

Case study

Peters Hill Primary School



RM helps this Dudley school successfully deploy technology. What's next?



RM has provided IT-managed services, known as Digital Grid for Learning (DGfL), to Dudley Metropolitan Borough schools for over 25 years.

As schools prepare to select suppliers to replace the services the DGfL agreement provides, we spoke to Simon Duncan, Head Teacher of Peters Hill Primary School, Dudley about their approach to IT, their relationship with RM and what the future holds.

Please tell us about your school.

Peters Hill Primary School is a vibrant four-form entry organisation. We pride ourselves on nurturing a diverse community of eager learners. With approximately 800 pupils and a large dedicated team of staff members, including teachers, support staff, and leadership, our school serves as a beacon of educational excellence in the local area.

How has RM helped your school manage your IT setup and strategy?

RM has supported our school by providing tailored solutions for IT operations, such as robust network management, efficient device maintenance, and proactive cyber security measures.

Their strategic guidance has also helped align our IT infrastructure with educational goals, ensuring seamless integration and optimal performance.

How has Peters Hill school's use of IT improved over time, and what role has RM played in helping you achieve that?

Over time, the use of IT in our school has evolved significantly, empowering teachers with innovative tools for interactive learning and streamlining administrative tasks. RM has been instrumental in this progress by providing tailored IT solutions, continuous support, and guidance on leveraging technology effectively in the educational setting.

RM has supported the school by implementing teaching technologies in classrooms, facilitating engaging lessons. They have also played a role in helping us to establish seamless communication between staff, students, and parents.

Additionally, RM's training and support on software have enabled staff to enhance their digital skills, leading to more interactive and effective teaching methods.

What kind of relationship does the school have with the RM staff who work with it?

The school has fostered a collaborative and supportive relationship with RM staff, working as a cohesive team to achieve common goals. RM staff are valued partners who offer responsive and personalised support to address the school's IT needs promptly.

Their proactive approach to understanding the school's unique requirements and providing tailored solutions has built a strong foundation of trust and reliability. This partnership has cultivated a positive environment where innovative ideas are exchanged, leading to continuous improvement.



What specifically do you value from the roles of engineer and service manager?

The roles of engineers and service managers from RM are highly valued within the school community. Engineers play a crucial role in ensuring the smooth operation of IT systems, especially when supporting our IT team and promptly resolving any technical issues to minimise disruptions to teaching and learning. Their expertise and quick response times have been instrumental in maintaining a reliable and efficient IT infrastructure.

Service managers provide exceptional support by overseeing project implementations, coordinating resources effectively, and ensuring the school's IT needs are comprehensively met. Their communication and problem-solving skills contribute significantly to the seamless integration of technology within the school environment.

How well supported are you with important considerations like cyber security, content filtering and monitoring (to meet KCSiE guidance), and user and password management?

The school places a high priority on robust cyber security measures, effective content filtering, and proactive monitoring to align with KCSiE guidance. RM has provided comprehensive support in these areas, implementing secure systems to safeguard against online threats and inappropriate content.

Their diligent approach to user and password management enhances data protection and confidentiality, ensuring compliance with regulatory requirements. The collaborative effort between the school and RM in addressing these crucial considerations underscores a shared commitment to creating a safe and secure digital learning environment.

Can you give some examples of how you use technology in the school to support teaching and learning or to help non-teaching staff be more effective?

In our school, technology plays a pivotal role in supporting teaching and learning, as well as enhancing the efficiency of non-teaching staff. Teachers deliver engaging lessons tailored to

individual student needs through interactive screens, educational software, and online resources, fostering a dynamic and collaborative learning environment.

Additionally, administrative staff utilise management systems and communication platforms to streamline tasks such as attendance monitoring, scheduling, and parent communication.

The integration of technology empowers both educators and non-teaching staff to maximise productivity and provide an enriched educational experience for all stakeholders.

What would you say to schools considering changing to a different provider?

Transitioning to a new IT provider entails not only logistical challenges but also a potential learning curve for staff and students. Considering the established relationship with RM, schools exploring a switch should thoroughly evaluate the benefits, drawbacks, and impact on existing processes.

It is essential to weigh the potential gains of a new provider against the familiarity, consistency, and proven track record RM offers.

As you potentially set up a multi-academy trust, do you feel that RM can continue to support your strategy and needs into the future?

Setting up a multi-academy trust marks a significant milestone in the school's growth and development. As we navigate this potential transition, we must evaluate whether RM can effectively support the evolving strategy and needs of the trust in the future.

Considering RM's credentials of providing tailored solutions, ongoing support, and adapting to changing educational landscapes, their capability to align with the trust's objectives looks extremely promising. Collaborating with RM can ensure a seamless integration of IT services across multiple academies, fostering operational efficiency, collaboration, and a cohesive digital infrastructure to support the trust's vision and mission.

Contact us today to learn more about how RM remains the best choice for schools in Dudley and elsewhere
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