



BECKWITHSHAW
PRIMARY SCHOOL



KETTLESING FELLISCLIFFE
COMMUNITY PRIMARY SCHOOL



RIPLEY ENDOWED
CE PRIMARY SCHOOL

The Federations of Beckwithshaw, Kettlesing Felliscliffe and Ripley Endowed CE Primary Schools

20th October 2025

Dear Parents and Carers,

We are moving to Arbor!

We are excited to announce that we will be consolidating our MIS system (Scholarpack), and ParentMail and moving both systems to Arbor. The admin team have been working with Arbor over the last few months to ensure we are ready to migrate our systems at the end of this half term.

Adopting Arbor will allow us to communicate with you more efficiently and bring all core school data and workflows into one system.

What does this mean for you?

Most importantly, as a parent, you need to ensure all your ParentMail debts are cleared by **31st October 2025**, when we cease to use ParentMail.

Please ensure all wraparound care arrears and dinner arrears are brought up to date by the end of **Friday 31st October 2025**. If paying by vouchers, please ensure you have paid any outstanding balance into the bank no later than **31st October 2025**. The only exception to outstanding payments are Residential Instalments.

All dinner and wraparound credit balances, along with outstanding Residential instalments, will be transferred to your new Arbor account. Any debts that remain after the 31st October 2025 will be contacted in writing. If the debt is not cleared, this will be passed onto a debt collection agency, as per our normal procedure.

During the first two weeks of Autumn 2, we will be moving all our parent coms and payments over to Arbor. This means that you will not see any further charges on ParentMail and should not make any further payments on the system while we move balances across. You will be notified when the Parent App is ready and should download this upon receipt of the link. Once downloaded, all payments from the 3rd November will have been applied and should be brought up to date within one week, as we appreciate you will not be able to pay in advance of meals, sessions being taken, as per our/North Yorkshires normal policy.

We are really looking forward to getting started with Arbor and invite all our parents to familiarise themselves using the link below.

[Getting started - Log into the Parent Portal and the Parent App](#)

Arbor has many amazing features, which will be communicated in the early part of Autumn 2, as we launch the new system, but among them is the ability for parents to communicate

with us on the app, view their child's profiles and submit changes in real time, club and wraparound care bookings and daily automatic lunch and wraparound care charges.

Arbor also offers access to many training resources, which are completely free for you to make the most of! These can all be found:

<https://support.arbor-education.com/hc/en-us/sections/201716749-Parent-Portal-and-the-Arbor-App-as-a-parent>

We will send further communication on the parental app and how to register in the first few weeks of autumn. Please look out for this information and register your child when prompted.

We hope you are looking forward to using this new feature as much as we are!

If you have any queries please contact Mrs O'Connell, Mrs Russell, or myself.

Very Best Wishes

A handwritten signature in dark ink, appearing to read 'S. Randall', with a stylized, cursive script.

Mrs Samantha Randall
Federation Business Manager