



SOUTH WILFORD

Endowed C of E Primary School

26th November 2025

Dear Parents and Carers,

We are writing to let you know about an important improvement to the way we communicate with families. From the start of the Spring term our school will be moving from **School Gateway** to **Arbor** as our main messaging and communication platform.

Arbor will allow us to streamline the way we share information with you, making communication quicker, clearer, and more reliable. Through Arbor, you will be able to receive messages, view important updates, and access key information about your child all in one place.

What this means for you:

- **All School Gateway messages will stop after 19th December 2025.** Whilst we get everyone set up on the Arbor app, we will message via both avenues.
- Guardians who already have a School Gateway account will be emailed simple instructions on how to log in and download the Arbor App. Please ensure you have done this by **19th December** to guarantee you continue receiving text messages and emails from us.
- Any primary guardians wanting to receive messages from school through the Arbor app will need to update their details with the school office in order to obtain access.
- Once set up, you will receive school messages directly through the Arbor App or by email.
- If you need help getting started, please contact the school office and we will be happy to support you.

We appreciate that switching systems may take a little time to get used to, but we are confident that this move will make communication more efficient and convenient for everyone.

Thank you for your cooperation and ongoing support.

Yours sincerely,

Mrs Stannard

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