



# SAINT NORBERT'S CATHOLIC VOLUNTARY ACADEMY

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Mission Statement: To live, love and learn in the footprints of Jesus.

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28<sup>th</sup> March 2025

## New 'app' for communications

Dear Families,

The way in which we communicate with you is going to be changing over the coming months. As such, I am writing to you today in an attempt to explain how we plan to approach this gradually.

As a multi-academy trust (Our Lady of Lourdes CMAT), we have agreed to use a new communication 'app', which will replace our current Teachers2Parents text messaging service and emails. Log-in details for the new app will be shared with you gradually after the Easter Holiday in an attempt to minimise disruption and allow us to manage any initial issues. We will be introducing the app on a class-by-class basis, starting with Nursery and Reception.

During the process of sharing log-in details with all families, we will continue to use our existing text message and email services until we are confident that these can be withdrawn with no further issues. However, I wish to be clear that our aim is for this process to be completed before the end of the summer term at the latest.

Individual log-in details will be sent out as follows:

|                 |                                  |
|-----------------|----------------------------------|
| Classes 1 and 2 | Wednesday 23 <sup>rd</sup> April |
| Class 3         | Monday 28 <sup>th</sup> April    |
| Class 4         | Wednesday 1 <sup>st</sup> May    |
| Class 5         | Tuesday 6 <sup>th</sup> May      |

If you **DO NOT ALREADY RECEIVE** regular emails from our admin email address, and you would like to have access to the app and to letters and notifications, please let the office staff know and they will send you a GDPR form to complete. Without the GDPR form, we will not be able to send you a log-in to access the app.

If you **DO ALREADY RECEIVE** regular emails from our admin email address, please do not request the GDPR form again as you will automatically be included.



When you have received your log-in details, please download the app, which is called 'Arbor Parent App' and is available to from the usual app stores (i.e. Google Play Store and Apple App Store).

When the app is downloaded, please 'allow notifications' as we will continue to send you messages confirming that newsletters have been sent; the newsletter will appear in your app. We will also use app notifications to send through messages - such as club cancellations, emergency school closures in the winter months, reminders of events - so it is essential that notifications are activated.

The new app will allow you to update general details concerning your own child, such as address changes, new telephone numbers or updated medical details. Our office staff will be notified when a change has been made.

Additionally, from the new term in September, we will no longer be using Parentpay; all bookings and payments for the Breakfast Club, Goldstar Out-of-School Club, activity clubs, school lunches, school visits and purchases of items such as bookbags and water bottles will be made through the app.

You and I both know that we are likely to encounter 'teething troubles' during this process. However, I hope that any such problems will be resolved quickly. If you have *any* concerns regarding this new method of communication, or if you have any problems accessing the app (including activating your log-in or notifications), please contact our school office staff who will be happy to assist.

Yours sincerely,

A handwritten signature in cursive script that reads "A Dawson".

A Dawson