



Whoever welcomes this child in my name, welcomes me. (Luke 9.48)
St. Luke's Catholic Primary School, a Voluntary Academy
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12th February 2026

Dear Parents and Carers

**New School Communications and Payments System
using Arbor Parent Portal and Arbor Parent App**

St Luke's have been using a new system called Arbor since September 2024 for our pupil's data and class registration. We are now moving to utilise the exciting facilities within Arbor to allow us to communicate with you more efficiently and bring all core school data, workflows and payments into one system.

The Arbor Parent Portal and Parent App will gradually replace ParentPay and will enable parents and carers to easily report pupil absences, update contact details, book and pay for trips and meals, book and make payments to our Wrap Around Care clubs and book in your parent consultation appointments, all directly from the Portal or App (the Portal giving access from a PC or laptop; the App giving access from a mobile phone or tablet).

**We aim to enable the Arbor Parent Portal and Arbor Parent App from week commencing
16th March 2026.**

Even though parents and carers will have started utilising the Arbor Portal or App from 16th March please note that, for the time being, school meals will continue to be paid through ParentPay along with some existing trips and events, so please do not disable your ParentPay account until we contact you to confirm it is time to stop using ParentPay.

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

Getting started - Log into the Parent Portal and the Parent App

Arbor also offers access to many training resources which are completely free for you to make the most of! These can all be found [here](#).

We will send further communication about the Parent Portal and App and how to register very soon, this will be via the School Website, the School Facebook Page and by e-mail on ParentPay, 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 e-mail a3359@telford.gov.uk.

Regards
Suzanne Fisk

School Business Manager

