

Combe Pafford School



Sally Banfield

Headteacher

24th July 2025

Dear Parents and Families,

Subject: Arbor Parent App – Important Information for Set-Up

One feedback point, that has been a feature of my 'meet the Headteacher' meetings, has been the need to improve communication with you our parents and families. As part of our commitment to simplifying communication and reducing the number of platforms you need to access, we will be introducing the Arbor Parent App as our main communication tool starting in the new academic year.

The Arbor App will replace School Money for payments related to school dinners, day trips, and residential. It will also allow you to view and monitor your child's attendance and personal details. Soon, you will also be able to access information about your child's progress and behaviour through the app.

Getting Started:

To set up the Arbor Parent App, please follow these steps:

1. **Download** the *Arbor Parent App* from your device's App Store.
2. **Log in** using the email address you have previously provided to the school.
3. Click on "**Forgotten password**" and follow the instructions on screen.
4. You will receive an email – click the link to set a new password.

5. Accept the terms of use and enter your child's **date of birth**.
6. Ensure **notifications** are switched on to receive updates from school.

Check Your Details

We kindly ask that you check the personal information we hold about you and your child within the app. If you notice any incorrect details, you can update the information directly in the app where possible or email us at admin@combepafford.torbay.sch.uk for assistance.

Need Help?

If you require any support with downloading or using the app, please don't hesitate to contact the school office directly.

We would ask that you set this up at your earliest convenience as we would like all parents to be using the app for when the children return in September.

Thank you for your support as we move to a more streamlined and effective way of staying connected.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S Banfield', written in a cursive style.

Sally Banfield
Headteacher