

16th May, 2024 - Vol 31

## Welcome

Welcome to our latest newsletter. It will contain important updates and useful information about your ICT provision.



**In this issue we include the following:**

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## ! Reminder ! Pupil Census Day

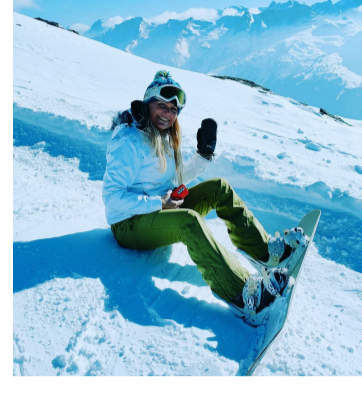
As today is **pupil census day** (Thursday 16th May), please don't forget that you can access all of our census guidance on our new MIDAS Documentation site - click [here](#).

If you are a **non welearn** school and haven't yet requested to access our new site, you will need to do so via this form: <https://forms.office.com/e/z4jm2L2G84>

If you are telephoning the Service Desk for support with the census, please use option 3 to speak to our census support team.

## Meet The Team Aga Naglak - Senior Network Engineer

Hi I'm Aga Naglak and I am Senior Network Engineer at ICTDS. I am involved in everything related to networks in your school from broadband, firewalls, WIFI, VOIP to routers and switches. I have been doing it for a long time and I still love it! I like strategizing and finding creative ways to improve services for our schools.



I love sailing, snowboarding and travelling. My favourite countries apart from UK and Poland where I come from are Thailand, Barbados and Croatia.

## Welcome to the Team Shazia Ahmed - Administrator Voice & Data Team

Hi my name is Shazia Ahmed. Having previously worked for the NHS I look forward to applying all my administration and customer services skills learnt over the years here at Warwickshire County Council.



Shazia has worked for us for some time as a contractor and we have now been fortunate to employ her on a permanent basis.

Shazia splits her time between schools and corporate ICT. During her day working with schools she coordinates and acts as a point of contact for a number of projects including:

- Cloud server rollout
- Broadband provision
- Wireless network replacements

## Service Feedback We Need Your Views



We are always looking at ways of improving our service. **We have created a short 2-minute survey to help us understand how you feel about our service.**

All responses are anonymous so please feel free to tell us what you really think. If it is good, great, please tell us why, similarly the same goes for if it is not so good.

To complete the survey, please scan the QR code provided opposite or click on this link: <https://forms.office.com/e/kdRxAYVxb7>

**Your honest opinion is appreciated.**

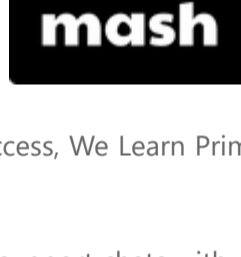
## LinkedIn Follow Us



We now have an **ICT Development Service page** on **LinkedIn**. We intend to publish our newsletters here as well as emailing them directly to schools. We will also be posting information and updates here on a regular basis. Please visit our page and follow us - here is a link:

<https://www.linkedin.com/company/82277576>

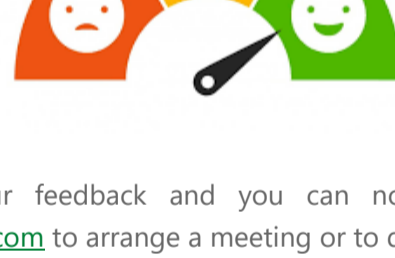
## Purple Mash CPD Free as part of your WeLearn 365 subscription



Included with your Purple Mash access, We Learn Primary and Special schools can benefit from:

1. **1:1 Mash Chats:** Education support chats with any staff member wishing to get the most of Purple Mash. For example, this could involve supporting you teach a specific concept such as 'variables in coding' or how to tailor the Computing units for your school. Book your session here <https://www.2simple.com/cpd/1-1-chats/>
2. **Certified CPD for all staff:** These bespoke sessions can take place either at your school or online. Scroll through some offerings and book your session here: <https://www.2simple.com/cpd/mash-cpd/>
3. **Free Webinars:** From 'Preparing to lead Computing' to 'Assessment, Evidencing and Progression in Computing' Register here <https://www.2simple.com/cpd/mash-webinars/>
4. **Use Purple Mash across all subjects:** Distribute this link to all teachers for meaningful cross-curricular use. <https://www.2simple.com/blog/lesson-planning-and-resources/>

## Focus on Feedback You Said, We Did



We have listened to your feedback and you can now contact ICT directly on [ictdsfeedback@welearn365.com](mailto:ictdsfeedback@welearn365.com) to arrange a meeting or to discuss your ICT Services.

As part of the WES wide customer care programme, the central WCC Commercial Team undertake regular customer care service reviews with schools, Academies and Multi Academy Trusts to help ensure customers are happy with WES services.

James Long, who is the WES Account Manager, regularly meets with schools to discuss and review the WES services. James provides all services including ICT with feedback from these meetings to help with continuous service improvement.

James has highlighted to us that you would like more direct contact with the ICT Development Service. In turn, James can arrange meeting for your school with ICT so you can discuss your services directly with us, or you can now contact ICT Development Service directly if you would like arrange a meeting to discuss your services.

We are committed to providing excellent customer care and listening to our customers and tailoring services to your specific needs. Please do not hesitate to contact us to discuss your ICT requirements. a meeting. Please email [ictdsfeedback@welearn365.com](mailto:ictdsfeedback@welearn365.com) to request a meeting should you want one.

Here is a snapshot of some of the positive feedback we received during April via our Closed Call survey (these have been anonymised):

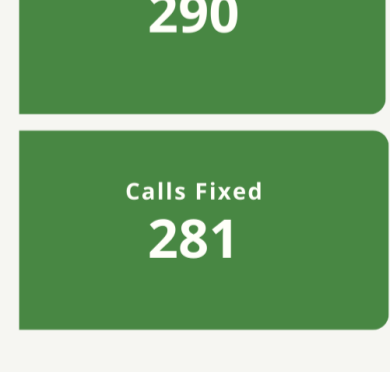
**"Really excellent service. And was so helpful."**

**"Always helpful, always thorough and quick to resolve issues"**

**"My enquiry was taken by one of the service desk team, who quickly assessed and diagnosed the issue. A follow up call was made to ensure all was well. The team member is always extremely pleasant and helpful, such a pleasure to deal with."**

## Stats Update 29th April - 10th May

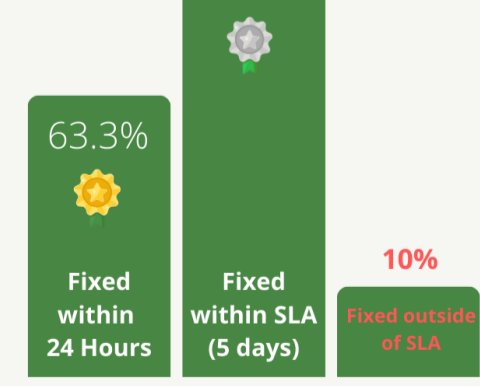
### Total calls logged and fixed



**Calls logged** - every call logged through our Service Desk, whether via phone or email, between the given dates.

**Calls fixed** - every call fixed between the given dates, regardless of when they were originally logged.

### Service Desk call fix time



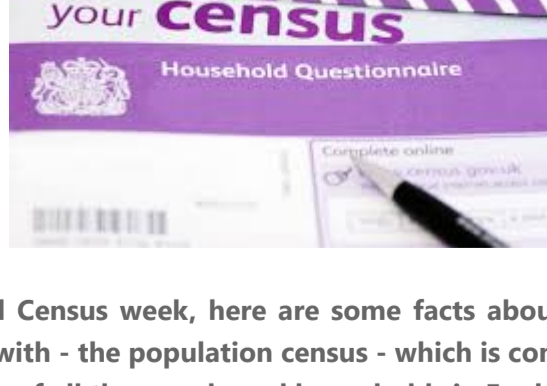
### Digital Safeguarding: Reported Incidents

	Primary	Secondary
Grade 3	41	212
Grade 5	8	8

**Grade 3** - includes things such as swearing, bullying, inappropriate web searches, self esteem issues.

**Grade 5** - are the most serious incidents and are always reported by phone. These include threats to life and illegal activity.

## And finally ..... Population Census



**As this week is Pupil Census week, here are some facts about another census that you may be familiar with - the population census - which is conducted every 10 years and gives us a picture of all the people and households in England and Wales.**

Here are a couple of education related facts from the last census which took place in 2021:

- Across England and Wales, there were 11.5 million schoolchildren and full-time students in 2021, out of a total 56.4 million usual residents aged five years and over. The overall number of schoolchildren and full-time students aged five years and over has increased since 2011, when it was 10.8 million
- Across England and Wales, 33.8% of usual residents aged 16 years and over (16.4 million) indicated that their highest level of qualification was at Level 4 or above. The second most common category was no qualifications (18.2%, 8.8 million).

## YOUR FEEDBACK

We're really keen to hear about how you think we can improve our service. What could we do better? What do we not offer that you would like to see? If you have any comments or suggestions, please email

[ictdsfeedback@welearn365.com](mailto:ictdsfeedback@welearn365.com)

To unsubscribe from our newsletter, click [here](#).