



West Moors Middle School

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3rd January 2023

Dear Parent/Carer,

Ref: Arbor Parent Portal / App

We are delighted to be able to announce the launch of the Arbor Parent App to improve the efficiency and effectiveness of our engagement and communication with parents. You will be able to sign up using either your phone, tablet or PC. There are many benefits to you as a parent or carer to signing up to the app, or accessing the site online.

For example, Arbor Parent App will help you to:

- Check and update personal information on contacts for you and your child
- Get on-line access to view attendance data

Accessing the Arbor Parent Portal/App couldn't be easier. Follow this link to setup your account:

<https://login.arbor.sc/>

Step 1 – You must enter your email address to log in. Please note that this must match the email address that we hold on Arbor for you at the school.

Step 2 – Next, you will need to set your password. You do this by clicking on “forgotten your password?”. This will generate a password reset email, sent to your registered email account.

Step 3 – Finally, the first time you log in, you will be asked to read and confirm Arbor's terms and conditions. As a security measure you will be prompted to confirm your child's date of birth. (If you have more than 1 child at the school, please confirm the date of birth of your eldest child. Once you are logged in, you will be able to switch between children).

Arbor is currently a work in progress so we are hoping to enable you to access more information in the near future. We hope that you find the Arbor Parent Portal / App useful and an effective means of seeing how well your child is doing on a daily basis. If you have any issues then please do not hesitate to email us at office@westmoorsmid.dorset.sch.uk

The Arbor help centre has fantastic guides on using the App and the Portal. The help centre can be found here.

<https://support.arbor-education.com/hc/en-us/categories/360003289557-Parent-Portal-and-Arbor-App-as-a-parent>



Headteacher: **Dr D Craddock PhD MA BSc (Hons) NPQH**



Extra-Curricular Clubs

Bookings for extra-curricular clubs will go live tomorrow, **Wednesday 4th January at 8.30am**. Working within national staff to pupil ratios, all clubs will have a maximum capacity and available spaces will be allocated on a **first come, first-served basis**.

Wraparound Care Bookings

Bookings for breakfast club and after school club will open on Arbor tomorrow, **Wednesday 4th January at 8.30am**. Please ensure you select the correct sessions required as there may be more than one timeslot available i.e. Breakfast club 7.30am – 8.30am / 8am – 8.30am. Any sessions selected will need to be paid for in advance at the time of booking to secure the place.

Since our previous letter dated 7th December 2022, it has come to light that we are only able to transfer school meals balances, therefore, we are unable to transfer any credits / debits for wraparound care as originally intended. Any sessions booked for this week, 03.01.23 – 06.01.23, via a paper booking form will be debited from the Parent Pay system on Friday 6th January 2023. On Monday 9th January, any outstanding credits for wraparound care will be refunded; please allow 2-3 working days for the payment to show in your account. We will also be issuing letters via Parent Pay over the next few days to chase any outstanding balances. If you do have a debit on your account, please could you ensure that this is paid as soon as possible; if you are experiencing financial difficulty, please contact the office to discuss repayment options.

Thank you for your continued support.

Yours sincerely,



Dr Deborah Craddock

Head Teacher