

Heathlands Primary Academy & Pre-School  
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## Arbor Parent Portal

Dear Parents and Carers,

Heathlands Primary Academy uses a Management Information System called Arbor. This is where we record all pupil details, attendance and emergency contact details amongst other data necessary for us to safeguard pupils and provide the best education for them.

Arbor has many functionalities that allow us to communicate directly with parents, one of which is the Parent Portal, which allows parents to give consent and make payments for trips, sign up for clubs, book parents' evenings, view their child's attendance records, receive messages from the school and to update the school when parent's details change. Parents can also provide information about their child such as medical details, how they travel to school, pregnancy and birth delivery type, and whether they are left or right-handed. Whilst these data fields are entirely optional to complete at the discretion of the parent or guardian, we do encourage you to complete these fields so that we can ensure we are best equipped to support your child and their learning journey.

You should have already received your log in details for the Parent Portal, which you can access via a webpage, or alternatively you can download the Arbor app. If you require your log in details to be sent to you again, please contact the school office who will be happy to assist.

All parents who are listed as primary guardians will have their own unique log in. Please be reassured that parents can only see their own details and their child's when they log in. Parents will not be able to see each other's details.

**We encourage all parents to log in to the Parent Portal regularly to check that the data we hold on you is accurate and up to date. If there is anything that has changed, for example if you have a new mobile number, please ensure you update this via the Parent Portal.**

If you have any questions about this letter and the Parent Portal, please speak to the school office team.

Thank you for your support.

Yours sincerely

*Janine Harries*

Head teacher

