



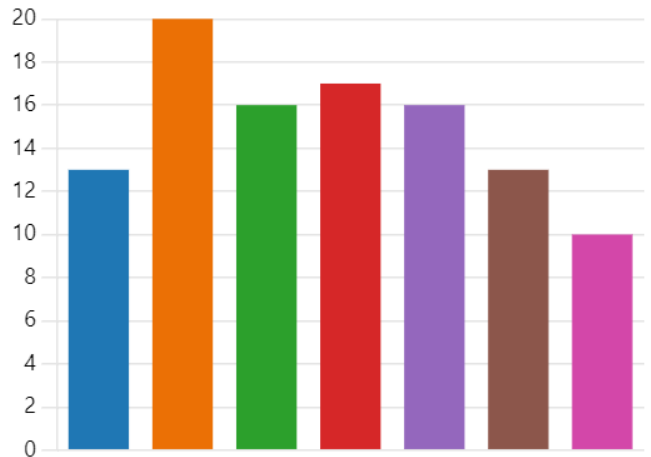
Parents & Carers Survey 2024

(73 responses between 19-31 March 2024)

1. I have a child / children in: (You can click more than one box)

[More Details](#)

● Reception	13
● Year 1	20
● Year 2	16
● Year 3	17
● Year 4	16
● Year 5	13
● Year 6	10



2. My child likes this school

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[Insights](#)

● All the time	38
● Most of the time	32
● Some of the time	6
● Almost never	0
● Never	0



3. The school helped my child settle in well when they started

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● Agree	73
● Disagree	3



4. I believe that my child is safe in school

[More Details](#)

● Agree	73
● Disagree	3



5. I believe the school deals with any incidents of bullying, harassment or discrimination well (Please briefly explain your answer in Q6)

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[Insights](#)

● Agree	41
● Disagree	11
● Don't Know	21
● Other	3



6. Why do you feel this way? (optional) **Responses are unedited.**

a situation where one of my children was being bullied was dealt very badly by one teacher, fairly badly by another teacher and well by senior leader. so mixed review.
An incident happened where my child needed to make a statement. Nobody informed me from the school about this matter, but heard it from my child and other parents.
An incident that happened with my child was not seen as important by the school in my view. I was informed of the plan they would put in place to manage the situation but this was not followed through in regard to what I had been told would happen.
Anytime we have ever had an issue with anything at all (which has been rare!) it has been sorted swiftly and effectively.
As I've seen them actively engage in supporting any child's concerns that are raised by the parents
Great support when issues were raised
Had no incidents to base an answer on
I feel that the emphasis on developing resilience in children vulnerable to victimisation is not being followed through on. In our experience this is leading to support being given primarily to children with behavioural issues and not those who are affected by that behaviour who don't make a fuss in school
I have had one inside that I discussed with my sons teacher and she managed it amazingly and it stopped immediately
I have heard of incidents where personally I dont believe adequate action has been taken
I've been lucky to never be in a situation where I've required help with the above
Issues have been promptly addressed
It's not something we've experienced.
My child had an issue and I felt the school dealt with it and also kept me updated with how he was in school
My child hasn't experienced any instances like this but feel comfortable it would be dealt with
My daughter has had a few minor incidents with friendship groups which have been dealt with.

My son has reported that when bullied he tells a teacher (as he is told to do) and it then told by the teacher not to tell tales!
My son was bullied when at the school and it was dealt with very well.
Not encountered any bullying, discrimination or harassment towards my children.
[My child] is finding he is being repeatedly shamed for [comment redacted to avoid identifying the child], we have yet to see this being dealt with
The teachers at The Dell are very warm, welcoming, and supportive. They always communicate and report back any feedback regarding our child's learning and general well-being. They adopt an open culture that promotes honesty, wellness, and trust for all involved.
The teachers take a balanced and reasonable approach to incidents.
There is a [child] in my child's class that has given my child and others a particularly hard time, although teachers are aware, it doesn't seem to be getting any better.
When I had an issue it was managed

7. The school offers my child a range of interesting learning experiences, including educational trips and visits

[More Details](#)

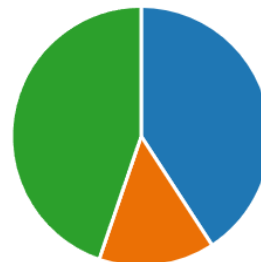
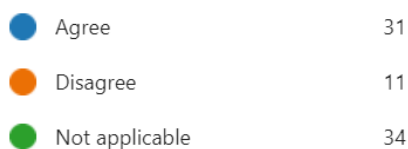
[Insights](#)



8. My child receives the additional support they need

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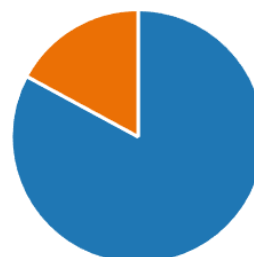
[Insights](#)



9. The school keeps me well informed about my child's progress

[More Details](#)

[Insights](#)

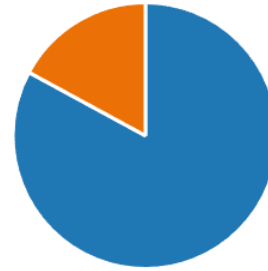


10. The school seeks my views as a parent/carer

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 Insights


 Agree	63
 Disagree	13

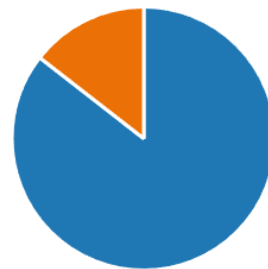


11. The school considers my feedback and, if needed, responds to it

[More Details](#)

 Insights




 Agree	65
 Disagree	11



12. If I share problems or issues with the school, leaders respond and deal with them appropriately

[More Details](#)

 Insights

 Agree	38
 Disagree	13
 Not applicable	25

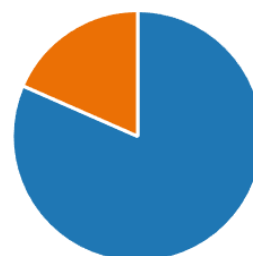


13. The school shares important information with me in a timely and clear way (You can explain your answer in Q14 if you wish)

[More Details](#)

 Insights

 Agree	62
 Disagree	14



14. Use the space below if you would like to tell us more about your answer to Q13 (optional) Responses are unedited.

A simple single way of communicating would be better than the seesaw/email/notes mix
[My child's class] has had teacher absences throughout the year and it's not always been made clear to us who is actually teaching the class.
Events/dress up/trips etc are well communicated, but mid- to long-term teacher absence isn't.
I find it hard to track communication. Sometimes email, text, seesaw etc
I have not had any response from a teacher, when I have emailed them twice via the school email address
Info not always shared timely and across too many platforms to keep track of
Newletter
Numerous times there has been disruption with supply teachers and we are not informed. Also it's almost impossible to contact the school without leaving a voicemail which isn't great in emergency situations
Sometimes the information regarding school trip or change of school plans come out too late, which can sometimes be missed
The Dell should invite parents to an review meetings. I was surprised to see that a meeting was held with sencom at Christmas and no feedback from school or sencom was given to us. We feel it was this meeting where our child's IDP status was decided and I am shocked parental reviews were not taken into account or considered important enough to discuss this with. I'm also concerned by the lack of communication regarding my child's progress this year.
The Dell use both verbal and written communication to share information and keep us up-to-date on what is happening.
Too many last minute requirements. For working parents at LEAST a week should be given.
Too much reliance on texts / emails / social media when a phone call would suffice

15. I would recommend this school to another parent/carer

[More Details](#)

 Insights



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

We read every response and where we can, address issues that arise. The response section gives an initial brief context and corrects inaccuracies and misconceptions. Responses are unedited (except where a comment contains two or more issues and have been split into different theme boxes).

Comment	Theme	Headteacher's Commentary
The school seems to focus and do a lot for those children at the lower end of the educational spectrum but what about those at the higher end? The support, resources and time doesn't seem to be spent on those who are higher achievers.	Challenge	Challenge is a strategic priority in this year's School Development Plan. It can also be subjective and emotive but we still want to hear if parents feel their child is not challenged appropriately.
I do, however, think there needs to be more provisions for the children who are ahead in class. My only un positive point is that my daughter is very clever and find she gets quite bored as finishes work before others.		
Generally very happy with the school but on the one occasion I had concerns I had a very defensive/dismissive reply from leadership. I wonder if this is normal?? Guess I was surprised to be treated like a pain when I've sent one email in 3 years.	Communication	I'm really sorry to hear about this concern and hope others would not feel it was typical of our school culture.
I would recommend this school to anyone and everyone. There is a culture of kindness and compassion as well as a strong work ethic which is evident when speaking to my children, the staff and when visiting for any events. I am proud to say that my children attend The Dell. They are thriving.	Compliment	Thank you for taking the time to share your satisfaction. This whole report and thus all comments are shared with all staff.
Thank you to all staff at the school for the support of our son - it is much appreciated and it is a lovely school and he has had a wonderful start to his educational career thanks to your care and support		
Absolutely excellent school to all my children over the years. Highly recommend this school.		
We are very impressed with the school and how responsive the teachers and staff are. Mrs Hornbuckle and Mrs Peckham have been brilliant with my youngest child		
We are very satisfied and grateful for the high standard of teaching and resources available at The Dell.		
Overall our experience to date has been of a very high standard, and I have no concerns about my children's learning.		

Year 4 teacher is wonderful and my child's learning has really come along this year.		
Miss Addison and team are very good at responding and supports our twins. No concerns at all from and of the staff either. In fact, the twins love The Dell and their teaching methods and are showing this by how well they are develop when they read and even play school in their own time.		
Please thank all the staff for their hard work and dedication x		
I think The Dell is great. I think Mrs Lewis is very capable and seems to adapt her teaching for our childs need.		
Both my children love this school. And as a parent, so do I. All the teachers and staff are super lovely and helpful.		
Thankyou for all do for my children.We are more than happy with the school and wouldn't have wanted them to go anywhere else.		
My child loves the school and always has a positive day		
Its a difficult one to answer some of this a clear cut as "agree" or "disagree", overall I believe the Dell is a great school with some excellent teachers...the school is very good and in my opinion the best primary in the Chepstow area catchment		
You are a fantastic school that is well managed, we are kept informed and the children clearly enjoy their time in school whilst being given a varied and challenging education. I am proud to tell people that my child attends The Dell.		
Overall - great school		
We're received valued support from the school especially recently when our daughter went through a recent period where she was struggling. We were so grateful for the help she received.		
The elimination of the end of term reports is disappointing as it gave an indication of how children were progressing and allowed parents to identify areas where more support is required.	Reporting	The way schools assess, measure and report to parents has changed fundamentally with the introduction of the curriculum reforms of 2022. Schools no longer use numbers and % to measure achievement. In 2023,
We would like you to bring back the term reports		
I would sometimes like more information and more personal information on my children. On occasion, I feel a little like we are on a conveyor belt and I wonder how well the staff know them. I'm not suggesting that this is the case, but I don't see evidence of it.		

<p>The removal of the report card was a poor decision but the way it was worded in the survey pertaining to it was poor so I can see how some parents might have got confused and answered in a way they might not necessarily have meant to.</p>		<p>we asked parents and those who responded (around 100), told us they did not find the termly reports useful though they liked the end of year reports. The new curriculum focuses on 'progress' and the termly reports only covered 'attainment' which is no longer a required measure in Wales. The termly reports were beyond the requirement for school reporting to parents and most other schools did not provide them. Schools are now required to report on progress termly and provide an end of year report. Again, we do this via parents' evenings and the end of year report but we still over deliver by also offering termly Sharing Afternoon events.</p>
<p>my response to question 4 needs to be qualified. I am referring to the holiday club. I do not feel my children would be safe there given the very serious safeguarding incident that occurred there. I know this is separate from the Dell, but it is on school grounds and I would have expected some sort of communication from the school about this. I do feel my children are safe during school hours.</p>	<p>Safety</p>	<p>This comment relates to a specific matter in 2023 which was reviewed by the school's leadership team and involved the governing body, local authority and relevant regulatory body. As the comment states, this is not a concern with safeguarding during school time. The governing body</p>

		is satisfied with standards provided by the external holiday club provider.
<i>Three comments have been read and noted but not included in this section as they identify individual staff.</i>	Staffing	
We are disappointed with the lack of support {our child} is now receiving.	Support	As with challenge (above), the amount of support a child receives can be a subjective and emotive issue for parents. We understand that. We regularly and routinely review the progress of every child in every class and, where we deem it necessary (where a child's progress slows or can be seen as behind where it should be), we intervene either within the class or in some cases through additional adult support. While this additional adult support is very limited due to budgetary constraints, we will always try to provide the support that we deem necessary for a child. But sometimes this level of support might differ from parental expectations.
One of my children is absolutely thriving (a high achiever), the other is really struggling and has been for a few years now and support isn't available to help them either due to lack of funding or time. It really makes me feel upset that the school aren't able to offer this extra help despite all of the amazing things that they are currently doing as standard. Something extra is needed for a number of children but I know that due to the low budget available, this is something that they will not have access to and hence their progress will invariably be delayed as a result.		
My daughter requires additional help with reading and writing, and is behind for her age. She was getting one on one help every day in Foundation, but unfortunately since [moving on] has been given no extra help or support to date.		
Have asked why my daughter not reading yet when she is keen to do so at home		
There needs to be more support available to help more talented children realise their potential.		
We are concerned that the teams e.g. eco team are non-inclusive. Our child has applied every year and has never been chosen for one. It feels like it's a popularity contest rather than meeting the requirements for joining the club. What is the point of applying when same	Teams	This is a concern as we pride ourselves on providing a wide range of pupil voice and

<p>children get in every time?! The students vote for their friends. Surely there can be a fairer system. It is demoralising for those that don't get picked every year and it reinforced that there is no point in trying. With so little extracurricular clubs on offer that are open to everyone, could you rotate the people involved so more children could benefit not just one a year????</p>		<p>leadership activities which all make real contributions to the running of the school. These teams all report to our School Senedd which reviews each team's development plan each year.</p> <p>We try to promote involvement and membership for our vulnerable learners who might not have thought of themselves as leaders and able to make a contribution and we really do feel that, while there is competition for some teams, we generally see good participation and most children have the opportunity to join the team of their choice over time. However we will look into this matter ready for the 2024-25 school year.</p>
<p>With regards to 'positions' in the school that children have the opportunity to 'apply' for (for example, school council, eco team etc,) then I think it is only fair if a child has done it once they are unable to apply again during their time at the Dell. This is to allow others the opportunity. My child is in yr 5 now and has applied for positions frequently over the years but never got the chance whereas others have been in multiple positions during their years at the Dell. I raised this at parents evening in year 1 and year 4, but have not yet had a satisfactory answer as to why once a child has been in a role they are omitted from being able to again - surely the Dell can have a system that tracks this? This would therefore allow the chance for those children who are shy or not 'as popular' or don't deliver the best presentation (as I am told peers vote each other in, which has never sat too comfortably with me as this could become a simple popularity contest). I would hope my suggestion also promotes inclusivity and diversity by allowing children with a lack of confidence or particular skill set to be given the chance to feel empowered and proud to achieve something.</p>		
<p>I'd like to say that I think it's a massive shame they cannot get involved in world book day. I semi understand your reasoning, however I think that they could make something in class for it perhaps, a hat or something symbolic of their favourite character. It's a day encouraging something positive and academic so feel it should be more celebrated.</p>	<p>Themed Days</p>	<p>I've grouped these comments with those about trips as there is much overlap and the link is relevant.</p> <p>There are a number of issues around distributing invitations (& gifts / food) during the school day in school and unfortunately this has to be our position. Parents</p>
<p>Whilst I appreciate the sentiment around reducing costs for parents, I do think this has gone a step too far. My children have commented that they don't dress up anymore, or they don't know what certain well known charitable days are. I was disappointed that the children never marked World Book Day either.</p> <p>I think restricting the giving out of party invites is also a huge shame for children. Many attend</p>		

<p>after school club or get the bus home therefore it is impossible to get invites to parents. Birthday parties when you are young are a right of passage for many. I don't see the problem with giving invites out when whole classes are being invited.</p>		<p>may distribute invitations after school if they wish.</p>
<p>I think some of the answers are too black and white, which means it's difficult to answer. E.g. Q7. I know in the past, lower years have had a chance to do more trips. We've missed a couple as a year group</p>	<p>Trips</p>	<p>Most parents will be aware of the changes we've made this year and these are laid out on our website</p>
<p>There should be more educational trips/visits</p>		<p>https://www.dell.monmouthshire.sch.uk/costoftheschoolday</p>
<p>I'd love for there to be additional school trips, particularly for STEM related activities. The historic sites trips are great but there is so much value in the local region in terms of the Cardiff science museum, aerospace Bristol museum etc. With funds being tight I'd love to see how we can work with the PTA to raise funds to support such trips.</p>		<p>In summary, we've standardised the number of trips in each year group and tried to reduce costs in part through more local lower cost or cost-free trips (& notify parent at the start of the school year to help them budget).</p>
<p>More school trips / time out in Chepstow, my child in Year 3 hasn't had a lot of opportunity to do this.</p>		
<p>Great transition into secondary school, this has ensured my child feeling ready to leave primary into secondary, thank you.</p>	<p>Transition</p>	<p>That's great to hear, thank you</p>
<p>There seems to be a number of issues and things I disagree with. These have all been previously highlighted to the school and nothing seems to have changed about them. My child does very well so it doesn't particularly impact them but it causes frustration as a parent</p>	<p>Various Unspecified</p>	<p>I'm sorry you feel that we haven't listened and addressed previous concerns. I'm glad you feel these don't impact your child's enjoyment of school and progress though.</p>