

23 April 2021

Dear Parents/Carers,

## School Communications - Arbor

In an effort to improve home-school communications, and following feedback received from a previous survey, we wanted to confirm our channels of communication to ensure that all parents and carers receive all information relevant to their child(ren).

As you will already be aware the majority of our communications home are issued electronically, via email and text messages using an information system called Arbor.

Arbor provides a parent portal, which enables parents/carers to view a dashboard of information relating to your child(ren), including their personal profile, attendance data and guardian consultations/parent meetings. Our records show parent portal usage (students whose parents have logged on at least once) is 98%, which is very encouraging.

In addition to the parent portal, there is also an Arbor app which is available to download for free. The Arbor App brings all the functionality of the Parent Portal to your phone and enables you to book parent/guardian consultation slots, register your child for a club or trip, check your child's attendance, provide parental consent for activities, make amendments to your personal details and also receive notifications/messages.

The Arbor app may be downloaded for free at the [Play Store](#) (for Android phones) and the [App Store](#) (IOS). To ensure you receive all communications, please ensure you enable 'Push Notifications' on your phone (on Android devices **Settings>Apps>Arbor>Notifications**, on IOS phones ensure you select '**Allow notifications**' when you install the app).

In-App messages allow us to send messages at no cost to the school or yourselves and also allows you to reply to our message.

T: 01726 75858

E: [hello@sandyhill.org.uk](mailto:hello@sandyhill.org.uk)

W: [www.sandyhill.org.uk](http://www.sandyhill.org.uk)

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Moving forward our communications will be sent in the following formats:

Communication Type:	Method of issue:
Letters, newsletters and forms	Email
Short, non-critical, non-time sensitive messages	In-app message via Arbor app
Short, urgent (requires action within 24hrs) message	SMS text message

We would therefore be very grateful if you could take the following action to ensure you receive all future communications:

- Activate your Arbor Parent Portal account if you have not already done so.
- Ensure the email address we hold for you is correct.
- Download the free Arbor App to your phone and set your device to allow push notifications.
- Check your app power settings to make sure the Arbor app will not go in to 'sleep mode' when inactive.

As always, should you have any questions please feel free to contact either Mrs Williams or Mrs Kendall in the school office by phone (01726 75858) or email ([hello@sandyhill.org.uk](mailto:hello@sandyhill.org.uk)) and we will be more than happy to help.

Kind regards,

Mrs. B Rundle  
Head of School