



Parent Survey – Summer 2021

78 Respondents (20%): 3-7th May 2021

In determining the level of 'agreement' we have included "Don't Know" responses. The number of parents responding "Don't Know" is much higher than usual this year. We did not want to exclude these responses and ask that you please consider this when making a judgement about the level of overall agreement.

2. My child likes this school

[More Details](#)

Strongly Agree	51
Agree	24
Disagree	1
Strongly disagree	0
Don't Know	1



Agreement = 96% (Nearly All)

3. My child was helped to settle in well when he/she started at the school

[More Details](#)

Strongly Agree	50
Agree	24
Disagree	2
Strongly disagree	0
Don't Know	1



Agreement = 96% (Nearly All)

4. I believe my child is making good progress at school

[More Details](#)

 Insights

Strongly Agree	34
Agree	36
Disagree	3
Strongly disagree	0
Don't Know	4



Agreement = 90% (Most)

5. I believe that my child is safe at school

[More Details](#)

Strongly Agree	52
Agree	23
Disagree	0
Strongly disagree	1
Don't Know	1



Agreement = 96 (Nearly All)

6. I believe that pupils behave well in school

[More Details](#)

Strongly Agree	31
Agree	42
Disagree	2
Strongly disagree	0
Don't Know	2



Agreement = 94% (Nearly All)

7. Other children do not bully my child

[More Details](#)

Strongly Agree	19
Agree	39
Disagree	12
Strongly disagree	2
Don't Know	5



Agreement = 74% (Many)

8. I believe that if any bullying, harassment or discrimination occurs, the school deals well with it

[More Details](#)

Strongly Agree	19
Agree	37
Disagree	3
Strongly disagree	1
Don't Know	17



Agreement = 72% (Many)

9. I believe that the quality of teaching is good

[More Details](#)

[Insights](#)

Strongly Agree	37
Agree	39
Disagree	0
Strongly disagree	0
Don't Know	1



Agreement = 99% (Nearly All)

10. I believe that my child has good learning experiences

[More Details](#)

[Insights](#)

Strongly Agree	41
Agree	35
Disagree	0
Strongly disagree	0
Don't Know	1



Agreement = 99% (Nearly All)

11. I believe that staff expect my child to work hard and to do his/her best

[More Details](#)

Strongly Agree	48
Agree	27
Disagree	2
Strongly disagree	0
Don't Know	0



Agreement = 96% (Nearly All)

12. I believe that staff treat all children fairly and with respect

[More Details](#)

[Insights](#)

Strongly Agree	38
Agree	34
Disagree	0
Strongly disagree	0
Don't Know	5



Agreement = 92% (Most)

13. I believe the school helps my child to understand how eating and drinking can affect their health

[More Details](#)

Strongly Agree	27
Agree	33
Disagree	3
Strongly disagree	0
Don't Know	14



Agreement = 76% (Many)

14. I believe my child has plenty of opportunities to get regular exercise at school

[More Details](#)

[Insights](#)

Strongly Agree	29
Agree	37
Disagree	5
Strongly disagree	0
Don't Know	6



Agreement = 85% (Many)

15. I believe the school helps my child to become mature and to take on responsibility

[More Details](#)

[Insights](#)

Strongly Agree	28
Agree	44
Disagree	0
Strongly disagree	0
Don't Know	5



Agreement = 92% (Most)

16. I believe that my child receives appropriate extra support when he/she needs it

[More Details](#)

Strongly Agree	21
Agree	35
Disagree	4
Strongly disagree	0
Don't Know	17



Agreement = 71% (Many)

17. I believe the school keeps me well informed about my child's progress

[More Details](#)

[Insights](#)

Strongly Agree	24
Agree	43
Disagree	9
Strongly disagree	0
Don't Know	1



Agreement = 86% (Many)

18. The school seeks my views as a parent and considers the feedback that I provide about the school

[More Details](#)

Strongly Agree	18
Agree	41
Disagree	10
Strongly disagree	0
Don't Know	8



Agreement = 76% (Many)

19. If I share problems or issues with the school, it responds and deals with them appropriately

[More Details](#)

[Insights](#)

Strongly Agree	25
Agree	38
Disagree	3
Strongly disagree	1
Don't Know	10



Agreement = 81% (Many)

20. I believe that my child can access enough books and equipment at school to support their learning

[More Details](#)

Strongly Agree	23
Agree	41
Disagree	5
Strongly disagree	1
Don't Know	7



Agreement = 82% (Many)

21. I believe the school is well run and managed

[More Details](#)

Strongly Agree	46
Agree	29
Disagree	0
Strongly disagree	0
Don't Know	2



Agreement = 96% (Nearly All)

22. I believe the school prepares my child well for moving on to the next school

[More Details](#)

Strongly Agree	19
Agree	30
Disagree	0
Strongly disagree	0
Don't Know	28



Agreement = 63% (A Majority)

Other Comments (we have copied these verbatim)

Comment	Year Group	Theme	Brief Response
I think generally the school is a very good school and the teachers and head master are passionate about the children being their best and achieving the highest standards possible. Just one word of caution. In the very limited amount of face to face teaching the children have actually been exposed to in these recent unprecedented times, we must be very mindful not to put the pressure on the parents to bring the children up to speed and catch up. At best, this has to be a two way approach, by the teacher and the parent, but can't wholly be down to the parent. I also believe, before we start telling parents what their child can't achieve, that we take in to consideration the circumstances in which that child is being raised, and the circumstances within the home. It cannot be a one size fits all approach.	Reception;	Blended Learning	Thank you for your feedback. We knew from the very start of the school closure in March 2020 that families would face a wide range of challenges according to their unique work and domestic circumstances and we planned a remote learning programme that could flex around that. It was never going to be right for everyone and we're sorry if it did not work for you and your circumstances. Our approach was in line with many schools and regularly reviewed. We did not give in to media pressure to provide live daily lessons as we did not believe this was the right or best thing to do.
I was so impressed with the quality of teaching and learning that was able to take place during the most recent lockdown. The explanatory videos were excellent and I felt that we were supported much more this time around. The transition back to school based learning was smooth and both of my children feel safe and secure at school. Thank you to all staff for the hard work.	Year 4;Year 6;		
In lock down i asked my child, have your learnt more at home schooling or or school. The answer was I learn more at home. Interesting I asked so why is that? Response from child I understand what is being said to me by home learning. But I don't understand what the teacher is saying to me. On reflection I did think the home schooling had varied messages at time, just a thought of keeping it simple and perhaps ask open messages to see if the children understand what is being said. Just an observation on a question I asked my child. But we have been in very challenging times over the 12 months.	Year 3;		
Really disappointed with the learning provision and contact during the last year.	Year 2;		
I feel that some focus needs to be given to dealing with more subtle forms of bullying like how to deal with conditional friendships and domineering behaviours towards less confident children. Teachers also need to be careful regarding language when teaching religious education and not present it as factual. When a complaint or concern is raised, I get the impression that the default response is to defend staff at all costs rather than investigating whether or not the concern holds any merit.	Year 1;	Bullying	We note your comments – thank you. It's inevitable in a school of 400 that children will fallout sometimes but we do think on review that relationships at The Dell are strong and behaviour is generally good. But we will always continue to look at promoting positive behaviour and addressing unacceptable choices.
My only issue is that bullying has not been dealt with effectively. One child in particular has been allowed to bully my child and others in the class since reception. To the extent that in year 4 I consulted with the local police. This has spoilt my child's experience at the Dell.	Year 5;		

Persistent bad behaviour and violence from some children seems to go unpunished	Year 3;		
Prior to COVID there was a lot of focus on the top and bottom groups in each year for maths and literacy. Surely all children should be given equal opportunities for stretch, not just those at the top and bottom? Why not allow all pupils the opportunity to have small focussed sessions with their teacher on a rotation basis, rather than consistently providing 'masterclasses' for those at the top? All children need to be stretched, not just those at the top. Those in the middle groups often get overlooked, and lack opportunities to potentially get into higher groups, whilst those at the top are pushed further and further ahead. It then makes it more challenging for those in the middle groups to ever catch up.	Year 4;	Challenge	This is an area that has been harder to address over the past 14 months but it remains really important to us. We note these comments about challenge for all pupils, a key part of our '5 Things' school pedagogy model.
Great school, but I know my child could be more encouraged to develop his talents (overcome being lazy sometimes!)			
Be helpful if teachers can arrange time with parents who work shifts, so they can hear about their children progress directly	Year 1;Year 3	Communication	We have been really aware of how we communicate and how the things we've had to communicate has changed since March 2020. We're really sorry if we got this wrong for you. We wrote to parent in April 2021 about this point as we felt too that communication had become a little muddled and un-streamlined. We're really sorry to anyone who felt we got our tone of voice wrong. We always put a lot of effort into getting this right. When we are communicating about safety, we have to be quite direct while still warm and friendly.
I think that the tone of communications from school to home at times comes across as aggressive and cold. I understand that messages need to be given with clarity but the undertone can make the school feel unwelcoming and military in operation. We have experience of a number of other schools (including a larger primary than this) and have seen this done really well to create a warm, welcoming and inclusive community. I think this is a key area of improvement for the school and I know that we are not alone in feeling this.	Year 2;		
Mixed messages are getting frustrating. Made a big issue about bringing in bare essentials (no backpack/extra bags or accessories etc) but then school wants us to bring in bags to help bring home stuff the kids have made in school. Not allowed to bring in extra drinks a few months ago but now asked to bring in extra drinks as weather warming up. We need to move on and allow kids to bring in a backpack to enable them to carry their snack/lunch/reading books etc. It's not hygienic or nice to watch your child struggle to carry everything then drop their food on the floor or put it on a table which everyone else has used whilst they gel their hands. Research has shown the virus isn't carried on items such as books/backpacks. Can this please stop now	Year 1;		
The multiple methods of communication are frustrating.	Reception;		
I think exercise should be done weekly. I think the children should be allowed their own pencil cases again. Not sharing from a pot.	Year 5;	Exercise & Hydration	Exercise has been one of the many challenges we've had to address

<p>The Dell is an excellent school ,brilliant teachers and great Head and my daughter has been very happy here for the last 7 years,thank you. My only ,minor concerns are 1 drinking policy. Not having access easily to drink and being encouraged not to drink too much has been an issue during my childs 7 years here. She has been under the care of an incontinence nurse who says its important for a childs bladder development to be stretched and have fluid regularly. Also the benefits to learning from being well hydrated are well documented in studies.</p> <p>2 Running school mile. Not being allowed to change into trainers for this activity. For girls who don't wear black trainer type footwear like the boys generally its particularly bad for the feet .</p>	Year 6;		<p>since March 2020 due to mixing of children and staff and how we allocate space and it has presented a number of challenges. There are no easy answers.</p> <p>We will always support individual children with medical needs if we know about them.</p>
<p>I have only really been able to respond to this generic questionnaire based on pre-pandemic results. I really feel that it is important to seek specific feedback from parents on how home schooling was managed throughout the lockdowns and what the overall school plan is to fill any gaps in learning created during this time. As a parent of children in more than one year group there was a disparity in the support available during this time between the different classes. Also, I find it frustrating that there seems to be a view that most parents at the Dell are wealthy and are able to put their hands in their pockets constantly to support a lack of school funds. The last year has had an impact on the budgets and incomes of many families and after we have had to essentially fund our children's education at home by providing any materials/resources they need (including electronic equipment) I find it galling that the school asks for money as soon as the children return to school for stationery, books etc. I appreciate that these are voluntary donations but it places pressure (and guilt!) on parents to support their children at an already difficult time.</p>	Year 3;Year 6;	Funding & Feedback	<p>We note your comments. We have worked hard in recent years to dispel perceptions and assumptions of parental income at our school and we're sorry if this appears otherwise. The funding we receive to operate our school is insufficient and inadequate but we use it as best we can to create the school that we have. We know that Monmouthshire County Council prioritise education and pass on as much of their funds as they can to schools each year. We hate asking for additional financial support but feel we have no option. Please do not feel guilt or pressure.</p>
<p>The school needs more funds for children to get more equipment</p>	Year 5;		
<p>Happy!</p>	Year 3 & 4	Happy	<p>Thank you for your comments and your support. We're really glad things are working out for you and your child at The Dell.</p>
<p>I feel very lucky that my children can go to such a good school.</p>	Reception;		
<p>It's an excellent school from what I've seen so far and I'm aware that things have been a little different to how it would usually be for a reception child starting school life. It's been a real shame as an interested first time parent not to have been able to visit the school or have much involvement/contact with the teacher to know what the children are doing, but I wouldn't expect the teachers to have to do more than they already do just to have met this desire; it is what it is during these strange times. The most important thing is that my</p>	Reception;		

daughter is happy and wouldn't know any different, she absolutely loves the Dell, and that's a credit to the school and everyone involved from leadership to the TAs that she hasn't 'suffered' by not having the same opportunities I believe children normally have in reception (e.g. buddies, mixing with other year groups, trips e.g. pantomime). I am really excited for my children and confident their education is off to the best start possible by attending the Dell. I'm quite jealous I can't attend myself!			
Keep up the great work!!	Year 3;Year 5;		
My child is very happy at the school enjoys learning and was fully supported in settling in to when moving in the middle of an academic year. We have all been very happy with the move and think The Dell an excellent school - superb teachers, excellent ethos - thank you for all you do	Year 2;		
My kid absolutely loves school which is largely down to the great teaching staff and environment. As a parent I have positive experiences and feel the school is the perfect place. Well done for all your efforts throughout the pandemic.	Year 2;		
My son has been fully supported throughout his Reception year, even while attending key worker provision. The staff from Breakfast club right through to after school club are always polite, helpful and positive in their manner. I am very happy with the provision my son has received in an extremely challenging academic year. Thank you all	Reception;		
The only reason why I commented 'don't know' is because there is reduced transparency due to the pandemic. I think the school is doing everything it can to overcome this but there are parameters there that simply wouldn't be in normal times and is therefore preventing me from forming an opinion.	Reception;		
The school is outstanding. Everything the school does seems to be carefully thought through and explained. The staff are almost all very caring and it feels like everyone really understands about childhood and works hard to give them the best experiences and childhood they can. We cannot find any fault with the school	Year 6;		
I am a teacher and The Dell is different to all the schools I have worked in. This is because it seems that all the teachers are very passionate in their jobs and doing their best for the children. All teachers are warm and friendly and have a genuine warmth and passion when they speak with us and our children. We are so thrilled our children attend The Dell.	Year 5;		
The whole reception team have been amazing throughout this really difficult year. Thank you!	Reception;		
This is a brilliant school, I have recommended it to many prospective parents. My children love going to school and their teachers. Mr Leers online learning over lockdown was fantastic. The reception teachers Shewen/Pullen message so frequently with updates and any issues with my daughter, they make sure she is pushed in terms of her learning as well as social	Year 5;Reception;		

<p>interactions.</p> <p>The only thing I would like to see in reception is more books being sent home to read, 1 book per week is not enough for my daughter as she is a good reader, 3/4 over the week would be appreciated. I know with covid restrictions this may not be possible. every morning, my children are met at the gates by a SLT and are particularly happy to see mr Adams who seems to know every child in the school by name. Liz and Julie in the office are brilliant, they will help out with any issue at the drop of a hat. Offering advice or passing on messages, always with a friendly and processional disposition. Finally, the lunch time supervisors have made my girls feel safe and loved during their time. They will always say hello if they meet them out in town.</p> <p>I look forward to clubs starting back up during school time, singing, theater, dance, football, rugby, netball, hockey etc... when covid restrictions start to life. This to me is just as important as academics to create well rounded learners. Well done! keep up the hard work all staff at The Dell School.</p>			
<p>We are so grateful for all if the teaching staff for their amazing, hard work throughout this past year. Thank you so much</p>	Year 2;		
<p>We love seeing the photos of his class or learning group on seesaw, and it would be nice to have a little more feedback on how our individual children are doing in school as we can't come in for sharing afternoons etc. For example I've not seen any of his recent written work or maths work- I can see he's doing well by what he does at home but it would be nice to see more of his own work from school too. (I realise that is very time consuming though, so not sure what the answer is).</p> <p>We really like The Dell and have been very impressed with the COVID safety implementation etc.</p>	Year 1;	Happy Progress	<p>Thank you. We've evolved our opportunities for children to share their learning with parents though this has been impacted hugely by the closure period & Covid measures. We will look further at this issue.</p>
<p>A review of the PTA is needed as people join and sit on the board more as a status symbol rather than putting the needs of the school first and it breeds a nasty and toxic clique which other parents don't want to get involved with. The financing of our schools is appalling the teachers do an incredible job on a poor budget which is constantly under review to be reduced rather than increased, Monmouthshire council is affluent enough to buy a retail park which was an obscene purchase before a global pandemic they can invest in something that actually does matter namely our children and their schooling</p>	Year 2;	PTA Funding	<p>School funding is inadequate. The PTA are a lifeline. As parent volunteers they do an outstanding job supporting us. We're sorry if you do not share this view.</p>
<p>Friday celebration becomes a very negative experience for your child when they are never picked and the same pupils are picked multiple times.</p>	Year 1;Year 5	Celebrating achievement	<p>It's hard for us in school to understand how our loud, exciting, over the top and very inclusive Friday Celebration Assemblies could be anything but positive. Staff routinely plan to ensure that over</p>

			<p>time EVERY child's endeavours and achievements are identified and shared. If we could invite parents, we're sure you'd think the same too. However like every aspect of our school we'll review how this activity operates and address any issues we find.</p>
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