



Thursday 30 March 2023

Dear Parents and Carers

RE: Updates on Arbor for Keyingham Primary School

Last year, it was mentioned that we will be stepping away from Schoolcomms (our current school communication app.) and using the new platform - Arbor. I can see most parents and carers have already downloaded this, which is great news. Thank you.

After Easter, we will only operate through Arbor. If you have not yet downloaded the app., please follow the below instructions:

[Getting started - Log into the Parent Portal and the Arbor App – Arbor Help Centre \(arbor-education.com\)](#)

It will automatically send you to the web browser version, please close this down and continue through the app.

Once you have logged into the Arbor app. You will be able to see your child's profile. If you see something that is incorrect or needs amending, you can request to change this. This information then gets passed on to staff and the change can be applied.

Communications

[In-app messages in the Parent Portal and Arbor App – Arbor Help Centre \(arbor-education.com\)](#)

To send messages through the app. and know when we have sent you an in app. message, please follow the above instructions. We will continue to email and send text messages when necessary. Although, Arbor requires you to log in every time you need to use the app., please ensure push notifications are turned on, this will alert you when you receive a new in app. message.

Meals

[Meal Menu choices on the Parent Portal or Arbor App – Arbor Help Centre \(arbor-education.com\)](#)

Please follow the above instructions to make meal bookings. There will now be a cut of 8:45am. We encourage all parents to book their child's meals through the app before the beginning of the school day. The teacher in class will make sure all children either have a



school meal or a packed lunch. **All meals will need to be paid for in advance.** Please follow the below instructions to learn how to do this. If you have a credit on your school comms account, the balance will transfer over after Easter.

Payments

[Payment accounts and topping up the meal account on the Parent Portal or Arbor App – Arbor Help Centre \(arbor-education.com\)](#)

Please follow the above instructions to make a payment on your account. I have been informed that payments in advance can only be completed on meals and wraparound care, not for enrichment clubs. Payments for enrichment clubs will be taken at the point of booking a session.

Clubs

[Signing my child up for a Club on the Parent Portal or Arbor App – Arbor Help Centre \(arbor-education.com\)](#)

Please follow the above instructions when booking your child onto a club, this includes breakfast and afterschool club, and any enrichment clubs that run 3:30pm until 4:30pm. **All clubs must be paid for in advance.** If you have a balance on your School Comms account, the balance will transfer over after Easter. We are still working on Childcare Voucher payments on Arbor, so please continue to send dates in advance to kkc@keyinghamprimary.co.uk to ensure you have a confirmed place for your child. We are hoping there is an option to do this more seamlessly when we understand the system more.

Trips

Please follow the below instructions to book onto a trip for your child. This will occur when they are invited onto a school trip. After Easter, the Year 6 residential that will take place in November 2023 will transfer over, all balances will be updated.

[Signing my child up for a Trip on the Parent Portal or the Arbor App – Arbor Help Centre \(arbor-education.com\)](#)



KEYINGHAM
PRIMARY

From **Monday 17 April 2023**, all communications, meal bookings, club bookings and trips will all be completed through the Arbor app. Please bear with us while we all get used to the Arbor system. If for whatever reason Arbor communications is not working for you, please send an email to admin@keyinghamprimary.co.uk and we will respond as soon as possible.

Kind regards,

Lucy Richardson
Operations Manager