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**Pennine Education**

**Customer Satisfaction Survey & Service Performance Report**

**Spring 2021**



**Pennine Education Customer Satisfaction Survey & Service Performance Report – Spring 2020**

**Introduction**

Pennine Education is an Accredited MIS Support Partner for SIMS, Arbor and Bromcom. Pennine provides MIS Support to over 110 schools over 10 local Authorities in the North West and is committed to providing its customers with a quality, cost effective, customer focused MIS Support Service. As part of that commitment, we welcome feedback from our customers and are always looking for opportunities to make improvements to the service, as a result of that feedback.   
  
**Customer Satisfaction Survey**

To measure satisfaction in the service that they are receiving, customers are asked to complete a Customer Satisfaction Survey. The Survey has been carried out annually since 2016 and consists of eleven service-related questions. The first subset of questions asks customers to rate the Service they are receiving in the different service areas, with customers asked to grade the service using the following range: Strongly Agree, Agree, Neutral, Disagree, Disagree Strongly.

Responses were received from 56.6 % of Supported Schools, representing a 29.1% increase in the response rate from 2020. The significantly smaller response to the 2020 survey is explained by the fact that the survey was sent to schools five days before the first Covid -19 Pandemic national lockdown began in March 2020.   
  
The target is for 95% of Customers to return a Strongly Agree\Agree Response for Questions 1-7. This target was achieved in all service areas that the survey covered.

Customers were also asked to give the service an overall rating, using the following criteria: Excellent, Good, Average, Poor, Very Poor with a target of 95% of customers returning an Excellent\Good response. This target was achieved with 97% of customers rating the service as Excellent and 100% of customers returning an Excellent\Good rating for the overall level of service.

In the final section of the survey, customers were given the opportunity to give suggestions on how the Service could be improved, as well as being asked for any general comments\suggestions. Details of responses to these questions are included on page 4.

**Question 1**

**MIS Support Met My Expectations**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 96% | 4% | 0% | 0% | 0% |
| **100% Achieved**  **Target 95%** | |  |  |  |

**Question 2**

**The Helpdesk Provides Accurate Resolutions Quickly**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 96% | 4% | 0 | 0 | 0 |
| **100% Achieved**  **Target 95%** | |  |  |  |

**Question 3**

**The Staff are Extremely Knowledgeable, Friendly and Approachable**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 96% | 4% | 0 | 0 | 0 |
| **100% Achieved**  **Target 95%** | |  |  |  |

**Question 4**

**The Materials and notes provided are relevant, easy to follow and pertinent**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 87% | 10% | 3% | 0 | 0 |
| **97% Achieved**  **Target 95%** | |  |  |  |

**Question 5**

**Termly Briefings provide clear guidance for the Census, the upgraded software and new software available**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 92% | 4% | 4% | 0% | 0% |
| **96% Achieved**  **Target 95%** | |  |  |  |

**Question 6**

**Quality Training is provided either on site or scheduled which meets the schools expectations\ requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 89% | 9% | 2% | 0 | 0 |
| **98% Achieved**  **Target 95%** | |  |  |  |

**Question 7**

**The School would be happy to recommend Pennine Education for MIS Support**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 96% | 3% | 1% | 0 | 0 |
| **99% Achieved**  **Target 95%** | |  |  |  |

**Question 8**

**How would you rate the MIS Service overall**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Excellent** | **Good** | **Average** | **Poor** | **Very Poor** |
| 97% | 3% | 0 | 0 | 0 |
| **100% Achieved**  **Target 95%** | |  |  |  |

**Question 9**  
  
**What aspects of the service could be improved**?  
  
**Customer Comments**

|  |
| --- |
| * Happy with all the services provided. |
| * Nothing really, fully met my expectations from start to finish |
| * None really as the service and support is second to none. |
| * Nothing comes to mind - always have great service and full support. |
| * More people trained on FMS |
| * Service desk response times are always super fast with calls normally resolved at the point you ring - AMAZING! |
| * We think you're great and so glad we switched to Pennine. |
| * Can't think of anything to improve. |
| * Instructions : Step by Step guides with more detail for people who haven't used the system before * None needed * We struggle with the remote access, That is our end though not Pennine. * None * Maybe to provide cake and biscuits :) * None * For me personally, superb service. * I have found the service provided exceptional. * I am more than happy with the service you currently provide. * I genuinely can't think of anything ! I've always had an excellent response and resolution from the team and are really friendly and helpful. Nice to have a catch up with everyone ! * Nothing * Can't answer this as I don't think there is anything to be improved. * none, its great you have experts in each area. * I think all areas are covered to a high standard |

**Question 10**  
  
**Other Comments**

|  |
| --- |
| * All issues and requests (some may have been a challenge) have been dealt and now ensure we provide accurate and relevant reporting .  Thank you |
| * Face to face meetings are a good opportunity to get away from the school environment so you can concentrate on the information without interruption. In school, you can have a MEETING IN PROGRESS sign on your door and be wearing a set of headphones and people will still come and stand at your desk and try and talk to you. |
| * The service provided is invaluable to The Harmony Trust and it's 5 Oldham academies. All the staff involved with SIMs value the staff and are grateful for the safety net your staff provide. Our staff have the confidence to know whatever questions they ask of your staff, they will respond promptly to resolve queries. Thank you |
| * The team are absolutely amazing! They are supportive, patient and willing to help whenever we contact them. They offer an outstanding service and nothing is ever too much trouble - thank you! |
| * Amazing service from all involved. Couldn't be happier with the service you provide. The school would like to adopt Jon. |
| * Fantastic service! Extremely knowledgeable and supportive staff, very rare issues aren't resolved on the first call. The team always go above and beyond and I feel by far this is the best SLA that school has in terms of value for money and service delivery. |
| * Completely supportive, professional and always resolve promptly |
| * I have always found the service to be excellent, the staff knowledgeable and the help invaluable. |
| * Pennine Education provide an exceptional, approachable, helpful friendly service. I have been very impressed and thankful for the help and support they have provided me. |
| * Pennine provide an excellent support service. Staff are knowledgeable about all aspects of SIMS and are friendly and professional at all times. All issues are resolved quickly, with staff remoting on where necessary. The briefings are especially useful and the accompanying notes are a life saver for those tasks that are only performed once a year. An all round 5 star service. |
| * Well done Team Pennine ! Keep up the outstanding work ! :-) |
| * The service is amazing, the staff are all very friendly, always an option to remote on or talk you through a process. Everything is dealt with quickly and always great follow up. Thank you for a great service. |
| * You are amazing at what you do! We'd be lost without you being on hand to solve queries. |
| * Great service, nothing is too much trouble for any of the team. |
| * First class service. All the staff are very helpful resolve queries quickly and efficiently. They are Superhero's and should wear capes! |
| * Excellent service received. |
| * During the relatively short period of time that we have been with Pennine, I have found their service and staff assistance to be excellent. |
| * Thank you for an excellent, friendly reliable service |
| * Nothing is ever too much trouble * Thank you for your continued support |
| * FANTASTIC SERVICE, FRIENDLY AND HELPFUL STAFF WHO KNOW THEIR STUFF..... WELL DONE GUYS.. |
| * Cannot fault the support we receive. Just brilliant! :-) |
| * I have not attended any briefing meetings so cannot comment/rate these |
| * Re the termly briefings - logistically it is better when remote, but these meetings are my only chance to network with other business managers and the conversations over coffee are very valuable. Maybe there could be both - dial in if you can't make it, come in person if you can?? |
| * Excellent service. All staff are extremely helpful and knowledgeable. |
| * We have only recently come under your umbrella since converting to an academy as part of the Harmony Trust Ltd. and acknowledge the support we have had as when required has been good and helpful. |
| * Special mention to Jonathan Howells who goes over and above whenever I have had a need to ask for his assistance. He is always very patient and understanding. |
| * We always receive the best customer care from Pennine Education and done with a personal touch. |
| * Always receive very friendly, helpful service from the Pennine Education Team. If the query cannot be resolved at the time of your telephone conversation they always return with the solution in a timely manner. |
| * Great service as always |
| * Thanks for your help. |
| * Can't fault the excellent service provided by Pennine.  Friendly courteous personnel who provide quick and responsive reply's and solutions. |
| * Pennine Education have been a massive help and support to me being new to using SIMS. They are quick and easy to get in touch with and have been well organised even whilst some of the team have been working from home. They solve all queries and enquiries quickly and efficiently and have even gone above and beyond to help me at times. I would highly recommend Pennine Education to any other user. |

**Training Analysis**  
  
Pennine Education provides a full range of formal MIS classroom training, one to one, on-site training courses and consultancy. Each delegate is asked to complete an evaluation form, consisting of 10 questions on the training that they have received and asked to rate the training using the following range: Strongly Agree, Agree, Neutral, Disagree, Disagree Strongly.  
  
During 2020 the number of training courses delivered was significantly reduced because of Covid-19 restrictions. During this time Pennine Education has responded by offering remote training via Microsoft Teams. Termly school briefings have also been delivered via Teams and have been well received by customers.

Many customers had fed back that they liked the Termly Briefings being held remotely. To guage the feeling amongst all schools a question was added to ask how schools would like the Termly Briefings delivered in the future. Following this feedback from September 2021 only one Termly Briefing will be delivered Face to Face with the remaining two delivered via MS Teams. The Face to Face Briefing will also be delivered via MS Teams for those schools who would still like to attend remotely.  
  
All training evaluations will be electronic from Spring 2021, with course delegates sent a link after the course is completed to submit an evaluation form. We believe this will encourage more delegates to return their feedback as the process will be quicker and easier.

The same benchmark has been applied to training evaluation, in that all areas should aim to receive 95% of delegates returning a Strongly Agree \ Agree response.   
  
At individual course level during 2020 100% of delegates rated the training that they had received overall as either Excellent (96%) or Good (4%).  
  
100% of delegates either Strongly Agreed (96%) or Agreed (4%) that the trainer was knowledgeable.

With increased pressures on budgets, schools are increasingly looking for the most cost-effective way to train staff. In order to make training as accessible as possible to our customers Pennine Education is increasing its website digital content and increasingly providing remote training at a reduced cost.

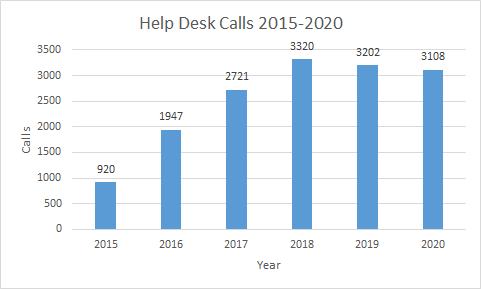
The first stage in this process has been to add a series of “How to” videos to our website. These videos are being added too and updated on a regular basis to ensure they are relevant and current. Webinar training, for both individuals and groups of delegates has also been introduced in 2020. The next phase of training development will be to offer training whereby schools can work on their own data whilst undergoing training e.g. School Workforce Census Training.

**Help Desk Statistics**

The period 01 January 2020 to 31 December 2020 saw a total of 3108 calls logged with the Pennine Education Help Desk, with 100% of calls resolved within SLA and 96% resolved on First Contact. The number of logged calls decreased by 94 in 2020 compared to 2019, representing a 2.9% decrease in calls. Due to the exceptional circumstances in 2020 the minor drop in call illustrates that schools continued to use Pennine Educations services

Over the three-year period 2015-2018 calls to the Helpdesk increased year on year and plateaued in 2019. We believe that quality of the helpdesk service has been maintained over the last five years. This is supported by the fact that 96% of responders to the latest survey Strongly Agreed that the helpdesk gave quick and accurate responses as well as positive comments in the feedback.

Pennine Education’s commitment to providing quality Helpdesk solutions is also supported by the fact that 100% of calls have been resolved within SLA over the past 6 years.



**Performance Comparison 2016 – 2020**

The table below shows a year-on-year comparison of the 2016-2020 Customer Satisfaction Surveys. Although all areas met the service benchmark of 95% of customers returning a Strongly Agree\Agree response, the year-on-year performance comparison only uses the highest rating option of Strongly Agree as the high level comparison benchmark.

Six areas recorded an overall decrease, one of the eight areas saw an overall increase with one area remained the same. Overall, we believe that these results support a high overall customer satisfaction across all service areas provided. It is considered that the year-on-year variation are within acceptable boundaries and is evidence of consistently high levels of support being provided to our customers and which is also supported by the positive feedback in the comments section..

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Customer Satisfaction**  **Survey Questions** | **2016** | **2017** | **2018** | **2019** | **2020** |
| 1. MIS Support Met My Expectations | 95% | 100% | 93% | 97% | 96% |
| 1. The Helpdesk Provides Accurate Resolutions Quickly | 96% | 98% | 95% | 93% | 96% |
| 1. The Staff are Extremely Knowledgeable, Friendly and approachable | 100% | 100% | 97% | 97% | 96% |
| 1. The Materials and notes provided are relevant, easy to follow and pertinent | 95% | 97% | 92% | 97% | 87% |
| 1. Termly Briefings provide clear guidance for the Census, the upgraded software and new software available | 98% | 90% | 93% | 96% | 92% |
| 1. Quality Training is provided either on site or scheduled which meets the schools expectations\ requirements | 95% | 94% | 85% | 95% | 89% |
| 1. The School would be happy to recommend Pennine Education for SIMS Support | 98% | 100% | 3% | 97% | 96% |
| 1. How would you rate the SIMS Service overall | 100% | 100% | 93% | 97% | 97% |

|  |  |
| --- | --- |
|  | Increase |
|  | Neutral |
|  | Decrease |

**Complaints**  
  
During the 12-month period from January 2020, no formal complaints were received.

**Company Developments**

During 2020, in recognition of the changing MIS market within schools, Pennine Education has successfully completed the required tasks to become an Accredited Support Partner of two cloud-based MIS solutions: Bromcom and Arbor. This decision has been taken in order for Pennine Education to continue to support schools should they take the decision to switch MIS provider.

Pennine Education continues its ongoing commitment to SIMS, undertaking ongoing CPD for staff in SIMS 7 and compressive training in SIMS Primary, the ESS SIMS Cloud based solution. Pennine Education is committed to supporting any school who wish to migrate to SIMS Primary. In early 2021 the sale of SIMS by Capita to Montague Private Equity took place. Montague are committed to developing both SIMS 7 and SIMS 8 in order to retain SIMS Software as the market leader.

During 2020 Pennine Education has continued to work closely with partners, such as ESS SIMS, Arbor & Bromcom, as well as local partners such as Fingertip Solutions, Forersight Business Solutions and Edac in order to ensure that schools receive a complete IT Service which results in them being able to make the most of their MIS solution.

**Conclusion**  
  
2020 has been a challenging year for both Pennine Education and its customers due to the Covid19 global pandemic. We believe that during the lockdowns we have managed to continue to provide our customers with an uninterrupted service, maintaining a full range of services throughout this difficult period. During 2020 Pennine Education has endeavoured to continue to provide its customers with the highest level of customer service. We believe that the final figures and customer comments support the overall conclusion that there has been no decline in service levels and that customers continue to be happy with the service that they are receiving from Pennine Education.

We would like to take this opportunity to thank everyone who participated in the survey.