



PENNINE EDUCATION

Pennine Education Newsletter

July 2021

Customer Satisfaction Survey

Thank you to all schools that took part in the Pennine Education Customer Satisfaction survey. The survey is now complete and can be viewed on the Pennine Education website or by following the link below.

[Customer Satisfaction Survey](#)

We would like to take this opportunity to thank everyone who completed the survey for their feedback.

Pennine Education Staff Vacancy

We are delighted to announce that we have an opportunity for a suitably qualified and experienced FMS / MIS Support Consultant. The position is full time with the option of term time plus 10 Days. We would welcome applications from existing MIS Support professionals or experienced members of High or Primary school staff who are looking to use their skills in a different environment.

We are particularly interested in applicants who have knowledge of the schools Finance module FMS as well as general usage of SIMS, Arbor or Bromcom. Support and training will be given to the successful applicant in developing their software knowledge for a support environment as well as providing appropriate CPD in order for the applicant to be able to successfully deliver training and consultancy to schools. Applicants must also be willing to undertake training in Arbor & Bromcom if they currently use support SIMS, or SIMS if they have experience with another of the Pennine Education Supported MIS.

The successful applicant will be a highly committed individual who has excellent communication skills and the ability to provide an exceptional level of customer service whilst on Helpdesk and whilst delivering training and consultancy. Whilst being able to deliver a quality resolution to helpdesk requests, the applicant should respond quickly to calls raised.

Further details can be found by following the link below or for an informal chat please call Jonathan Howells on 01616842320

[FMS\MIS Support Consultant Vacancy](#)

Termly Briefings

Since March 2020 we have been delivering our Termly briefings remotely via MS Teams in order to comply with Governments Covid 19 restrictions. Feedback from customers has highlighted that some people prefer remote meeting and would like them to continue that way in the future.

To gain the opinion of a wide range of our customers a question was asked in the Customer Satisfaction Survey on how schools would like to see the Termly Briefings delivered going forward. The results showed that 44% wanted some sort of Face to Face meeting, 41% wanted to retain all meetings as Remote with 14% selecting Other, whereby respondents entered a range of options supporting both Face to Face and Remote options. In order to try and ensure we are meeting our customers' needs it has been decided for the Academic Year 2021/22 we will be offering one Face to Face Briefing, to be held in January and two Remote Meetings, September and May. The Face to Face meeting will also be provided in a MS Teams format for those that wish to attend the event virtually.

Arbor Accreditation

Pennine Education have successfully gained the Arbor Advanced Accreditation.



Pupil Premium 2021/2022

Pupil premium allocation for mainstream and special schools will include pupils recorded in the October 2020 school census.

Pupil premium allocation for pupil referral units, will include pupils recorded in the January 2021 school census.

The latest pupil premium download can be expected to be available from this month, this will be available via the new DfE service Get information about pupils (GIAP) replacing the previous service Key To Success (KTS)

For guidance on how to import the Pupil Premium file along with what to do if you do not see the Get Information About Pupils (GIAP) service on the DfE Sign-in click [here](#).

For further information about pupil premium eligibility, rates for eligible pupils and illustrative school level allocations for 21/22 click [here](#).

Support Agreements

For schools who renew their Support agreements in September, please can they ensure they provide their pupil numbers as soon as possible, email contracts@pennineeducation.co.uk

Technical

We would like to advise schools that from Summer 2022, ESS will not be supporting the following SQL versions, Sims will still work on these versions.

SQL 2012 SP2

SQL 2014 SP3

SIMS Summer Update

The SIMS Summer update has been released (Version 7.200)

We would recommend all secondary schools ensure this has update has been applied by the 6th August 2021 for their Exams results day

Primary schools will need to apply this prior to the census return on the 7th October

Remote Connection

An email was recently sent to your IT support, please can you check with them the following URLs have been added your fire-wall whitelist:

<http://s3ws.ess-solus.co.uk/packageserverservice.svc>

<http://s3dl.ess-solus.co.uk>

This will need to be completed by the 15th October

We would like to take this opportunity to advise you that Elaine will be taking early retirement from Pennine Education from 24th July 2021. Elaine will not be totally disappearing straight away, as over the coming months Elaine will still be doing some work with Pennine to ensure a smooth transition.

Elaine would like to thank everyone for their support, the good working relationships and friendships that she has developed with schools over the past 7 years whilst at Pennine Education. Elaine will miss everyone at Pennine and all the schools-based colleagues but is now looking forward to looking after her grandchild and joining her husband in retirement.

I am sure you would like to join us in wishing Elaine all the best in her retirement.

We would like to wish you all a happy summer holidays

