



25 March 2020

Dear Parent/Carer,

RE: Coronavirus (COVID-19)

I hope that this letter finds you and your family well. Since I last wrote to you, the UK Government has acted to put more stringent measures in place to prevent the ongoing spread of COVID-19. This may have caused your family to worry, as it has mine, but I believe strongly that staying in our homes is the best advice at this time. Please know that we are still here, working behind the scenes, to support you as best we can.

Learning from home

Most children are now accessing resources on Hwb. These take the form of PDFs, split into tasks for each subject. Simply complete a few hours each day, using pen and paper. There is no requirement to submit work at this time. Further activities, including more personalised, online tasks, will follow in the coming weeks. Remember, if you are having difficulties with Hwb, please email closurehelpline@stteilos.com. Be patient; we will get back to you! I would highly recommend signing up to Twitter as we are posting daily tasks and challenges there also – many suitable for the whole family.

Cancellation of examinations

There are currently no further updates about awarding grades for examination year groups. I expect progress to be made with this during the month of April and will write to you as soon as I know more.

Support for families

Weekly telephone contact

Form Tutors are making telephone contact with their Faith Families every week. Although we will telephone parents and carers, it would be great if we could be passed over to your child so that we can stay in touch with them. Some children will receive a second call each week from their key worker, for example if they have a particular educational or social need. It's our way of reassuring children that we are still here for them.

Emergency helpline

If you find yourself in need, or have an immediate worry, please contact our emergency helpline on [07568357563](tel:07568357563). We will listen to your concern, help where we can, and signpost you to more appropriate support if required.

Community support

The school is working closely with community partners to provide support for families during this difficult time. If you would benefit from a chat on the phone, help with shopping, help with getting medication, having a chat with a priest or receiving support with food poverty or education, please visit our emergency website <http://covid19help.org.uk/> and register your details.

Advice surgery

The school building will be open every Wednesday, from 10am until 12pm, to offer advice for families. Foodbank vouchers may be requested at this time. Social distancing measures are in place so limited numbers of people will be allowed into the building at any one time. If you are able to make donations for the foodbank, you may drop these off on Wednesdays between 10am and 12pm also.

Community patrols

If you live in the Llanedeyrn or Pentwyn area, you may see senior school staff walking through the community from time to time in high visibility jackets. We are working alongside the Neighbourhood Policing Team to ensure that children are following government advice to stay in their homes. Please do feel free to speak to us or ask for advice and guidance, whilst adhering to social distancing rules.

Free school meals

Until a more sustainable solution is found, St Teilo's will continue to provide grab bags for children between 12pm and 1pm each day. If you are unable to get to school because you would normally use public or school transport, your nearest primary school will have some spare bags which you can collect.

A final thought...

The next few weeks will be largely defined by the nationwide 'lockdown'. We will do our very best to stay in touch with you by telephone, email and SMS. Our senior leadership team continue to meet (albeit by video conference) and we will ensure that our provision can endure the school closure period. I hope that you can find new ways of relaxing and having fun together as a family – let's try and make the most of this otherwise difficult situation. You will find answers to some 'frequently asked questions' below.

With my very best wishes,

Mr I Loynd
Headteacher

Frequently Asked Questions

How can children access their school email?

Children should visit <https://mail.stteilos.com/owa/> and login with their normal credentials.

How can school work be accessed on Hwb?

Your child is required to join a special 'school closure' class for their Year Group. They should have already done this by:

- Enrolling in the class during an ICT lesson; or
- Following the instructions given to them in their Hwb letter; or
- By emailing closurehelpline@stteilos.com for help.

I have a worry or concern. How can I get help?

Parents and carers are invited to call our emergency helpline on [07568357563](tel:07568357563). We will do our best to help you.

I am struggling and in need of support. Where can I go for help?

Register your details on our emergency community website <http://covid19help.org.uk/>. We will connect you to the best person locally who can help you.

My child normally receives free school meals. Can you help?

The school will provide grab bags for children between 12pm and 1pm each day. Cardiff Council is currently working towards a more sustainable solution (we'll let you know about this).

My family is experiencing food poverty. What can I do?

An advice surgery is running from the school every Wednesday between 10am and 12pm. If you need advice, or a voucher for the foodbank, please come and see us. Social distancing measures will be in place.

I would like to make a donation to the foodbank. How can I do this?

Please bring your donation to the school between 10am and 12pm on Wednesdays.