



Pennine Education Ltd

Pennine Education Customer Satisfaction Survey & Service Performance Report for 2023



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Document Author:	<i>Jonathan Howells</i>	Valid from:	<i>14/04/2020</i>

Contact:	<i>Pennine Education</i>	e-Mail: jhowells@pennineeducation.co.uk
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Pennine Education Customer Satisfaction Survey & Service Performance Report for 2023

Introduction

Pennine Education is an Accredited MIS Support Partner for SIMS, Arbor and Bromcom. Established in 2014, Pennine provides MIS Support to 136 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 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. One response was not included due to the information supplied being incomplete.

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 100% 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 5.

Question 1

MIS Support Met My Expectations

Strongly Agree	Agree	Neutral	Disagree	Disagree Strongly
95%	5%	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
100%	0%	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
89%	9%	2%	0	0
98% 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
88%*	12%	0%	0%	0%
100% Achieved Target 95%				
<ul style="list-style-type: none"> *9% of total respondents had not attended a Termly Briefing down from 15% in 2022 				

Question 6

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

Strongly Agree	Agree	Neutral	Disagree	Disagree Strongly
97%*	3%	0%	0	0
100% Achieved Target 95%				
<ul style="list-style-type: none"> * 25% of total respondents had not attended a Training Session, up from 5% in 2022 				

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
100% Achieved Target 95%				

Question 8

How would you rate the MIS Service overall

Excellent	Good	Average	Poor	Very Poor
100%	0%	0	0	0
100% Achieved Target 95%				

Question 10

What aspects of the service could be improved?

Customer Comments

- Would prefer at least one of the termly briefings to be face to face
Pennine Education Response: Customer advised that the Summer 2024 Briefings will be Face to Face.
- We are very happy with the services provided.
- Nothing
- None
- N/A
- Can't think of anything.
- All good.
- None. They respond quickly and are very knowledgeable
- None - always helpful and resolve problems.

- Some staff need extra training on certain aspects of Arbor. If Troy is absent, it can be difficult to get a resolution quickly.

Pennine Education Response: Customer advised that all Helpdesk Staff are Arbor Accredited but advised that we are putting in place extra training for all staff to cover the areas of Arbor that they need development on.

- None
- Can't think of any.
- ABSOLUTELY NOTHING !!!
- keep doing what you are doing.
- Very happy with the service
- Nothing
- NA
- None
- Although I have put the helpdesk down as 'Strongly Agree' sometimes not all queries are dealt with as promptly as they were if Troy was to answer the phone. Troy is an asset to Pennine and is always able to quickly resolve any issues that I have and I feel bad asking for him but I know that he will know how to resolve most issues.

Pennine Education Response: Customer advised that all Helpdesk Staff are Arbor Accredited but advised that we are putting in place extra training for all staff to cover the areas of Arbor that they need development on.

- No improvements necessary. Excellent service as always.
- All is good, just when on teams meetings remember some of us do not have the ability to be able to speak back due to old PC, don't want you to think we are being ignorant.
- none that I can think of
- Nothing
- Not encountered anything to date - 'fantastic service'.
- Nothing at all!

Question 11

Other Comments

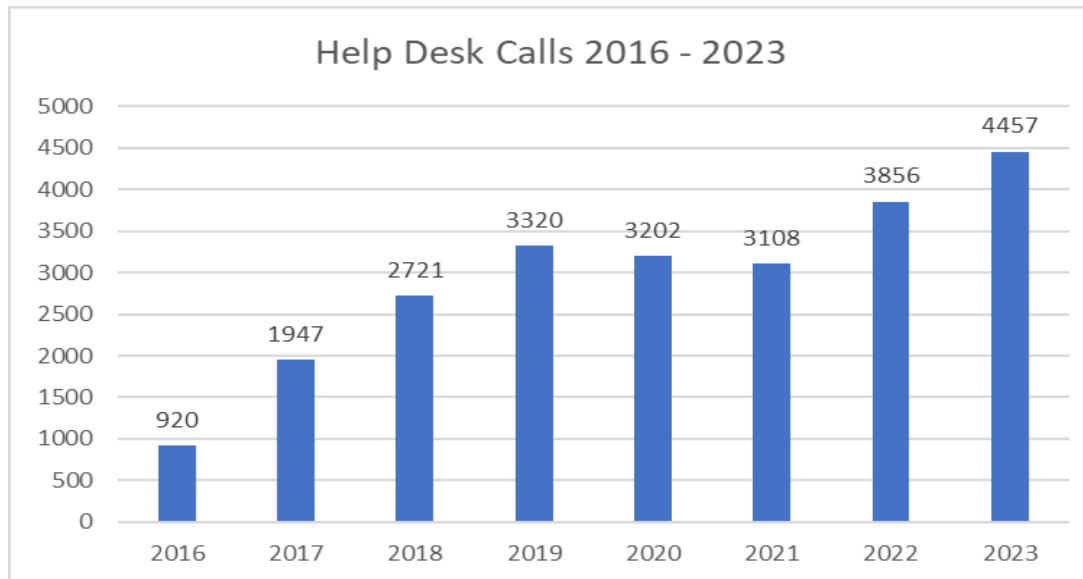
- Always excellent service and outcomes, would and do recommend you to others
- Staff and service are absolutely amazing, I cannot fault anything. Superstars they are!
- Pennine Education have always met any need that we have presented to them, they resolve issues quickly and professionally and all staff go above and beyond to help.
- Still remains by far schools best SLA for value for money and excellent service.

- We think Pennine are brilliant! Myself and my staff feel comfortable in the knowledge that no question is a 'silly question' when speaking with Pennine staff. All issues are resolved incredibly quickly by skilled and helpful staff.
- Would like to say a big thankyou to Rebecca & Caroline for their continue support with FMS. Don't know what I would do without them!
- Great service
- I do not use Pennine often but always find staff approachable, knowledgeable and helpful. Even if they don't know the answer right away they will work through an issue and resolve it. The response time is really important for our school staff and it is always very good.
- Always supply an efficient and friendly service. I have never know you not to able to answer by questions immediately. Best service provider we have ever had.
- Thank you once again for your excellent support this year.
- Pennine are absolutely instrumental to not only our school but my sanity!!
- Great service and thank you for your support over the last year.
- Thank you all for your help this year.
- Made to feel that you are not troubling staff even if it is littlest problem that you need solving.
- YOU ARE ALL AMAZING HUMAN BEINGS !!
- love the friendly manner of all staff...
- Overall Excellent support
- Troy is the book of Arbor knowledge.
- All the team at Pennine are amazing. Rebecca & Caroline provide exceptional service around FMS. Any issues are always resolved at first point of contact. I would be lost without Pennine support.
- Very happy with the service we receive, thank you.
- Thanks for all your help as always. Rebecca has particularly helped me a lot this year. Thank you!!
- Personal thanks to Rebecca Smith for her excellent training sessions this year and 1:1 support. She is patient, professional, very clear and thorough. I don't know where I would have been without her being on the other end of the phone!
- Pennine are a SIMs and FMS lifeline we wouldn't want to be without. Everyone is so helpful and keen to resolve any issues we have.
- Thank you for always helping and Merry Christmas to you all.
- Thank you to all on the helpdesk for your continued support and patience!
- Super friendly and knowledgeable staff. It's always a pleasure to speak to the team.
- All of you are fantastic, always professional, friendly and knowledgeable. You adapted to the Bursar Training needs really quickly and never make me feel stupid for asking any question.
- We always find the team a fantastic support.

- Excellent service and friendly team! We would be lost without them.
- Thank you for another year of brilliant support :-)
- Always great service!

Help Desk Statistics

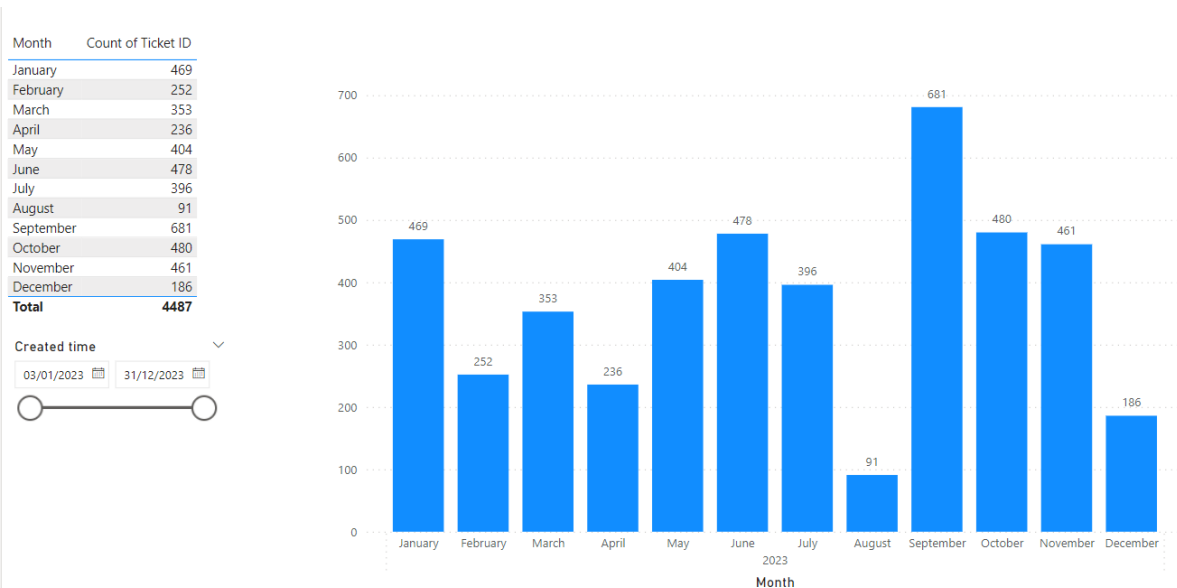
The period 1st January 2023 to 31st December 2023 saw a total of 4457 calls logged with the Pennine Education Help Desk, with 100% of calls resolved within SLA and 88.12% resolved on First Contact. The number of logged calls increased by 601 in 2023 compared to 2022, representing a 16% increase in calls. We believe this demonstrates that despite an increase in the calls to the Help Desk, there has been no degradation to the service provided to our customers.



We believe that quality of the helpdesk service has been maintained over the last five years, 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 section.

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 7 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 91 in August, to a peak of 681 in September, without any degradation of service to customers.



Performance Comparison 2017 – 2023

The table below shows a year-on-year comparison of the 2017-2023 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 2017-2023 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
1. MIS Support Met My Expectations	95%	100%	93%	97%	96%	100%	95%
2. The Helpdesk Provides Accurate Resolutions Quickly	96%	98%	95%	93%	96%	100%	96%

3. The Staff are Extremely Knowledgeable, Friendly and approachable	100%	100%	97%	97%	96%	100%	100%
4. The Materials and notes provided are relevant, easy to follow and pertinent	95%	97%	92%	97%	87%	97.5%	89%
5. Termly Briefings provide clear guidance for the Census, the upgraded software and new software available	98%	90%	93%	96%	92%	100%	88%
6. Quality Training is provided either on site or scheduled which meets the schools expectations\ requirements	95%	94%	85%	95%	89%	96.5%	97%
7. The School would be happy to recommend Pennine Education for SIMS Support	98%	100%	93%	97%	96%	97.5%	98%
8. How would you rate the SIMS Service overall	100%	100%	93%	97%	97%	100%	100%

	Increase
	Neutral
	Decrease

Complaints

During the 12-month period from January to December 2023, 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 of two cloud-based MIS solutions: Bromcom and Arbor. Pennine Education now directly supports 21 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 Connected now gives SIMS Schools the option to have a Cloud based version of SIMS, with exciting developments in Next Gen SIMS too in 2024. Pennine Education has been an early adopter of SIMS Next Gen and our Technical Lead has been working closely with ESS to test new installation processes. ESS plan a phased move to the cloud, so it is envisaged that more and more functionalities will move to the cloud in a phased manner, giving schools the advantage of learning each new area as it is released rather than a big bang change of system and all the training implications that brings. We will continue to promote SIMS Next Gen in the coming 12 months to ensure our customers have access to all the latest SIMS developments.

Pennine Education has continued to work closely with partners, such as ESS SIMS, Arbor & Bromcom, as well as local partners such as Fingertip Solutions, Foresight Business 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 2023 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.

February 2024 marks Pennine Educations 10 years in business and we look forward to providing services to our customers for the next 10 years, and beyond.

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