

Respect

Empathy

Ambition

Cooperation

Health



Sandwell Metropolitan Borough Council

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Dear Parent/Carer

### Exciting news! We are introducing a new Parent Portal and App

As the school moves forward with technological advancement, it has been evident that not all applications used have been fit for purpose, this includes how we store & share our data within our management information system (MIS). This does not suggest our data was not previously held securely however, a new MIS system called Arbor has been procured and with this brings the added benefit of enhanced communication and data sharing with parents and school, as well as future additions to the app such as payment systems and trip/club bookings.

**Arbor will replace 'The SchoolApp' and is ready for parents to access now, although messages to parents via the app will commence on Monday 30<sup>th</sup> June 2025.** Therefore, we encourage all parents to follow the instructions within the welcome email received from Arbor and the Arbor Parent Portal & App instruction booklet, (<https://primarysite-prod-sorted.s3.amazonaws.com/park-hill-primary/UploadedDocument/393d3211-9498-441b-ad89-61b95bebc614/arbor-parents-instruction-booklet.pdf>) to begin benefiting from the new system. If you prefer a paper copy of the booklet, please contact the school office.

Some of the benefits using Arbor:

- Parents can see and amend contact information. However, only the information relating to themselves will be visible therefore, non-parent contact detail amendments must be changed with school office for amendments to be made.
- Attendance Data
- Parent Evening Booking section
- Other items such as medical, consents and dietary requirements etc.

We do believe this will be of great benefit for both parents and the school and, as always, look to your support to take on board the changes and log into your portal as soon as possible. The app can then be downloaded and accessed using the same credentials as you have set for the portal. As already mentioned, this will be our new communication tool, please ensure the Arbor app is downloaded and set to your first/most visible page of your mobile phone, to receive messages from the school.

**Please ensure your portal account is activated via the link before downloading and logging into the app.**

Thank you in advance for supporting this new way of collaboration.

Yours sincerely

J. Ffrench  
Business Manager