



**Silsden Primary
School**

12th July 2024

Dear parents and carers

When we launched Arbor, our new “all in one” Parent App, we mentioned that additional features would be launched over the coming months. We would like to let you know about 2 key elements, that you will need to action.

Parental Consent.

With immediate effect, we have streamlined our express consent options for use of your child’s photo in school. There is a business need to take and use your child’s photo in school – for safeguarding ad assessment. However, we do need your express consent for this to be shared outside school.

There are now 2 options in Arbor and we would be grateful if you could update your parent preference. From 1/9/24 your current options will be archived and all consent will move to the default option of NO. **Action Required - In order for us to share your child’s photo, you will need change this consent in Arbor, for each child.**

The 2 consent that we are requesting permission for are now:

Photograph Student – You need to give express consent for your child to have their photo taken by the professional photographer who has been contracted to take individual and class photos.

School Photo Consent – You need to give express consent for your child’s photo to be taken and shared in the following areas: Class Dojo, exercise books, social media, school website and school marketing material.

You can update this via the Arbor App – View Student Profile - Notices.

You will need to consent for each individual child via their own profile page.

Payments – No ParentPay from 1/9/2024

Trips and Ad Hoc Items

With effect from 1/9/24, we will no longer be using Parent Pay and we are in the process of moving any outstanding debts (i.e. Nursery Fees, Buckden 23 payments, outstanding library book charges) and current payment plans (Buckden 24) over to Arbor in readiness for the 1st September.



School Meals

With effect from 1/9/2024, all charges for school meals will be settled through Arbor.

Any credit balances for school meals that are on ParentPay, as at close of business on the 31/8/2024 will be moved over to Arbor.

If you do not wish for this to be moved to Arbor, you can either:

- Move any credit balance to another child's ParentPay account if you have linked children at another school, that uses ParentPay
- Request a refund. To do this, you will need to contact the school office.

Small debit balances will transferred over to Arbor. Significant debts will be transferred to BMDC Debt Recovery Team for escalation. Please could you ensure that all debts are cleared before the end of the school year.

All payment items can be viewed from your Arbor Dashboard page, under the Accounts heading. Where a payment is outstanding, it will highlight in red.

Until now, pre-ordering of school meals has been limited to EYFS and KS1 pupils only. With effect from 2nd September 2024, you will also be able to view weekly menus and pre-order lunches for KS2 pupils.

We welcome these additions to Arbor and we hope you like them too!

Kind regards

Sally-Anne Boyes
School Business Leader