



William Law
CE Primary School

William Law CE Primary School Twelvetree

Avenue, Werrington, Peterborough, PE4 5DT

Headteacher: Mr Darren Epton-Smith



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office@williamlaw.peterborough.sch.uk



www.williamlawceschool.co.uk

13th July 2023

Dear Parents/Carers

Arbor App and Portal- Phase 2 roll out

Thank you for those of you that have contributed to our recent communication parental survey. The feedback has been invaluable in determining our communication strategy going forwards. It was clear from parent voice that we need to reduce the channels in which we communicate, so that it is easy to access and previous communications are easy to locate. Therefore, we shall be rolling out extra functionality on Arbor to enable this to occur.

As many of you may already know, in February of this year, we changed our management information system which manages our registers, pupil information and other data. The system we now use is called Arbor, and at Easter, we released the Arbor App and Portal for parents. Currently through the App and portal you can book clubs and see your child's attendance.

From Monday 17th July, we will be rolling out the following through Arbor:

- Ability to book school lunches and pay for school lunches. Please click on this link for further information <https://support.arbor-education.com/hc/en-us/articles/6956696271261-Meal-Menu-choices-on-the-Parent-Portal-or-Arbor-App>
- You will also be able to pay for trips and visits. Please click on this link for further information <https://support.arbor-education.com/hc/en-us/articles/360008180414-Signing-my-child-up-for-a-Trip-on-the-Parent-Portal-or-the-Arbor-App#free-trips-0-0>
- Pay and book for Out of School Club (including emergency sessions). Please click on this link for further information <https://support.arbor-education.com/hc/en-us/articles/4407797520017-Signing-my-child-up-for-a-Breakfast-or-After-School-Club-on-the-Parent-Portal-or-Arbor-App#faq-0-0>
If you have pre-booked 2023-2024 sessions and had these confirmed, they will be uploaded to Arbor by the administration team in school, so you do not need to do anything.

If you have already accepted and paid for items for the last three days of term and for 2023/2024 such as residentials, trips and school dinners, these will be transferred via the administration team in school onto Arbor before going live on Monday 17th July. Therefore, no action is needed from yourselves in relation to this.

All school communication and payments will cease on ParentPay from Monday, 17th July 2023 and all emails and letters will be sent through Arbor from this date.



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Currently we only have 69% of parents signed up to Arbor verses 100% on Parent Pay. It is vital that you activate your Arbor account before Monday 17th July for you to continue to receive communication and pay for items. Please use this link <https://support.arbor-education.com/hc/en-us/articles/212097029-A-quick-introduction-to-Arbor-for-guardians-and-parents> to see how to access Arbor. If you have not activated your account to date, we have sent another activation letter to your email address.

Following the set up guidance, we are not anticipating any issues however as with any new system we may encounter minor teething problems. If you experience any difficulties, please email office@williamlaw.peterborough.sch.uk as soon as possible so that we can rectify the issue.

We hope that bringing everything for communication and payments into one system, will make things easier to access and locate. We are confident that this will bring the improvements in communication that parents desire.

Yours faithfully

Mr D Epton-Smith
Headteacher