



Executive Headteacher: Mr Stephen Snelson

Head of School: Mrs Rachel Watts

Assistant Headteacher: Miss Jessica Hall / Mrs Polly Press

Copt Oak Road, Narborough,
Leicestershire LE19 3EF

9th June 2025

Dear Parent / Carers,

We are excited to announce that we will be moving from ParentPay to Arbor Payments via the Arbor Parent Portal in August 2025. Adopting Arbor Payments will allow us to communicate with you more efficiently and bring all core school data into one system making things simpler for both school and parents.

This means that from next academic year, all trips, clubs, one-off payments, wraparound care and lunches will be booked and paid for on the Arbor Parent Portal. Over the coming weeks, please look out for an email with details of how to log in to the portal if you are not already using it.

The change will take place over the summer holiday so we would ask that you try to limit any upcoming credits you make to your account so that you are not at a surplus by the end of this term. If you have any concerns or believe you will hold any credit on your account by the end of this term, please contact the school office who can advise you on how to receive a refund.

Likewise, if you have any debts on your ParentPay accounts, please can these be cleared by the end of term. Any outstanding payments will be invoiced to you in September, and we may need to restrict future bookings if payments are not made promptly.

Any trips (such as residential visits) that are currently part paid will be transferred over by your school team and outstanding balances will show on the Arbor Portal from August.

Any childcare voucher credits that have been applied to your account will be moved on to Arbor by the school admin team. Please continue to confirm to your school office when you have made a payment via childcare vouchers and future credits will be applied to your Arbor account when this is activated.

By moving to this system, parents will now be able to book and make amendments to wraparound care directly through the Parent Portal. By automating the booking process, this will reduce administrative workload and free up valuable time for both staff and users, leading to a smoother and more efficient experience.



Telephone: 0116 284 1500 **Email:** office@rhf.learnat.uk **Web:** redhillfield.com **Twitter:** @redhillfield

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In order for you to make bookings we will now be asking for payment for wraparound care in advance rather than in arrears. If you pay by childcare vouchers, please can we ask that any transfers are made over the summer holiday by **Monday 11th August** and that you then email the school office with details. Your Arbor account will then be credited by **Friday 15th August** enabling you to make any bookings with the voucher credit. It is also possible to pay for wraparound care by credit or debit card.

Meals will also be bookable on the Arbor Parent Portal after 15th August. These will need to be booked and paid for by 8:30am on the day.

As with any new system, there are likely to be teething problems so please bear with us as we work through any issues. If you have any concerns during the summer holidays, please email the school office and we will respond to any queries on 22nd August when staff will be back at school. We are really looking forward to getting started with Arbor Payments though, and will send further communication in due course.

Many thanks,

RHF School Office



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