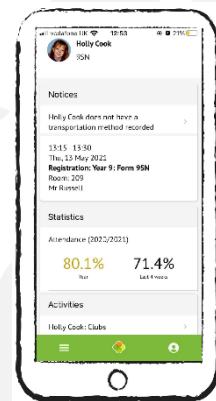8th September 2022

RE: Arbor

Dear Parents,

Over the summer we have changed our main computer-based information system which is used to register children, create reports to parents and hold contact details and such. Our previous system was very dated, and we were having to use various other pieces of software (such as ePraise) to give extra functionality to awarding achievement points and similar.

Our new system is called Arbor. This has been a big change for the school but will pull together multiple systems and allow us to be more efficient and better manage the various needs of a modern and expanding school. As part of this, Arbor provide a parent app (and web portal) which will give you far more information about your child, and essentially give a live link to the school. I am writing to ask that you please download this.

The app will be used for you to view / be notified of your child's:
- o   Timetable (and any extracurricular clubs)
- o   Attendance
- o   Behaviour points (both positive and negative)

This will also be the method to:
- o   Receive urgent messages from the school (you will get notifications)
- o   Message the school (for absences etc.)
- o   Book parents' evening appointments and view online meetings.
- o   Update your contact details
- o   View a school report about your child
- o   Give consent (for trips, clubs, and other needs)

Arbor **replaces** both the Sims and ePraise apps you may already have, but for the current time you will still need to use the Parent Pay app (or web page) to load money on to an account for our cashless catering provision. The intention is to also replace this with Arbor later in the year.

In terms of contact, we will still be using email as our primary method of communication. We would like however to reduce (or eventually eliminate) our use of text messages for urgent notices such as snow closures, as with incredibly tight budgets these are a very costly expense which we can now replace for free through the Arbor app. For this year we will continue to use them alongside Arbor messages, whilst we changeover.

How to get started with Arbor:
1. On a web browser navigate to http://login.arbor.sc (you cannot do this in the app)
2. Click on 'Forgot your password?' just below the login button.
3. Enter the email address that we use as your primary contact, and then press 'Reset Password'
4. Follow the instructions in the email that will be sent to you to create a password.
5. Once you have made the account, download the app from the app store (search for 'Arbor')
6. Enter the email address that we use as your primary contact, select the school, then enter your password.
7. Accept the Terms & Conditions and enter your child's birthday for verification.

High Achievement with Care & Discipline for All

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Head Teacher Mr P Burke BSc (Hons) NPQH
Deputy Head Teacher Mrs J Eldridge BA (Hons)
Deputy Head Teacher Ms J Green BA (Hons) NPQH

If you are struggling to register, we will be sending a separate email confirming your primary email address, and the weblink later today.

Please be aware that there is no tablet app available. We would encourage you to turn on notifications when prompted to do so in order to receive urgent messages from school. We also understand the sign-in process will very soon become biometric (face recognition / fingerprint) rather than through passwords.

Most of the app content is self-explanatory and is showing information you previously had access to in various locations. We have not previously been able to share negative behaviours with parents in this way so the following are some reminders of our behaviour and consequence system (C1 to C4) and how as parents you would be informed of an issued sanction.

C1 detentions – 15 minutes at break/lunch/directly after school
Children will have both received and failed to act upon a verbal warning preceding this sanction (this is unrecorded) or were late to a lesson or tutor period. Owing to workload, <u>staff would not normally speak to parents regarding a C1 detention</u> (last year staff would have noted this in their planner) unless there is a pattern of behaviour emerging over multiple lessons. The child would be spoken to regarding their behaviour during the detention, and ***we would request that you speak with your child about the issue rather than contact staff at this point.***

C2 detentions – 1 hour after school with either a head of department, or Head of Year.
This might be for failing to act on/attend a C1 detention, or for more concerning poor behaviour in excess of a C1. Staff will always ring home, or occasionally email if that is more appropriate, in order to discuss with parents what has occurred. Please be aware however that a sanction may appear on Arbor several hours before a teacher has available time to make contact. We request that you <u>wait for us to contact you</u>, rather than contacting school yourselves.

C3 detentions – 2 hours after school with a member of the Senior Leadership Team.
This would be issued for failing to attend a C2 detention, or for a higher-level behaviour concern. The Head of Department or Head of Year setting the detention will then make contact home when convenient.

C4 detentions – your child has been placed into the internal exclusion room for the day (or longer).
This is the highest sanction we would set in school and is thankfully a real rarity. In this instance, the member of staff sanctioning the child will contact home at their earliest convenience to explain the circumstances.

Clearly, we hope that you enjoy seeing the many positive Fernwood Award points gained rather than the above!

Your child will also be able to install a student application on a mobile device if they so wish. This will be introduced during ICT lessons in due course.

We are certain that this change in communication will be of great benefit to you and will provide a clearer picture of how your child is achieving, attending and behaving whilst at school in real time.

Kind regards,

Mr D Jones
Assistant Headteacher