



# Llantilio Pertholey Church in Wales Primary

Dear Parents and Carers,

Thank you for completing the Parent/Carer Questionnaire. **We had a 93 responses this year.** (Each survey represents 1.1%)

We continue to 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.

**Newsletter 5**  
**29th Nov**

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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.

Some comments have been changed slightly to protect individual identities.

I have rounded the percentage figures to make it easier to compare.

I have included the last 2 year's results at the bottom of each question box.

In 2023 2024 we had 117 responses. Each survey represented 0.85%.

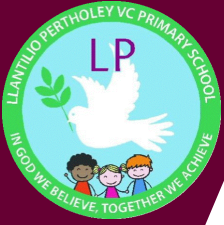
In 2022 2023 there were 99 responses. Each survey represented 0.99%)

1	My child likes this school	all of the		most of the		some of the		almost never		never	
	2024 2025	61	66%	28	30%	4	4%	0	0%	0	0%
	2023 2024		63%		27%		9%				
	2023 2024		67%		28%		4%		1%		

96% of our children like coming to school most or all of the time. We would like this to be 100%. 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		disagree	%
	2024 2025	93	100%		
	2023 2024		96%		4%
	2023 2024		99%		1%

All of parents and carers think that we helped their children to settle into school. We try very hard to make every child feel welcome and to want to come to school. Thank you.



3	I believe that my child is safe in school	agree		disagree	
	2024 2025	93	100%	0	0%
	2023 2024		97%		3%
	2023 2024		100%		

This is a great result. Thank you. Our number one priority in our school is to ensure that all of our children are safe and that all of the children feel safe. If you ever feel that your child is not safe in school that is concerning to us: please come and talk to us about your concerns.

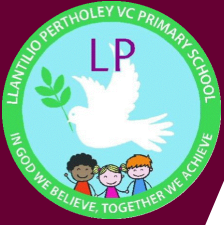
4	I believe the school deals with any incidents of bullying, harassment or discrimination well	agree		disagree		don't know	
	2024 2025	62	67%	2	2%	29	31%
	2023 2024		64%		6%		30%
	2023 2024		77%		2%		20%

Only 2% of parents believes that school does not deal with incidents of bullying, harassment or discrimination well. 30% of parents and carers don't know if we deal with such issues well, because your child has not experienced incidents like these. We continue to work hard with the children around our school motto of 'Be Kind, Be the Best You Can Be'. We start every year with a week-long anti-bullying campaign. 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.

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6	The school offers my child a range of interesting learning experiences, including educational trips and visits	agree		disagree	
	2024 2025	87	94%	6	6%
	2023 2024		92%		8%
	2023 2024		88%		13%

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. Near the end of this letter is a further comment regarding school trips.

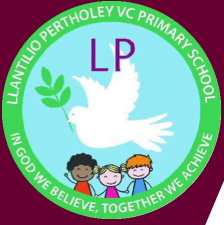
7	My child receives the additional support they need	agree		disagree		not applicable	%
	2024 2025	54	58%	3	3%	36	39%
	2023 2024		60%		3%		38%
	2023 2024		69%		3%		32%

All staff in our school work hard to ensure that the needs of all pupils are met. Every child is discussed at least four times a year to consider the progress they are making and their attitude to learning. As a school we know our children really well. These meetings are very important to ensure that we are meeting the needs of every child. We look at the needs and our capacity in terms of staffing: then timetables of support are reviewed.

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 Mrs Balkwill the new ALNCo of the school.

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8	The school keeps me well informed about my child's progress	agree		disagree	
	2024 2025	92	99%	1	1%
	2023 2024		97%		3%
	2023 2024		94%		6%

I am pleased that 99% 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.

This year we have included a short interim report before each Parents' Evening to ensure that you have as much detail as possible. I hope these will be helpful.

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

9	The school seeks my views as a parent/carer	agree		disagree	
	2024 2025	87	94%	6	6%
	2023 2024		92%		8%
	2023 2024		95%		5%

We are delighted to again have a positive response to this question and we do appreciate each and every response to surveys and when you come into speak to us to share your opinions. We always consider your views when given. We cannot always accommodate your ideas and we don't always agree with your point of view. However, we do try to listen.

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10	The school considers my feedback and, if needed, responds to it	agree		disagree	
	2024 2025	88	95%	5	5%
	2023 2024		91%		9%
	2023 2024		96%		4%

Again, we do try to consider all feedback to school: 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.

11	If I share problems or issues with the school, leaders respond and deal with them appropriately	agree		disagree		not applicable	
	2024 2025	62	67%	6	6%	25	29%
	2023 2024		75%		6%		19%
	2023 2024		76%		6%		17%

This is an incredible result. I am glad that most parents and carers are happy with our school and many haven't had any issues that have had to come to the leaders of the school.

Remember, that if you are unhappy with the way something has been handled then you do have the right to make a complaint to the Chair of Governors through the school's Complaint's Policy.

*Issues should be always be brought to the attention of the class teacher first. If you are still concerned you may then make an appointment to see me or Mrs Balkwill. If you're still not happy then the procedure is to make a complaint to the Governing Body.*

12	The school shares important information with me in a timely and clear way	agree		disagree	
	2024 2025	78	91%	8	9%
	2023 2024		87%		13%
	2023 2024		92%		8%

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In the past we have used SCHOOP, SeeSaw and Twitter to keep you informed. We are slimming this down and have started to use SeeSaw as our main information platform and Instagram to mainly share photos about class learning.

After Christmas, we will no longer use SCHOOP. The office is busy checking which parents have not got access to SeeSaw and will be contacting them individually.

We now have Parent Noticeboard erected on each yard. This give an additional opportunity to pass on information to those who are dropping off or collecting from the yards. The office have also started to send out a diary overview for the following week on a Friday.

14	I would recommend this school to another parent/	agree		disagree	
	2024 2025	91	98%	2	2%
	2023 2024		95%		5%
	2023 2024		98%		2%

**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.**

**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.**

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These are the additional comment made by parents and carers. I have included all additional comments included on the surveys. They have been written verbatim except names have been redacted. 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*

**Agree**

- haven't had any experience to comment.
- Haven't had issues with this.
- Never had any issues or concerns
- My daughter went through a difficult time at school before joining Llantilio. Since she has been much happier, and always has a wonderful time when she is there. She even looks forward to returning after breaks keen to share her adventures from the holidays with her friends and teachers. She is much more willing to practice her reading, numbers and writing at home without much fuss or complaint. She has become eager to learn and practice.
- Haven't encountered it
- Haven't had no dealings with bullying to comment on how it is dealt with.
- I spoke to one of the teachers about name calling and it was dealt with immediately and sensitively, and hasn't been an issue at all since
- I've had no experience of the above at school.
- My child has never come home worried about bullying
- Not had to deal with it yet
- I have only once had to speak to a teacher about an issue which was bothering my child. I felt that they listened to me and even though they hadn't seen anything that was concerning them in class they still did a circle time to speak to all children.
- Daughter has had no problems that we are aware of.
- I don't have any first hand experience with my child however I know that staff are educating my child in showing kindness to others and anti-bullying awareness and messages.
- Never had any incidences that haven't been addressed
- Not been at the school long enough to know
- No experience of it.
- We haven't experienced this
- Not had any experience
- Not exposed
- Never experienced it
- No incidents to assess
- Bullying was dealt with promptly
- We haven't come across any of the above
- XXXX hasn't experienced any bullying or problems
- XXXX hasn't experienced any bullying, harassment or discrimination
- Never had an issue that wasn't resolved
- Never experienced bullying
- All actions dealt with asap to prevent further problems
- Never had any issues



- My issues have always been dealt with swiftly
- Because my children have received lots of support when needed in the past
- No concerns
- Every problem has been sorted straight away
- All incidents have been dealt with promptly and with care and compassion
- Never any issues with things not being dealt with communication to staff about keeping an eye on certain pupils to eliminate further problems
- Not had any experience of this
- All incidents have been sorted quickly
- Never had to deal with this or have experienced this

#### *Disagree*

- When my child was being bullied last year, communication was awful I didn't hear of half the things that was happening from a teacher until my child came home from school and told me. 1 being my child head being slammed into table which caused her to have a thick lip and bleeding, things that happened like this a parent should definitely be rung and told!
- Disagree/agree experienced bullying with sibling

#### *Don't know*

- If there was an option of sometimes this would have been my answer. I can't say no as some incidences have been dealt with but others aren't.
- Although I feel the school deals with most of the above well most of the time, I feel some things may be missed particularly if not being actively monitored at break/lunch times on the yard
- I believe they deal with incidents the best they can. It's frustrating as a parent to have the same names come up as being 'mean' etc. Some children don't get on, same as adults. It's learning to accept they don't HAVE to get on and be friends, but must be respectful.

**Thank you for so many positive comments. 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 at times but we try to focus on what to do next time with the children. A big part of school life is about teaching and learning how to get along and dealing with problems along the way, in the right way.**

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### 13. Use this space if you would like to tell us more.

- Last minute changes not always updated on schoop, or not just last minute - something which should have been planned is posted with a day's warning.
  - I do not blame the school for it, but the school apps are often buggy, and I frequently miss updates as a result.
- I know teachers are under extreme pressure. A quick note to say ..we are practicing these times tables this week as a class or a quick note to say I've noticed your child needs help at home with....would be very helpful. I found a book brought home at the end of the year clearly showing my child was struggling with a certain times table week after week. Had I known this was an issue, I would have happily focused on it.
- Communication is sometimes too late or not at all on a few instances.
  - Most things are in the news letter but the odd time this have been missed. School photos is one example. Only when someone asked on the school Facebook page the day before, that the school then sent communication out. Think the school could support team sports more. Used to have netball and football teams. Doesn't seem to happen any more. We are the only school that doesn't support the swimmathon. An easy way to raise money for the school. I letter sent out and that's it. No follow up or trying to organise a team.
- More extra curricular activities such as football, netball etc would be welcome.
- I feel they do as much as they can whilst they are using schoop. I would personally prefer text or email reminders about things coming up.
- Only constructive feedback would be that there are no after school clubs like football/running/lego etc If there are any clubs, then they are not communicated very well. Other schools in the area offer these clubs for various age groups.
- The teachers and staff are so caring and compassionate. It is a family atmosphere and I feel comfortable talking to the staff about any queries or problems we may have. They all go above and beyond to help parents and children.
- The school could communicate better. I often receive 'reminders' on schoop when I haven't received a the first message
- I would recommended the school to other parents are the teaching staff are all very helpful, friendly and supportive of the children. I agree that the school seeks to ask our opinions however they are not listened too and usually disregarded. Leaders quickly shut down any concerns and do not validate or empathise with any feelings parents have made about their children. Have put agree to question 6 but pupil has only attended for a short space of time so has not attended many trips, bar the church for Harvest Festival. Very much enjoyed and appreciated the Reception Maths Share.
- Have put agree to question 6 but pupil has only attended for a short space of time so has not attended many trips, bar the church for Harvest Festival. Very much enjoyed and appreciated the Reception Maths Share.
- Sometimes things are very last minute i.e. school photos
- Sometimes late notice that things are happening
- It would be useful for events to be signposted sometime between the newsletter and the reminder
- I think there could be more after school clubs and trips
- Beautiful school—staffing changes seem frequent and effects same classes but as long as kids are ok that's all that matters
- Year XXX teacher has been great at updating us & responding to SeeSaw

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Many thanks once again for completing the questionnaire. **We do listen to your views** and try our very best to accommodate the needs of all children, parents and carers.

We are committed to make every child's experience at Llantilio Pertholey the best it can be.

We absolutely have an open-door policy at our school. Please keep the lines of communication open. If you have an issue, raise it with your child's teacher. If you are not happy with the response then please make an appointment to see me via the office.

I hope you have found this letter interesting. If you would like to speak to me about any points raised please make an appointment to see me.

We do apologise for the lack a reduced number of trips this half term. I have asked every class to organise 2 trips next term to ensure that every class will complete at least 3 trips each year. An example timetable for trips is shown on the next page.

Thank you so much for your time, your support and your positivity. The staff and I are thrilled.

Best wishes

Helen King (headteacher)

## Reception

	<b>Let's Celebrate</b>		Walk around the local area	
	<b>New Beginning</b>		St. Teilos Church / Farm visit	
	<b>Come Outside</b>		Butterfly Zoo	
		<b>Year 1/2</b>	<b>Year 3/4</b>	<b>Year 5/6</b>
<b>A1 Who Do You Think You Are?</b>	Local walk St Teilo's Church	Lego Educational Centre St Teilo's Church	St Teilo's Church	St Teilo's Church
<b>A2 Our Planet, Our Future</b>	One Planet Centre	Dwr Cymru	Newport Wetlands	
<b>A3 Remember the Past, Prepare for the Future</b>	Cardiff Museum	St. Fagan's	Camping/ Walk up The Deri	Residential Trip
			Hay Festival	Brecon Museum
<b>B1 Out of this World!</b>	Planetarium	Techniquest	We the Curious	
<b>B2 How does it work?</b>	St Teilo's Church The Royal Mint	Pizza Express	Big Pit	
<b>B3 VIP</b>	Abergavenny Theatre	Abergavenny Museum St Teilo's Church	Camping/ Walk up The Deri	Residential Trip
			Hay Festival	



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