SIR ROBERT HITCHAM CEVAP SCHOOL & NURSERY
Debenham Suffolk IP14 6PL Telephone/Fax 01728 860201
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Head Teacher Mrs Laura Dumolo

Striving to be more like Jesus

11 September 2026

Dear Parent/Carer

Please Check and Update Your Child's Arbor Record

To help us keep our records accurate and ensure we can contact you quickly if needed, we kindly ask all parents and carers to review their child's information on Arbor and update any details that may have changed.

To review and update your details, please log in to your Arbor Parent Portal or Arbor Parent App. When you log into your child's record click the green 'View Student Profile' button on the left-hand side of the screen, you will be able to check the details that the school currently holds for your child.

Please take a few minutes to check the following information:

- Your contact details, including phone numbers and email address. Please note that for GDPR purposes, you will only be able to see your details.
- Your child's home address
- Emergency contact information
- Adults authorised to collect your child from school
- Medical conditions, allergies, dietary requirements
- Permissions and consents, including photographs, educational visits, walking to/from school unaccompanied.

It is particularly important that we have up-to-date emergency contacts and collection arrangements so that we can ensure your child's safety at all times. Please ensure that we have a minimum of two emergency contact phone numbers.

Consents

There are two new consent requests on Arbor:

1. **Consent for Emergency Use of a School Adrenaline Auto-Injector (EpiPen)**
   As part of our commitment to keeping all pupils safe, and in line with the allergy safety requirements introduced under Benedict's Law, the school stocks emergency adrenaline auto-injectors (AAIs), commonly known as EpiPens, for use in life-threatening allergic emergencies. These measures are intended to help schools respond quickly to suspected anaphylaxis and improve pupil safety.

   If your child experiences a severe allergic reaction (anaphylaxis) while at school, appropriately trained members of staff may administer a school emergency adrenaline auto-injector if it is considered necessary to preserve life or prevent serious harm.

2. **Consent for Pastoral Support**
   At times, children may experience worries, concerns, or upset feelings that can affect their wellbeing and engagement in school. As part of our pastoral support provision, we would like your consent to meet with your child on a one-to-one basis, where appropriate, to explore their thoughts and feelings in a safe and supportive environment.

   These sessions are designed to help children develop coping strategies, build resilience, and support their emotional wellbeing. Pastoral support is not counselling or therapy, but an opportunity for your child to talk with a trusted member of staff about any concerns they may have.

Please check the current consents on your child's profile. If you would like to make any changes to consents approved or declined previously, please contact the School Office at admin@sirroberthitcham.suffolk.sch.uk advising which specific consents you would like to amend. We can then reset any consents to enable you to update your preferences.

If you have any difficulties accessing Arbor or need assistance updating your information, please contact the School Office.

Thank you for your support in helping us maintain accurate records for all pupils.

Yours sincerely

Mrs G Seccombe
School Business Manager