



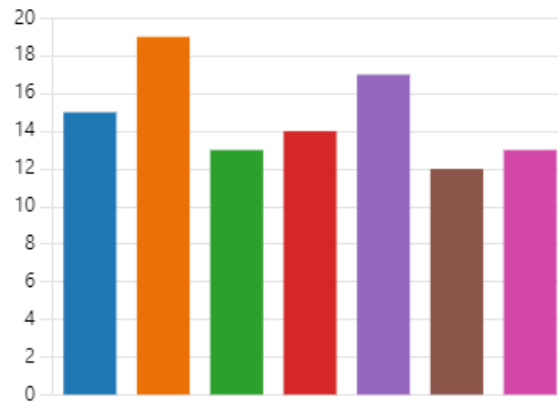
# Parents & Carers Survey 2023

(71 responses between 3-7 July 2023)

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

[More Details](#)

● Reception	15
● Year 1	19
● Year 2	13
● Year 3	14
● Year 4	17
● Year 5	12
● Year 6	13



2. My child likes this school

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● All the time	39
● Most of the time	31
● Some of the time	1
● Almost never	0
● Never	0



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

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● Agree	69
● Disagree	2



4. I believe that my child is safe in school

[More Details](#)

- Agree 71
- Disagree 0

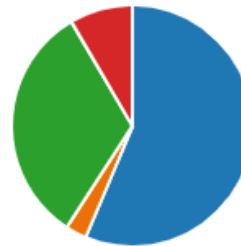


5. I believe the school deals with any incidents of bullying, harassment or discrimination well (Please briefly explain your answer in Q6)

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- Agree 40
- Disagree 2
- Don't Know 23
- Other 6




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

My child says that they know that no bullying is allowed
We encountered a bullying episode in a previous year and it was handled very well.
I would generally agree with this but there have been incidents of bullying outside of school which affect the children in school which I think could be dealt with more robustly.
My daughter often tells me one of her friends has kicked her, pinched her etc and when I ask if she told a teacher or if anyone saw she said the teachers are not around or available during the breaks when this occurs. I think this is a problem either way, as if the children don't consider them to be approachable for any reason the school needs to look into why that is
When my child was bitten, they dealt with the other child who bit her very quickly and kept everyone informed
There have been a few occasions where we have felt the school and certain teaching staff could be more observant on relationships in class, and intervene earlier to avoid conflict. We rely heavily on teaching staff to nurture these relationships to build strong foundations for our children whilst they spend so much time at school. Often, "little things" go un-noticed or unactioned and can then spiral into larger issues.
Things were dealt with very well & quickly by <i>[a senior leader]</i> and class teacher when my child was being bullied.
Not had any instances to report on
Teachers are approachable to talk through any issues
Issues have been resolved quickly
In my experience communication needs to be better with lunch time supervisors and teachers as we have had several incidents that have been dismissed until we contacted the school
No experience to base an answer on
My child was hit by a child in year 6 and we were informed of the incident and the actions taken
There is a child in my son's class who has been continually disruptive and doesn't listen in majority of lessons. This frustrates my son as he is on the same table and the boy has also said mean things to my son. This behaviour seems to have been a constant thing throughout the year (and previous years) and yet nothing is really ever done that shows me that his behaviour has been addressed or improved as my son reports that he is still disruptive in class

Teachers have dealt with any little incidents quickly
Although we have not had any issues with this, I feel confident that staff would handle this well.
Haven't had any incidents to deal with
My child doesn't communicate very clearly about his social experiences at school
Teachers are always available to listen and advise. On occasion follow up actions have not been undertaken but addresses once followed up
Always easy to contact and very help if have any problems
They have responded promptly and fairly when required.
Issue in school was dealt with quickly and the teacher kept me informed of any issues
If I have expressed concern the teacher has dealt with the issue in the best way that they can
Any incidents and concerns raised have been responded too promptly and dealt with well
My daughter came home upset about an issue which was dealt with straight away and in the best way possible
Although no issues have arisen my child feels they could report anything
No sign of any horrible things like that happening yet. Perhaps that's because of the way the school is run or perhaps my child is too young.
Not had to deal with this thankfully
Due to (correct) confidentiality don't hear about other people's issues
We reported issues and concerns and it only served to benefit the one causing the problems!
No experience
Haven't been aware of any incidents that need dealing with therefore I can't comment on how the school would deal with an incident if it did arise.
After a serious incident this year, I was pleased with the outcome from [teacher] and how she handled it. <i>[short section redacted due to comment about a named member of staff]</i>

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

[More Details](#)


 Insights

● Agree 64  
● Disagree 7



8. My child receives the additional support they need

[More Details](#)

 Insights

● Agree 36  
● Disagree 11  
● Not applicable 24



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

[More Details](#)

[Insights](#)

● Agree	63
● Disagree	8



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

[More Details](#)

[Insights](#)

● Agree	63
● Disagree	8



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

[More Details](#)

[Insights](#)

● Agree	65
● Disagree	6



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

[More Details](#)


[Insights](#)

● Agree	47
● Disagree	7
● Not applicable	17



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

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 Insights

● Agree 59  
● Disagree 12



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

**Responses are unedited.**

I feel as though <i>[an issue relating to the whole class]</i> this year wasn't communicated as much as it could have been
There have been some examples of information being shared at late notice making it difficult to logistically achieve things or send the children in with things they need. Example - sports day, times were released very late in the day which made booking time off work to attend difficult
Communication is pretty bad. As a parent with no previous experience of the school I get the vast majority of the information I need from other parents not from the school. Sports day for example had no indicated end time, if we should bring chairs or sit on the floor, if refreshments would be available etc. The end of year performance this week was in the information sent to reception parents with no details other than the dates and start time of the performance so I rearranged my working schedule and then last week, in passing, another parent said it was just for year 6 children. This is really inconvenient and could have been avoided if the school were clearer in their initial communications. Finally, my daughter is really worried about moving into year 1 because they haven't really been talked to about it, but she is worried she won't have any friends with her and all she knows is the classes are being mixed up. I think more should have been done to reassure the reception children, and as parents we had no information either to be able to reassure them.
I would say that, most of the time, information is shared in a timely manner but not always, depending on the Year. In Reception, they are very good at doing it effectively and in a timely manner. In Year 2, it has felt a little bit more last minute and that there has been less communication at times (such as photos from classroom work). However, it has improved greatly this last term.
Communication between lack of communication in seesaw teachers and parents on seesaw in year 2 not always good
Regular updates on SeeSaw
When emails are send with word documents attached no subject or brief description is given so you can't search to find a particular piece of information again but have to open all emails and word document attachments
This year in particular communication has been a particular issue. <i>[short section redacted due to comments about a named member of staff]</i> Communication regarding swimming lessons, sports day have all been received with very short notice- we may have had the date but not the time etc. we didn't have any reminders about swimming. When requesting an authorised day off school I sent the request in 2 weeks before the date and received a response at 3pm the day before the absence.
Some messages this term have come late the night before and the PE kit requests have been confusing this term much easier when kit stayed in school
Dates on the monthly newsletter are very helpful and it is great to have notice of next year's inset days already
Clear communication of key information is NOT a strength
School calendar updates have improved recently
We take an active role in educating our children and would like guidance on how we can help them to improve / step up / work on their weaker skills but when we've asked for guidance we are advised to simply continue which doesn't help! We've made no gains since September despite asking for guidance.

Often key information is shared at very short notice, especially regarding day to day requirements such as forest school, resources to send in for crafts or changes to PE days. These are frequently shared on the weekend or even the day before leaving very little time, especially regarding clothing requirements that may be needed.

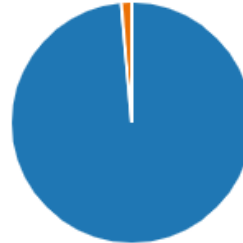
I don't always know what's happening as there are multiple mediums of communication

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

[More Details](#)

[Insights](#)

● Agree	70
● Disagree	1



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

**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.**

Year Group(s)	Comment	Theme	Response
Year 5	Our daughter absolutely loves The Dell and thrives in the supportive and stimulating environment with staff who are approachable, caring and who give a wealth of opportunities for every child to shine.	Success	Thank you for your feedback. We're pleased you're pleased.
Year 1 Year 4	A wonderful school where the staff are just truly fabulous		
Year 1	Really happy with the school		
Year 4 Year 6	The school offers excellent opportunities for the children to be involved in a wide range of activities giving them confidence in lots of areas. The whole team are supportive and encouraging.		
Year 3 Year 6	<p>I wish that my both my children had the chance to be more academically 'challenged' in their classes as sometimes think they get bored with the level of work. Once finished they have to read or do something else but would probably enjoy being asked to perform a more difficult task. I appreciate that due to the lack of funding this is an impossible ask with a limited teaching staff and mixed ability class but feel the more able and less able pupils bear the brunt of this. Maybe additional tasks could be set for those completing their work without problems rather than just being told to read quietly while others catch up and are helped by the teacher.</p> <p>It does feel like the current year three have really missed out on school trips, partly due to covid which is obviously understandable. Other year groups seem to have had more opportunities to go on trips or have visitors to the school judging by the photos in the monthly news and communications sent by school. The kids did have the explorer dome booked at some point I think in year two but this was cancelled and not rearranged which was a shame. A walk around the Roman ruins in Caerleon or similar might have been nice whilst they learnt about the Roman empire. I can imagine this is partly due to the long term sickness issues that seem to have had a detrimental effect on the children and their learning. Doing the 2/5/10 times tables for almost a year gets a bit boring which I think has also been down to a lack of consistent staffing.</p> <p>Putting minor niggles aside, I think the school is great overall and I think the kids get a very strong sense of being a part of something more than just classwork. They are happy and well looked after and the school provides a secure foundation for them to develop which as very young children at the start of the educational journey is just what they need.</p>	Challenge Trips Success	<p>Thank you. Although it hasn't featured highly in this survey, we had already highlighted 'challenge' in our School Development Plan and an area for us to revisit and extend.</p> <p>See 'Trips' comments below.</p>

Year 1 Year 4	There don't seem to be resources available to support high achievers to help them realise their potential	Challenge	See above
Year 1	Some parents are keen to support their children's learning and take a proactive role in their education. If families wish to help their child improve with certain skills perhaps provide them with the knowledge, tools or ideas that supports the topic / curriculum thus working in collaboration for the best outcome for the child.	Parental Support	We hope the resources on the 'Parents' page of our website are helpful.
Year 3	I feel the children in year 3 have had no school trips to give them any additional learning or to just have fun. Other schools have had various trips. <i>[short section redacted due to comments about a named member of staff]</i>	Trips Communication	Please see the 'Trips section below'
Reception Year 2	Whilst communication has been good it could be improved especially from year 2. It would help if PE days could be stuck to or provide a calander for each year group as it was very hard to keep up with all the changes.	Communication	We can see a theme in this survey around communication and will review this next term to hopefully improve the effectiveness of our methods of sharing and informing.
Year 4	Really disappointed in the lack of school trips this year. Year 4 used to include a major trip such as Hampton Court or Jodrell Bank. This year... Newport Wetlands!!!! Have to also add that <i>[child's teacher]</i> has been a fantastic teacher this year - a great addition to the school.	Trips	We use this generic Estyn survey template which unfortunately doesn't differentiate between range of activities and trips. This year we have looked at trips which in recent times have become very expensive due to increased transport costs. We have done much work on equity and access to learning including the financial and emotional cost of the school day. More details on this from September. When we asked them, many of our children often visit attractions across the region so we are very aware of asking parents for money to take them to places where many have already been and which some will struggle greatly to afford. Our new curriculum puts a greater emphasis on
Year 4	There has only been one trip in Year 4 this year and that was only to Newport wetlands so it feels they have missed out a bit		
Year 3	I personally think this is a great school and my child is very happy there. However, where the school is lacking from my perspective, is trips and days out (local area not included). There seems to be absolutely no school trips organised other than walking around Chepstow. I feel very lucky to have <i>[child's teacher]</i> for our yr 3 teacher and think she's brilliant! Consistent, genuinely cares about the children, goes the extra mile, and is honest when we talk to her.		



			<p>understanding our local area and community and there is much interesting, relevant learning in and around Chepstow which comes at little or no cost to parents. We're not ending all trips but we are evaluating the value for off-site learning as well as value for money and access for all pupils.</p>
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