



Barmby Moor CE Primary School

Flat Lane, Barmby Moor

York, YO42 4EQ

Tel: 01759 304409

Web: www.barmbymoorschool.com

Email: barmbymoorschool.primary@eastriding.gov.uk

Executive Headteacher: **Mr J Baxter**



Tuesday 14th July 2026

Dear Parents/Carers,

We are excited to announce that from September 2026, we will be moving to a new provider, Arbor, that will manage all school communications, meal ordering, breakfast and after school club, school visits and payments. This change has been carefully considered and has been made for two key reasons. Firstly, the new system aligns with the platform used by our local secondary school, helping to create a more consistent experience for families as children transition between schools. Secondly, the new provider offers a more reliable and user-friendly service, which we believe will improve communication and make every day processes easier for parents and carers.

The new system will provide a single platform for:

- School communications and announcements
- Meal ordering and management
- Payments for trips, clubs, and other school activities

An account has been set up for you to start using the Parent Portal and Parent App. To finish creating your account you just need to set a password. Your username is the email address we have on our records. Please be aware that the parent portal will need to be activated first. You will be prompted to verify your account by entering your child's DOB. Once the parent portal is set up you will then be able to download the parent app. Go to <https://login.arbor.sc/> and click Forgot your password? to finish setting up your account.

If you have any queries, please contact barmbymoorschool.primary@eastriding.gov.uk. The Parent App can be downloaded from either the Playstore on android phones or the Apple Store on iPhones. At this moment in time please be aware that you will be unable to make payments for school dinners/trips/clubs etc through the Arbor app but please be assured that we will contact you as soon as this is possible. We would appreciate you setting your account up in readiness for moving to Arbor for school payments. Please could we ask that your accounts are activated by Monday 31st August.

We appreciate your support as we make this change and are confident that the new system will provide a better experience for our school community. Should you have any questions, please do not hesitate to contact the school office. Thank you for your continued support.

Yours sincerely,

Mr J Baxter

Executive Headteacher

Barmby Moor Primary School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.