



8th October 2025

Dear Parents and Carers,

School Communication with Parents

As we move forward as a Connect Academy School, we are writing to inform you that we will be changing our Communication and Payment software from School Gateway to Arbor, the system used by all the schools within the Trust.

This new system combines communication with parents and payments from parents, on one system - the Arbor Parent Portal and app. This software is used to book and pay for school lunches, school uniform and school trips. You will also be able to amend details such as home address or telephone numbers, and view your child's attendance data. And of course you will be able to send messages to us informing of absence or ask questions during the school day!

Our existing software School Gateway will cease to be used from Thursday 9th October and we anticipate that our new Arbor parent portal and app will be up and running after half term. We have tried to extend our subscription with School Gateway until our new system is in place but unfortunately this is not possible. This will see a period where you will not be able to text us using your app as you usually would.

How will we communicate with you during this period?

We will continue to use our other methods of communication to keep you fully updated with what is happening at school. All letters and newsletters will continue to be posted on the school website –

www.haytorview.devon.sch.uk. Please ensure that you look at the **Letters Home to Parents** and **Newsletter** tabs on the website on a regular basis.

We will put important information up on the noticeboards outside each classroom – please take a look on a daily basis when you come into school!

We will send information, letters, reply slips home in printed form with your child/ren. So please check your child's school bag on a regular basis and ask your child if they have any information from school.

For important messages we will call you – so please have your mobile to hand where possible. We will always leave an answerphone message if this service is available, so please check if you see a missed call from school.

If you need to get in touch with the school please telephone the school on our usual number 01626 203040. Or call into the school reception in person and speak to the office team who will be pleased to help.

To help us with the transfer from one system to the next we request that any orders for school uniform are placed by midday tomorrow – Wednesday 8th October.

School Lunches – if your Key Stage 2 child usually has a school lunch please can we ask you to pay in advance for their lunches if possible - for the period from 9th October until the end of the half term on Wednesday 22nd October. A school lunch costs £2.70 per day.

Your child will continue to be able to order a paid lunch during this period and if you haven't been able to pay in advance we will ask you to pay once our new system goes live after half term.



Our new system – Arbor Parent Portal and App

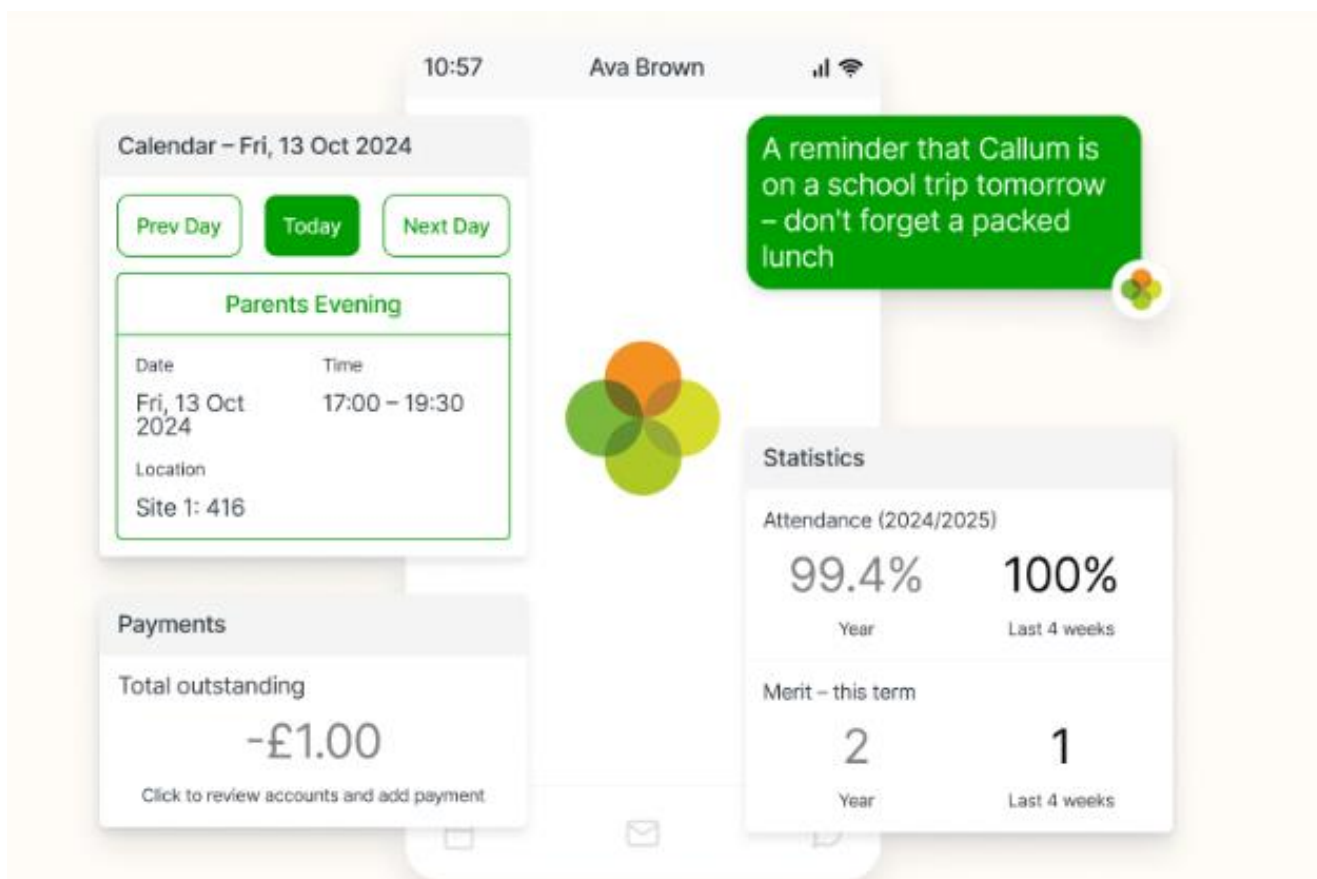
We will send further information about the Arbor portal and app including details on how to log into the new system with your username and password after half term.

We appreciate that this will require parents to sign up to our new system after half term but please be assured that we will be available to support you with this.

In the meantime please do not hesitate to contact the school office team should you have any queries.

Yours sincerely

Sarah Butler
Acting Headteacher



Arbor have launched a simple, smart app for parents and guardians

How will parents benefit?

- **Check on your child from anywhere:** With the Arbor App, you can check in on your children from anywhere – all you need is a phone
- **Access important information about your child in one place:** See your child's attendance, behaviour and progress this week as well as for the year so far. You can also see upcoming homework and download report cards for your child
- **Get updates from school via push notifications:** Get notified when your school sends out a new message via the App
- **Make payments on the go:** Manage tasks like making payments and booking trips or parents' evenings