

9th December 2025

Dear Families,

I wanted to write to you to let you know about a significant 'system change' we are going to manage across all 21 schools in the Trust before we break up for Christmas. Since the Trust started we have used a system called Scholarpack for our Management Information System. This is a digital system which collects, tracks and monitors pupil information in relation to areas such as attendance, assessments, timetables, reporting and communication as well as allowing us to analyse this information and make informed decisions. Sadly, Scholarpack has been taken over by a larger system provider and is no longer going to be supported from next year. As a result, we have had to appoint another provider and after a significant procurement exercise we have awarded the new system to Arbor who are currently part of the same group as Scholarpack.

Some of you may know of Arbor as this is used in several secondary schools, to others this may be completely new. As set out above in essence the Management Information System stores and supports with the management of our school data. It also allows us to create class registers and acts as a conduit to other software we use in school. Our privacy notice for parents and carers sets out that we will share information with the School Management Information System but I wanted to expressly inform you that this will be Arbor going forwards.

Our migration to this new system will start on the 11th December and should be complete within 5 working days. If the data migrates seamlessly, we should be up and running within 48 hours, but we are working on a contingency of paper-based registers etc for staff in the meantime. Any manual data will be added to the system in the following days.

Our current system interacts with many others such as parent pay and communication apps. The new system should do this but also reduce the need for other products. It is our intention over the next 12 months to move as much as possible to Arbor to help us drive efficiencies and ensure more funding is given back to teaching and learning. Over time we will also be adding the 'App' feature as well as many others which should allow for more interaction and information sharing from school.



Paul Rickeard
CEO
On behalf of Durham and Newcastle Diocesan Learning Trust

