



## **School Communications**

Good home/school communications are essential. Our goal is to have excellent communication procedures in school. The main ways the school communicates with parents/carers is through email via our Arbor system.

- **Weekly News Notes “The Buzz”** - distributed on a Thursday.
- **Termly Year Group Newsletters** - including curriculum information.
- **Letters** - regarding events in school and general letters regarding other matters.
- **School Website** ([www.hpp.school](http://www.hpp.school)) is a valuable source for all of the above as well as term dates, school clubs, PTA information, policies and details of the Governing Body.
- **Facebook** – there is a school facebook page which is constantly updated with current events.
- **YouTube** – includes video presentations from school and can be accessed via [youtube.com/c/SchoolVideosHPP](https://youtube.com/c/SchoolVideosHPP)
- **Meeting** - you may speak to the class teacher at the end of the day for 5 minutes but for something longer please arrange a meeting with the class teacher via the school office giving a brief description of the content. Please do not contact the class teacher directly.

### **Communication Stages (via the School Office)**

Detailed below is how an enquiry will be dealt with. If not resolved see next step.

- Step 1 : Contact the Class Teacher/SEND Lead Teachers/Karen Finnegan;  
Step 2 : Contact the Senior Leaders of Learning / Assistant Head Teacher/ Inclusion Leader;  
Step 3 : Contact the Head of School;  
Step 4 : Contact the Executive Head Teacher.

### **Safeguarding**

In the case of a safeguarding concern, you should speak to The Designated Safeguarding Lead, Mrs Claire Cook or the Deputy Safeguarding Leads, Ms Helen Lockey or Mrs Liz Davies. The Designated Safeguarding governors are Emily Boswell and Polly Davies.



## Marketing

In addition to the school communications listed above, there is also the opportunity for you to opt into Buzzfeed (our marketing newsletter) and PTA marketing. This will ensure you are kept informed of any PTA events eg School Fairs, disco evenings etc.

The telephone number/e-mail details for communications will be taken from the 'parent/carer 1' information given on the new pupil information form. Please ensure this information is correct and always advise us of any changes immediately. You are more than welcome to add a second e-mail and mobile number to receive messages.

Please contact the school office via e-mail on: [office.hisn@hpp.school](mailto:office.hisn@hpp.school) if you have any queries regarding school communications.

**Arbor** We're using Arbor's free Parent Portal and Parent App

Google Play App Store

**We've chosen Arbor to help us manage our school.**

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Parent App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Parent App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

### How to get started

1. Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before
2. Click the link in your welcome email to set up your password
3. Go to the App or Google Play Store on your phone and search 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter your child's birthday

The Sunnyville School of Magic  
W10 3BN, London, GBR

Enter your password

Log in

Forgotten password?

### Need help using Arbor?

**Contact the school office if you have questions about Arbor, the App or Parent Portal.** Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

**Some tips to try:**

1. Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.
2. **Reset your password** from the login page, or ask us to do this.
3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
4. Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.
5. **Enter the birthday** of one of your children to log in.
6. Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check you can access Arbor.

Smartphone screenshot showing:  
User: Holly Cook, 95N  
Notices: Holly Cook does not have a transportation method recorded  
11:15 - 13:30 Thu, 13 May 2021  
Registration: Year 9: Form 95N  
Room: 209  
Mr Russell  
Statistics: Attendance (2020/2021) 80.1% (Year) 71.4% (Last 4 weeks)  
Activities: Holly Cook: Clubs