

The Blidworth and Rainworth Primary School Partnership



9th February 2026

Dear Parents/Carers,

I wrote to you before Christmas informing you of the introduction of a new system into our schools (Arbor) for managing the information we receive and store. Despite a few unforeseen issues, the changeover has generally been successful. This has significantly improved the management of information within our schools and, in time, the change will improve the user experience for yourselves, particularly in communication and bookings.

As part of this process, we need to do some work on the *School Gateway App*, the App that many of you currently use for payments and bookings, and parents of Heathlands and Blidworth Oaks use for messaging their schools. To do this, **we need to make the *School Gateway App* unavailable on the last two days of term, Thursday 12th February and Friday 13th February.**

So, on Thursday 12th and Friday 13th February, please note the following:

Unavailable on the <i>School Gateway App</i> on Thursday 12 th and Friday 13 th February:	Solutions:
Booking Meal Choices	<ul style="list-style-type: none"> • Book Meal Choices in advance for these dates • Call the school direct to book meal choices • Pupils can still book meal choices in their classroom on these days
Making Payments	<ul style="list-style-type: none"> • Make payments in advance of these dates • Cash Payments will be available if needed. • Otherwise, please hold off all payments on these dates until after the half term break
Making Other Bookings (Trips, Breakfast and After School Club etc)	<ul style="list-style-type: none"> • Make advanced bookings before these dates • Call the school direct to make bookings
Sending Messages to the schools*	<ul style="list-style-type: none"> • Please communicate with the schools via telephone call or by email office@blidworthoaks.notts.sch.uk office@heathlands.notts.sch.uk

*Blidworth and Heathlands only. Lake View Parents/Carers will still have access to the DoJo App for communication.

For Parents/Carers who joined us in January and have been unable to access the *School Gateway App*, I sincerely apologise for any inconvenience this has caused and thank you for your patience with us. Straight after half term, our school office will be in touch with you to get you set up on our App, once these issues have been resolved.

For all other Parents/Carers, the *School Gateway App* should be up and running again towards the end of half term.

Thank you for your support with this matter.

Mr Walker

Executive Head Teacher

