

Friday 26th June 2026

Arbor - Important changes for September 2026

Dear Parent / Guardian,

We are making some significant changes to the way we manage bookings and payments for wrap around care, clubs, trips and dinners from September and therefore we would ask all parents & guardians to read the below information carefully to assist a smooth transition for both families and school staff.

As per our recent communications, we will be moving away from Scopay with effect from September 2026, with all bookings and payments for clubs, trips, dinners and wrap-around care moving to Arbor. We hope this will be beneficial for families, with all pupil related information all available in one place.

Please see details below on next steps for parents to be aware of:

Arbor Parent Portal

If you do not already have an Arbor Parent Portal account set up, please email the school office: adminoffice@hordle.hants.sch.uk to request registration details. We must have 100% sign up otherwise you will not be able to book any clubs, trips or order lunches for your child.

We would encourage parents to use the Parent Portal website rather than the App for bookings and payments as this has greater functionality and is easier to navigate.

Existing Scopay balances

We would kindly request that parents use up as much of their child's available Scopay balances as possible between now and the end of term. If you wish for credit to be moved between accounts (eg. from dinners to After School Club) to assist with this, please email adminoffice@hordle.hants.sch.uk and we will action this for you

Current Scopay debt

Please ensure ALL outstanding debts are cleared in full by **Friday 17th July**, taking into account any planned meals/Breakfast/After School Club bookings until the end of term. This is particularly important for Year 6 pupils.

Breakfast and After School Club bookings

Breakfast and After School Club bookings for Autumn term will go live on Arbor at **9am on Monday 13th July** for next academic year and will be open to all year groups, including new Year R. Further details on how to do this will be shared soon.

Meal ordering from September

From September, parents will be required to book their child's lunches **in advance** using the Arbor Parent Portal. This is something that is already in place in many primary schools and is shown to reduce food waste and supports children in making varied meal choices, suitable to their tastes.

This is a very straightforward process and full instructions on how to do this will be shared towards the end of term. All families will be required to select meals or advise that a packed lunch will be brought from home and bookings for this will soon be available on Arbor for the first half of Autumn term (up to October half term). Further details to follow.

Hordle Hub Clubs

Internal Hub Club bookings will also move to Arbor and will go live on **Tuesday 1st September** for Autumn term with clubs starting from Monday 7th September. We will endeavour to share the Autumn term timetable with you before we break up but it may not be possible until closer to the end of this term. Thank you for your patience while we confirm club availability.

If you require after school care (The Den) but may also wish to book Hordle Hub clubs we would advise that you book After School Club on the days you require care in September, and then you can cancel any sessions not required if you are able to successfully book a Hub Club.

Breakfast and The Den After School Club will reopen on Wednesday 2nd September when children return to school.

Please contact a member of the office team should you have any questions.

Kind regards,

Team Hordle

Hordle CE (VA) Primary School

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'That they may have life; life in all its fullness' John 10:10

