26 March 2025

Dear Parents and Carers,

We are pleased to announce an important update regarding the Management Information System (MIS) at Crestwood Community School as part of our ongoing efforts to enhance communication and streamline information for parents.

Transition to Arbor

Beginning Monday, 31st March, we will transition from SIMS and ClassCharts to Arbor, a comprehensive and user-friendly platform designed to consolidate multiple school systems. This change will enable more efficient communication and provide parents with an integrated solution for tracking their child's progress and accessing school records.

Key Benefits of Arbor:

- **Consolidated Information:** Access all school-related data, including messages, attendance, behaviour records, academic reports, parents' evening details, school meal payments, and trip payments, in one place.
- **User-Friendly Interface:** Arbor's intuitive design makes it easier for parents to navigate and retrieve essential information about their child's school journey.
- **Real-Time Updates:** Receive timely and accurate updates regarding attendance, behaviour, and school activities.
- **Enhanced Communication:** Streamlined communication channels will ensure prompt delivery of important messages.

Key Dates:

- **Monday, 31st March:** ClassCharts will no longer provide live attendance and behaviour updates. Students will still have access to ClassCharts until 9th May to redeem any accrued positive points in the rewards shop. Communication through SIMS InTouch will also cease on this date.
- **Tuesday, 1st April – Friday, 4th April:** Arbor will go live within the school and will be used for taking registers, communicating with parents, and logging behaviour incidents. However, due to necessary system testing, parents and students will not yet have access to Arbor. Parents will continue to receive absence notifications but will not be able to view live attendance updates.
- **Easter Holidays – Monday, 7th April:** SCOPAY will no longer be accessible to parents. All existing lunch account balances will be transferred to Arbor.
- **Easter Holidays – Friday, 18th April:** The Arbor App and Parent Portal will go live for parents. Invitations will be sent to download the app, which will allow parents to manage lunch account funds and access other key features.

- **Tuesday, 22nd April:** Students will return to school and receive instructions on how to access the Arbor Student App. From this date, Arbor will be fully operational, providing live updates on timetables, attendance, and behaviour.
- **Friday, 9th May:** The ClassCharts reward shop will close. Any remaining unspent reward points will no longer be available. Further details regarding updates to our Positive Behaviour and Rewards System will be shared soon.

Transition to a Cashless School

The use of cash at Crestwood Community School has significantly decreased, and with Arbor's integration (which supports Apple Pay and Google Pay), we will transition towards becoming a fully cashless school. Effective **1st September 2025**, students will no longer be able to deposit cash into their lunch accounts via on-campus machines. Instead, parents will be required to add funds through the Arbor App. If you are unable to do so, please contact the Finance Office for alternative arrangements.

To support this transition, we will provide parents with a user guide on accessing and navigating the Arbor App and Parent Portal. Our goal is to ensure a seamless shift to this improved system, and we appreciate your cooperation and support. Should you have any questions or concerns, please do not hesitate to contact the school office, where our team will be happy to assist you.

Thank you for your continued support.

Yours sincerely,

Mr. S. Topazio
Deputy Headteacher

Crestwood Community School

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