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12th July 2023

Dear Parent/Carer,

You should have already received an e-mail from an organisation called Arbor. We have recently changed the MIS computer system we use in school, along with all other Bishop Wilkinson Trust primary schools. This is used to manage the information we hold and process about our children and colleagues. This new system offers significant savings to our school in terms of reduced staff workload and costs, which, as I am sure you will agree, will benefit our children.

Whilst many of these changes have taken place behind the scenes, some will directly affect the ways in which you, as parents/carers interact with our school. It is our hope and intent that this new system will allow better communication between home and school and a more streamlined approach to managing payments, clubs and trips.

The Arbor system offers a range of features which we will be going live with in the new academic year. However, I am delighted to inform you that have already launched some parts of the system to you. For now, these are:

Communications

Currently, we must pay for each text (SMS) message and e-mail we send to each and every individual parent/carers. The new Arbor app allows us to send you messages and e-mails free of charge and, for the first time, the opportunity for you to reply to them, sending your response directly to our school office team.

Student Profile

You will be able to view information about your child(ren) and also send us updates to your personal information, such as changes to your address, telephone numbers or email addresses.

School Meals

From September for those children in KS2 who pay for school meals, you will be able to view the current, live balance of your child(ren)'s school meal account and make payments to our school using your credit/debit card. (If you, or your relatives do not have, or experience difficulties with the portal, our school office team will now be able to accept card payments in person for the first time.)

In the new academic year, we also hope to activate and roll out further functionalities offered by the Arbor system, such as bookings and payments for trips and clubs. Further information will follow in September.

In the meantime, we ask for your kind support in launching Arbor Parent Portal in the following ways:

Meals

From September it will no longer be possible to pay for your child's school meals (if required) using ParentPay. Please use the Arbor app or visit the school office.

Trips/Clubs/Activities

Please continue to use ParentPay to book/pay for these until further notice.

I thank you for your kind support in launching this exciting new opportunity at St Joseph's Catholic Primary School.

With best wishes,

Yours sincerely,



Mrs J Burgess
Executive Headteacher