May 2025

Dear Parents and Guardians,

**We would like you to download the Arbor Parent App.**

Earlier this year, we transitioned from our previous Management Information System, SIMS, to a new system called Arbor. Until now, you may have noticed only minor changes, such as receiving emails from 'Arbor-Education'. Our staff have been using Arbor and have provided positive feedback about its functionality and ease of use.

We are now implementing a change that will directly affect both parents and students. Starting from the May half-term, the following information will be recorded on Arbor and will no longer be available on Satchel One:

* all house points and behaviour points;
* any teacher narrative about the points;
* detention notifications and information.

Additionally, you will be able to view your child's timetable and attendance records on Arbor. Parents will also be able to report a student’s absence from school using the App, which may save you time when they know your child will be off school. Please note that Satchel One will still be used for homework assignments. We are aware that we are asking parents to use yet another App and are looking at how we can consolidate this moving forwards.

To facilitate this transition, we kindly ask all parents to download the Arbor Parent App and for students to download the Arbor Student App if they wish to see their house points and behaviour points. Instructions for downloading and using these apps can be found [here (Parent App)](https://support.arbor-education.com/hc/en-us/articles/360020147458-Log-into-the-Parent-Portal-and-the-Parent-App#h_01HG8E8G6DXG6F94Z7HDF61Q7S) and [here (Student App)](https://support.arbor-education.com/hc/en-us/articles/19459987383325-Logging-Into-and-using-the-Student-App).

We appreciate your cooperation and understanding as we adapt to this new method of communication. We will gather parental feedback next term as we review our wider communication strategy and will also be offering drop-in sessions for parents who would like support with the various apps that we use at LHS. We are confident that this change to Arbor will enhance our ability to track behaviour, manage data, and monitor student progress, ultimately improving praise and behaviour at Little Heath School.

Thank you for your support.

Yours sincerely,

Joshua Coulson   
Deputy Headteacher