children
- My child absolutely loves coming to school so as a parent that makes me super happy :-)
- My child enjoys being at this school. The teachers and the Head are approachable, any issues are dealt with
- Both my children are extremely happy at school and are thriving. The school is embracing the new curriculum in a fun and positive way, whilst enabling the children to progress well. I have no concerns.
- Best school in Abergavenny. Every member of staff is friendly, helpful and supportive.
- Really good school, my child has come on brilliantly. Be sad to leave.
- School has progressed in improving standards and interests of pupils
- Thank you.
- Really love how they are very supportive and truly think they've helped my child academically and socially
- On a positive note, Mrs King seems to be doing a lot with school and making positive changes. All we ask as parents is to be kind to our children, treat them like your own and give them every opportunity possibly. Don't limit our children's expectations and encourage them to reach every star.
- I love this school. It has a very caring 'family' feel. The teachers are great, approachable and the children have fun as well as learning. In the last few years with the new headteacher the school has massively improved and my child loves attending.



If you wish to explain any of your responses or to add any further comments, please use this space.

- *Trips need to be brought back.*
- *Most trips stopped due to COVID.*
- *More trips and visits would be very welcome.*
- *Lack of educational trips*
- *Year 6 trip needs to go back to a worthy last trip. Going to Gilwern isn't a memorable trip for them. Other schools are going to London. My eldest daughter went to London with Llantilio in her year 6 and she still talks about it today 5 years later.*

I feel that I have addressed the question of school trips earlier in this letter.

We wouldn't agree that Gilwern isn't memorable. The children had an amazing time there last year. Yes, it isn't far away but why not use a facility on our doorstep?

We did look at other centres but the prices were ridiculously high, mainly due to the increase in the prices of hiring a school bus.

- *The school needs to commit itself more to encouraging pupils to arrive at school without driving- there is no need for extra parking spaces when most pupils live within walking distance. A walking-bus is an idea some schools adopt to encourage this and there should be real public affirmation of the pupils/ parents who walk and bike to school.*

I couldn't agree more! However, I need the support of parents and the local community to help me. The route to school needs to be safe for pedestrians and cyclists: I don't feel currently that it is as safe as it should be. I cannot advocate a campaign for children to walk to school until the paths are made safer. I have contacted the Safer Routes to School Officer to help the school. I need parents to complete a questionnaire that I sent out last term: I only had a few responses. The Local Authority would glean from the limited response, that most parents do not have an issue with the routes to school. If we want to make a difference, we really need as many parents and carers to give their point of view as possible. Monmouthshire County Council gave me a survey to share with all parents and carers. The more people who voice their concerns the more chance we have of improvements being made. Please add as much detail in your comments as possible. Please feel free to share the link with neighbours who also have concerns about the routes to school.

Please click on this link:

<https://forms.office.com/e/8aVJneRHvZ>



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- *Staff (not teachers) have been caught saying inappropriate things to pupils. Professionalism seems to lack in established staff members. It seems like many staff seem stressed in their job which affects relationships with children and parents.*

This is obviously a concern. I would like to speak to the person who made this comment so that I am able to respond and deal with the issues raised. Staff wellbeing matters to me as the leader of the school. I talk to the staff about this regularly. Teaching can be a stressful job in every school. The staff at Llantilio work hard together to reduce that stress. However, I am concerned that one of our parents feels that this is affecting relationships with children and parents?

- *I would prefer less/no paper communication and all online*

I completely agree and would love to do this. However, as I have said, parents and carers respond more readily to communications on paper than online.

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