

4th September 2024

Dear Parent/Carer,

As you will be aware we are now using a new Management Information System called Arbor. This system replaces both ParentMail and the SIMS app and will now be the only App you need to use whilst your child attends Lacon Childe School. You can use it to check your child's timetables, reports, and to pay for lunches and trips etc. Please be advised that this will be the last letter we send on ParentMail.

When we send out letters via Arbor these will go straight to your email address, you will not find them on the Arbor app. We have been made aware this week that our letter sent during the summer holidays about the start of term has for some parents has gone straight into their junk/spam folder. Can we please ask all parents who have not received any letters from school yet, to please check their junk/spam folders, for an email from the school? We apologise if you have missed any vital information due to this issue. We are working closely with Arbor to rectify these teething problems. We want to assure you that communication is important to us and we are working hard to ensure that you always have the information you need.

We were informed by ParentMail that our Lacon Childe School account had been disconnected for all parents from mid-August. We have therefore been extremely surprised that a number of parents have still been able to use ParentMail to report student absences and top up lunch money. Please do not use ParentMail again as this is no longer being checked by our staff.

If you have put any money on ParentMail for lunches, our finance department will transfer the money across to your Arbor account. Any money that you had on your child's L@fter account or transport account from last year will be transferred, this may take a few days to complete and be visible on your account. Please rest assured that no child will be denied food or transport.

From today, please use Arbor to pay for food, buses and activities. Please see attached instructions of how to add money to your account. If you experience any issues please contact:
SGET.finance@laconchildeschool.co.uk

If you need to report an absence, you can still phone the absence line on 01299 270312 or email:
attendance@laconchildeschool.co.uk

We are sorry for any inconvenience caused, if you have any problems or queries, please do not hesitate to contact us at office@laconchildeschool.co.uk.

Kind regards,

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Head of School

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