



Llantilio Pertholey Church in Wales Primary

Parent Survey November 2023

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.

I have included last summer's results at the bottom of each question box. Then, there were 99 responses. (Each survey represented 0.99%)

1	My child likes this school	all of the time	63%	most of the time	27%	some of the time	9%	almost never	0%	never	0%
	Summer 2023		67%		28%		4%		1%		

90% of our children like coming to school most or all of the time.

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	96%	disagree	4%
	Summer 2023		99%		1%

Nearly all of parents and carers 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. Please come and talk to us.

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email: llantiliopertholeyprimary@monmouthshire.gov.uk



3	I believe that my child is safe in school	agree	97%	disagree	3%
	Summer 2023		100%		

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. If you don't feel that your child is 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	64%	disagree	6%	don't know	30%
	Summer 2023		77%		2%		20%

Only 6% of parents disagree that school deals 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 would like that percentage to be higher. 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.

5	The school offers my child a range of interesting learning experiences, including educational trips and visits	agree	92%	disagree	8%
	Summer 2023		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. 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. However, we want to listen to you. Near the end of this letter is a survey about trips.

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6	My child receives the additional support they need	agree	60%	disagree	3%	not applicable	38%
	Summer 2023		69%		3%		32%

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.

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.

7	The school keeps me well informed about my child's progress	agree	97%	disagree	3%
	Summer 2023		94%		6%

I am pleased that 97% 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.

Last year we gave parents and carers an additional opportunity to come to view your child's books. This was very well received and we are planning to continue to do this again this 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.

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8	The school seeks my views as a parent/carers	agree	92%	disagree	8%
	Summer 2023		95%		5%

We are delighted to again have a positive response to this question 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. Last year, I held 3 'Parent Forums' which were poorly attended. Last term I held a coffee morning with parents. I am going to start a Parent Council with a parent from each class voted to represent the class and be that 'go to person' with more general issues. Look out for more details.

We 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.

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

9	The school considers my feedback and, if needed, responds to it	agree	91%	disagree	9%
	Summer 2023		96%		4%

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.

10	If I share problems or issues with the school, leaders respond and deal with them appropriately	agree	75%	disagree	6%	not applicable	19%
	Summer 2023		76%		6%		17%

19% of parents and carers have not had any issues and 76% of parents and carers are happy with the way problems are dealt with.

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6% of 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.

Alternatively, of course, you may follow our Complaints Procedure if you are unhappy with the way something has been handled. Issues should be first brought to the attention of the class teacher. If you are still concerned you may then make an appointment to see me. If you're still not happy then the procedure is to make a complaint to the Governing Body.

11	The school shares important information with me in a timely and clear way	agree	87%	disagree	13%
	Summer 2023		92%		8%

We try to strike a balance between keeping you informed and not bombarding you with information. I sent 17 newsletters last academic 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 just do not do what we need them to do for the school. Our Twitter posts feed into our website so that the information about each class or each Area of Learning is always easy to access. The information is always available for you, us or outside agencies to access. Other platforms such as Instagram, Facebook and so on would not enable us to do this.

We are planning to leave using SCHOOP as soon as possible. However, we had signed up to a contract before I joined the school. We are planning to change this as soon as possible.

At times, we recognise that some information is being missed. We have had a 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.

I understand that PE days have had to change at the last minute a couple of times this term. Sometimes, these things can't be helped. However, I have asked teachers to try to keep these changes to a minimum.

12	I would recommend this school to another parent/carer	agree	95%	disagree	5%
	Summer 2023		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.

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These are the additional comment made by parents and carers. 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?

- *no reason to think otherwise*
- *I know the children are told bullying is not acceptable in the school. I trust the teachers in the school.*
- *Never had issues personally*
- *no concerns of bullying with either of my children*
- *never experienced bullying*
- *My son has been bullied in the past and the school dealt with it.*
- *Have had issues with bullying in the past and school have been easy to approach and deal with the issues efficiently*
- *friendship issues sorted*
- *There have been issues that have been dealt with quickly*
- *Incidents have been highlighted promptly & dealt with*
- *As thankfully not had any incidents involving my child*
- *Recent events in progress. Mrs X is going to action some points made in parents evening.*
- *There are not any discussed in GB*
- *Have not had any issues with bullying*
- *haven't had any dealings with bullying etc so can't comment on how it's dealt with*
- *Never heard of any incidents*
- *Never had to deal with these issues*
- *I have experience of personal issues that have been dealt with and I am well supported*
- *Have not experienced any bullying or negative behaviour*
- *We haven't had any issues*
- *I trust the school*
- *no issues*
- *no issues personally*
- *not been in that situation*
- *No direct experience but I know the teachers are supportive*
- *Haven't yet encountered*
- *We have not experienced any bullying*
- *Personally neither child has been subject to bullying/harassment so unsure how situations like this have been dealt with.*
- *Nipped an issue in the bud in Year X*
- *All teachers are lovely and communication is great*
- *Not been in the situation to comment*
- *not been in the situation*
- *I haven't needed to be in this situation yet*

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- *Not aware of any bullying concerns*
- *I have not heard of any bullying event from my son recently*
- *All issues dealt with quickly and I was telephoned with the result.*
- *Always addressed issues as raised*
- *I have no recollection of any of the above occurring*
- *The school promotes an environment that is safe for pupils*
- *Have not had any issues*
- *Always addressed*
- *Open door policy. Teachers easy to talk to and approach.*
- *Never had any issues*
- *Any issues dealt with straight away*
- *Not experienced thankfully*
- *No experience of this*
- *Being told by my child how incidents are dealt with - always positive*
- *I haven't had any experience to be able to answer yes or no*
- *Luckily haven't had any experiences of bullying but feel the teachers are supportive and approachable if I had any problems.*
- *Always amazing communication with the school. School find different ways to suit the child to make changes if needed.*
- *We have had a few incidents and we feel the appropriate action was taken.*
- *If I've ever had a problem always been dealt with properly*
- *Unable to comment as not had any issues*
- *My children have never had any trouble.*
- *I haven't experienced anything negative with my children*
- *Never had a complaint or issue with my child which is positive and promising that the culture of the school is good.*
- *I recently reported a child I had spotted upset due to an incident. It was dealt with promptly and efficiently.*
- *My son has additional learning needs & has always been fully included & welcomed never discriminated against.*
- *I haven't had any issues around this subject*
- *I think the school/staff is fantastic and always help when needed, nothing is too much trouble.*
- *My child has told us about some children being unkind to others and how well staff have dealt with it.*
- *My child had a previous incident & was dealt with appropriately*
- *Never dealt this with my children*
- *No Issues*
- *Ongoing problem, awaiting to see if anything changes.*

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.



- *Child keeps coming home with bruises, have reported to school that there is suspected bullying, no feedback given after the initial contact. Also multiple people have been made aware that there is a child going around causing physical harm to others with children being sent home with visual marks and bruises, that child is still being seen at school with no apparent reprehensible enforcement being used.*
- *spoken to staff with reassurance offered around this. No feedback given around outcome.*
- *I feel like school could do better with this.*
- *Upset child all of the time - no phone calls from teachers*
- *Lots of incidents happen all of the time and nothing gets dealt with.*
- *Because since my child had reached Year X something is amiss*

I am sorry that some parents and carers 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.

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

- *Trips to interesting locations (eg local castles/ local Church and Tithe barn) have never been a strong point but there are now some great experiences in the school itself, thank you.*
- *Overall, happy with experience*
- *The school shares important information with me in a timely and clear way: partially*
- *Current bullying issue being dealt with*
- *A wonderful school! Caring, family atmosphere, great staff*
- *not sure of some answers as only just started*
- *The best school*
- *I am very happy with my child's progress and the feedback.*
- *Great school that caters for individual needs*
- *Miss X has helped my child to settle in well - she is amazing!*
- *I think the teaching staff are all welcoming and friendly and have the best interests of the children at heart although some of the whole school approaches need to be more inclusive to parents*
- *I love the school and so does my child. Excellent school.*
- *I strongly agree that my child receives the additional support they need*
- *I always get paperwork/reports/updates when my child is seen at school by an external professional. Also, almost daily updates on any achievements*
- *I hugely agree that I would recommend this school and I have!*
- *I would 100% recommend this school to another parent/carer*
- *Not aware of any trips yet. The dome that visited school was enjoyed.*
- *The newsletters are confusing, could be more clear. Apparently, PTFA notices on social media which excludes us who aren't on Facebook or Twitter. I rely on other mums to send me notifications about events.*

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- *Lack of communication. Not modern or keeping up with current times - twitter- no one uses this- get on Instagram. Facebook, use Dojo/SeeSaw more. We do not know what our children are learning or doing!*
- *The school could improve its communication, sometimes information is shared without much notice.*
- *more SeeSaw updates would be of benefit*
- *Pretty good but room for improvement . Some important information i.e. around Parents Evening went missing. SeeSaw is great and the teachers use it really well.*
- *My personal opinion is that there is insufficient sporting activities in school or after school time. Having spoken with other schools, they seem to have a lot more opportunities.*
- *There is a huge breakdown between parents and school. Lots of negative comments on school newsletters, whole parents meetings with Mrs King. Something needs to change. No engagement with parents. Mrs King always seems defensive and awkward. No communication. SCHOOP is awful - it doesn't work - as parents we have communicated this but nothing happens - texting service is good*
- *phone me and I do not answer, a text to tell me why you phoned would be nice. I then know if I need to interrupt my day or ignore it i.e. if It's important*
- *Letters sent home again would improve communication as I sometimes miss notifications on SCHOOP etc*
- *Not all of the time*
- *Space AGAIN! No planned trips*
- *Can sometimes not always know what is going on certain events and days*
- *Disagree that school offers a range of trips and visits*
- *Too early to gauge learning experiences yet*
- *Too many different communication platforms with short notice*
- *I would like to see more on See Saw*
- *My child has lots of behavioural issues now and this is not shared each time*
- *more notice of some things would be good*
- *sometimes miss messages on schoop, not sure if they don't come through. I often just get a reminder of...and haven't had the initial message*
- *Updates on PE/Kits to be worn not always clear (apart from obvious PE day)*

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 recommended by the Local Authority but they are sorting GDPR issues at present. I am not a fan of SCHOOP myself. We cannot see who is receiving the messages from school. 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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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.

Several parents had described a lack of trips. We do try to limit trips as the average cost of a school trip now costs around £15 because of the increase in the costs of buses. The PTFA have supported school trips by helping with the cost of school buses but they cannot pay towards every trip.

I am going to spend some time with staff planning out some trips that are local and perhaps could be walked to to keep the costs down.

If parents and carers want more trips then we can do that. However, we are aware of the cost of living crisis and not everyone could afford it. I'm going to ask for your views. We do 3 different topics each year. Please complete this quick survey so we can then consider your views:

