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Dear Parent/Carers

30th June 2026

Re: Arbor system

As mentioned on Mrs Cross' letter last week, from September 2026, we will be moving onto Arbor as our main communication platform. This Trust-wide change will replace our current text messaging service, ParentPay system, paper/email system to book clubs, parents' evening, trips, etc.

Adopting Arbor will allow us to communicate with you more efficiently and bring all core school data and workflows into one system.

We are really looking forward to getting started with Arbor and invite all our parents to familiarise themselves using the link below.

[Getting started - Log into the Parent Portal and the Parent App](#)

Arbor also offers access to many training resources which are completely free for you to make the most of! These can all be found [here](#).

We will send further communication on how to log in, please look out for this information and register your child when prompted.

As a first step, I will please ask you to download the app by scanning the QR code. This can be found in the poster attached to this letter.

We hope you are looking forward to using this new feature as much as we are.

If you have any queries, please do not hesitate to contact me, or come to the office and we can set it up together. Also, we are holding a parents' briefing session next Wednesday 8th July at 5pm.

Yours sincerely

Durham and Newcastle Diocesan Learning Trust is a company limited by guarantee (company number [10847279](#)) and exempt charity registered in England and Wales at Cai Building, Coble Dean, Royal Quays, North Shields. NE29 6DE



Mrs Sofia Gurbillon

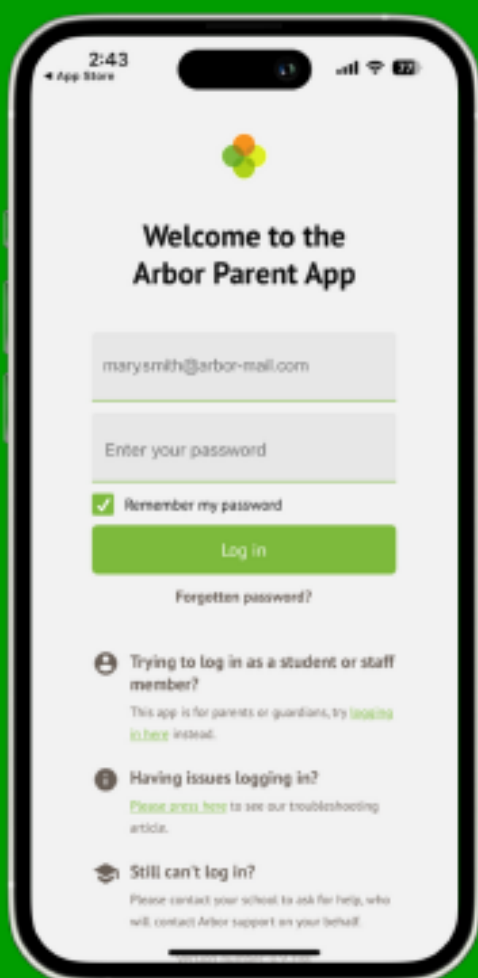
Business Manager

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We're using the Arbor Parent App!

See and manage your child's day-to-day school information. Understand their progress, make payments and bookings, and receive in-app messages - all from one app



Log in in seconds with Face ID

Receive in-app messages and reminders on your phone

Make payments, sign up for clubs, and book parents evenings

Check your child's calendar, it's always up-to-date

Scan the QR code to download the Arbor Parent App, and use your email address to log in

