



This letter has been sent by email.

July 2023

Reference: Arbor Parent Portal (new Year 8 parents)

Dear Parent / Carer,

Arbor is the system we use that holds all of our student information, family contact details, attendance, assessment grades etc. It is also where we send emails and text messages to parents from. There is an Arbor Parent App for iOS and Android (and there is also a web version). Nearly ninety five percent of our current students have at least one parent or guardian who has an active Arbor Parent Portal account.

Parents can use the Arbor Parent Portal to:

- ensure that all of the parent/carer and emergency contact detail we have on file is correct (and update it if necessary)
- add / update any medical conditions, allergies and doctor information
- view your child's timetable and attendance
- see how many praise points your child has been awarded
- see what homework has been set to your child
- see copies of school reports
- give consent for activities in school (and pay for them if applicable).

You can download the Arbor Parent App for iOS from here:

<https://apps.apple.com/gb/app/arbor/id1448707412>

or for Android from here:

<https://play.google.com/store/apps/details?id=com.arboeducation.parentapp&hl=en>

or, alternatively, you can access it using a web browser by clicking here:

<https://droitwich-spa.uk.arbor.sc/> (there is also a link on the "Go to.." menu of our website.

Logging in

In a few moments you will receive another email from us (if you haven't already got a login*). In it will be your username for Arbor and instructions on how to log in.

* if you already have a login for an older student you should also be able to see your new Year 8 son/daughter on the existing login.

When you get the email please follow the instructions to get logged in and check that we have the most up to date information.

Please note that the system is designed to NOT show the contact details for other adults listed as contacts. If we have an adult listed as a contact then you can be confident that we will have the same

contact details as held by the feeder school. All adults listed as having parental responsibility will receive a login so they are able to check/update their own details.

If you make any changes or add extra information it will display as 'pending change' whilst our admin team review the change request. Unless we contact you for clarification please work on the assumptions that the change will be implemented as soon as possible.

Giving Consent

You will see in the transfer booklet that we use a cashless system for catering in school. Parents are required to give consent for us to use the biometric system so that your child can use his/her thumb print to pay for meals straight away in September. For more information see page 32 of the transfer booklet.

We would also appreciate it if you give consent for us to use your child's name and/or pictures of his/her work or him/her working in the school newsletter and other communications.

You will be prompted for consent for these things when you log in to the app.

If you have more than one child on roll with in Year 8 (e.g. twins) you can use the < arrow to choose each child in turn.

Data Protection

All information regarding how we store and process your data and further information on provision of consent can be found on our website:

<https://website.droitwichspahigh.worcs.sch.uk/index.php/communications/information-management-and-data-protection/>

Our nominated Data Protection Officer is our Governance Manager, who can be contacted by writing to the address on the top of the first page of this letter, or by emailing privacy@droitwichspahigh.worcs.sch.uk

Yours sincerely,



Mr J M Brook
Headteacher