



St. Luke's Church of England Primary School

'Nurturing the individual as part of our community'

Faith – Wisdom – Aspiration – Community – Compassion

'Learning for Life'

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1st December 2025

Exciting News – We're Moving to Arbor!

Dear Parents/Carers,

We are delighted to announce that our school has moved from SIMS to Arbor, a modern Management Information System designed to make communication and administration easier for everyone.

As part of this transition, we will also be moving our communication and payment portal to Arbor. This change will allow us to bring all our systems under one umbrella, including:

- *Absence reporting*
- *Meal ordering and payments*
- *Messaging and communication*
- *Clubs, trips, and parent conferences*

(Please note: Some features, such as timetables and behaviour tracking, are not included for our School)

The 'roll out' will follow these stages:

Monday 1st December – Parent Account Setup

Following this letter, you will receive an email invitation to set up your Arbor account. Please download the Arbor Parent App, log in, choose St Luke's CE Primary School and check that your details are correct. Update any information if needed.

Friday 5th December – School Meals 'Go Live' ready for you to choose and pay for the new menu to be served January 2026

Our new one-stop system for ordering and paying for school meals will launch. Please order your child's lunches from the new menu and add funds to your account.

The new menu will start from Tuesday 6th January.

Payments will move from ParentPay to Arbor. Any credit or arrears on your ParentPay account will be transferred to Arbor.

We are excited to get started with Arbor and invite all parents to familiarise themselves using the link below:

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

If you have any queries, please email office@thrive-slce.com a member of our team will be happy to help.

Thank you for your co-operation.

