



Burscough Priory Academy
www.burscoughprioryacademy.org
Headteacher Mrs L MacLaren

Ref: 3530

08 November 2024

Dear Parent,

Information System Upgrade

Thank you for your patience as we have navigated the change in Information System. Here is the next stage of the update.

The Trust Team have been fantastic and very diligent in their work, despite this we know that ClassCharts is not displaying all of the information everyone is used to reliably seeing. We have explored this with the company and we know that this cannot be rectified. Be reassured that in school, all information is accurate and recorded. After some further work with a test group of parents, we know that:

- Detentions do not show on ClassCharts.
- ClassCharts is not showing all positive or negative points; there is no discernible pattern of what it is and is not showing.

As a result, we have made the sensible decision to expedite the move for students and parents onto the new platform, Arbor. The information in this letter is specific to parents, students will do everything they need to in school.

This will be in two stages, stage one starts next week.

Stage 1 – From Monday 11 November

- From next Monday, all emails from school will from the Arbor account. This will read from **Burscough Priory Academy** and he headed **'no-reply@mail.arbor-education.com on behalf of Burscough Priory Academy.'**
- All parents will receive a test message from Arbor and a supplementary text message from SchoolComms to say that this has been sent on Monday at 12.00pm.
- It may, and is likely to go into your junk email first. Please retrieve it and 'un junk it.'
- From Monday afternoon, all notifications for detention will be received from this email address.
- SchoolComms for SMS text messaging will still be used for one more week.
- Please continue to report absence via the usual channels. This will change w/c 18 November.

School Gateway

- Will continue to be used exclusively for all payments to school, irrespective of the use of the Arbor platform.

The following week, starting Monday 18 November, this will translate into a wider rollout of Arbor to students and parents. We have prepared correspondence for you (for Thursday 14 November) with simple instructions and a help guide to get you started. This platform will, in time, merge other apps/platforms in school so that we are all working on one – streamlining everything we all do. Soon and with notice, ClassCharts will become redundant and we will not use the platform. All of the points that are banked on ClassCharts will be ported onto Arbor – we know that these are well earned and very precious!

Thank you for your understanding and we look forward to a return to full information sharing. Please take care to look out for the test email on Monday.

Yours faithfully,

L. MacLaren

Headteacher



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