



Haygrove School

Durleigh Road, Bridgwater, Somerset TA6 7HW
Tel: 01278 455531 Fax: 01278 427972

www.haygroveschool.co.uk

Executive Headteacher/CEO – Mrs K Canham, BA (Hons), MA
Headteacher – Mr A Reid, BSc (Hons), MA



July 2020

Dear Parent/Guardian,

On 24th February 2020 Haygrove School introduced a new management information system called Arbor Education which has helped us improve many areas of our work at school. You can access more information about Arbor Education by following this link: <https://arbor-education.com/>

Following our move to Arbor, we are now extremely pleased to announce that our Arbor Parent Portal and Arbor Parent App are now ready for you to access.

What can you see on the Arbor Parent Portal and Parent App?

As a parent, you will be able to access key details about your child's life at Haygrove School. This includes your child's timetable, attendance, personal profile information, parent contact details, medical information, permissions you have given, trips, clubs, report cards, house points and behaviour incidents. You will be able to book appointments for parents evenings and notify us of amendments to your child's details such as home address or emergency contact number. As part of our safeguarding procedure, we receive a notification if you make such a change which we have to accept before a change is finally made to your child's profile in school.

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 just like you would receive 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. Whilst we don't want to become a school that bombards parents with messages, the in-app messages will be great to keep you informed about your child's life at Haygrove School; we will also be able to contact you easily if a club is cancelled at short notice or if we have to close the school.

The Arbor Parent Portal and Arbor Parent App will undoubtedly improve the service we provide to parents but we will always value and prioritise a personal approach. We will always believe that a face-to-face meeting or a discussion over the telephone is much more preferable to an exchange of messages or emails, particularly when you or your child face challenging circumstances.

How do I access Arbor Parent Portal and Arbor Parent App?

Full instructions about how to get started with Arbor can be found on the next page of this letter. Most importantly, you need to use a normal PC or home computer when you first set up and log in to your account. This is because a pop-up window appears asking you to type in your child's date of birth and, if you try to log in on a mobile device like an iPhone or an iPad, the pop up window doesn't appear correctly.





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When you have logged in for the first time you can then download the Arbor Parent App from iPhone App Store or your Google Play Store by typing in 'Arbor', then simply download the free app. It is important to note that you will not be able to log in to the Arbor app until you have completed the initial log in process on a standard computer.

By following the steps on the next page, you should be able to log in and easily access your child's information either through the portal or the app. Should you have any issues, please first repeat the steps above starting at Stage 1. If you continue to have difficulties logging in, then please call school reception and we will help you to resolve your issue.

When you have logged in, please have a look around and update any of your child's details as necessary and also complete the consents for media and medical use in school.

Your sincerely

Mrs L Gregg

Assistant Headteacher - Progress Development

Deputy Designated Safeguarding Lead

