



6th January 2026



Arbor will replace Parent Hub

From March 2026, Parent Hub and Parent Pay will no longer be available as we have come to the end of the contracts. We will be replacing all functions with Arbor which can be accessed either through the mobile or tablet app or through the portal on your laptop or computer.

We started using Arbor in the Summer Term for digital storage across Ebor Academy Trust and staff are finding it very user friendly. We will be using Arbor platform, alongside Appetite for all our other communications, payments and bookings.

The staff in our school office have undergone training on this new Arbor platform and will be more than happy to help you with it. From the 19th of January we will be using Arbor to communicate with Parents instead of Parent Hub.

From the 9th March we will also be using Arbor to take payments, organise trips and clubs instead of using ParentPay. Further details will be sent out nearer the time.

A link to register and download the Arbor App will be sent to all parents and carers via Parent Hub on the 19th January 2026.

What is Arbor?

Arbor is a Management Information System (MIS) - a digital storage system for the details we must hold on our children, parents and staff to ensure the smooth running of our schools. It orders and distributes the information we gather to provide our staff with the up-to-date and accurate information they need, while keeping your data as secure as possible.

Why the change?

Unfortunately, the old MIS system isn't a viable option anymore as the company is winding down its operations in this area.

For Parents/Carers

We have started using Arbor to streamline internal Trust processes. At the moment we use a variety of different platforms and we know that this can be frustrating for both staff and parents. One of the key reasons we chose Arbor was that we will be able to limit the amount of different platforms we have in the future as we start to use more of Arbor's functions.

Why Arbor

The Ebor team has put a great deal of work into ensuring we identified the very best fit for the needs of our schools. We went through a rigorous and lengthy system of checking the other options, with our main priorities being ease of use and security. We are 100% confident that Arbor was best placed to offer the solutions to our needs and the number one choice available.

Jo Sawyer

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