Pennine Education Ltd

Pennine Education
Customer Satisfaction Survey & Service Performance Report for 2025

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Document Author:	*Jonathan Howells*	**Valid from:**	*13/01/2026*

Contact:	*Pennine Education*	e-Mail: jhowells@pennineeducation.co.uk

Pennine Education Customer Satisfaction Survey & Service Performance Report for 2025

Introduction

Pennine Education is an accredited MIS Support Partner for both SIMS and Arbor school management information systems. The organisation currently provides MIS support to 156 schools across 13 local authorities in the North West and remains committed to delivering a high-quality, cost-effective, and customer-focused support service. As part of this commitment, Pennine Education actively welcomes customer feedback and continually seeks opportunities to enhance its service provision based on that feedback.

Customer Satisfaction Survey

To evaluate customer satisfaction, schools are invited to complete an annual Customer Satisfaction Survey, which has been conducted each year since 2016. The survey consists of eleven service-related questions. The first section asks customers to assess different areas of the service using the following scale: *Strongly Agree, Agree, Neutral, Disagree,* and *Strongly Disagree*.

Responses were received from 46% of supported schools. A key performance target was set for 95% of respondents to provide a *Strongly Agree* or *Agree* rating for Questions 1–7. This target was successfully achieved across all service areas covered by the survey.

Customers were also asked to provide an overall rating of the service using the following categories: *Excellent, Good, Average, Poor,* and *Very Poor*. The target for this measure was that 95% of respondents would rate the service as *Excellent* or *Good*. This target was exceeded, with 98% of customers rating the service as *Excellent*.

In the final section of the survey, customers were invited to provide suggestions for service improvement, along with any general comments or feedback. A summary of these responses is provided on page 4.

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
98%	2%	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%	11%	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
96%*	4%	0%	0%	0%
100% Achieved Target 95%				
• *15% of total respondents had not attended a Termly Briefing				

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
98% Achieved Target 95%				
• * 31% of total respondents had not attended a Training Session				

Question 7

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

Strongly Agree	Agree	Neutral	Disagree	Disagree Strongly
95%	5%	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
100% Achieved Target 95%				

Question 10

What aspects of the service could be improved?

Customer Comments

- None
- Nothing so far, has far exceeded my expectations.
- Nothing to improve.
- N/A
- None
- The only one aspect I feel would be greater knowledge of 6th Form data requirements of the School Autumn Census.
- Pennine have provided the team here with everything we have needed and have excelled our expectations.
- None
- Always a really friendly and reliable service. Staff go over and above to help. Very knowledgeable.
- Nothing!
- KEEP DOING WHAT YOU DO BEST
- I can't think of anything that needs improving, the service is always fast at replying and very professional.
- Nothing
- None
- I would rather not have to log a ticket to receive support. It is something that is needed there and then.
- None, the staff are polite, friendly and very knowledgeable with any queries we have had.
- Genuinely can't think of anything!
- Struggling to think of anything - already an excellent service.
- None, you all do an amazing job
- The service from everyone is excellent. The only thing I can think of that would help me because my memory is shocking, would be to have some step-by-step guides e.g. for moving amounts in between budgets and maybe regular top tips there is so much on FMS and SIMS we probably don't even scratch teh surface.
- The service is excellent as it is.
- Nothing that I can think of.

Question 11

Other Comments

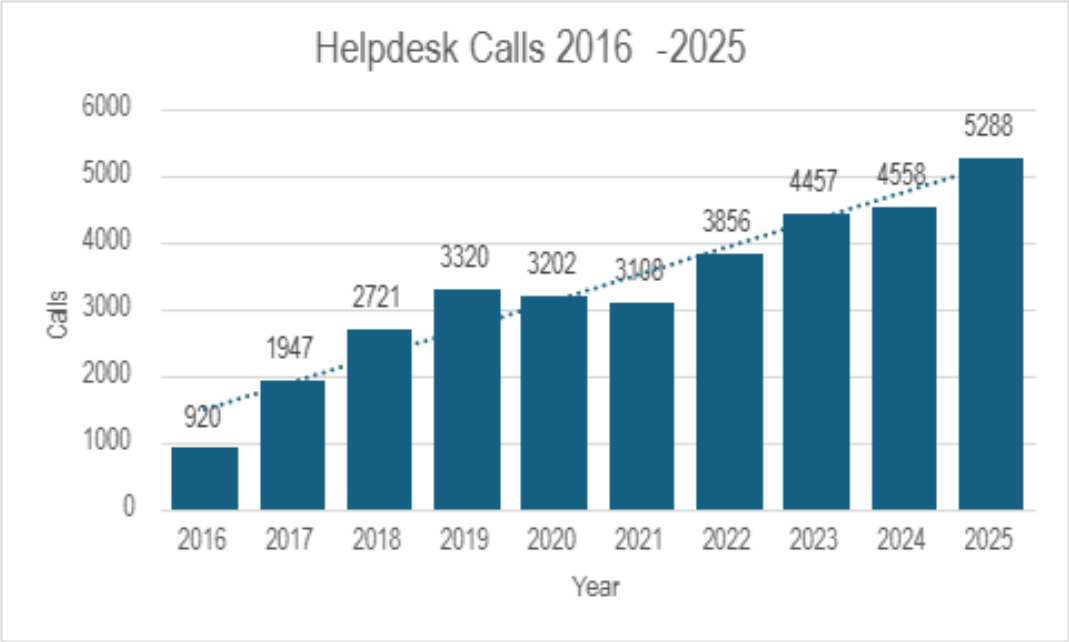
- None
- Wonderful team, so knowledgeable, helpful and responsive.
- Thanks so much for all your help over the past year! Really helps when we are confident that support it just a phone call/click away when we need it! No matter how small of an issue!
- Always helpful, friendly and know how to help
- Very happy with the service and support we receive from Pennine. The staff are very knowledgeable and queries are dealt with professionally and in a timely manner. Notes uploaded to the website are very useful, as are the census briefings. Thank you.
- Pennine supported and ensured a smooth transition to a new MIS system. I would have struggled without their expert help and advice.
- Absolutely faultless service, helpdesk personnel superbly efficient, pleasant and patient, all the essential qualities. Any Desk never fails to work and enables quick and efficient support to enable queries to be accessed and understood. We are new customers and I'm so pleased we've joined up with you!
- Thank you for a great year. We look forward to getting to grips with Arbor under your support in the near future.
- We are really happy with the Support and Service we receive from all the Team. Thank you.
- The only reason I put 'agree' in question 5 instead of 'strongly agree' is because I think some staff are stronger in Arbor than others at the moment. I'm confident as more schools move to Arbor, that knowledge will develop so that's not a criticism at all. We only moved to Arbor in Jan so it's been a learning curve for us.
- Thank you to all members of the team, no matter who answers the phone they always go above and beyond to help.
- This is our first year of working with Pennine Education after being with our previous provider for many years. The service we have received has been excellent and we are very pleased that we switched to them.
- The team are absolutely amazing!! They are so supportive, knowledgeable, helpful and friendly. Always go over and above. Jonathan is an absolute superstar!! Thanks for providing such a fabulous service!
- Fantastic service from Pennine as always.
  Parent company of Sims have potentially lost our business in future due to the way they have conducted new contracts this year and the documentation supporting their decision to charge for FMS etc.
- We would recommend Pennine Education and often do, to all schools in our area. Thank you for all your help this year!
- By far the best value SLA the school has, fantastic service, friendly and knowledgeable staff. Nothing is ever too much trouble.
- Troy has been absolutely amazing throughout our entire transition from SIMS to Arbor. He is always happy to help and consistently demonstrates

excellent knowledge and expertise. No matter whether we raise a ticket or pick up the phone, Troy responds quickly and with genuine willingness to support.
He continually goes above and beyond, making what could have been a challenging transition feel smooth and manageable. His has been so reliable and we truly appreciate everything he has done for us.

- Cannot fault the support that we have received again this year - they are always at the other end of the phone and quickly solve any issues that we have.
- None
- All staff are extremely knowledgeable and helpful and are always very happy to help. It is always a pleasure to speak with staff at Pennine.
- Pennine have continually supported me since we have been with them. Although budgets are extremely tight, this is one service the school could not do without.
- Always amazing service from all staff, knowledgeable, helpful and go the extra mile.
- Pennine are always incredibly helpful and knowledgeable with all of our SIMS related queries.
- Pennine Education provide an outstanding service, with a team of very helpful staff. Always a pleasure to work with such a lovely team, who go above and beyond to help resolve all issues, which I contact them with . Thank you Pennine and all the staff.
- All staff are very helpful
  I am always happy with the service provided. Very helpful and always sort out my FMS queries!
- The team are very supportive, and nothing is too much trouble when trying to resolve a problem or query in school. They provide excellent training that is easy to follow and they always think of ways to improve our way of working and to make it easier for us.

Help Desk Statistics

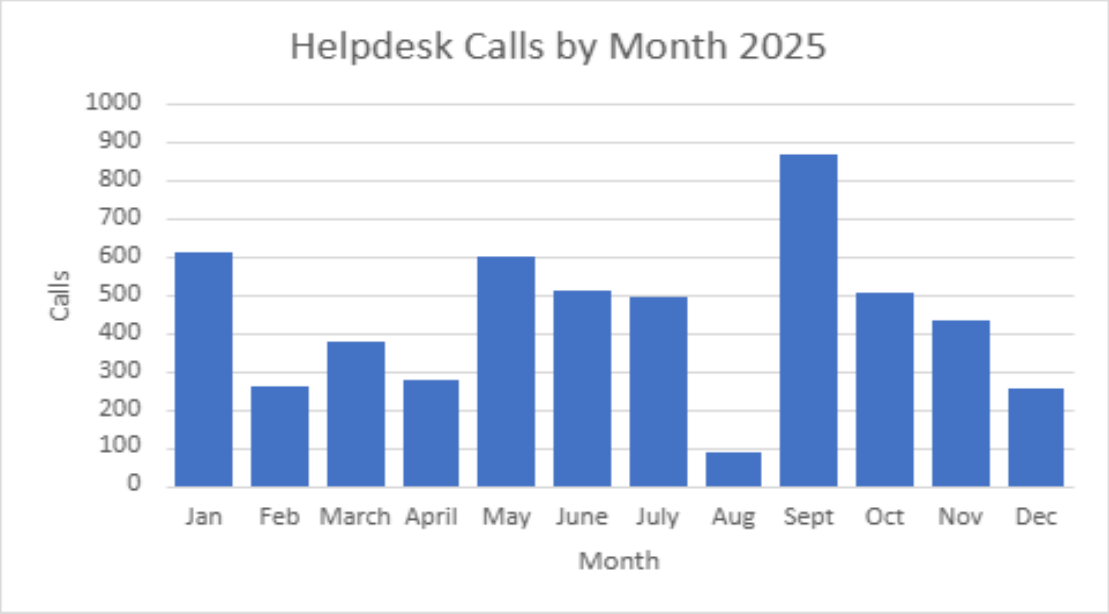
The period 1st January 2025 to 31st December 2025 saw a total of 5288 calls logged with the Pennine Education Help Desk, with 100% of calls resolved within SLA and 85.30% resolved on First Contact. The number of logged calls increased by 730 in 2025 compared to 2024, representing a 14% increase in calls. 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 10 years, supported by the fact that 98% of responders to the 2025 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 10 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 86 in August, to a peak of 871 in September, without any degradation of service to customers.



Performance Comparison 2018 – 2025

The table below shows a year-on-year comparison of the 2018-2025 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 2018-2024 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	2018	2019	2020	2021	2022	2023	2024	2025
1. MIS Support Met My Expectation	100%	93%	97%	96%	100%	95%	95%	95%
2. The Helpdesk Provides Accurate Resolutions Quickly	98%	95%	93%	96%	100%	96%	95%	98%
3. The Staff are Extremely Knowledgeable, Friendly and approachable	100%	97%	97%	96%	100%	100%	98%	96%
4. The Materials and notes provided are relevant, easy to follow and pertinent	97%	92%	97%	87%	97.5%	89%	92%	87%
5. Termly Briefings provide clear guidance for the Census, the upgraded software and new software available	90%	93%	96%	92%	100%	88%	96%	94%
6. Quality Training is provided either on site or scheduled which meets the schools expectations\ requirements	94%	85%	95%	89%	96%	97%	93%	92%

7. The School would be happy to recommend Pennine Education for SIMS Support	100%	93%	97%	96%	97%	98%	98%	95%
8. How would you rate the SIMS Service overall	100%	93%	97%	97%	100%	100%	98%	100%

	Increase
	Neutral
	Decrease

Complaints

During the 12-month period from January to December 2025, no formal complaints were received.

Company Developments

Pennine Education continues to strengthen its team and service offering in response to the evolving needs of schools. In July 2025, Carmen joined the organisation as a Business Administration Apprentice and has already achieved her Arbor Support Partner Accreditation, demonstrating both commitment and capability early in her role.

In September, Rebecca began her maternity leave ahead of welcoming a baby boy in October. She is expected to return to work in September 2026.

Recognising the ongoing transformation of the MIS landscape, Pennine Education became an Accredited Support Partner for Arbor in 2021. Since then, the organisation has expanded its Arbor provision and now directly supports 47 Arbor schools. All team members hold Arbor Support Partner Accreditation, and a continued focus on professional development ensures staff remain well-equipped to deliver high-quality, responsive support.

Alongside this, Pennine Education remains fully committed to SIMS, actively supporting the rollout of SIMS Next Generation across all supported schools. SIMS Next Gen is now live across the full SIMS school base, marking a significant milestone. Over the coming year, the organisation will continue to promote and embed SIMS Next Generation, ensuring schools benefit from the latest functionality, with full SIMS 7 parity anticipated by the end of 2026.

The introduction of FMS Connected provides SIMS schools with a cloud-based finance solution, while further developments in FMS Next Generation are expected throughout 2026. As an early adopter, Pennine Education is working closely with Parent Pay Group Ltd (PPGL) to support implementation. Migration to FMS Connected and FMS Next Generation is scheduled to begin in Spring 2026, with completion across all supported schools planned by year-end.

Pennine Education continues to work in close partnership with key organisations, including Parent Pay Group Ltd (SIMS), Arbor, and local providers such as Foresight Business Solutions, Fingertip Solutions, and EDAC. These strategic partnerships ensure that schools benefit from a comprehensive, integrated IT support service, enabling them to maximise the value and effectiveness of their chosen MIS platforms.

Conclusion

During 2025, Pennine Education has remained committed to delivering the highest standards of customer service. Feedback gathered throughout the year, alongside the final survey results, indicates that service levels have been consistently maintained, with no evidence of decline. Customer responses continue to reflect a high level of satisfaction with the support and service provided.

Pennine Education would like to extend its sincere thanks to all those who took the time to participate in the survey. Your feedback is invaluable in helping us maintain and further improve the quality of our service.