

## Holy Trinity Church of England Junior School

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Headteacher: Mrs S Gruffydd



**Exemplary education for all, through God's amazing grace**

**Learning, Integrity, Dignity, Love, Confidence.**

**Learning together, as we journey with God in Love, we act with Integrity, treat others with Dignity and grow in Confidence.**

Dear Parents and Carers,

We are writing to inform you that the school will shortly be migrating from **SIMS and ParentPay** to a new Management Information System called **Arbor**.

Arbor will provide parents and carers with a single, secure online portal to manage key information and payments relating to your child(ren). Between Friday 20<sup>th</sup> February and Monday 23<sup>rd</sup> February, you will receive an **email invitation to activate your Arbor Parent Portal account**. We strongly encourage all parents and carers to accept this invitation, as it will be the main way you interact with the school moving forward.

### What you will be able to do using the Arbor Parent Portal

- Once your account is active, you will be able to:
- Update and notify changes to contact details for parents/carers and pupils
- Book and pay for school clubs (including Breakfast Club, PASS After School Club and enrichment clubs)
- Choose meal options for your child(ren)
- View important school information in one place

### Changes to ParentPay

As part of this transition, **ParentPay will be phased out.**

- We kindly request that **no further payments are made via ParentPay after Friday 13th February 2026.**
- All existing account balances, including Year 6 residential balances, will be manually transferred and adjusted in Arbor to accurately reflect your current ParentPay balance. You do not need to take any action for this to happen.

### Club bookings and payments

- From Monday 23<sup>rd</sup> February 2026, all Breakfast Club, PASS After School Club and enrichment club sessions must be booked and paid for via the Arbor Parent Portal.
- We will transfer all existing bookings for clubs in ParentPay to Arbor, but would ask you to check these on the Arbor Parent Portal and make any necessary changes required.

We appreciate that system changes can take some getting used to, and we thank you for your patience and cooperation during this transition. Further guidance will be shared to support you with activating and using your Arbor account.

If you have any questions in the meantime, please do not hesitate to contact the school office.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'S Gruffydd'.

Mrs S Gruffydd  
Headteacher



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