



12<sup>th</sup> January 2026

Dear Parents/Carers,

### **Re: Introduction of the Arbor Parent App**

I am writing to let you know that we will be making greater use of the Parent Portal and Arbor App to improve communication and make key information more accessible to families. In the first phase, parents and carers will be able to notify the school of their child's same day absence directly through Arbor. This will become our preferred method for parents and carers to notify the school of a child's absence, so it is important that all parents and carers register and activate their accounts. You will receive an email inviting you to register. Please register by **Friday 16<sup>th</sup> January**. We will then send further guidance on how to use this feature.

Over time, we will introduce additional features. For example, we will begin sending in-app notifications instead of text messages. This will allow us to communicate more efficiently and provide quick updates and reminders about key events.

All of these features will help you stay informed and manage your child's school experience more easily, all from your phone or computer.

### **What happens next?**

Today, you will receive an email inviting you to log in. If you have already set up your account, you do not need to take any action. If you have used it recently, we recommend checking that your login still works.

### **Need help?**

If you have any questions or need support with accessing the Arbor Parent App, or you do not receive an invitation to register, please contact the school: [info@thejohnroanschool.org.uk](mailto:info@thejohnroanschool.org.uk)

You can find more information (including video guides) here: [Parent Portal and Arbor App](#)  
It is important that all parents/carers register and activate their accounts by **Friday 16<sup>th</sup> January**.

Thank you for your continued support.

Yours sincerely

**Dr Nicholas Taylor-Mullings**  
**Vice Principal**



**Principal:** Dr Jennie Sanderson

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**The John Roan School**

**Westcombe Park Road**

**London**

**SE3 7QR**

**t: 0208 516 7555**

**e: info@thejohnroanschool.org.uk**

**w: thejohnroanschool.org.uk**