



Thames View Primary School
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22.10.20

Dear Parents/Carers,

As we approach the half term break, I write to provide you with some information for Term 2.

1. Arbor Management Information System

At the beginning of Term 2, all academies within The Howard Academy Trust will be moving to a new management information system called Arbor. Given the increasing amount of data held in schools and more stringent data regulations, the Trust have chosen a cloud-based system which is more secure than other platforms.

Arbor also provides a one-stop shop for parents through their desktop portal or mobile app. We are sure that you will find this a more streamlined approach and easier to manage.

Arbor will give parents/carers an opportunity to access live information about their child via a Parent Portal/App. This platform will be used to send you communications from the school, including school reports, and will allow parents to update their contact details for meal/trip/club payments.

As a parent, you will be able to access key details about your child's life at the school. This includes your child's attendance, personal profile information, parent contact details, medical information, permissions you have given, trips, clubs, house points, and behaviour incidents.

You will be able to notify us of amendments to your child's details such as home address or emergency contact number. As part of our safeguarding procedure, we will receive a notification if you make such a change, which we must accept before a change is made to your child's profile in school.

During Term 2, Arbor will replace Parent Pay and Paretmail. As a school, we want parents/carers to have one system to use instead of various systems to make the process easier for you.

In App Messages

One of the great benefits of parents using the Parent App is that you will receive messages directly within the app itself. These will operate similar to a text message but they will be free for us to use and it will help you access any previous messages you have received from the school. We will also be able to contact you easily if for example, a club is cancelled at short notice or if we have to close the school.

Registration Process

At the start of Term 2, all parents/carers will receive an activation email from Arbor containing details of how to register.

It is vital that you use a normal PC or home computer when first setting up your account. This is because a pop-up window appears asking you to type in your child's date of birth. If you try to log in using a mobile device like an iPhone or an iPad, the pop-up window does not appear correctly.

What about the Arbor Parent App?

You can download the Arbor Parent App from your iPhone App Store or your Google Play Store and type in 'Arbor', then simply download the free app. It is important to note that you will not be able to log into the Arbor app until you have completed the initial log in process on a standard computer.

We would like to encourage all parents/carers to make full use of the Parent App and to turn on notifications. This will ensure that your mobile phone will present you with an alert when you receive a message from the school.

The first stage of the process is for the school to migrate our data from our current provider. This is scheduled to take place during the half term holiday. Once this is complete, we will be working quickly to get the Parent Portal up and running during the first two weeks of term.

Parents will be notified of a date in Term 2 when we will stop using Parent Pay. All balances held in Parent Pay will be transferred to your new Arbor account.

We will send you further details including parents 'How to Guides' and log in details when we are back to school after half term.

2. Friday Club

There will be no changes to the way our Year Group 'bubble' Friday clubs are run during Term 2. We have limited capacity for more children to attend, however if your circumstances have changed during the last two months, please contact the school office to make an individual request for your child.

3. Parent Consultation meetings

Due to the current COVID-19 restrictions and safety measures in place, we are unable to run our Autumn Parents Evenings in the usual way. You will be offered a 10 minute consultation via telephone, via Microsoft Teams, Zoom, or a face to face meeting, sometime during the second half of November. (Please note if you opt for a face to face meeting, only one parent will be able to attend with your child. You will be required to wear a face covering and there will be no opportunity to look at books). Please look out for further details and how to book your appointment after the half term holiday.

4. Invicta Academy

You may be interested to know that Invicta Academy are offering free English and Maths lessons over half term. Here is their link: <https://www.invictaacademy.com/>

5. Contingency Planning

As you will know from the National news, the winter months will be extremely challenging in terms of controlling the spread of the COVID-19 virus. Primary schools will be the last to close in the event of a National lockdown, however, we are all at risk from local lockdowns or closure of school for one or more of our Year Group 'bubbles'. As well as continuing with the hygiene and cleaning measures, we have made preparations to ensure continuity of learning for your children, should this be the case. Please see the attached information, which outlines contingency planning for remote home learning. The Remote Learning Policy is also available to view on the school website.

Very many thanks for your ongoing support.

Kind regards

DL Daburn

Mrs Deanne Daburn

Head of School