

19th February 2025

Dear Parents/Carers

Re: ParentPay end date – 31.3.25

As you know, as part of our dedication to become even more efficient, we switched our internal school management system to a company called Arbor. This has enabled us to hold student information more precisely and access it much faster. As part of this process, we sent you all a data collection sheet to ensure the information we hold is accurate. We are currently working through these sheets and updating the information we hold on the Arbor system.

To help us achieve this, Arbor will allow parents to log onto their child's profile at home and make changes or additions to any information that may be missing or out of date.

We are asking all parents to logon regularly and check your child's information and make any necessary amendments, focusing particularly on the following important sections:

- Student details – name, date of birth, gender, address, religion and ethnicity.
- Please note we no longer require information on pupil nationality and country of birth.
- Parental consents – any which say 'pending' please can they be changed to either 'consented' or 'declined'. Please refer to the attached documents for details.
- Medical information – including any conditions, allergies, dietary requirements and doctor name & address.
- Parent/guardian details – including names, addresses, contact numbers and email addresses.

Please note that any changes are automatically sent to the office for approval, therefore we will be aware of them and can pass on any new information to those who need to know such as teachers, etc.

As parents are now familiar with the Arbor system, we have made the decision to move our payments onto Arbor and will no longer use the separate payment system, ParentPay. This will mean that meals, clubs, trips and events will all be in one place. It is important that you log into your ParentPay account and retrieve any credit balances and clear any debit balances. ParentPay will end on the 31st March 2025 and you will have a further 30 days to access your accounts. After this time, you will only have access to be able to see historical payments. You will not be able to add or remove funds after this time. **Therefore, please take action now.**

We will send more information including helpful user guides in the coming weeks, but if you have any further questions or queries, please do not hesitate to contact the office.

Many Thanks,

Saltergate Admin Team