Cost, time, value: Arbor's ROI in schools and trusts

A report investigating the ROI schools and trusts get from Arbor MIS

2025 edition
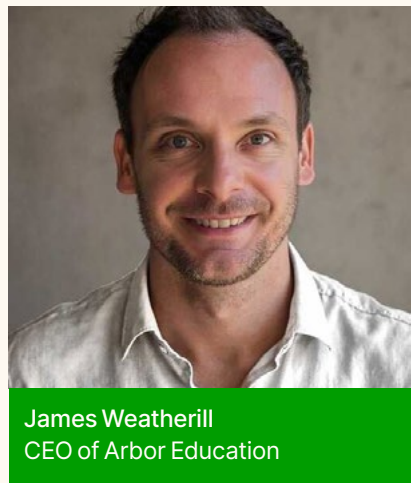

Arbor

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Investing school resources in the right places

James Weatherill
CEO of Arbor Education

In 2023, when we released the first edition of this report, there had been no net growth in school spending per pupil for the previous 14 years.[1]

Two years later, budgets still remain flat in real-terms (as they have done since 2009) while people costs have been rising, particularly in the back office. This leaves a funding gap, putting pressure on schools to make tough choices and to do more with less. In March 2025, Schoolsweek reported that added pressure was coming in the form of a lack of room in school budgets for staff pay rises, increased national insurance contributions and pupil premium funding not keeping up with rising costs.[2]

We understand in this context that every pound and every minute in school matters, especially given the impact this has on staff in schools. Two years on from the first edition, we've put together this updated ROI report to demonstrate how investing in the right Management Information System (MIS)
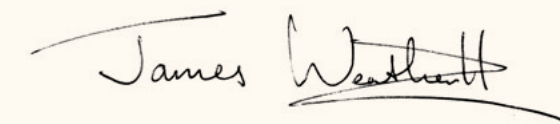
can and should save your school or trust money and time. We'll be looking at these savings not only through the lens of direct cost comparison with other providers, but also through:

- Auditing and consolidating systems
- Eliminating unnecessary maintenance of servers
- Saving time per staff member by removing the burden of admin
- The time saving contribution of AI features
- Driving operational efficiency through the quality and depth of your MIS' features
- Reducing workload, positively impacting wellbeing and therefore retention

All of these factors combined should give you both a tangible return on investment for your organisation, and have a measurable impact on student outcomes and staff wellbeing.

I founded Arbor with the belief that having an MIS which is built to support all school staff, drive efficiency and have an unquestionable impact should be a given. I hope after reading this report, you'll see how changing MIS could achieve the same for your school or trust.

I look forward to hearing your thoughts,

James Weatherill
CEO at Arbor

1 ifs.org.uk/
education-spending/
schools#

2 schoolsweek.co.uk/
funding-storm-
prepares-to-crash-
into-schools/

Executive summary

We wanted to find out exactly how Arbor saves our community of schools and trusts both time and money. Findings from our survey of over 9,900 Arbor users, combined with those from our annual NPS survey of all school staff who use Arbor, showed that:

If you're interested in finding out how your school or trust could save money or you would like an audit of your systems, get in touch at hello@arbor-education.com

57%

Over half of respondents (57%) said that Arbor has saved their school money

80% of schools said this saving equated to up to £5,000 per annum

80%

2.5

On average, schools are able to eliminate over 2 third-party systems (2.5) as a result of moving to Arbor

School staff said that Arbor saved them an average of nearly 2 hours a week, per staff member (117 minutes)

117

71%

71% of respondents said that moving to Arbor has made their life easier or significantly easier

90% of school staff agree that "The Arbor Team builds the features schools want and need based on feedback from their community"

90%

# Cost savings as a result of moving to Arbor MIS

Discover how your MIS can and should save your school or trust money through elimination of unnecessary annual costs.

How much do schools spend on MIS, on average?

Your MIS can and should be able to help eliminate some of these third-party costs and join up working across your school.

Potential immediate savings from system consolidation, per year:

Primary Schools

£2k+

Secondary Schools

£10k+

MATs

£28k+
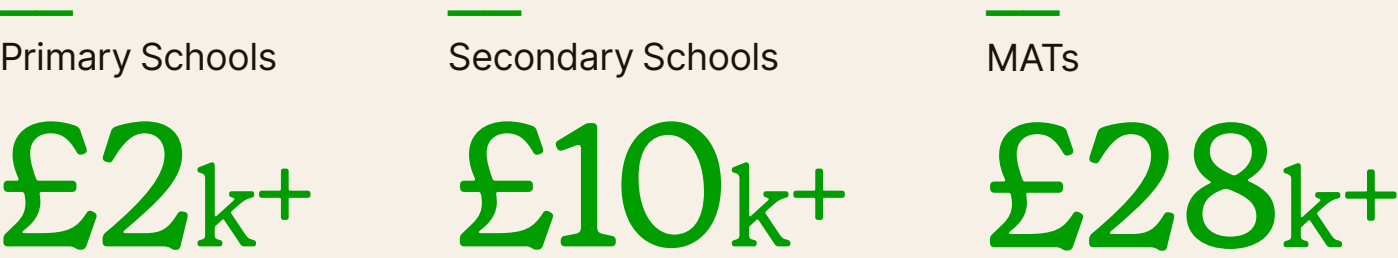
Average spend on MIS in England

In England, the average spend on an MIS is £10-£20 per pupil per year, depending on the functionality in the software and level of support.[1] This includes the cost of licenses, software updates, support and hosting, but doesn't include the initial setup and training costs.

- In an average Primary School of 200 pupils*, the spend on an MIS is between £2,000 and £4,000 p.a.

- In an average Secondary School of 1,000 students*, the spend on an MIS is between £10,000 and £20,000 p.a.

- In an average Multi-Academy Trust (MAT) with 2,800 pupils across 8 schools†, the spend on an MIS is between £28,000 and £56,000 p.a.

Additional spend on third-party applications

However, when schools also have to purchase additional apps for Assessment, Analytics, Timetabling and Safeguarding, this can mean that spending on MIS stretches to approximately £20 – £30 per pupil per year.

- For an average Primary School, this could extend the spend on internal systems to £4,000 – £6,000 p.a.

- For an average Secondary School, this could extend the spend on internal systems to £20,000 – £30,000 p.a.

- For an average MAT, this could extend the spend on internal systems to £56,000 — £84,000 p.a.

1 Arbor research and analysis

*We have estimated the average sizes of schools by taking the total number of students in the phase (primary or secondary) and dividing by the number of schools in the same phase.

†We have estimated this average by taking the average number of students per MAT (2,836), and dividing it by the average number of students per academy within a MAT (463).

Cost savings as a result of moving to Arbor MIS

How schools are eliminating third-party systems with Arbor

We surveyed 300 School Business Managers, Bursars and Chief Finance Officers across MATs, Primary, Secondary, and Special Schools who are using Arbor. We found that these schools are saving money by replacing third-party apps with Arbor's built-in functionality.

75%
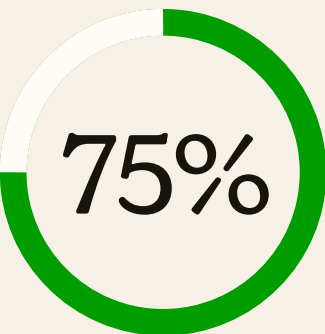
3/4 (75%) of respondents said they had been able to eliminate at least one third-party system since moving to Arbor

Compared to 73% in 2024 and 69% in 2023

84%
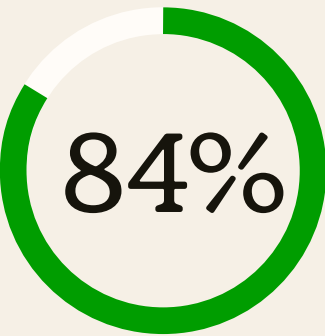
Of those, 84% said they had been able to get rid of between two and sixteen third-party systems

Compared to 73% in 2024

2.5

On average, those that had been able to get rid of a third-party system, actually were able to eliminate 2.5 third-party systems per school

Compared to 2.3 in 2024 and 1.9 in 2023

In our survey, we also found that, on average, the amount of third-party apps schools are able to eliminate grows the longer they are an Arbor user

Length of time as an Arbor customer vs. number of apps schools are able to eliminate as a result of using Arbor
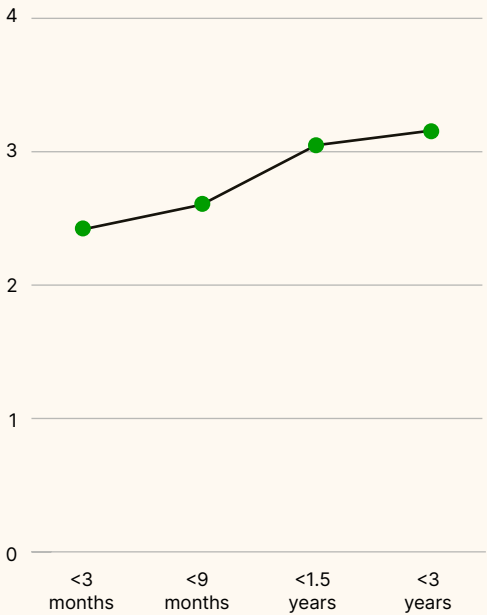
Of the respondents who reported being able to eliminate third-party systems since moving to Arbor, we asked which categories those systems fell into.
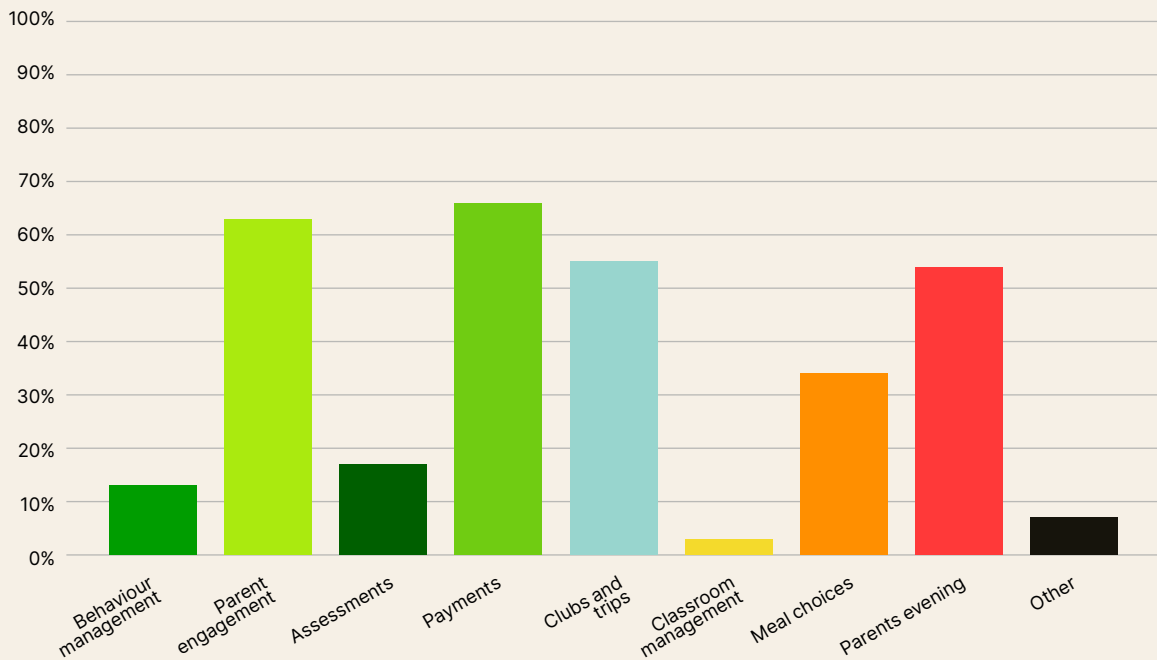
N.B. 'Other' choices included SEN tracking, appraisals and reporting apps

63%

63% said that they had been able to eliminate apps for parent engagement and communications

66%

66% said that they had been able to get rid of payment apps

Cost savings as a result of moving to Arbor MIS

If we estimate that the average cost of a parent engagement/communications app is at a minimum of £1 per pupil per annum:

- The average Primary School (200 students) would eliminate £200 of annual costs on third-party subscriptions by moving to Arbor

- The average Secondary School (1,000 students) would eliminate £1,000 of annual costs on third-party subscriptions by moving to Arbor

- The average MAT (2,800 students across c.8 schools) would eliminate £2,800 of annual costs on third-party subscriptions by moving to Arbor

And if we estimate that the average cost of a payments app is at a minimum of £2 per pupil per annum:

- The average Primary School (200 students) would eliminate £400 of annual costs on third-party subscriptions by moving to Arbor

- The average Secondary School (1,000 students) would eliminate £2,000 of annual costs on third-party subscriptions by moving to Arbor

- The average MAT (2,800 students across c.8 schools) would eliminate £5,600 of annual costs on third-party subscriptions by moving to Arbor

"Since using Arbor, our school has been able to reduce the amount of IT software packages we use, most notably, behaviour, communications and a school payment system — which is actually new for our school.

Bringing these three things into one great system like Arbor saves us time, money and improves staff efficiency immeasurably. We are so pleased that Arbor can offer this type of flexibility and functionality — I just wish it could make a cup of tea and then we'd have the whole package!"

Data Systems Administrator,
Special All-Through School

"When the LEO Academy Trust was looking to move to a cloud-based MIS, financial savings and value for money was hugely important. Having moved to Arbor, we have saved money on third party products which we no longer require as they are included in the core functionality of Arbor."

Director of Technology, MAT

Given that the majority of our schools were, on average, able to eliminate 2.5 third-party systems by moving to Arbor, and that the majority of these were parent communication and payment applications, we can therefore estimate that, combined:

- The average Primary School (200 students) would eliminate £600 of annual costs on third-party subscriptions by moving to Arbor

- The average Secondary School (1,000 students) would eliminate £3,000 of annual costs on third-party subscriptions by moving to Arbor

- The average MAT (2,800 students across c.8 schools) would eliminate £8,400 of annual costs on third-party subscriptions by moving to Arbor

This doesn't include costs for software updates, support and hosting, initial setup and training, meaning we would estimate that savings would be even higher.
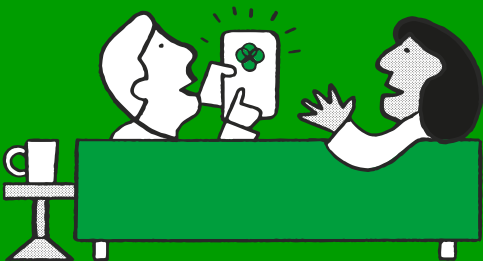
"We carried out detailed system analysis and realised we were buying into an unnecessary amount of additional systems, simply because our previous MIS didn't support those functions that were necessary to school life: things like assessment of children's progress, school meals, receiving payments from parents, school club provision etc. Back in February 2022, we were having to interface all these additional apps into our MIS, sometimes having to export and import continually to allow for the most up-to-date information. Not only were the additional subscriptions and applications costly, but also labour intensive from an administrative and organisational point of view.

When we looked at what we currently bought into, there was over £19,000 worth of additional subscriptions and costs per annum that we could effectively eliminate by moving to Arbor."

SBM, Primary School

Cost-savings per school

"Our old MIS was outdated and not particularly user-friendly. We found Arbor to be far more intuitive, and easy to use. The price point was a big draw too — a far more effective use of money."

Data Lead, Secondary School

In our survey of Business Managers, Bursars and CFOs, we asked how much money Arbor saves them per year, when considering everything their school or trust spends on software, servers, training and support.

Over half of respondents (57%) said that Arbor has saved their school money.

Compared with 53% in 2024 and 42% in 2023

Does using Arbor save your school or trust money?

£5k

Of those that said Arbor saves their school money, 80% of respondents from Primary and Secondary Schools said that they save up to £5,000 per year.

£10k

15% said that they save between £5,001 and £10,000 per year.

£15k

And the remaining 5% of said that they save between £10,001 and £15,000 per year.

*Please note, the data of those who responded 'I don't know' to this question have been removed for accuracy

Percentage of respondents vs how much money does using Arbor save you per year?
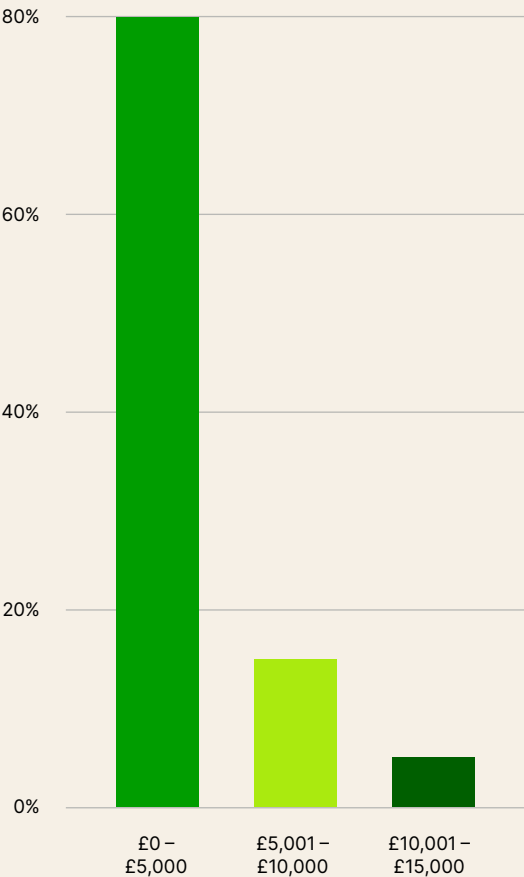
Part 2
Saving time, driving efficiency with Arbor

Our MIS is designed to save all staff time and drive efficiency in your school, so you can spend the time where it matters most.

Time saved by *different school roles*

We surveyed 2,479 Arbor users (to all roles exc. teachers and support staff) to find out how much time they save with Arbor per week. On average, we found that:

69.5% of respondents said that they save time per week with Arbor

This increases to **78%** when looking at those in MAT central team roles

Do you save time using Arbor compared to your previous MIS?

117mins

Of those that said they saved time as a result of using Arbor, our respondents saved, on average, 117 minutes per week — see how this increases for different roles on the next page

5%

5% of respondents said they saved between 6 and 8 hours a week, equivalent to one whole school day

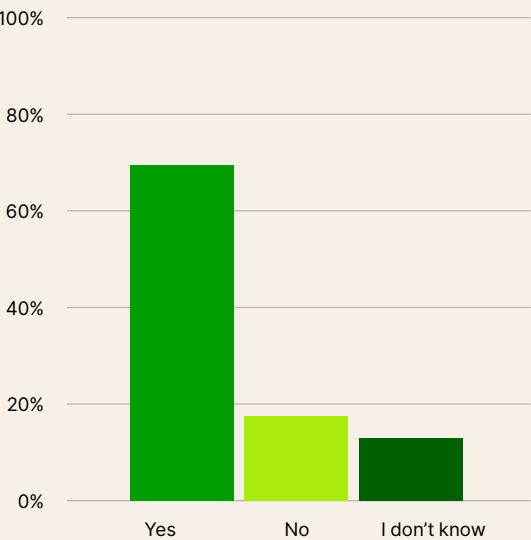"Arbor has been an incredible investment. It saves time every day. We find it easy to use, easy to train staff to use, it assists with absence tracking, staff contract calculations and the logging of SEN / behaviour etc (all previously paper / admin tasks). In addition the amount of time saved when preparing a census in comparison to Arbor is incredible. On the whole Arbor is more user friendly, makes more sense and is easier to use reporting etc without the use of specialist support. I am a huge advocate for Arbor and have been telling colleagues in other schools that they must make the change. We are so pleased that we moved across."

Business Manager, Junior School

Areas that were quoted as saving schools and trusts time included:

- Day-to-day tasks such as following up on attendance and reporting, comms with parents and getting quick information on students

- Bigger tasks, namely the Census

- Intuitiveness of the system means less time training staff or waiting on support

- When support is needed, the efficiency of our Support Team saved respondents time

1 https://assets.
publishing.service.
gov.uk/government/
uploads/system/uploads/
attachment_data/
file/592499/TWS_2016_
FINAL_Research_report_
Feb_2017.pdf

Spotlight on *Support*

With 32.7 hours a week lost to non-teaching tasks in an average school, we know the importance of timeliness across our Support Team.[1]

- Our Customer Satisfaction Score YTD (2025) is 98%

- Arbor's training programme has a satisfaction score of 99%

- We aim to respond to all requests or questions within 24 hours

- Our Help Centre has over 2,000 articles and resources, available 24/7

Saving time, driving efficiency with Arbor

We've broken down our survey results by role, so you can see how much time, on average, you would save in your role by moving to Arbor. Plus, we've included the most mentioned tasks by each role, named by our respondents as saving them the most time.

Role	Average time saved per week	Most mentioned tasks
Headteacher / Principal (equivalent)	115 mins	Dashboard and information at a glance, reporting, scheduled reports, accessing behaviour records, ease of use — it's 'stress-free!'
Deputy / Assistant Headteacher	84 mins	Generating reports, accessible analysis and data comparisons for attendance and attainment, attendance dashboard, live feeds, report cards
MAT Central Team	85 mins	Reporting, support, integrations, data across all schools
School Business Manager	85 mins	Managing payments and trips, excellent reporting system', 'census is a breeze', school admissions, finance reporting on weekly income, correcting mistakes and inconsistencies
Office / Admin Staff	119 mins	'Easy to use', communications with parents, mail merging, behaviour workflows, student information e.g. medical conditions, reporting, detentions, 'speedy and responsive', easier for staff to get information for themselves
Data Manager / Exams Manager	127 mins	Attendance and behaviour reporting, admissions, importing and extracting data, assessments, user-defined fields, student demographics, scheduling exams and seating plans — '99% of the processes that I do for my schools are easier in Arbor.'
Teacher	174 mins	Seating plans, 'extremely easy to navigate', can see everything in one place, no 'faff', contacting parents, data input

"The reason we moved to Arbor was that we wanted to simplify some of our work processes in order to save time. Our previous cloud MIS was so clunky, and there wasn't any easy visibility into our data. We wanted a transparent, more modern system that wasn't just replicating everything we did on a legacy MIS but in the cloud.

You've always got an element of doubt about being sold something or moving to something new, but everything I was told when we were initially looking at Arbor has come to fruition. We're saving time, we're joining up our processes. Jobs that I allocated an hour to in our old cloud MIS are taking me minutes in Arbor - we're no longer held back by our MIS."

Headteacher, Secondary School

"I have multiple roles within the organisation. Administrator, Admissions Officer, Pastoral Manager, DSL, Exam Officer. Arbor has streamlined and saved time on all of my roles!"

Multiple roles, Special School

"Arbor's deeper functionality, and connecting those dots across the system, relieves the administrative burden on school staff, which in my opinion, gives staff the capacity to concentrate on those higher value activities. Those things you might not always have the day-to-day bandwidth to support.

We can put more of our energy into doing things that benefit our wider community, help our families, or even simple things, like increasing our tours and marketing to make sure we receive the maximum amount of funding that we are eligible for. Because if your numbers are below pan, you've still got to staff the same classrooms, which puts the students at a disadvantage. So for me, marketing and lettings and generating additional income to supplement the school budget is critical, because it impacts student outcomes. With the right MIS, you can free up some of the administrative capacity to manage that."

SBM, Primary School

Time saved by AI features

When designing and building our AI features, Arbor's Product Team make certain that these features are ethical and impactful. One of the main benefits of having AI do the heavy lifting is time saved.

We asked 9,956 Arbor users, including teachers and support staff, if they saved time with Arbor's AI features.

Of those that use them, respondents save 70 minutes per week, per staff member on average by using Arbor's AI features.

The roles which saved the most amount of time using Arbor's AI features were:

- **Exams Officers**
  156.2 minutes per week saved

- **SENCOs**
  97.5 minutes per week saved

- **Office / Admin Staff**
  82.4 minutes per week saved

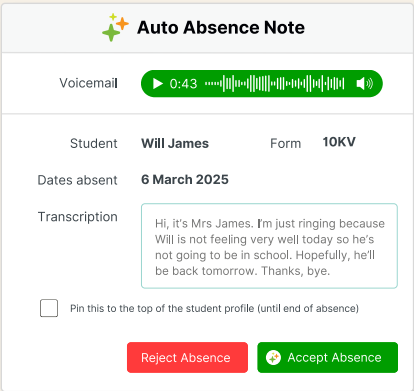- **Assistant / Deputy Heads**
  78.5 minutes per week saved

"Arbor's AI feature has saved me at least three hours for completing end of year reports — thank you!"

Teacher, Primary School

The use of the AI feature to generate assessment reports can save hours of time.

Data Manager, Primary School

Spotlight on Auto Absence

✦ **Auto Absence Note**

Voicemail ▶ 0:43 🔊

Student **Will James** Form **10KV**

Dates absent **6 March 2025**

Transcription Hi, it's Mrs James. I'm just ringing because Will is not feeling very well today so he's not going to be in school. Hopefully, he'll be back tomorrow. Thanks, bye.

☐ Pin this to the top of the student profile (until end of absence)

Reject Absence   ✦ Accept Absence

One of our most exciting AI features is Auto Absence, which automatically captures and transcribes parent voicemails for absent children, and adds the absence code ready for your sign off.

Early reports of Auto Absence tell us that this features is saving Attendance Officers in schools and trusts between one and three hours per day, everyday.

"[The Log an Absence Feature] has had so many benefits; it has increased traffic to the parent app, it has reduced SMS cost, parents can add the absence ahead of time, rather than calling in during the chaos of a morning. It means that our staff no longer have to sit on calls or listening to long voicemails. One click to adjust the absence code and save — that's it, that's how easy it is! We're so excited about this feature."

Data Analyst, All-through school

Improving wellbeing by reducing admin

Every year, thousands of people start a career in schools to make a difference. But at the same time, even more of them leave. The #1 reason for staff leaving the profession is workload, closely followed by stress.

At Arbor, our MIS is designed to reduce workload by automating laborious admin work. As well as simply saving schools time and driving efficiencies, we hear directly from our community of schools that this:

- Has a positive impact on staff wellbeing

- In turn, this positively impacts on staff retention (leading to saved costs on recruitment and training)

- And gives teachers and school staff more time to focus on impactful work, rather than the burden of admin

- Plus, Arbor gives schools and trusts easier access to data, leading to streamlined operations, less stress regarding inspections and more actionable insights to improve student outcomes
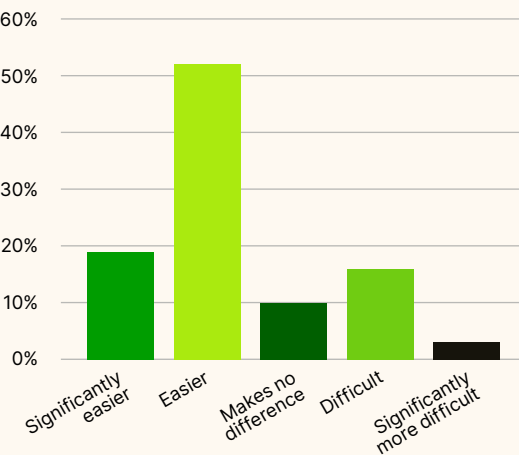
78%
Of school staff suffer with stress [1]

56%
of staff are leaving the profession due to workload [2]

We asked respondents what impact, if any, had Arbor had on their working life, compared with their previous MIS.

71% of respondents said that moving to Arbor has made their life either easier or significantly easier.

Amongst SBMs and CFOs alone, 75% of respondents said that Arbor made their life easier or significantly easier.

For headteachers and principals alone, 81% of respondents said that Arbor made their life easier or significantly easier.

For MAT SLT (including CEO, Data Leads and Director of Education) 92.5% of respondents said that Arbor made their life easier or significantly easier

"Certain things have to happen at certain times in schools, and some of the more labour intensive work can be more monotonous, which causes peaks and troughs in terms of individual workload, particularly when we were dependent on lots of manual processes. Arbor is helping us to level off those peaks effectively.

Of course, we're still busy, but not to the point where people are completely overwhelmed and where work is more interesting that supports staff development, recruitment and retention.".

Teacher, Primary School

"The impact of Arbor on my working life has been transformative. It has streamlined processes and empowered me to manage tasks with ease. Overall, Arbor has significantly enhanced my productivity and created a highly organised work environment."

Business Manager, Primary School

"As the old saying goes, time is money, and whilst it may not ring true for some educators, time is directly related to wellbeing so moving to Arbor has had a positive impact on a significant number our staff's wellbeing and mental health."

Data Analyst, All-through school
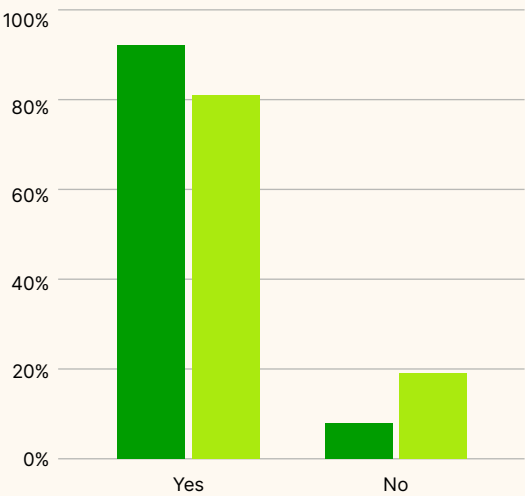
Driving efficiency through joined-up working

"Because Arbor naturally interlinks, you haven't got any kind of siloes. Behaviour runs through communications, which runs through assessment, which runs through exams. There's no real way of seeing where one section starts and another section ends. And that's allowed us all to kind of say, actually, if the system can do this, why can't we collaborate more together?"

Data and Systems Analyst, All-through School

It's not as easy as "saving time = saving money" in education, as the ultimate aim of your organisation is not to make money, but to help create the best outcomes for your students as possible.

Our MIS is designed to do the heavy lifting when it comes to time-consuming manual tasks, so that staff have more time to spend on work that:

- Drives school improvement
- Drives school efficiency
- Has a tangible impact on the lives of your pupils

£7.5K

The total spend on 5-16 year olds in England is £7.5K per year, per student, meaning the cost of MIS and related apps make up less than 0.5% of schools' total spend.[1]

By contrast, schools spend 10x more on their admin and clerical staff than their MIS.[2] This means schools should be making sure that the tools used by these staff are designed to help make them make the most effective use of their time and energy.

"[The Log an Absence Feature] has had so many benefits; it has increased traffic to the parent app, it has reduced SMS cost, parents can add the absence ahead of time, rather than calling in during the chaos of a morning. It means that our staff no longer have to sit on calls or listening to long voicemails. One click to adjust the absence code and save — that's it, that's how easy it is! We're so excited about this feature."

Data Analyst, All-through school

We asked all school staff using Arbor to look into the impact our MIS was having on their everyday lives, and thus the impact they could have on student outcomes.

92% said our MIS had transformed the way they work for the better. 81% said Arbor had improved how they analyse and understand their data.[3]

- ■ Has Arbor transformed the way you work for the better?
- ■ Has Arbor improved the way you analyse and understand your data?

To investigate further, we asked respondents the impact using Arbor has had on collaboration. We believe that breaking bottlenecks and reducing siloes is key when it comes to running an efficient school or trust.

Over 60% (63.6%) of school staff said that Arbor made collaborating easier or significantly easier compared with their previous MIS.

The same was echoed by MAT Central Teams, with 81.5% of respondents stating that Arbor made collaborating easier or significantly easier compared with their previous MIS.

Impact of Arbor on respondents

1 https://ifs.org.uk/education-spending/schools, 2022
2 ibid.
3 Annual NPS survey, Arbor Education

*Please note, the data of those who responded 'I don't know' to this question have been removed for accuracy

Part 3

Long-term investment

Investing in the future

The demands of schools are constantly changing, affected by government, different contexts and technology shifts, such as AI. Systems play an important role in this: if your systems don't adapt to service these changing needs, then schools will incur costs at having to re-procure or retrain staff.

At Arbor, we believe in innovating and developing new features which will make a measurable difference to the way schools and their staff work.

90% of school staff in our survey agree or strongly agree that: "The Arbor Team builds the features schools want and need based on feedback from their community."

How far do you agree that "The Arbor Team builds the features schools want and need based on feedback from their community."
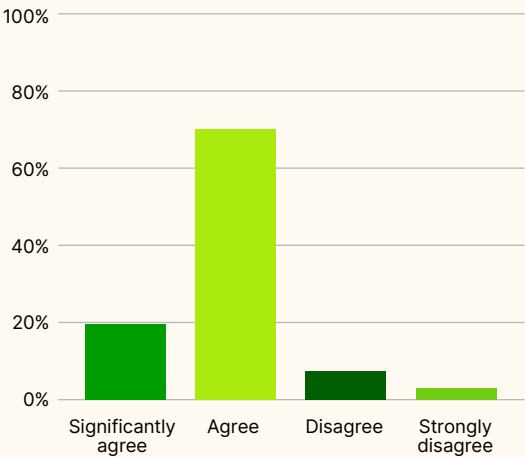
Spotlight on community

At Arbor, we believe that listening to our community is the best way to innovate. And we also know that schools have a lot to learn from one another. That's why we place such an emphasis on community, networking and knowledge sharing at Arbor — especially in Arbor HQ, our forum with over 11,000 members!

The Arbor community is important to me and my schools. I have worked in and with schools for many years and when I look back, much of that time I was flying solo with no one to really speak to, and it was common that no one else knew what I knew about an MIS within my school for me to work with. Working in a non-teaching role I felt my teaching colleagues were much better at networking and sharing best practice, support staff... not so much. Arbor's approach to community and collaboration is so much more of a comfort, I now have people I can talk to.

Data Lead, MAT

"We wouldn't be without Arbor now."

Admin, Primary School

The Key Group, who run a separate "MIS sentiment" survey of all schools (not just Arbor users) in the UK, report annually on which schools are considering leaving their MIS provider in the next 12 months.

Arbor users are the least likely to leave their provider in the next 12 months.
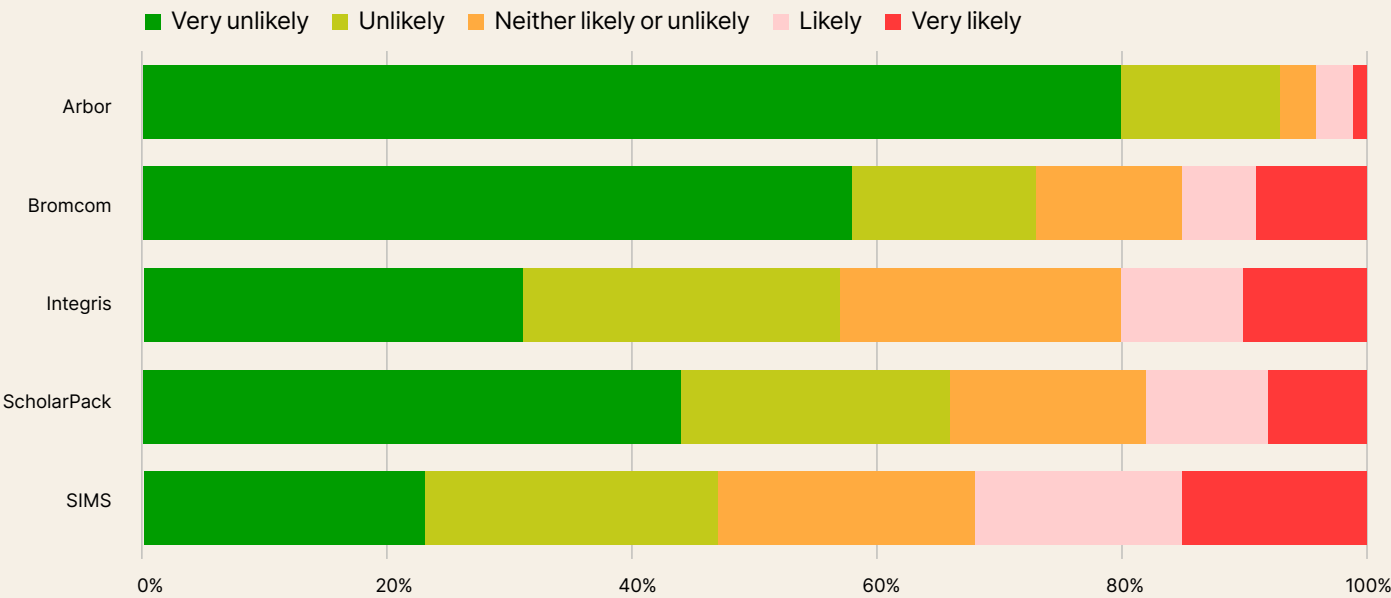
Source: MIS Sentiment Survey 2024, The Key

We are proud at Arbor to have a market-leading retention rate of 99%, meaning schools who choose us, stick with us.

Unquantifiable savings and benefits

Many of the responses in our survey and interviews quoted savings that couldn't be explicitly quantified, although they still created positive impact across schools and trusts. These include, but aren't limited to:

- Costs of maintaining a server e.g. air conditioning, other maintenance costs
- Time lost to bulky updates and error-fixing
- Time lost to staff having to come into school when they couldn't access data from home
- Time lost on the phone to often unavailable support
- Time lost to figuring out workarounds in an unwieldy and clunky system

—

"With Arbor, you get the right information in the right place at the right time.

E.g. Detentions are automated to send a report to go to form tutors two minutes before afternoon registration session. This has helped improve students' behaviour."

IT Manager, Secondary School

—

"Arbor is a great time saver and has helped us as a school to save money on papers used in printing paper register. It has been an amazing experience so far."

Support staff, Primary School

—

"Arbor made our Ofsted inspection easy — we could quickly create reports and make crib sheets for our staff by quickly drilling down and pulling out trends."

Deputy Headteacher, Secondary School

Part 4
Next steps

Find out more about how Arbor will help you audit and replace your third-party systems by moving to our cloud-based MIS.

Interested in how Arbor could save your school or trust money?

Our friendly team will help you audit your existing systems, so you can see how much money your school or trust will save by moving to Arbor.

7,350+
Primaries have chosen our MIS*

1,100+
Secondaries have chosen our MIS

930+
Special schools have chosen our MIS

880+
MATs have chosen our MAT MIS

12,000+
schools have switched to a cloud-based MIS

10,000+
schools are within the Arbor Education Group

*all stats above are correct as of June 2025

Get in touch at
hello@arbor-education.com

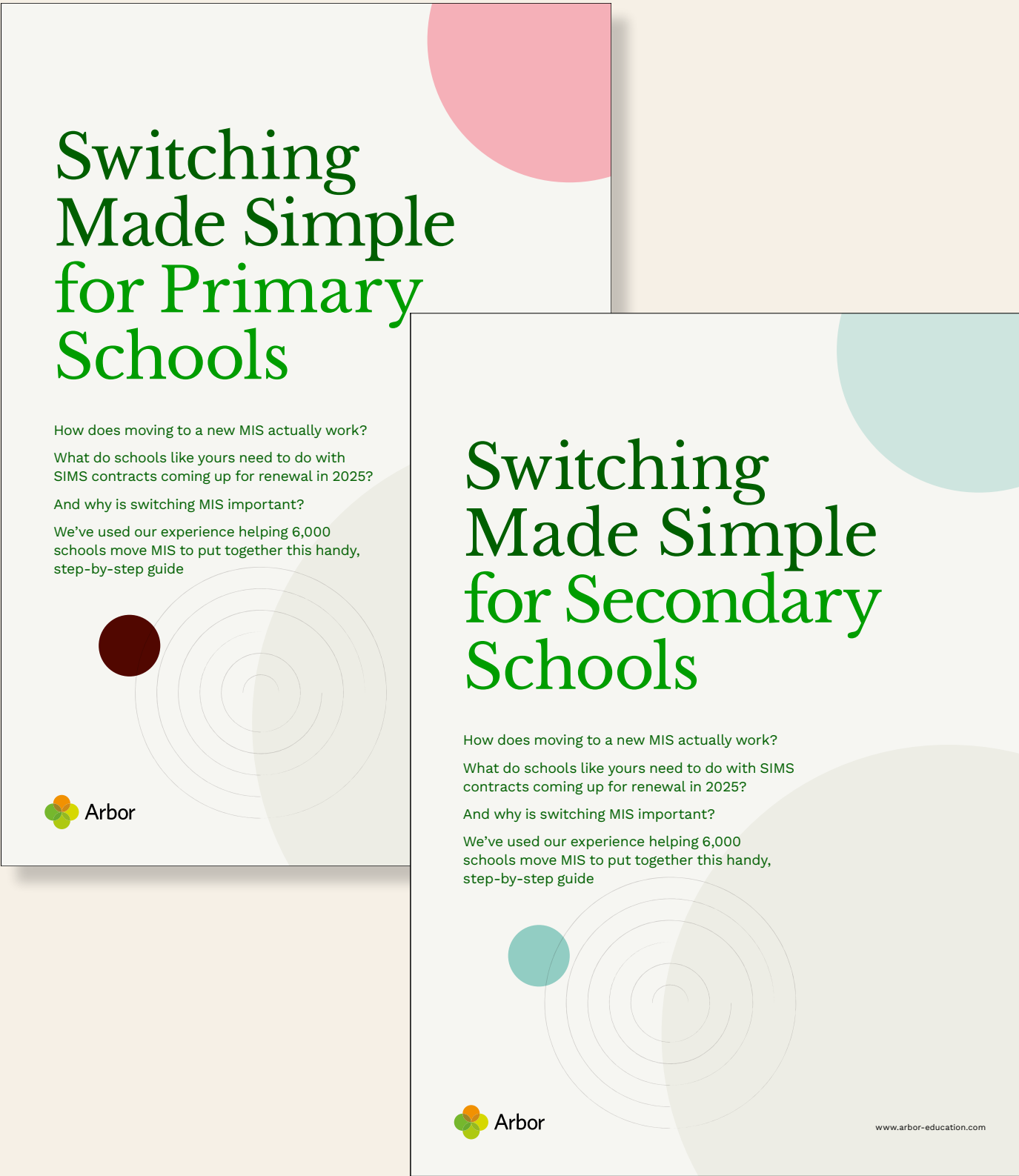Just some of the schools and MATs in the Arbor community:

How to switch MIS

We're here to help you every step of the way when it comes to moving MIS, from research through to implementation.

Download your copy of our free Switching Made Simple guide, designed to talk you through the process of switching from start to finish.

Scan here to download your copy

Or visit bit.ly/switching-made-simple

Switching Made Simple for Primary Schools

How does moving to a new MIS actually work?

What do schools like yours need to do with SIMS contracts coming up for renewal in 2025?

And why is switching MIS important?

We've used our experience helping 6,000 schools move MIS to put together this handy, step-by-step guide

Arbor

Switching Made Simple for Secondary Schools

How does moving to a new MIS actually work?

What do schools like yours need to do with SIMS contracts coming up for renewal in 2025?

And why is switching MIS important?

We've used our experience helping 6,000 schools move MIS to put together this handy, step-by-step guide

Arbor   www.arbor-education.com

Methodology

We sent our ROI and workload survey to all Arbor users via the MIS, and separately to teachers and support staff via email.

We had 2,478 responses from non-teaching and non-support staff.

Of these, 300 were SBMs, CFOs and Bursars. This group were given additional questions on cost savings.

We had 7,478 responses from teachers and support staff.

8,487 respondents finished the survey in full (85%), The rest answered some of the questions but not all.

Participants were given from 10th June 2025 – 18th June 2025 to take part.

The breakdown of where our respondents work is:

Primary school (+ infants, junior)	43.3%
Secondary school (+ all-through, college)	43.5%
Special School / AP	11.3%
MAT Central Team	2%

The breakdown of Arbor's community of schools is:

Primary schools	7,362
Secondary schools	1,117
Special schools	937
Multi Academy Trust	884

We have also included some insights from our annual survey to all Arbor customers in this report, as well as insights from The Key's annual MIS Sentiment Survey.

We'd love to hear from you. Get in touch…