



St Mary's Catholic Primary School

Duckpool Lane
Whickham
Newcastle-upon-Tyne
NE16 4HB

T: 0191 4205828

E: stmarysrcprimaryschool@gateshead.gov.uk

W: www.whickhamstmarys.org.uk

Head Teacher: Mr J Wheatley

16th March 2023

Dear Parents and Carers,

As you are aware, St. Mary's Catholic Primary is proud to be part of Bishop Wilkinson Catholic Education Trust. Following a recent, significant, contract change imposed by one of our contractors, a working party was established to identify what a new 'fit for purpose' system would look like. A robust tender process was undertaken, and **Arbor Education** was awarded the contract to be our new MIS provider.

The MIS is a computer system which is used to hold and manage your child's school records. These records include their contact details, next of kin, attendance, educational and medical information. All schools have a statutory obligation to hold and manage this information. Further details on the information we hold and how it is used are described in our privacy notice.

From Friday 31st March 2023, we will be moving to Arbor Education. Our new system offers many improvements in the ways in which we communicate and work with you as parents/carers which include:

- an easy to use, efficient parent/carer app and web portal,
- a faster, simpler 2-way messaging between yourselves and school,
- a quicker, more streamlined payments system and
- for parents/carers with children at more than one of our Trust schools, a single app/portal and login to manage all your children's accounts.

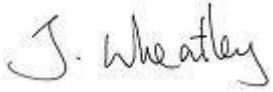
As parents and carers, you are currently able to access your child(ren)'s accounts and payments by logging into the Pay360 app. However, from 31st March, you will no longer be able to access this information in the usual way.

During week 2 of the Easter holidays, you will receive an email and/or text message with clear instructions on how to register with the Arbor Parent/Carer App, which will enable you to have access to key information for your child under the new system, including payments for lunch, trips etc. Should you experience problems registering with the App, please contact your school's office on Monday 17th April.



To support us with this process, please ensure that the school office team hold an up-to-date e-mail address and mobile phone number for you, as the person with parental responsibility for a child/children within St. Mary's Catholic Primary School.

Yours sincerely

A handwritten signature in black ink that reads "J. Wheatley". The signature is written in a cursive style with a large, looped initial "J".

Mr J Wheatley
Headteacher