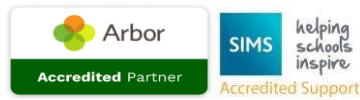




Pennine Education Ltd

# Pennine Education Customer Satisfaction Survey & Service Performance Report for 2024



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# **Pennine Education Customer Satisfaction Survey & Service Performance Report for 2024**

## **Introduction**

Pennine Education is an Accredited MIS Support Partner for SIMS and Arbor Schools MIS solutions. Pennine provides MIS Support to 136 schools over 10 local Authorities in the Northwest 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 46% of Supported Schools, with the target being 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 98% of customers rating the service as Excellent.

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
95%	5%	0%	0%	0%
<b>100% Achieved Target 95%</b>				

### Question 2

#### The Helpdesk Provides Accurate Resolutions Quickly

Strongly Agree	Agree	Neutral	Disagree	Disagree Strongly
95%	5%	0	0	0
<b>100% Achieved Target 95%</b>				

### Question 3

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

Strongly Agree	Agree	Neutral	Disagree	Disagree Strongly
98%	2%	0	0	0
<b>100% Achieved Target 95%</b>				

### Question 4

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

Strongly Agree	Agree	Neutral	Disagree	Disagree Strongly
92%	8%	0	0	0
<b>100% Achieved Target 95%</b>				

**Question 5**

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

Strongly Agree	Agree	Neutral	Disagree	Disagree Strongly
96%*	4%	0%	0%	0%
<b>100% Achieved Target 95%</b>				
<ul style="list-style-type: none"> <li>*9.5% of total respondents had not attended a Termly Briefing up from 9% in 2023</li> </ul>				

**Question 6**

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

Strongly Agree	Agree	Neutral	Disagree	Disagree Strongly
93%*	5%	2%	0	0
<b>98% Achieved Target 95%</b>				
<ul style="list-style-type: none"> <li>* 32% of total respondents had not attended a Training Session , up from 25% in 2023</li> </ul>				

**Question 7**

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

Strongly Agree	Agree	Neutral	Disagree	Disagree Strongly
98%	2%	0%	0	0
<b>100% Achieved Target 95%</b>				

## Question 8

How would you rate the MIS Service overall

Excellent	Good	Average	Poor	Very Poor
98%	2%	0	0	0
<b>100% Achieved Target 95%</b>				

## Question 10

What aspects of the service could be improved?

### Customer Comments

- All of it you are all amazing
- None
- Nothings - All superb !
- Happy with the service we receive
- None that I have encountered
- None
- None
- None - the service we receive from Pennine is brilliant. I appreciate everything they do. Thank you.
- None that I can think of currently.
- Really struggling to answer this the service so far has been excellent. Always call back or email when promised.
- Nothing - everything is great!
- I always receive the support I need every time I get in touch with any of the team so I have no thoughts for any improvements. Thank you for everybody's help
- Nothing could be improved
- None, we always get fantastic service
- Nothing - all the team are helpful whenever I call to raise a ticket
- Nothing
- Struggle to think of anything. It is a service that can always relied on for a quick resolution to any queries that we have.
- I have never had a bad experience with Pennine so cannot say that any service needs to be improved.
- Nothing!
- I am extremely happy with the support given and can see no improvements necessary.
- The service I have received has been excellent so I cannot think of how it could be improved.
- Nothing that springs to mind, always met my expectations.
- Don't think there are any!
- The Service already meets all our requirements

- Quick response times and knowledgeable staff.
- None
- Unless I speak to Troy, problems aren't always sorted straight away - Troy is a real asset to Pennine!
- None
- I am happy with all aspects of Pennine.
- Would be good to see a quick how to guide for small tasks, or a quick tips and tricks section in your briefings.
- N/A
- I cannot think of anything.
- I am always happy with the service I receive.
- Nothing I can think of

## Question 11

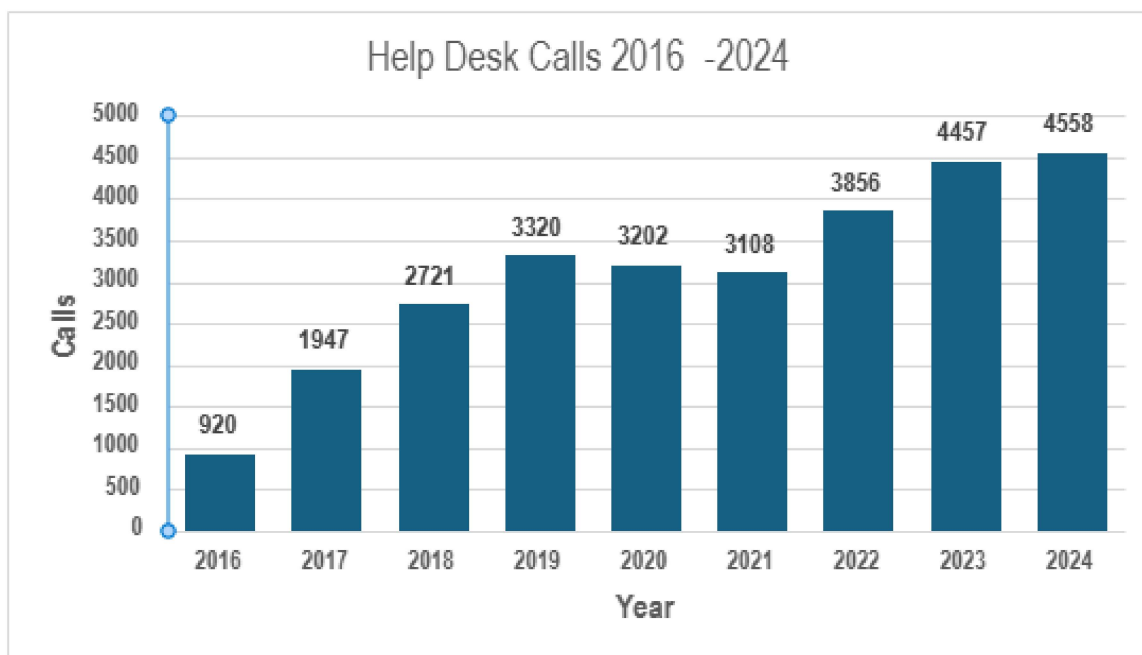
### Other Comments

- Rebecca is a star
- All staff we speak to are knowledgeable and nothing is too much trouble. In particular Rebecca and Carolyn spend more time with me due to the Finance aspect - They are amazing. Thank you.
- Thank you for always making us feel like there is no silly question - even when it turns out our questions are a bit silly!
- We can always rely on the team, Troy and Jonathan especially, to respond to our queries and find solutions. Thank you
- Always happy to recommend Pennine for MIS support. The service we receive continues to be excellent; staff are knowledgeable and professional and queries are dealt with quickly and efficiently.
- From what we have experienced so far the service is brilliant and we are really happy with Pennine Education.
- The team are helpful and very supportive. They respond to calls quickly and deal with any queries effectively - thank you!
- Great customer service. Very helpful and knowledgeable. Answer any questions/queries quickly. Will help me with anything I am not sure about
- You are all absolutely amazing. You have never let us down
- Thank you for always providing a friendly and efficient service
- Very approachable and quick to help
- All the staff at Pennine are amazing & always provide a resolution. Rebecca & Carolyn give fantastic support around FMS.
- We would like to thank you all for all your help and support. You always manage to resolve any issues we have :)
- The staff are amazing, they are very friendly, knowledgeable and very helpful. Nothing is too much trouble.
- I have contacted Pennine a few times with SIMS queries related to exams. The staff are always so helpful and kind, and quick to respond. I am very grateful for their support :-)

- Pennine are fantastic - they are always helpful and very knowledgeable and very patient when dealing with me.
- Thank you for the help provided over the last 12 months, it is reassuring to know that help is always there when required.
- Genuinely brilliant staff and service - always helpful and prepared to go the extra mile
- All staff are extremely helpful and knowledgeable
- Always on hand, friendly & knowledgeable, resolving any issues quickly. We also appreciate the good working relationship between yourselves and Foresight.
- Excellent consistent service. Thank you to everyone for your continuous support with everything!
- All staff are so helpful and knowledgeable.
- We always receive excellent service with a smile
- Excellent Team of People, always friendly and helpful
- Thank you all for your support, it is very much appreciated
- Our main contact is Troy who is always able to solve our problems! We often speak to other members of staff when we ring with an issue and they are very friendly and nothing is too much trouble.
- Lovely, helpful staff
- Amazing, supportive team, nothing is ever too much. Always go over and above
- Thanks to you all for your ongoing support! We really appreciate all your help. Hope you all have a lovely Christmas.  
Very satisfied
- I started my roll in March, no SIMS/SBM experience at all, so you providing training and support has been a god send for me. All staff I have spoken with or had the pleasure of meeting have been lovely. I'd have been rocking in the corner of my office trying to tackle the Census on my own, so thank you for all for your help, kindness and support while I have been at St Pauls. :)
- The service is always very helpful and issues resolved in a timely/efficient manner.
- We always receive excellent help and support from the team.

## Help Desk Statistics

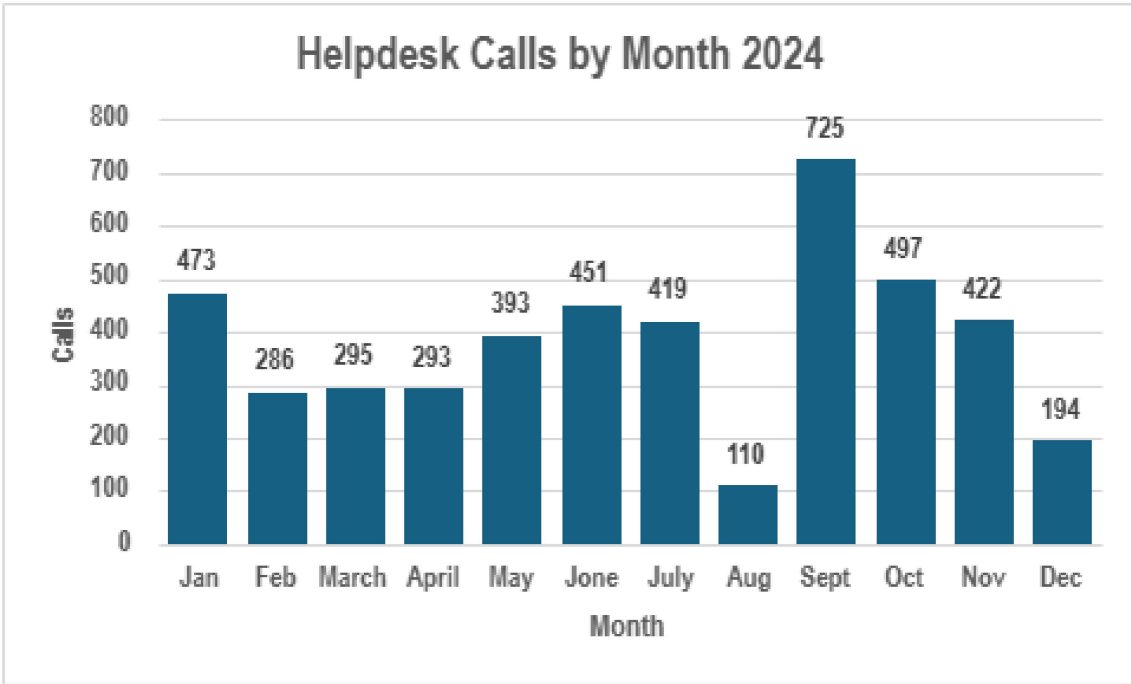
The period 1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024 saw a total of 4558 calls logged with the Pennine Education Help Desk, with 100% of calls resolved within SLA and 85.30% resolved on First Contact. The number of logged calls increased by 101 in 2024 compared to 2023, representing a 2.2% increase in calls. We believe this demonstrates that despite the year-on-year increase in the calls to the Help Desk, the high quality of service has been maintained to our customers.



We believe that quality of the helpdesk service has been maintained over the last nine years, supported by the fact that 95% of responders to the latest survey Strongly Agreed that the helpdesk gave quick and accurate responses, as well as positive comments in the feedback section.

Pennine Education's commitment to providing quality Helpdesk solutions, despite the increase in calls, is also supported by the fact that 100% of calls have been resolved within SLA over the past 9 years.

The responses in the survey also support that the Helpdesk have effectively managed the fluctuating call numbers, with calls ranging from a low of 110 in August, to a peak of 725 in September, without any degradation of service to customers.



### Performance Comparison 2017 – 2024

The table below shows a year-on-year comparison of the 2017-2024 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.

It is considered that all the year-on-year variations from 2017-2024 are within acceptable boundaries and is evidence of consistently high levels of support being provided to our customers. This is also supported by the positive feedback in the comments section.

Customer Satisfaction Survey Questions	2017	2018	2019	2020	2021	2022	2023	2024
1. MIS Support Met My Expectation	95%	100%	93%	97%	96%	100%	95%	95%
2. The Helpdesk Provides Accurate Resolutions Quickly	96%	98%	95%	93%	96%	100%	96%	95%
3. The Staff are Extremely Knowledgeable, Friendly	100%	100%	97%	97%	96%	100%	100%	98%

and approachable								
4. The Materials and notes provided are relevant, easy to follow and pertinent	95%	97%	92%	97%	87%	97.5%	89%	92%
5. Termly Briefings provide clear guidance for the Census, the upgraded software and new software available	98%	90%	93%	96%	92%	100%	88%	96%
6. Quality Training is provided either on site or scheduled which meets the schools expectations\ requirements	95%	94%	85%	95%	89%	96%	97%	93%
7. The School would be happy to recommend Pennine Education for SIMS Support	98%	100%	93%	97%	96%	97%	98%	98%
8. How would you rate the SIMS Service overall	100%	100%	93%	97%	97%	100%	100%	98%

	Increase
	Neutral
	Decrease

## **Complaints**

During the 12-month period from January to December 2024, no formal complaints were received.

## **Company Developments**

In recognition of the changing MIS market within schools, in 2021 Pennine Education successfully completed the required tasks to become an Accredited Support Partner for Arbor, with Pennine Education now directly supporting 37 Arbor schools. All staff are Accredited Arbor Support partners, but we will continue staff CPD in Arbor to ensure that all staff are able to provide high quality support to our customers.

Pennine Education continues its ongoing commitment to SIMS, undertaking ongoing CPD for staff in SIMS 7. SIMS & FMS Connected now gives SIMS Schools the option to have a Cloud based version of SIMS with exciting developments in Next Gen SIMS taking place in 2025. Pennine Education has been an early adopter of SIMS Next Gen and have been working closely with ESS to implement SIMS Next Gen in our supported schools. At the end of 2024, 55 of Pennine Educations supported schools were SIMS Next Gen enabled and able to take advantage of the new cloud-based SIMS functionality. We will continue to promote SIMS Next Gen in the coming 12 months to ensure our customers have access to all the latest SIMS Next Gen developments.

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

## **Conclusion**

During 2024 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.