

Combe Pafford School



Sally Banfield

Headteacher

13th February 2025

Dear Parents and Families,

Subject: Arbor Parent App – NEW Behaviour Monitoring

Having introduced the Arbor Parent App to you last year, we are now able to roll out the Behaviour Monitoring element within the system. This is to support further simplification of our school communication strategy as we move to reducing the number of platforms you need to access. **This will replace Class Charts after half term.**

Arbor allows us to celebrate pupil success as well as keep you up to date with simple email notifications should your child be struggling with their behaviour during the school day. Pupils will accumulate Pafford Credits for reflecting the school values of Respect; Resilience and Compassion. The system also accumulates consequence points, which are reset each academic year helping you to monitor your child with their behaviour in school. We will notify of any in-school detentions, though you will receive a personal call to discuss anything more significant than a break or lunch time detention. As with all new systems, we hope it will work very effectively from the launch, however, please do feedback should you notice any glitches, this will be helpful in supporting us to make the system as impactful as possible.

A large proportion of our families have already signed up and are using the Arbor App to make payments related to school dinners, day trips, and residentials. The feedback has been really

positive, so thank you for this. If you have not yet set up as a user, please follow the following instructions.

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 do not hesitate to contact the school office directly.

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

Yours sincerely

R Calandro

Mrs R Calandro
Head of Behaviour