



# Burnt Tree Primary School

Hill Rd, Tividale, Oldbury, B69 2LN

Tel 0121 557 2967

**'Where everyone matters'**

Head Teacher Mrs. J. Bayliss



Thursday, 16 April 2026

Dear Parents and Carers,

We are writing to inform you of a change to how we will be using the Arbor app for communication.

Following a review of our communication systems, we have decided to discontinue the general messaging function within Arbor. While the platform has been useful, we have found that it does not always provide the most efficient or consistent way for staff to manage and respond to messages.



In particular, messages can be missed or delayed due to the way they are routed within the system, which can affect our ability to respond promptly and ensure that important information is handled appropriately.

**From Monday 27th April, please use the following methods to contact the school:**

- **Telephone the school office** for attendance matters and urgent enquiries
- **Come in to the school reception** – for general enquiries
- **Scheduled appointments** must be made for more detailed discussions with staff

We will continue to send you Arbor messages for unexplained absences, key updates, notices and important information. However, you will not be able to reply to these messages.

**If your child is absent, you must telephone the school office. Absence messages will no longer be able to be sent via Arbor.**

We believe this change will allow us to provide clearer, more consistent communication and better support for all pupils and families.

Thank you for your understanding and continued support.

**Mrs J Bayliss**  
Headteacher

