



29<sup>th</sup> January 2025

Dear Parents and Carers

### **Update on the Implementation of Arbor**

As part of our ongoing commitment to improving communication and streamlining processes within our schools, I am pleased to provide an update on the implementation of Arbor, our new management information system (MIS).

We are working diligently towards the planned rollout of Arbor on 1 April 2025. Significant progress has been made in preparing for this transition and we are confident that the system will bring numerous benefits to both the school and our families. Arbor is designed to enhance how we manage and share essential information, ensuring a more efficient and effective experience for all.

### **Implementation Process**

We are starting the rollout process which will occur in three waves to ensure a smooth transition across our schools:

- **Wave 1:**
  - Peasedown St John Primary School
  - Westfield Primary School
  - Midsomer Norton Primary School
  - Clutton Primary School
  - St John's CofE Primary School
  - Norton Hill Primary School
  
- **Wave 2:**
  - Dundry CofE Primary School
  - Longvernal Primary School
  - St Mary's CofE Primary School
  - Shoscombe Church School
  - Welton Primary School
  - Trinity Church School
  - Hemington Primary School
  - Leigh-on-Mendip School
  - Farrington Gurney CofE Primary School
  - High Littleton CofE VC Primary School
  - St Julian's Church School
  - Trinity CofE First School
  
- **Wave 3:**
  - St Dunstan's School
  - Somervale Secondary School
  - Preston School Academy
  - Soundwell Academy
  - St Mark's CofE School
  - Somerset Studio School
  - St Matthias Academy
  - Frome Community College
  - Notton House Academy
  - Buckler's Mead School
  - Writhlington School
  - Beechen Cliff School
  - Oakfield Academy
  - Critchill Special School
  - Knowle DGE Academy

- Haysefield Girls School
- Norton Hill Secondary

Each wave will have a designated timeline and support structure to ensure all families and staff are well-prepared for the change. Detailed schedules and specific guidance for each school will be shared closer to their respective rollout dates.

### Key Features for Families

Here are some of the ways Arbor will enhance your experience once fully implemented:

- **Access to Information:** View your child's attendance records, progress and key dates via the Arbor Parent Portal or app.
- **Improved Communication:** Receive updates, reminders, and messages directly to your registered email or app notifications.
- **Online Payments:** A simplified process for managing payments for school meals, trips, and other events will be available later in the new academic year 2025/26.

### Next Steps

As we move closer to the rollout date, we will be in touch again with detailed information about how Arbor will interface with parents and carers. This will include instructions on how to access and use the Arbor Parent Portal, as well as guidance on its key features. Our goal is to ensure a smooth transition and to provide you with the support needed to make the most of this new system.

### Support and Feedback

We understand that adopting a new system can bring questions and we are here to help. If you encounter any issues or need assistance, please do not hesitate to contact your school office. Additionally, we welcome your feedback as we continue to fine-tune Arbor to meet the needs of our school communities.

Thank you for your support as we work towards this important milestone. We are confident that Arbor will play a significant role in strengthening the connection between school and home. We will keep you updated as we get closer to April 1<sup>st</sup> 2025 Go-Live date.

Kind regards



Mr A Williams  
CEO