

Maes yr Haul Primary School

Ysgol Gynradd Maes yr Haul



Tyfu gyda'n gilydd, dysgu am byth
Growing together, learning forever

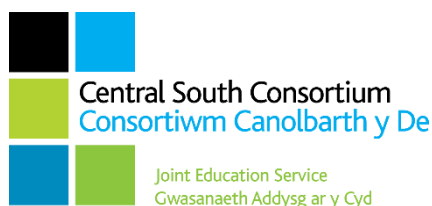
School Prospectus

2026-2027

Welsh Network of Healthy School Schemes



Cynlluniau Ysgolion Iach - Rhwydwaith Cymru



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Contact Details

Head Teacher

Mr. K. Stroud

Deputy Head Teacher

Mrs C. Merfield

Chair of Governors

Mr. J. Orchard

Maes yr Haul Primary School

Ffordd Tirion,
Broadlands,
Bridgend,
CF31 5EG

Telephone: 01656 815600

Email: admin@maesyrrhaulps.bridgend.cymru

Website: www.maesyrrhaul.com



Introduction by Headteacher

Maes yr Haul Primary School is an English medium community school catering for pupils aged from 3 to 11 years of age. The children, staff, governors and community are proud of our happy, caring and successful school where the needs of all children are paramount. We pride ourselves on ensuring that all our learners access a broad and balanced curriculum and promote the values which develop our pupils as responsible caring individuals. This is reflected in our motto, *'Growing together, learning forever'*.



Maes yr Haul Primary School was built to serve the Broadlands estate and has grown steadily in size since that time. We have over 450 pupils on role, including a large Nursery unit and 14 classes for pupils ranging from Reception to Year 6. Each year group has two mixed-ability classes and our published admission number (PAN) is 75 pupils.

Maes yr Haul strives to achieve its aims through a strong partnership between the school and our community, businesses and a wide range of other partners. We are a lead network school for the 'Yr Athrofa Professional Learning Partnership', playing a central role in training student primary teachers across Bridgend. We also work in close partnership with Central South Consortium as an expressive arts lead practitioner school, providing continuous professional development (CPD) for professionals across the region. The school is well supported by a strong, committed governing body and an enthusiastic 'Parents and Friends Association' who all do their utmost to ensure that our pupils have the best opportunities possible throughout their time with us at Maes yr Haul.

We have an excellent team of staff work well together to ensure that all pupils enjoy an excellent range of high-quality, tailored learning experiences in school. Maes yr Haul has achieved much during its first 25 years and is recognised as a dynamic place where learning is exciting and stimulating, with high aspirations and expectations for our pupils in terms of their wellbeing, behaviour, engagement, and achievement.

To find out more about life at Maes yr Haul, please visit to our website at maesyryhaul.com. Alternatively, please contact us at the school.

Mr K. Stroud
Headteacher

"Maes yr Haul Primary School is a caring school. Leaders have created a positive ethos that promotes well-being, and mutual respect. The relationships between all members of the school reflect the positive ethos. Nearly all pupils enjoy school. They behave exceptionally well and show respect for each other, staff, and visitors. From strong starting points when they join the school, nearly all pupils make appropriate progress with literacy, numeracy and digital skills."

Estyn Inspection Summary, Oct 2024

Our Curriculum Vision

Our goal is to nurture, inspire, support and challenge all pupils to reach their full potential.

Our Mission Statement

Our mission statement illustrates how we will work towards the achievement of our vision statement. It demonstrates our commitment to the curriculum reform agenda for Wales and our firm intention to secure the four purposes at the centre of our life and work as a school.

- To embed a safe, supportive and stimulating environment to nurture and promote the health and wellbeing of all pupils and staff.
- To engage fully and responsibly as active, respectful citizens of an inclusive local, national and global community.
- To encourage creative, critical and collaborative skills, embracing challenges and celebrating achievements of all pupils and staff.
- To establish a learning community where all pupils and staff are confident to express ideas, take risks and reflect, whilst acquiring new knowledge and skills to challenge themselves to achieve the highest standards

Admissions

Maes yr Haul Primary School has a Nursery unit providing part-time education for pupils the term after their third birthday (Pre-Nursery)* and full-time education in the year of their fourth birthday (Nursery year). Bridgend County Borough Council are the admissions authority - all admissions are received and awarded by the local authority. In the event of applications exceeding the places available, priority will be determined in accordance with the oversubscription criteria defined in the Council's "Admission to Schools" publication. Further details for school admissions and application forms are available from the council website at:

www.bridgend.gov.uk/residents/schools-and-education/school-admissions/

Starting School

Every effort is made to ensure that children joining Maes yr Haul, either for their first time in school, or transferring to us from another school have a smooth and positive process. For parents who are considering whether to bring their children to us, we are always happy to arrange families round our school and to discuss any questions or concerns with them.

We arrange 'stay and play' sessions for our incoming Nursery pupils and information sessions for parents. We stagger our start dates for Nursery pupils to ensure that staff can give the new arrivals good attention and get to know them straight away. Their length of time in school is gradually increased, usually over the space of a week or two, so that we are confident the children are able to manage a full day in school successfully. In order to support this process, we ask that parents try to ensure that their child is toilet trained before they begin, although obviously our staff are happy to support this process when necessary.

Facilities

We are proud of the facilities that our modern school offers to both our pupils, staff and community. We have large grounds, including a rugby field, AstroTurf, netball courts and a trim-trail and various other outdoor learning areas. Staff and pupils use the outdoor environment extensively to enhance teaching and learning. We have a range of additional support rooms, two halls, changing facilities, a library and training room. Our indoor and outdoor facilities are used regularly by community groups and available for hire.



School Grounds, Access and Security



Maes yr Haul Primary is fortunate to be on mostly level ground, providing excellent accessibility throughout the school and grounds.

The school grounds can be accessed via four entrances; two pedestrian entrances to both sides (open at the start and end of the school day), a staff/services entrance to the rear and main public entrance via a wide ramp at the front of the school. Ramps provide access to all other areas of the school grounds.

Pupils are encouraged to use scooters or bicycles to come to school and are required to walk with these when on site for the safety and consideration of pedestrians. Pupils should not be on the school grounds before 8:40am unless they are with their parents. From the start of the school day, the side entrances are both locked and the staff/services entrance is only accessible by coded entrance and video controlled remote release.

All visitors arrive at school through the main entrance and report to the main office. All visitors sign into the school and are given visitor passes for their time at the school. This ensures that all members of the school community recognise that such visitors are authorised. All school staff have ID-badges. Limited parking is available at the front of the school. Families and visitors are reminded to always be considerate to residents, pedestrians and other road users when parking to visit the school.



Travelling to School

Maes yr Haul is a Platinum Green Flag Eco-School. We encourage our parents and pupils to either on foot, by scooter or bicycle and avoid travelling by car if possible. Not only does this have obvious health benefits, but parking in the vicinity of the school is very limited, so this helps to reduce congestion near to the school.



There is an extensive footpath network around the Broadlands area and we have storage racks for cycles and scooters inside the school grounds. However, the school is not responsible for their safety when stored on site. In the interests of safety for all our families, pupils using cycles/scooters are expected to have proper consideration for the safety of others and not ride them within the school grounds. Parents are asked to ensure that scooters and cycles are in good working order and well maintained to ensure their child's safety on journeys to and from school. Cycle training is provided for pupils in Year 6 each year to further build their confidence and understanding.

For families coming to school by car, parking is very limited and parents are kindly reminded to ensure that they park with special consideration for pupil safety and also our neighbours. The staff car park is not to be used for waiting, turning, dropping off or collecting pupils.

Breakfast Club

Maes yr Haul Primary is able to provide free breakfasts at under the scheme funded by the Welsh Government and is provided by the local authority's catering service. Breakfast club starts at 8:20am with admissions until 8:30am every day. For further details, please contact the school office.

Wrap-Around Care



For those parents who may need it, additional wrap-around care is available after school, (3:10 pm – 5:30 pm Monday – Friday) provided by a commercial provider, 'Simply Out of School'. This is based in our main hall, but also using our grounds when the weather is suitable. For further details, contact Joanne Bannister on admin@simplyoutofschool.co.uk or on 01656 372910. Further details are available at <https://www.simplyoutofschool.co.uk/club/broadlands/>

Toilets and Cleaning

There is excellent provision for pupils' washroom facilities throughout the school. Nursery and Reception classes have mixed-gender toilets and sinks immediately linked to the classrooms. All other classes have separate boys' and girls' washrooms linked to a shared cloakroom between each pair of adjacent classrooms. There are additional adult washrooms for staff and visitors. The ratio of toilets to pupils meets legislative requirements. There are four accessible washrooms with alarms around the school and shower / changing room facilities are also available. Maes yr Haul Primary is cleaned to a very high standard throughout using a commercial provider with monthly inspections

to ensure that these are maintained. Risk assessments are also carried out regularly throughout the school across a range of measures to ensure the safety of pupils, staff and visitors to the school.

School Uniform

All pupils are expected to wear school uniform as this supports a sense of togetherness and belonging. It also reduces peer pressure to dress in latest fashions. Our uniform expectations are very flexible and comfortable, allowing for all price ranges and personal taste. We want to ensure that any necessary costs associated with this are kept to an absolute minimum, so parents are asked to avoid expensive branded products, as this can create pressure to other families to do the same.



Our uniform options are:

- White polo shirt or short-sleeved shirt.
- Red jumper, cardigan, fleece or sweatshirt.
- Plain black trousers, shorts, skirt or pinafore dress
- Plain black jogging bottoms (option for Foundation Phase)
- Red / white 'gingham' dress (summer option)
- Plain black sensible shoes or shoe-style trainers.



Our policy does not permit children to have 'extreme' haircuts or to wear items such as bracelets, necklaces and most earrings as these can be safety hazards in a school environment. Open-toe sandals, flip-flops and 'heelies' are also not permitted. Further information on this and suitable PE-wear is detailed in the school uniform policy. Our approved 'badged' uniforms are available through two local suppliers, [Euroschoools](#) and [Uniform2go](#).

Watches, but not smart watches, and plain stud earrings are allowed but must be removed for P.E. (pupils will need to remove these themselves and are responsible for their safe keeping). Pupils wear their PE kit to school on relevant days, plus their school jumper but still need to change for after school sports clubs, such as rugby, netball, football.

For PE, pupils will need:

- A plain white t-shirt
- Plain black / dark shorts or jogging bottoms.
- Plain black / dark trainers.

Lost Property

Please ensure that all items of your child's uniform and any other belongings are clearly labelled with his or her full name. We support and actively encourage our pupils to be responsible, develop their independence and to look after their own belongings but Maes yr Haul is a large school and lost property can build up quickly when things are not named. We make every effort to return belongings to their owner and mislaid, un-named items are kept in a central location – pupils and parents are able to visit and check for their belongings. However, due to the amount of lost property that builds up over time, we have no alternative but to dispose of unclaimed property at least annually.

Medication / First Aid

If your child needs medication, we will do our best to support this. However, medication must be 'as prescribed' and provided in its container with the prescription label. Parents will need to complete a medicine authorisation form, available from the school office, without which staff cannot administer medicines.



Children do, and will from time to time, have accidents in school. Usually these are trips or falls incurring only minor bumps or grazes, but occasionally injuries can be more significant. Usually, very minor incidents will be treated by our first aiders in school and parents notified as a courtesy. We always notify parents of any head injury and any other injury which, in our judgement, warrants further attention or where the parent may feel it best to take the child home.

Additional Learning Needs

Additional Learning Needs (ALN) in Wales has recently undergone significant reforms and Maes yr Haul are fully engaged and up to date with these changes. Across the local authority, a graduated response is followed to adapt our provision and/or strategies to best suit the pupils' needs, either via the class teacher or with additional support and intervention from school staff as appropriate. Where further support is needed, external agencies may be involved. The school will liaise with external support, e.g. Educational Psychologist to assist the class teacher with implementing any advice given.



Following the ALN reform, very few children at Maes yr Haul are placed on the ALN register, as we are able to cater for the vast majority of learners' additional needs through what is known as 'universal provision'. At Maes yr Haul we will continue with our good practice of providing for a wide range of learners needs, but where it is necessary to have support above and beyond what a school can offer, a child may be placed on the ALN register.

Pupils on the ALN register will be provided with an Individual Development Plan (IDP), a detailed document shared by all parties involved including school, inclusion, health and parents. The pupil is central to the IDP, which will identify additional learning needs (ALN) alongside additional learning provisions (ALP). Pupils, where possible, are encouraged to participate in making decisions about their education e.g. setting and reviewing targets and evaluating provision by contributing to IDPs.

Looked After Children

The school has a policy for the care and support of looked after children throughout the school. The Deputy Headteacher is the Designated Teacher and has responsibility for promoting the educational achievement of looked after children. The designated teacher ensures that such pupils' educational needs are planned for and reviewed regularly in consultation with carers, agencies and class teachers.

Promoting Positive Behaviour

Behaviour is excellent throughout the school and incidents of undesirable behaviour are extremely rare (*"They behave exceptionally well and show respect for each other, staff, and visitors"*, Estyn 2024). The school's [behaviour and relationships policy](#) has been developed by all those who work at the school and approved by the Governing Body. It provides a clear framework of principles based on mutual respect, praise, self-discipline and responsibility. The school aims to provide a well-ordered environment conducive to effective teaching and learning.

Our behaviour principles are based upon positive reinforcement; recognising and celebrating success. We have a common set of school expectations ('good to be green') which gives all pupils consistent messages of expectations and sanctions where behaviour falls short of these expectations. Within this framework, class teachers also agree their own in-class systems to promote desirable behaviours and to provide appropriate (non-material) incentives and rewards.

Bullying in any form is unacceptable in our school. This can take a variety of forms, (e.g. physical, verbal, online) and we recognise that this can also happen outside of school, but with subsequent effects on pupils during their school day.



Every effort is made by all staff to ensure that our children are aware of the effect and consequences of bullying behaviour and understand that this is unacceptable in our school. This is achieved through a variety of approaches including taught lessons, assemblies and class discussions.

Organisation of the Curriculum

Our curriculum provision is carefully planned to ensure that we provide all learners with a broad and balanced curriculum that encourages them to become independent learners. We provide a wide range of activities to help children learn and develop skills and knowledge through engaging, relevant and enjoyable planned experiences. For our youngest pupils, many of these opportunities are developed through structure play, giving the children the opportunity to work as an individual, in pairs, groups and as a whole class, both indoors and outdoors. As they move through the school, these skills and knowledge are gradually developed, reinforced, extended and refined.

The new 'Curriculum for Wales' was introduced in September 22 throughout the school, replacing the previous Foundation Phase (Nursery – Year 2) and Curriculum 2008 at Key Stage 2 (Years 3 – 6).

The Curriculum for Wales is based upon the 'four purposes' which are the starting point and aspiration for every child and young person in Wales. These are for learners to become:

- ambitious, capable learners, ready to learn throughout their lives
- enterprising, creative contributors, ready to play a full part in life and work
- ethical, informed citizens of Wales and the world
- healthy, confident individuals, ready to lead fulfilling lives as valued members of society

The curriculum is developed through six 'Areas of Learning and Experience' (AoLEs), which brings together groups of subjects/disciplines as follows:

- Expressive Arts (Music, Film & Digital Media, Drama, Art, Dance);
- Health and Well-being (Health & Wellbeing, P.E., P.S.E);
- Humanities (Geography, History, R.E.);
- Languages, Literacy and Communication (English, Welsh);
- Mathematics and Numeracy (Mathematics);
- Science and Technology (Science, D&T, ICT).

Teachers across the school plan for the development of pupils' knowledge, skills and experiences drawing from the 'Curriculum for Wales' framework. This meets the four purposes of the new curriculum and ensures that the 'statements of what matters' for all six areas of learning and experience (AoLEs) are developed in a progressive and cohesive manner. Concepts across the curriculum are taught through a mixture of approaches, utilising both discrete teaching and cross-curricular development. Cross-curricular skills of literacy, numeracy and digital competence are planned for using the Literacy and Numeracy framework (LNF) and the Digital Competence Framework (DCF). Where appropriate, subjects are linked through cross curriculum themes, and pupils themselves are encouraged to identify areas of learning that they wish to know more about. A variety of teaching methods are employed to encourage pupils to become independent learners, and children are given opportunities to study through a range of whole class, groups, paired and individual activities.

Most of our teaching is done through the medium of English. However, Welsh is taught in all classes including use of incidental Welsh throughout the school. Pupils are encouraged to speak Welsh with their peers and other adults, supported by a structured progression of words and phrases. Welsh Language is promoted in classes through choice of literature and display. Welsh songs and prayers feature in assemblies and displays highlight relevant Welsh phrases and words. We give pupils the opportunity to experience Welsh culture and heritage wherever possible. Our annual school Eisteddfod is used to promote Cwricwlwm Cymreig and pupils take part in a number of competitions through the medium of both Welsh and English.



Music

We pride ourselves on our successful musical clubs and achievements at Maes yr Haul. The school has a choir which is very popular and pupils often have the opportunity to perform at concerts and events outside of school hours - our choir has even performed on stage at Disneyland Paris. Our pupils learn a range of musical skills as part of their classroom work and pupils in Years 4-6 also have the opportunity to receive tuition on a range of musical instruments including strings, guitar and keyboard, for which a small fee is charged.



During assemblies, pupils are encouraged to explore their own and others' beliefs and value and to participate, respond to and challenge new ideas. Collective worship is structured to show sensitivity to the individual faiths and beliefs of all members of the school community. This includes visits from local faith groups. Any parents who, for religious reasons, wish to withdraw their children from collective worship are invited to discuss this with the head teacher to be aware of the possibility of alternative arrangements.

The School Day

Our school day starts at 8:50am for all classes.

Pupils in Nursery finish at 3:10pm

Pupils in Reception to Year 2 finish at 3:20pm

Pupils in Years 3 – 6 finish at 3:30pm

As a broad guide, a 'normal' school day will look like this.



Time	Duration	Years N - 2		Time	Duration	Years 3 - 6
8:50am	10 mins	Registration		8:50am	10 mins	Registration
9:00am	5 mins	Basic Skills		9:00am	5 mins	Basic Skills
9:05am	20 mins	Collective Worship		9:05am	20 mins	Collective Worship
9:25am	55 mins	Session 1		9:25am	55 mins	Session 1
10:20am	20 mins	Morning Break		10:20am	15 mins	Morning Break
10:40am	1:30 hrs	Session 2		10:35am	1:45 hrs	Session 2
12:00pm	1 hour	Lunchtime <i>(Times are staggered before and after 12pm for Nursery – Year 2 classes)</i>		12:20pm	1 hour	Lunchtime
1:10pm	5 mins	Registration pm		1:20pm	5 mins	Registration pm
1:15pm	2:05 hrs	Sessions 3 & 4		1:25pm	2:05 hrs	Sessions 3 & 4
3:20pm		Home (Nursery 3:10pm)		3:30pm		Home
	6:30 hrs 4:35 hrs	TOTAL DAILY TIME DAILY CURRICULUM TIME (22:55 hrs per week) (DFE 7/90 Requirement 21 hours)			6:40 hrs 4:50 hrs	TOTAL DAILY TIME DAILY CURRICULUM TIME (24:10 hrs per week) (DFE 7/90 Requirement 23.5 hours)

Extra-Curricular Activities

As well as sports and music, there are other extra-curricular clubs available within the school. These are held either during lunchtimes or after school. A variety of after school clubs are offered each year. These can vary over time depending upon staffing and demand. Clubs have included football, rugby, netball, 'glee-club', choir, science, and gardening. Some clubs are seasonal and the clubs that are offered can alter over time due to changes in staff availability.

School Trips



We organise a range of educational trips for all pupils during the year, usually linked to the themes and topics being studied in school. We try to ensure that such trips represent good value for money and parents are asked to make a voluntary contribution to all school trips in order to cover the costs involved. Parent volunteers are often required for these visits and your child's class teacher will advise if this is the case. If your child requires travel sickness medication, you should ensure that you administer the relevant dose before they arrive at school.

Transition arrangements to secondary school

Most of our year 6 pupils transfer to Bryntirion Comprehensive School, the secondary school in our local 'cluster'. Some of our pupils choose to attend other local secondary schools, including Brynteg and Porthcawl. There are very good lines of communication between ourselves and these schools and robust transition projects exist to ensure the cross-over from primary to secondary school is a positive experience. Year 6 and secondary school teachers are always willing to discuss matters with parents and pupils in order to answer any queries or alleviate any fears. Parent's evenings and visits to the local secondary schools are a regular feature of the transition programme at Maes yr Haul.



Wider Partnerships

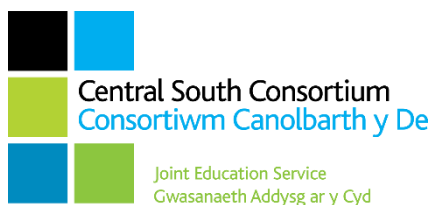


Maes yr Haul enjoys a wide range of successful partnerships with organisations including local businesses, community groups and other partners. We have effective working relationships with our neighbouring schools, the local authority and Central South Consortium. We work in close partnership with Central South Consortium as an expressive arts lead practitioner school to provide CPD for professionals across the region.

Our pupils regularly benefit from visits to the school by a wide range of visitors and organisations, such as theatre groups, authors, scientists, musicians, emergency services. These visitors greatly enrich our pupils' range of experiences, provide insight into the world of work and other people's lives.

Further and Higher Education Opportunities

Maes yr Haul is a lead network school for the '[Yr Athrofa Professional Learning Partnership](#)', co-delivering undergraduate and postgraduate teacher education programmes alongside University of Wales Trinity Saint David (UWTSD). We also welcome students from other HE organisations such as Bridgend College.



Pupil Voice



Our Pupil Voice committees play an active role in the life of our school. Pupils put themselves forward for different committees and undertake a range of different roles in those groups. Committees meet regularly with a relevant member of staff and help shape decision making, contributing to a range of school activities and ensure that the views and opinions of our pupils are taken into consideration as part of our strategic planning. They bring forward matters on behalf of their respective classes and take back suggestions, questions and proposals from school leaders. Our committees include; School Council, Criw Cymraeg, Digital Leaders and Eco Committee. Pupil voice

also plays a key element in our topic planning throughout the school and pupils are able to regularly exercise personal choice in various aspects of their class activities.

Parental Support

Maes yr Haul operates an open-door policy and parents are always welcome in our school. However, if you do wish to speak to your child's class teacher or the Headteacher at any length it is advisable that you phone the school to make an appointment. You will have the opportunity to meet with your child's class teacher during parental consultations which are held during the autumn term, to discuss how your child is settling into their new class and in the spring term to discuss progress made and ways forward. At the end of the summer term your child will receive a written end of year report.

Some parents come to school and help out with activities such as supporting reading, kerbside lessons and additional supervision on school trips. If you are interested in becoming a volunteer at the school, please see the school office where they will provide you with the relevant information. The school has an extremely supportive Parents and Friends Association (P.F.A) which always welcomes new members. The group meets regularly to organise social and fund-raising events. The P.F.A provides updates to our parents through their own private [Facebook page](#) (search for MYHPFA) you on events taking place and future meetings, to which all parents who are interested in joining are very welcome.

Charging Procedures

We firmly believe in the policy of giving pupils first hand experiences to enrich their learning. Often, a relevant visit linked to a given topic can really help breathe life and relevance into a topic and help enhance classroom activities linked to it. Whilst these visits are not compulsory, parents are asked to make voluntary contributions towards the costs of that trip. Where possible, we seek to limit the overall costs of such trips and do subsidise these on some occasions. If sufficient funds cannot be generated, the school will seek to make up the balance from its own funds, but alternatively it may be necessary to cancel the trip. Some of our after-school activities may incur a charge, along with peripatetic music lessons that are additional to our curriculum offer. We may also ask parents to support the costs for damage and loss to school property such as reading books.

Home / School Communication

When pupils first join us Maes yr Haul, parents are asked to provide a range of information for their child, including personal details, emergency contacts and allergy information. As part of our day-to-day school business, we store, use and share certain personal information. This is subject to GDPR (General Data Protection Regulation) regulations and is covered in our privacy notice. We also ask parents to provide their signed consent to some further activities which are common to the life of the school, such as using photographs and video and access to online services.

In order to ensure prompt and effective communication, together with reducing use of paper, almost all formal communication with parents is carried out through our school messaging system '[School Gateway](#)'. This enables us to send short messages and longer emails / attachments to ensure that parents are kept fully informed. School Gateway is also used to pay for the majority of school activities such as school trips, event tickets etc.



From time to time, we canvas parents view and opinions about a range of school matters. This helps us to reflect upon the effectiveness of our school processes and such feedback is always welcomed, positive or otherwise and we do our best to act accordingly to feedback and constructive suggestions.

Attendance and Punctuality

We know that good attendance and punctuality are not only important in ensuring that pupils are able to gain the most from their time in school, they are also important life skills. Maes yr Haul expects all families to do their best to ensure their children have good attendance and punctuality throughout their time at school. Attendance is carefully monitored and we work with the local authority education welfare service and may refer families to the EWO where attendance is of concern.



Taking holidays during term time is strongly discouraged – we ask that all parents submit a holiday notification in advance to notify of this holiday and request authorisation. Requests are granted solely at the discretion of the Headteacher and will depend upon a range of factors such as time of year, the pupils' attendance levels over time and impact on their progress in school. The school does not provide work to be completed during holidays taken in term time.

Our target is for all pupils to have attendance of at least 95% each year. However, we fully appreciate that pupils have genuine illnesses and other circumstances can have a negative effect on pupils' attendance. Please contact the school and ask to speak to the office or the Headteacher if there are any circumstances which are causing problems with school attendance or punctuality.

School term dates are available from the Bridgend County Borough Council website and the school notifies parents in advance of planned INSET days each year.

<https://www.bridgend.gov.uk/residents/schools-and-education/term-dates/>

Complaints

We hope that your child and your family will be very happy throughout your time with us at Maes yr Haul Primary School. However, if you have a concern or are dissatisfied with something, we would like to help resolve this discretely and at the earliest opportunity. Parents can usual resolve most matters informally by talking to the class teacher in the first instance, or a member of the senior management team if more significant. In most cases, we would expect that your concern is resolved informally at this stage.

However, if you feel that your initial concern has not been dealt with appropriately you should put your complaint in writing to the Headteacher who will investigate your complaint. It is rare that a complaint will progress any further, but should you feel that the matter has not been dealt with fairly, then the final stage in our complaint policy is to contact the chair of governors via the school office to ask for further consideration by the Complaints Committee of the governing body. Our complaints procedure is explained in detail in our complaints policy, available upon request. Please note that the school and governing body will handle complaints in accordance with this policy, so parents are respectfully asked to recognise that any attempts to bypass the relevant stages of this process will only result in being asked to follow the process in accordance with our policy.

If you are unhappy, please tell us – if you are happy, please tell everyone else!

