

RED HILL C of E PRIMARY SCHOOL

Midhurst Close, Worcester WR5 2HX

Telephone: 01905 352524

Email: office@redhill.worcs.sch.uk

Website: <http://www.redhillprimaryschool.co.uk/>

Headteacher: Jolanda Simmonds

Deputy Headteacher: Sarah Price

School Business Manager: Daniel Sparkes



28 November 2025

Dear Parents and Carers

In preparation for January 2026 we would like to announce that we will be moving over to our parent communication platform **Arbor** to make all RAP bookings. This will also be used for any trips moving forward. When you log onto your home screen of **Arbor** you will see the option to book 'RAP around care' Please go onto 'Activities' and then 'clubs' You will then be able to click on the green button 'can be registered for these clubs' The same rules apply as they did in ParentPay. Any parents who pay upfront and don't use a childcare scheme will have to top up their account before making any bookings.

As a remind

- Bookings can be made, amended or cancelled up to **24 hours before the session commences**.
- You have full flexibility to manage your account to make relevant changes that are needed.
- If for any reason your child is not on the register for either RAP session, this will incur a booking fee which will be twice the session price. For example, If you send your child in for 1 hour after school with no booking, the price of this session will be £10.00
- If you pay via any childcare scheme, payment **must** be made at the same time bookings are made on Arbor. Please then email the RAP@ account to let us know payment has been made. We have seen a number of regular offenders not making payments and resulting in us having to chase. If this does continue, after your second reminder, unfortunately your account **will** be frozen, any future bookings will be cancelled until payment is made and you will be asked to use the pay now option. We will be more firm with this moving forward.
- Afterschool RAP only - From January 2026 will now only have two sessions. Option 1, until 16.25pm and option 2 until 17.25pm. Unfortunately after trailing a 18.00 collection option we haven't had sufficient uptake to make this option viable in the long term and have therefore decided to remove this option. We do apologies to those family's that use this service and we hope that by informing you now, we have given you plenty of notice to make alternate arrangements.

RAP bookings will be released at 6pm tonight and are live on **Arbor** ready for January 2026 and are available on a first come first served basis. We have released these bookings early so that we are available to help and support should you need any. **Those parents who have been in credit on ParentPay, thank you. Any remaining credit balances will be transferred to Arbor on the 18th December. We will not transfer before in case you wish to make any more bookings this term. If you are in areas on ParentPay your Arbor account has been set up with the 'pay now option only. Once this has been paid the childcare voucher option will be enables for you.**

For the remainder of the autumn term, please continue to use ParentPay.

Wishing you all a festive and relaxing break when it comes to it and we look forward to welcoming you back on Tuesday 6th January 2026.

Yours Sincerely

Mr D Sparkes
School Business Manager



Friendship Love Respect Responsibility Perseverance Hope

At Red Hill C of E Primary School, we look to Jesus as our example in our aspirations for Excellence and Enjoyment in all that we do. We believe that Everyone is unique and Everything is celebrated.



God created you to be amazing (Ephesians 2:10)