

Monday 21st November 2022



Responding to Parents' Views

Dear Parent/Carer

We wrote to you before the summer holidays and asked you to complete a Parent/Carer survey that would allow us to gain an insight into parental perception around some key issues. Thank you to all those parents who took the time to complete it as the feedback has been extremely useful and has informed our thinking within our School Development Plan.

Strengths

Our Smooth Moves induction programme is clearly valued by parents as their child starts the transition from Primary to Secondary school. Other key positives were the range of learning activities, the information regarding your child's progress and the communication that you receive.

The feedback was also key in pointing out areas that we can improve and these have been a real focus of our work over the last few months.

Areas for Development

Concern – Responding to problems or issues raised

Action

We have focused on making sure all parents have a **single point of contact**, the **form tutor**, to ensure a timely response. By making the tutor the point of contact, it becomes manageable as no tutor group has more than 30 students. We also recognise that due to the nature of schools, the person that you are trying to contact is often teaching during the school day. We have improved our internal processes so that we can **monitor response times**.

Concern - How incidents of bullying, harassment or discrimination are dealt with

Action

We do not tolerate any forms of bullying at Elfed High School and continue to work tirelessly in our approaches to anti-bullying. As part of this drive we have recruited a number of **anti-bullying ambassadors** from our student body who have received training from The Diana Award. These students will form the basis of a pupil-led group who will work closely with our pastoral team.



We have also developed a useful **flow chart**, which we use when **responding to a bullying incident**. This ensures that we are following our policy closely and getting the resolutions we need. I have attached a copy along with this letter.

In response to areas identified, we have also reviewed our support staff structure and have successfully recruited a **Family Engagement Support Worker** who will start in the new year.

Parents are key stakeholders and have an important role to play in supporting improvements in our processes. Thank you for your continued support.

Yours sincerely

A handwritten signature in black ink, appearing to be 'A. Stubbs', is written over a horizontal line.

Mr Alistair Stubbs
Headteacher



RESPONDING TO A BULLYING INCIDENT

