

Spire Junior School

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Wednesday 9th September 2026,

Dear Parents and Carers,

Unfortunately, we have been informed today that there are some technical issues on our ParentMail system. This is preventing our communication and payment systems from being set up as soon as we would have liked for our families.

For families who were with us last year, you will know that we moved our Management Information System (MIS) to Arbor in November 2025 and that we are in the process of moving all of our systems into Arbor. Unfortunately, due to an error in the link between Arbor and ParentMail, we are experiencing some delays.

As this is the first year on Arbor, we are hoping this should not continue to cause a problem in future years. Our office staff are working hard to resolve the issue with the relevant teams as soon as possible.

Paper letters will be shared in the meantime where needed for your information.

If you have any questions, please do not hesitate to contact the office or speak to a member of staff.

Again, we can only apologise for any inconvenience and thank you for your patience.

Kind regards,

Mrs Vernon

